ITarian Mobile

Software Version 1.3.5

User Guide

Guide Version 1.3.5.021720

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1   Introduction to ITarian Mobile

ITarian Mobile allows Service Desk users to track and manage support tickets on their mobile devices.

Service Desk is a fully featured ticket management system that allows companies to implement strong work-flows for internal and customer-facing support departments. The mobile app lets admins and staff respond to tickets, reassign tickets, share tickets, add billable time, manage users/organizations and more.

This guide covers account set up, installation and app usage.

- **Introduction to ITarian Mobile**
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  - **Share Tickets** - Share your ticket with other service desk staff.
  - **Internal Note** - Create an internal note for other staff.
- **Settings** - Configure notification types users will be notified.
- **About ITarian Mobile** - Details of the product and its version number.

To use the app, you should already have a ITarian account and have active staff members in the Service Desk component.
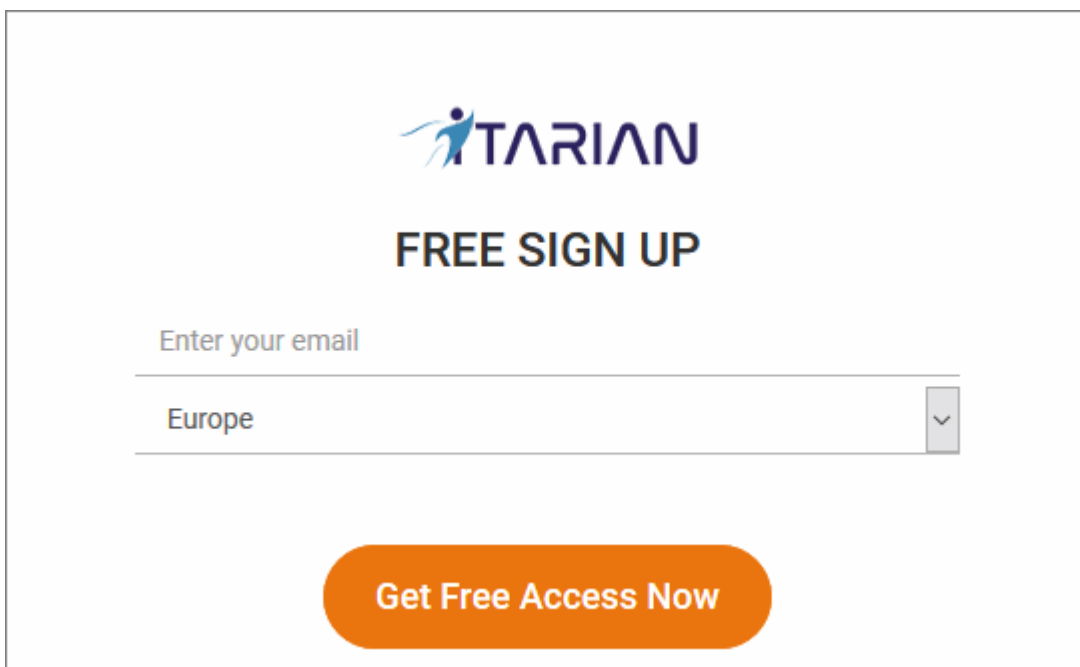
1.1   Sign up for a ITarian Account

Note. To use ITarian Mobile you must have a ITarian account. If you already have an account then you can skip this step and go straight to **Get the App and log in**

You can get an ITarian account in a few steps:

