How to Access the Ticket System (Jira)

Note: This How To is intended to be used by Faculty and Staff. It will detail how to access the ticket system, create a ticket, and comment/respond in an existing ticket.

Faculty, if you have students that are experiencing issues you are responsible for submitting a ticket on their behalf. Graduate or research students will not have access to the ticket system. If you are not present, you must notify your students on whom to contact next (backup professor or ITOC member) so that a ticket can be created. Students are not to communicate directly with the ISOE IT team. If you have any questions or concerns, please contact Sarah Pierce.
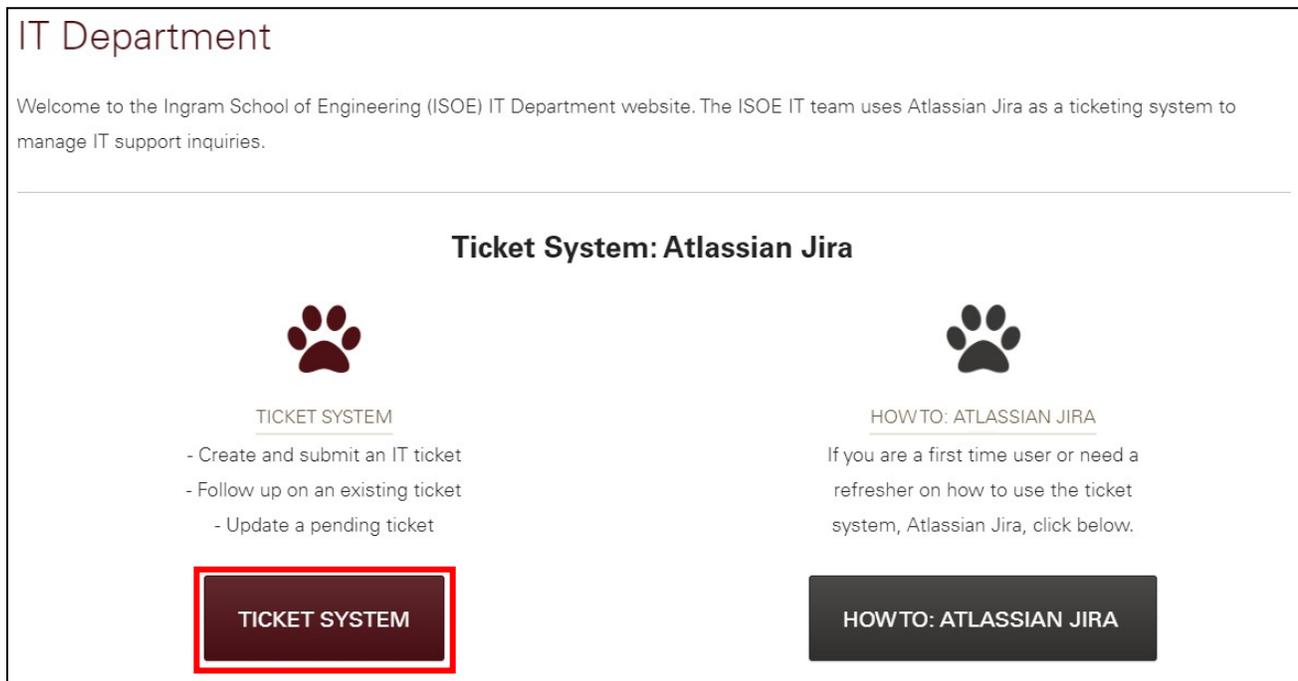
Table of Contents

Access ticket system

1. Go to the main Ingram website: http://www.engineering.txstate.edu/
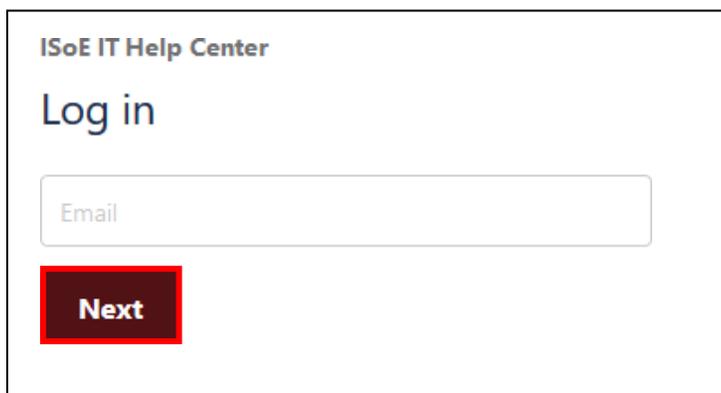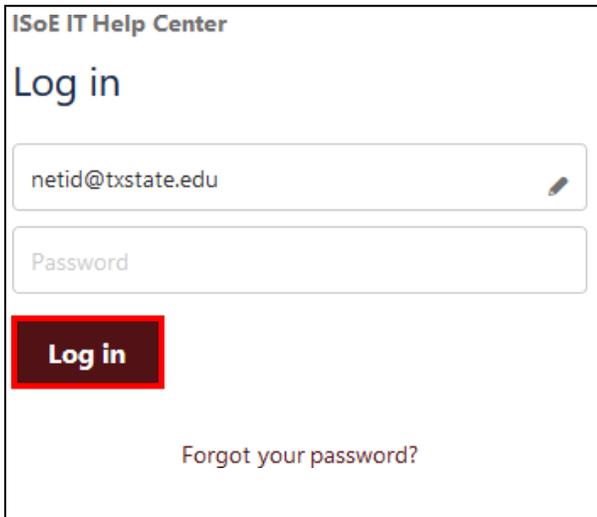2. Click on **IT Department**

