

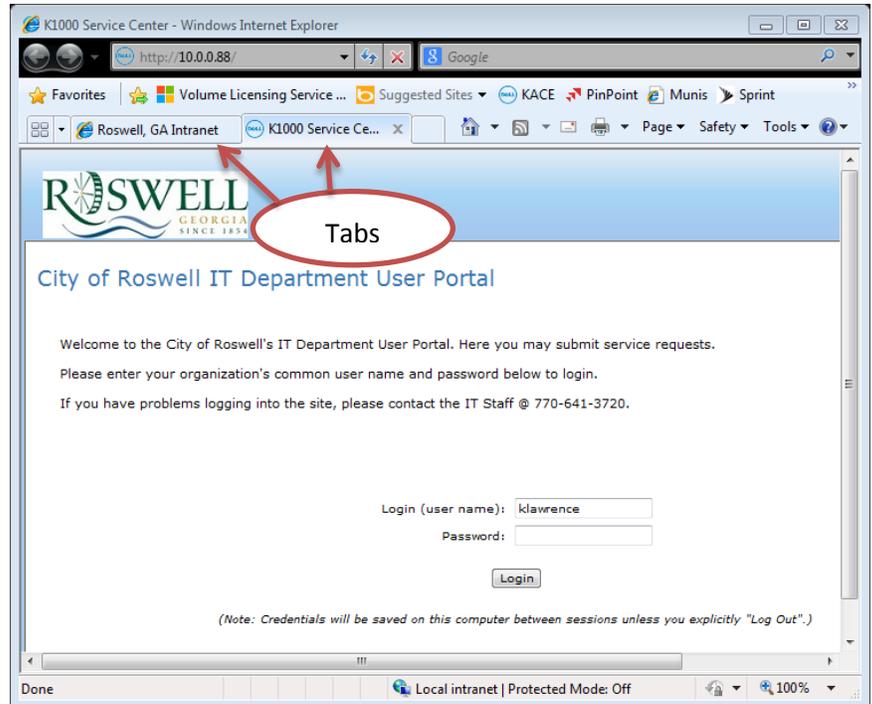
Creating a Ticket for IT support via the web portal

The K1000 Service Center is our new Helpdesk ticketing portal. You can enter your own tickets by going to <http://10.0.0.88>.

For most users we've set up Internet Explorer to open this page as a second tab (first tab is our City Intranet site).

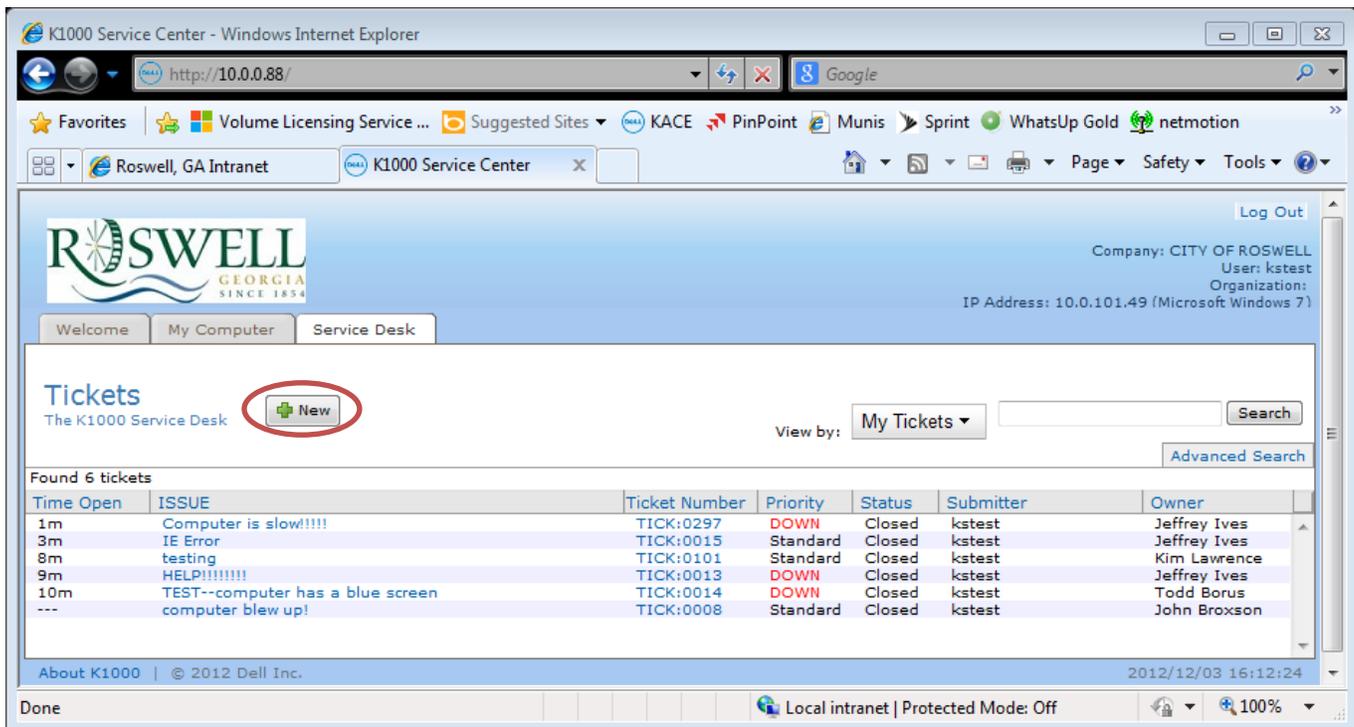
Logging In

Use the same user ID and password that you use to log into your computer. Then click Login.