- Visit **https://www.itarian.com/**
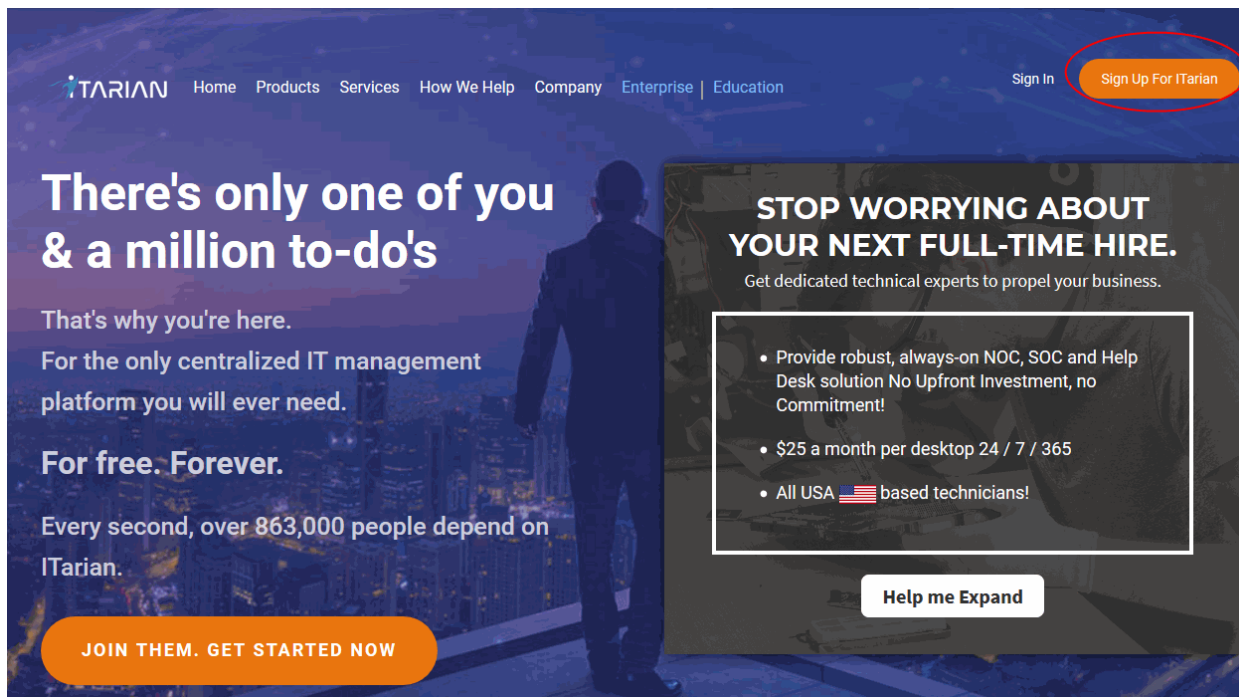

- Click 'Sign Up for ITarian' at top-right

- Enter your email address and select your region:
  - **Email Address** - This is used as your contact address and doubles-up as your ITarian username.
  - **Region** - ITarian has servers in Europe and the United States. This choice determines where you data is hosted. Please choose the region closest to you.
- Click 'Get Free Access Now'.
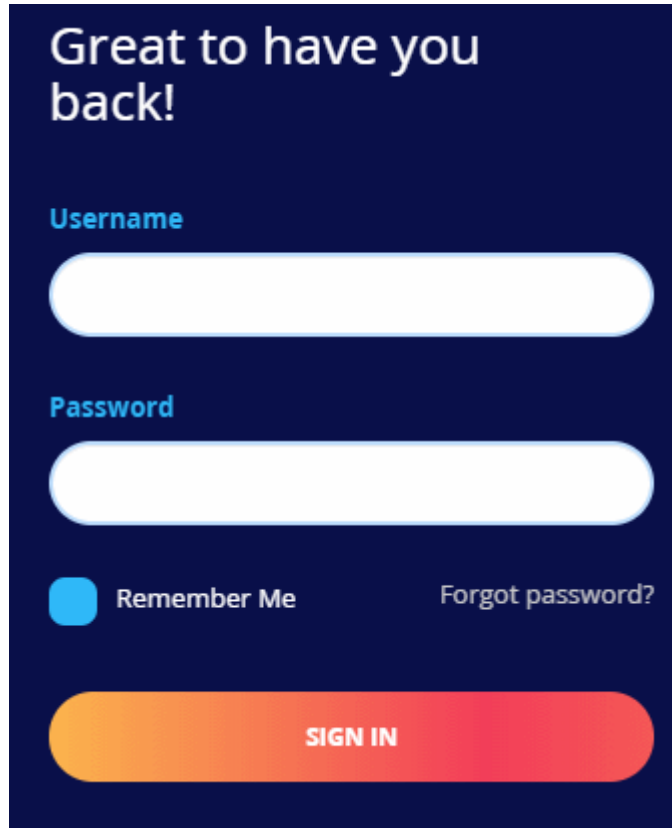

Complete the short registration form:

- **Name** - Enter your full name
- **Email Address** - Pre-populated with the address you provided in the previous step.
- **Password** - Create a password for your ITarian account. Requirements:
  - At least eight characters long
  - Contain at least one lower and one upper case letter
  - Contain at least one numeral
  - Contain at least one of the following special characters -)("!#$%^&*"
- **Phone** - Primary contact number
- Click the 'Get Started Now' button.