3. On the following page click on **Ticket System**

4. On the following page enter your Net ID, then click **Next.**
   a. NOTE: Only use your *NetID@txstate.edu*, this system will not work with an email alias, it **MUST** be your NetID@txstate.edu

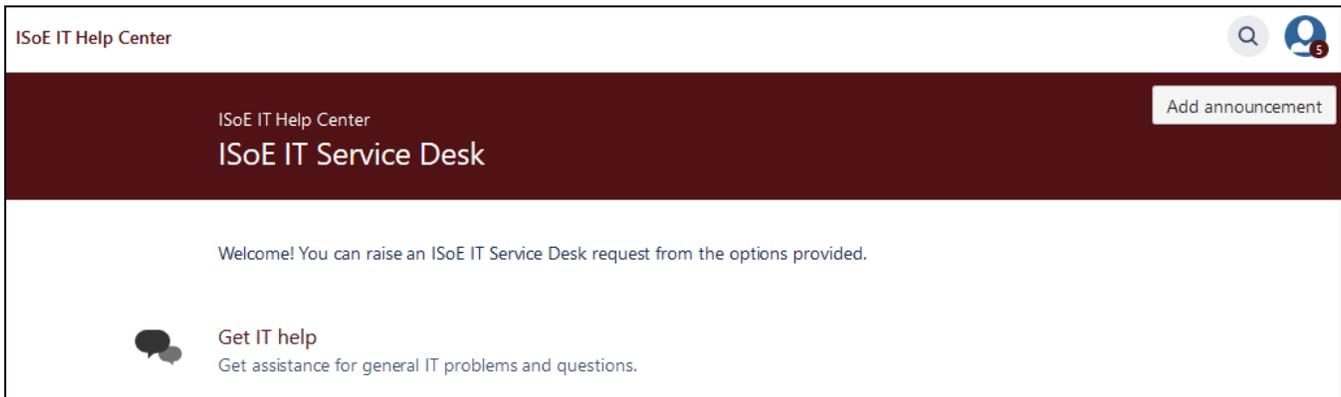**5.** A password box should appear, enter your password, then click **Log In**

  a. NOTE: this system **DOES NOT** authenticate through the TxState network, so it will not be the same password unless you have chosen to set it to the same password.
    i. If you don't recall your password or never set one up when you received a Jira invite, click on **Forgot your password?** to reset your password, you should receive an email shortly to do so

6. Once you're logged in you should see the following page

Create a ticket

1. Once logged into the Jira system, in the main page click on **Get IT help**
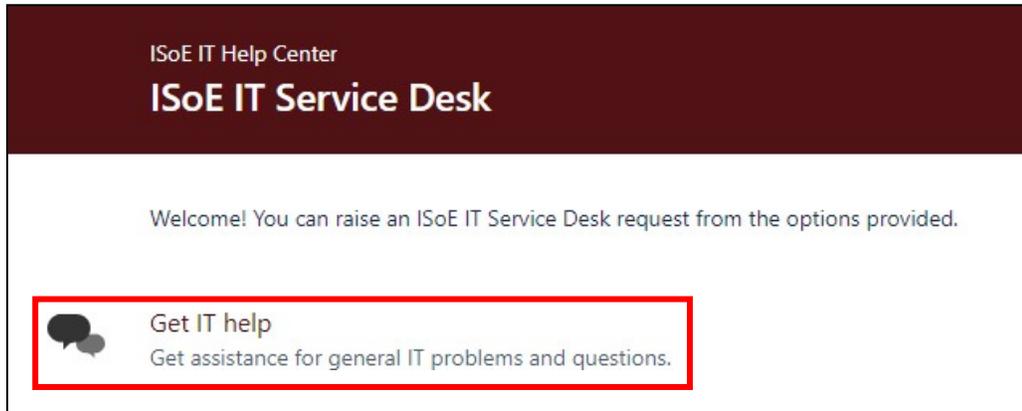
2. On the following page you will be entering the details of your ticket request
   a. Starting with a Summary (One sentence description)
   b. Then, Description with as many details as possible (Do NOT include A#'s)
   c. Add any attachments that can be of help
   d. **Lastly, select the Program you're a part of, then click on Create**

