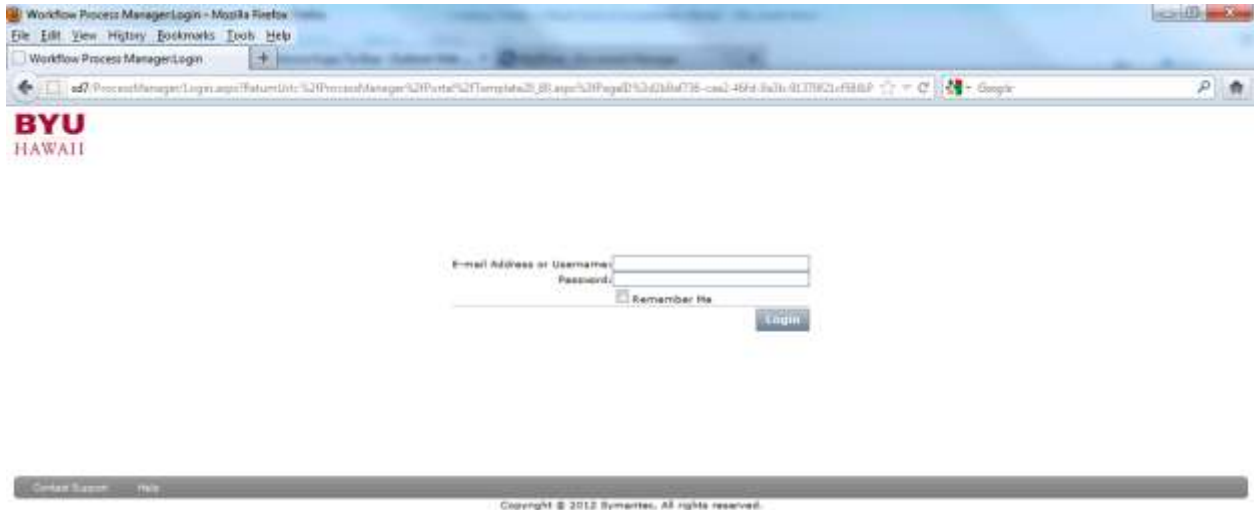
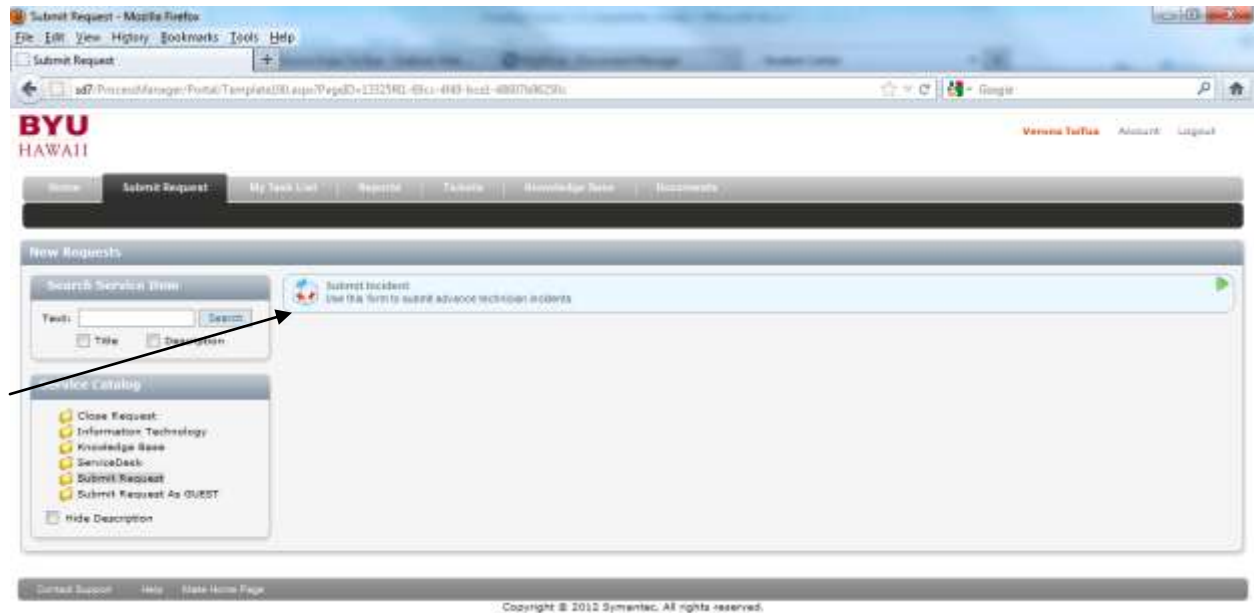


Creating Tickets:

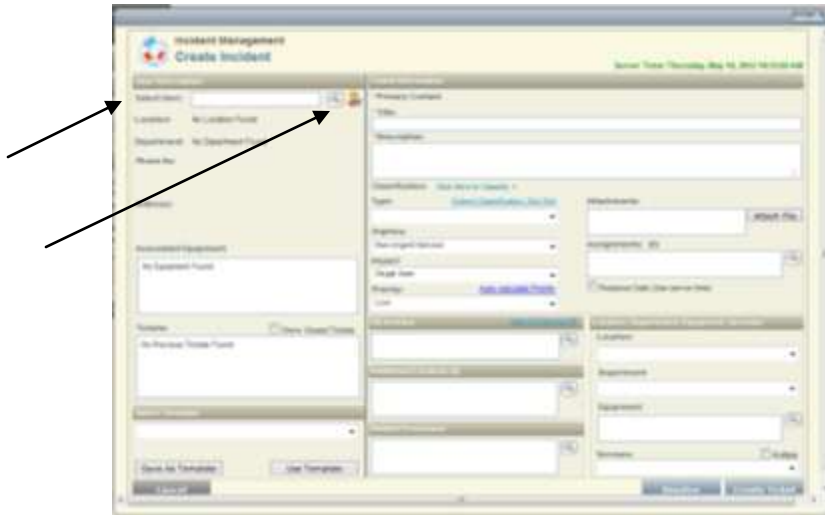
1. Log on to <http://sd7/processmanager> using your school email and password.