- Your ITarian account is created.
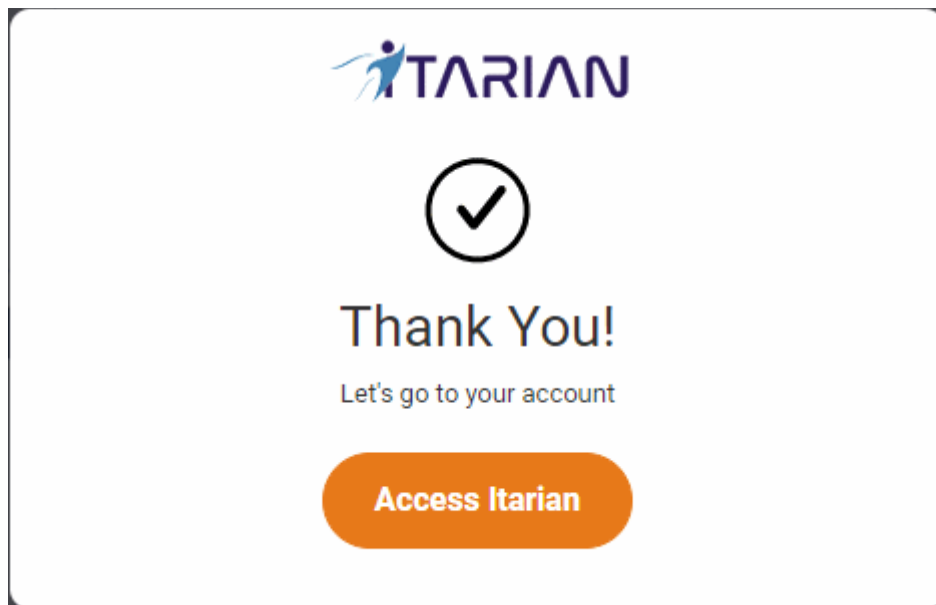
A welcome email is sent to your registered email address.

- Click 'Access ITarian' to open the login page:

- Enter your email address and password to login to ITarian
- Click 'Sign-in'
- Next, click 'Configure my Authenticator' to setup two-factor authentication (2FA). 2FA adds additional security to your account. **Click here** for more details
- Next, provide us with a few more details about your business so we can tailor ITarian to your needs:

- **Business Type** - This determines the version of ITarian that you receive ('MSP' or 'Enterprise').

  - The products and features vary slightly for each business type. Click 'Compare Business Types' to see a comparison.

  - The **Appendix** also has some details about the differences.

- **Subdomain/Company** - The sub-domain you type here forms the first part of the URL you use to access products like Service Desk.

  - Example - if you enter 'acme', you will access the service desk at https://acme.servicedesk.itarian.com

- Click 'Submit'.

- The final screen is a summary of your active services:

Welcome to ITarian
Free Services Out of Box

⮕ **Logout**

✅ **Endpoint Manager**   READY ⌃

- ◦ Remote Device Monitoring and Management
- ◦ Remote Device Control
- ◦ Patch Management
- ◦ Application Management
- ◦ 30-day trial for Advanced Endpoint Protection
- ◦ Mobile Device Management

✅ **Secure Internet Gateway**   READY ⌃

- ◦ Limited up to 300k DNS requests per month
- ◦ Cloud-delivered, DNS-based Security
- ◦ Advanced Threat Protection
- ◦ Web-Filtering
- ◦ Off-Network Protection
- ◦ Mobile Device Coverage