NOTE: Make sure you select the correct Program as this will determine which ITOC member will be assigned to the ticket

Update a ticket

1. Login to the ticket system as described in "Access ticket system"
2. In the top right corner there is an avatar, click it and a submenu will appear with a list of options. Click on **Created by me** under the Requests list
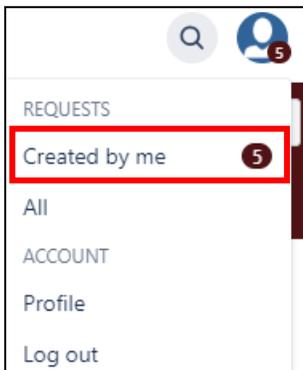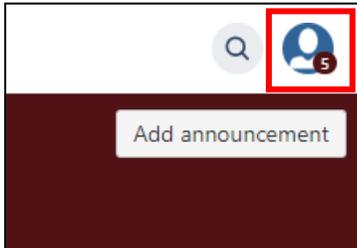
3. On the next page you will be able to see a list of open tickets that you have submitted, click on the ticket you wish to review

4. Once a ticket has been selected, you will be able to see the status and any comments that have been placed on the ticket

ISoE IT Help Center / ISoE IT Service Desk (Development) / DEV-29
Test Ticket

Add a comment

Activity

Ezequiel Jaime-Bencomo Friday 8:55 AM [LATEST]
Ezequiel Jaime-Bencomo test ticket 2

Ezequiel Jaime-Bencomo Friday 8:46 AM
Test comment

Automatic response 19/Mar/18 4:47 PM
Your request status changed to In Progress.

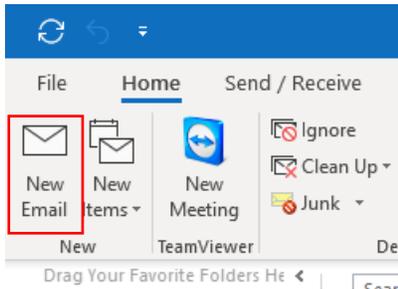**Details**

Created at
28/Feb/18 12:14 PM
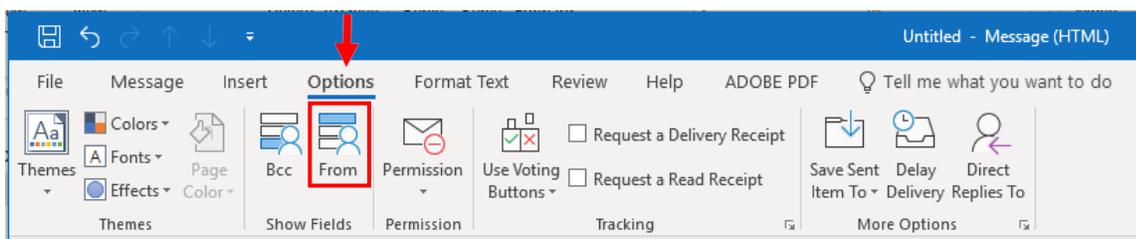
Description
blah

Program Selection
IE

a. You can enter a comment in the Add a comment box by clicking in it and typing, you may also add an attachment by clicking on the paper clip to the right of the comment box.

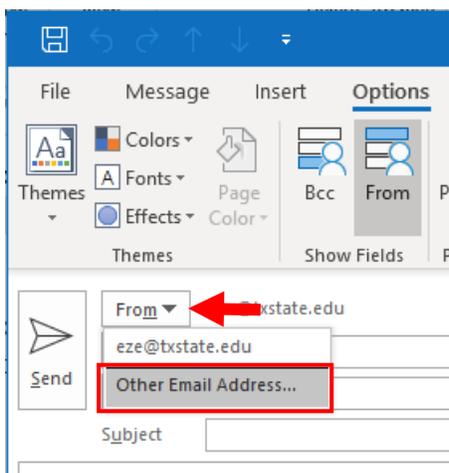# Use Net ID for Outlook (instead of Alias)

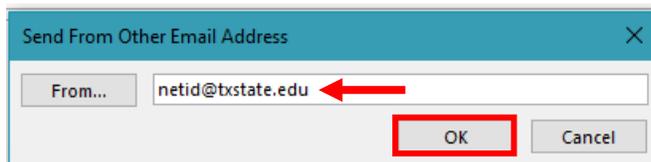1. In Outlook, click on **New Email**

2. A new window will open, click on the **Options** tab at the top. Then, click on **From**

3. Below, the **From** drop down box will appear (and will do so going forward). Click on the down arrow and select **Other Email Address…**

4. A small window opens, enter **your** NetID@txstate.edu in the text box, then click **OK**

5. Your NetID email will now be available from the **From** drop down box and can be used when attempting to reply to a ticket