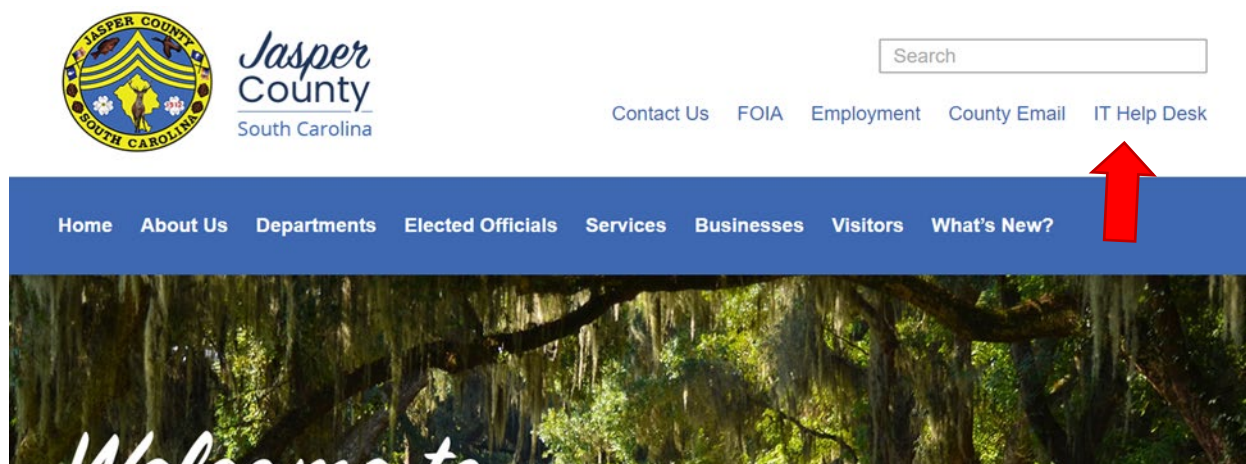




How to use the ticket system.

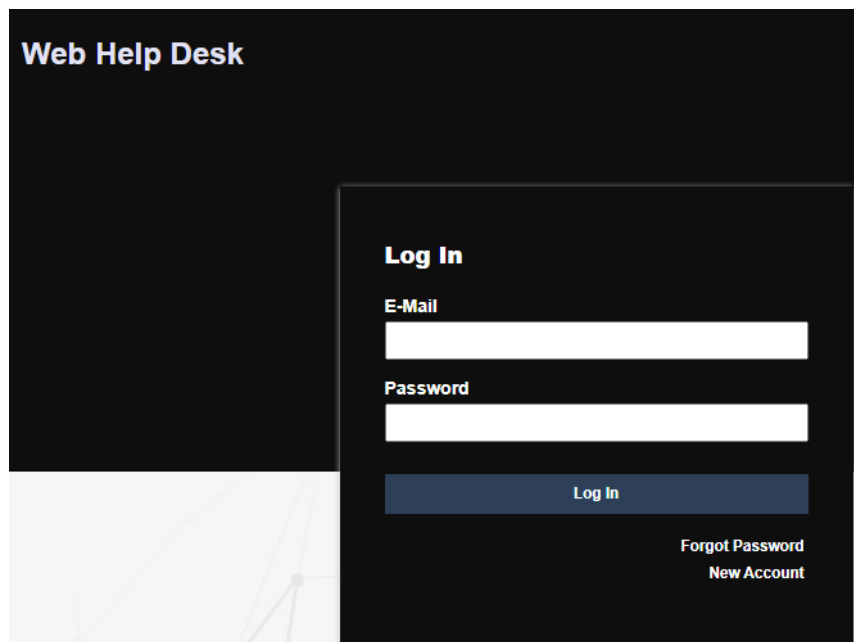
Put in a ticket, update a ticket, and check the status of a ticket

How to request a ticket



E-Mail: County issued email address. *Example: Jdoe@jaspercountysc.gov*

Password: County issued password to log into county computer.



The screenshot shows the 'Web Help Desk' interface for Jasper County. At the top, there is a navigation bar with the Jasper County logo on the left and the text 'Web Help Desk' on the right. Below the logo are several menu items: 'Request', 'History', 'FAQs', 'Messages', and 'Profile'. The main content area is titled 'Help Request' and contains the following fields:

- Request Type:** A dropdown menu.
- Subject:** A text input field.
- Request Detail:** A large text area for entering details.
- Location:** A dropdown menu.
- Room:** A dropdown menu.

At the bottom of the form are two buttons: 'Save' and 'Cancel'.

Request Type:

- Email or Outlook
- GIS
- Hardware
- HR
- IT General or Other
- Network
- Phone/Voicemail
- Printer/Toner
- Software Related
- Website Request

Subject: In the Subject field, enter a name for this request.

Request Detail: Enter a detailed description for the request.

Location:

- Administration
- Airport
- Assessors
- Auditor

- Business License
- CID
- Clerk of Court
- County Attorney
- County Coroner
- Delegations
- Detention Center
- Emergency Services
- Finances
- Fire Rescue
- Hardeeville Auditor
- Hardeeville Magistrate
- Human Resources
- IT Department
- JCSO
- Parks and Rec
- Planning Department
- Probate
- Probation and Parole
- Public Works
- Registers of Deed
- Ridgeland Magistrate
- Sheriff Office
- Tax Collectors
- Treasurer
- Veteran Affairs
- Voters Registration

Save: You will receive a ticket email notification.


How to update a ticket

Open the ticket email notification that was emailed to you the day the ticket was created.

Example: *Jdoe@jaspercountysc.gov*

User, thanks for using the help desk. You can check the status of your ticket (1234) at

<http://Management2019:8081/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=1234>



[Add Note](#) [Cancel Ticket](#)

On 1/28/21, at 1:16 pm, User wrote:


Add a note or cancel your ticket.

How to check the status of a ticket

Open the ticket email notification that was emailed to you the day the ticket was created.

Example: *Jdoe@jaspercountysc.gov*

User, thanks for using the help desk. You can check the status of your ticket (1234) at

<http://Management2019:8081/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=1234> 

[Add Note](#) [Cancel Ticket](#)

On 1/28/21, at 1:16 pm, User wrote:

#1234

Closed



Created 1/28/21 1:16 PM

Due 1/29/21 1:16 PM

Closed 1/28/21 1:18 PM

▼ **REQUEST DETAILS**

Printer/Toner

Administration

▼ **CUSTOM FIELDS**

PC Number *

Example

How to reply to a message

Open the ticket email notification that was emailed to you. *Example: Jdoe@jaspercountysc.gov*



Ticket 1234: 

On 1/28/21, at 3:42 pm, Lekisha Brown wrote:

On 1/28/21, at 1:16 pm, Shantrece Givens wrote:

Reply to the message by clicking on ticket number. *Example shown in picture.*