OK

- • Click 'OK' to finish setup and open the ITarian dashboard:
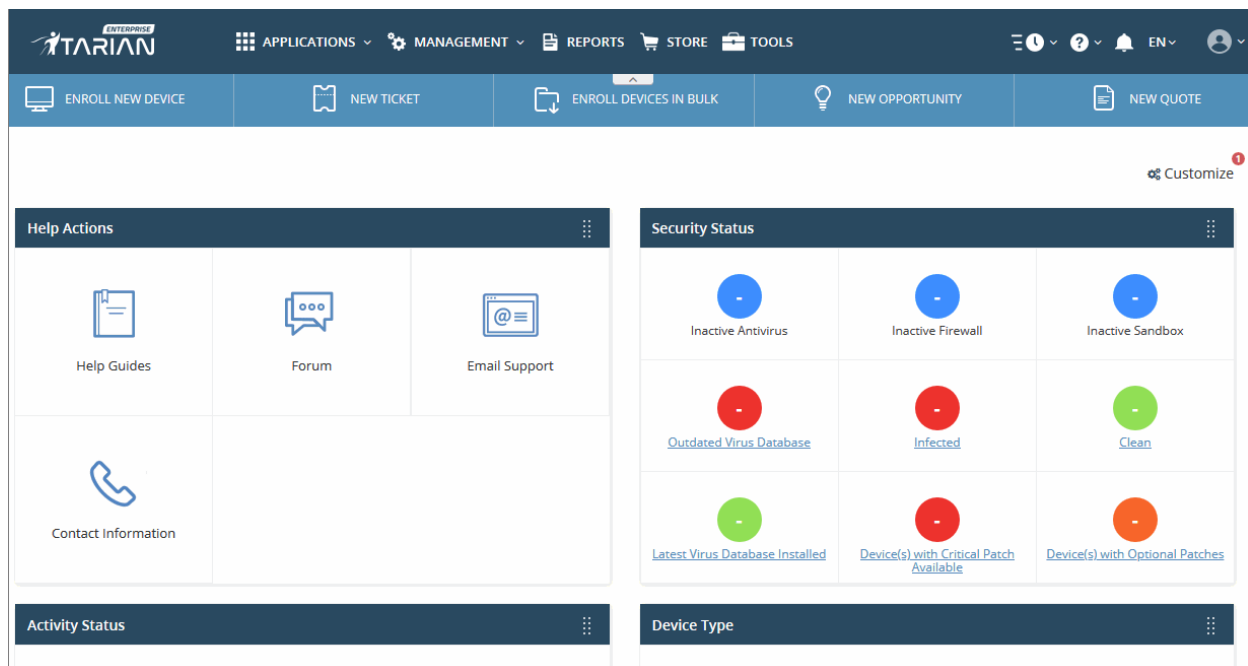
That's it. You have successfully created a ITarian account.

Note - This account is automatically granted 'Account Admin' privileges and cannot be deleted. It is effectively the 'Master Admin'.

You can create 'Admins' and 'Technicians' under this account. See **'Manage Administrators, Staff and Roles'** for more details.

1.2   Get the App and Log in

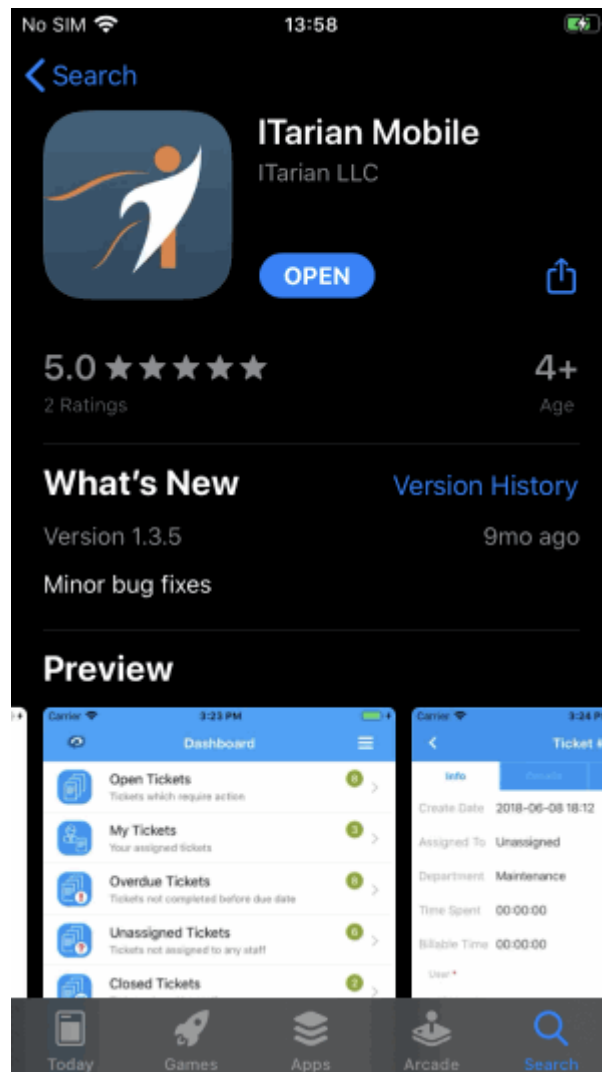Users can download the ITarian app to their mobile devices from the following URLs:

- **Android users** - Download ITarian Mobile from **https://play.google.com/store/apps/details? id=com.itarian&hl=ru** (or search for 'ITarian Mobile' on Google Play)

