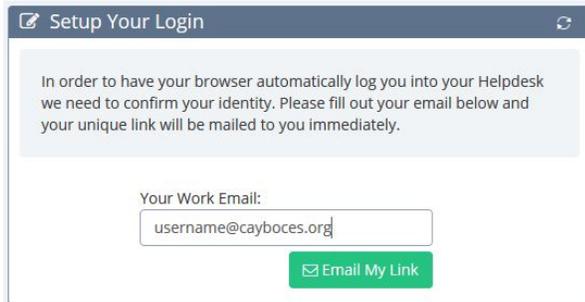


### Initial Setup and Ticket Creation



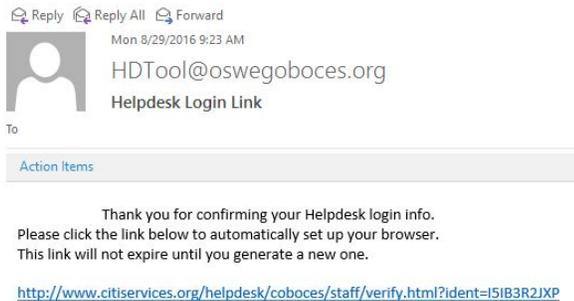
**Setup Your Login**

In order to have your browser automatically log you into your Helpdesk we need to confirm your identity. Please fill out your email below and your unique link will be mailed to you immediately.

Your Work Email:

[Email My Link](#)

**Setup Your Login.** Enter your Cayuga-Onondaga BOCES email address. A link will be sent to your email. You will only have to complete this step once per computer every 120 days.



Reply Reply All Forward  
 Mon 8/29/2016 9:23 AM  
 HDTool@oswegoboces.org  
 Helpdesk Login Link

To

**Action Items**

Thank you for confirming your Helpdesk login info. Please click the link below to automatically set up your browser. This link will not expire until you generate a new one.

<http://www.citiservices.org/helpdesk/coboces/staff/verify.html?ident=I5IB3R2JXP>

**Follow the Link.** The email will appear in your inbox with a link that you can follow to enter the Help Desk Portal.



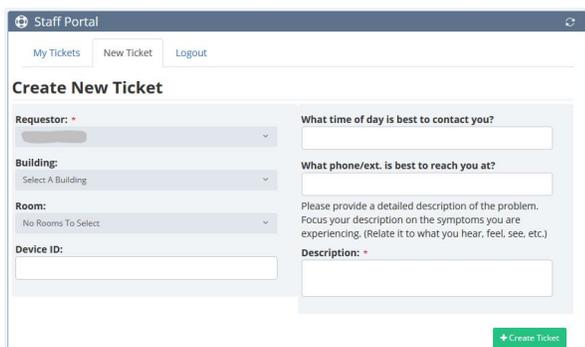
**Staff Portal**

My Tickets New Ticket Logout

Red = Updated Today, Green = Updated in past week, Blue = All other dates Search Tickets:

#	Title	Updated
No tickets available in table		
#	Title	Updated
No tickets found		

**View Your Existing Tickets.** The homepage to the portal shows your existing tickets, if applicable. Here you can check on the status and updates and also comment back on any of your previously entered tickets.



**Staff Portal**

My Tickets New Ticket Logout

**Create New Ticket**

Requestor:

Building:

Room:

Device ID:

What time of day is best to contact you?

What phone/ext. is best to reach you at?

Please provide a detailed description of the problem. Focus your description on the symptoms you are experiencing. (Relate it to what you hear, feel, see, etc.)

Description:

[Create Ticket](#)

**Create a New Ticket.** The next tab will allow you to enter a new ticket. Select your name under *Requestor*, add the building and room number if it doesn't populate already, and include a detailed description of the request.

## Ticket Communication

If we need more information from you, you will receive an email that looks like the email below, with the subject being "Request for Response." Always be on the lookout for emails like this, but please do not reply to this directly - follow the link included in the body to reply to the ticket itself. Otherwise, we will not see your response.

All Unread By Date ▾ Newest ↓

Today

HDTTool@citiboces.org  
Request For Response 10:44 AM  
A Help Desk Ticket from CO



Tue 1/3/2017 10:44 AM  
HDTTool@citiboces.org  
Request For Response

To

Action Items

A Help Desk Ticket from CO BOCES requires your feedback.

DO NOT REPLY TO THIS EMAIL. Email replies will not be delivered as this is an automated message.

Please go to the address below to approve, deny or comment on this request.  
<http://www.citiservices.org/helpdesk/coboces/approval.tpl?actionID=1266253>

Ticket Number: 502624  
Ticket Title: " - TEST TICKET"  
Request Details:  
Here is where you will see the request for information.

DO NOT REPLY TO THIS EMAIL. Email replies will not be delivered as this is an automated message.

Please go to the address below to approve, deny or comment on this request.  
<http://www.citiservices.org/helpdesk/coboces/approval.tpl?actionID=1266253>

Any other updates will look similar to the email below. This is just notifying you that there has been an update and no action on your part is needed.

All Unread By Date ▾ Newest ↓

Today

HDTTool@citiboces.org  
Your Help Desk Ticket (#502... 10:59 AM  
T. Zona updated the ticket titled

HDTTool@citiboces.org  
Request For Response 10:44 AM  
A Help Desk Ticket from CO



Tue 1/3/2017 11:00 AM  
HDTTool@citiboces.org  
Your Help Desk Ticket (#502624) Has Been Updated

To

T. Zona updated the ticket titled " - TEST TICKET" originally assigned to you as the requester.  
The latest comments for ticket #502624:

-----  
Here is a sample general comment.

The details can be found at this address:  
-----  
<http://www.citiservices.org/helpdesk/coboces/staff/portal.html?action=view&ticketvar=502624>

This email was sent on 01/03/2017 @ 10:59:08.

DO NOT REPLY TO THIS EMAIL. Email replies will not be delivered as this is an automated message.