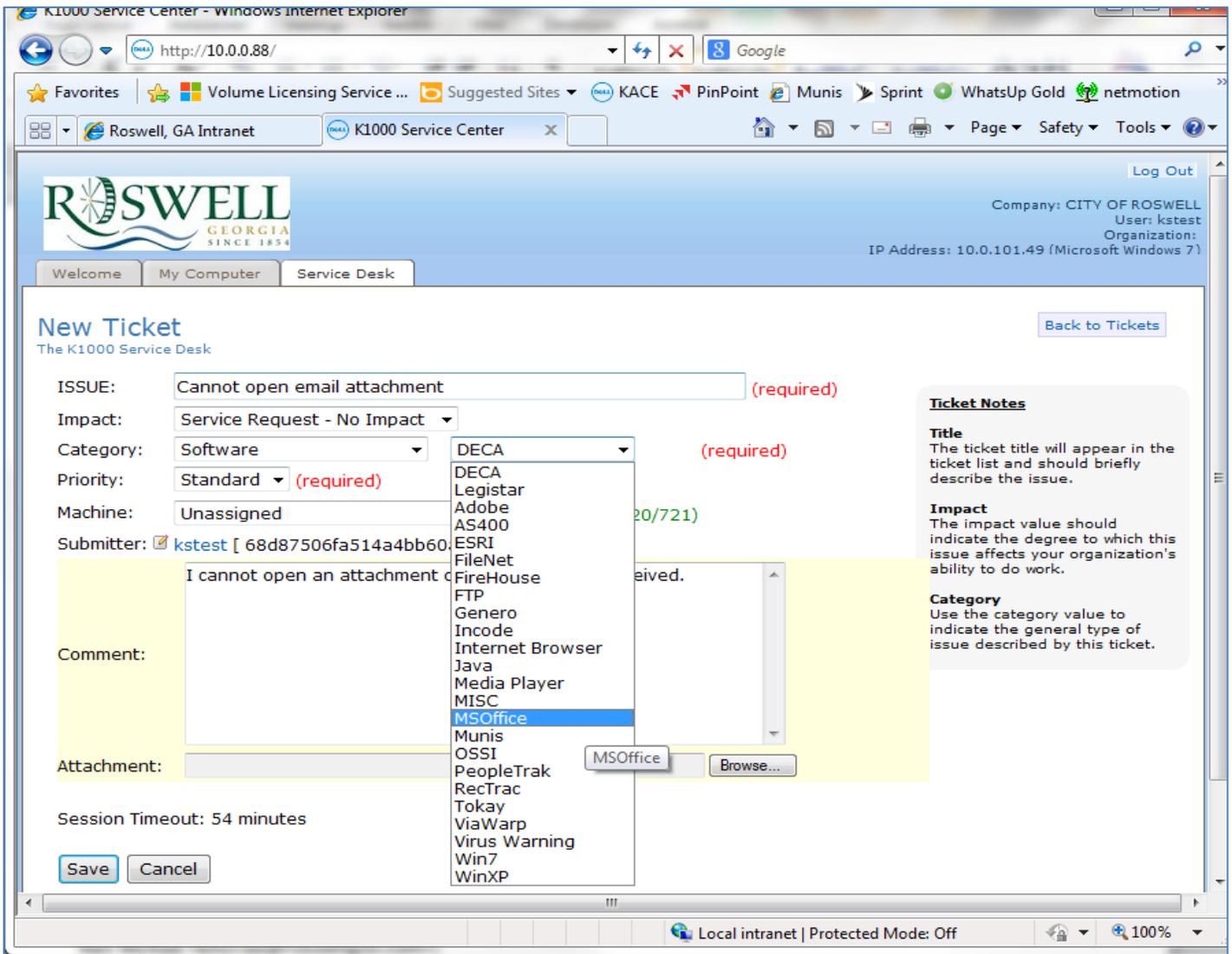
Ticket Screen

Once logged in you will see the Tickets screen. This screen will show a list of your current tickets. Clicking on any of the blue hyperlinks will display more details.



New Ticket

To create a new ticket click on the New button at the top of the screen.



Fill out the required fields to the best of your knowledge using the drop down arrows for selections to choose from.

Use the Comments section to describe the issue further.

You can even attach a print screen by using the Attachment function. The print screen would need to be saved to a Word document before attaching.

Once you have the information in the New Ticket screen click on Save.

This will send an email to the IT staff and someone will be contacting you soon.