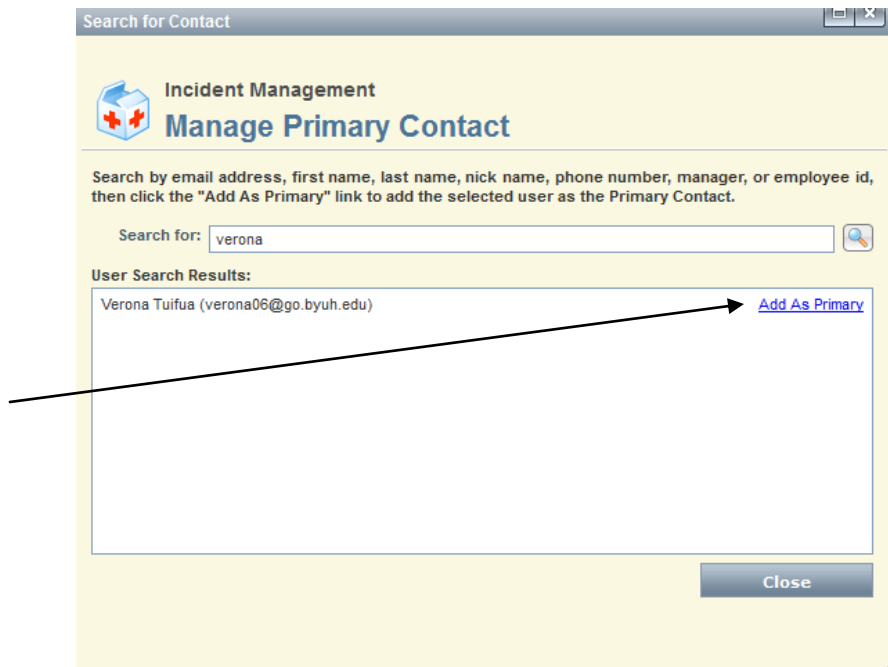
2. Underneath the "Submit Request", click on "Submit Incident".



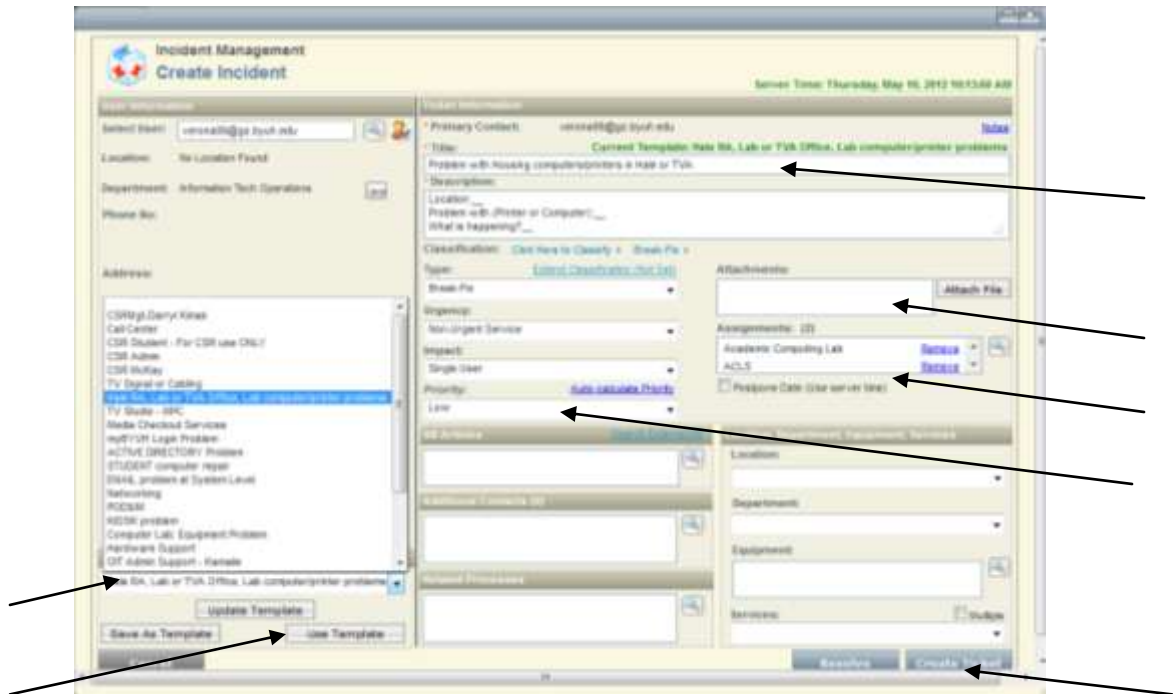
3. Type the name of the user where it asks to "Select User" and then search for the user using the magnifying glass icon on the right side.



4. The system will search for the user you entered. Look for the name of the user and "Add as Primary".



5. Click the drop-down arrow under the option “Select Template” and click on the department or problem that the ticket is being created for and then “Use Template”.
6. Enter information required in the “Title” and “Description” fields.
7. Change the “Priority” level according to how urgent user needs help.



8. Make sure the ticket is assigned to the correct person or department by checking the “Assignments” box. If no one has been assigned yet, click on the magnifying icon on the right and search for the assigned person or department.
9. Click on “Create Ticket” if you intend to create the ticket for the assigned person or department or “Resolve” if you have resolved the ticket yourself.