- **iOS users** - Download ITarian Mobile from **https://apps.apple.com/us/app/itarian-mobile/** (or search for 'ITarian Mobile' on the Apple App Store)
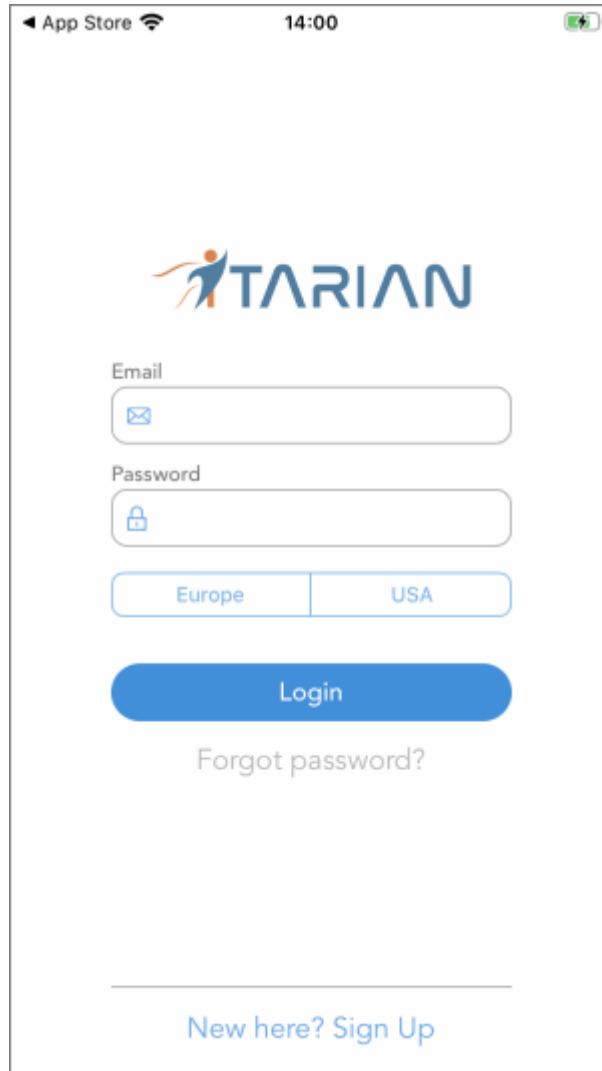
At the product page:

- Select 'ITarian Mobile' and click the download icon.
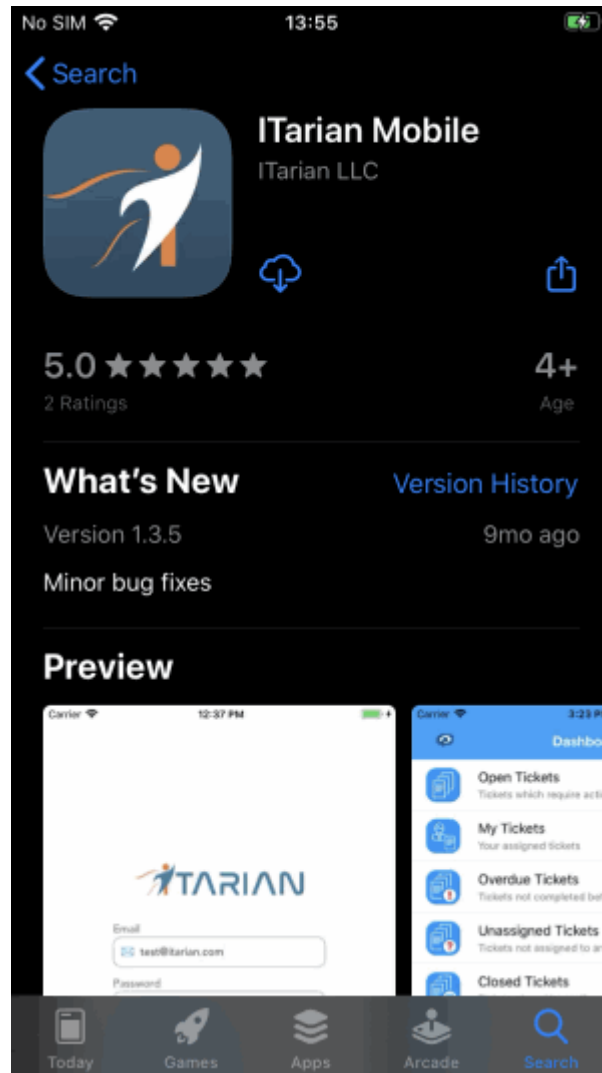
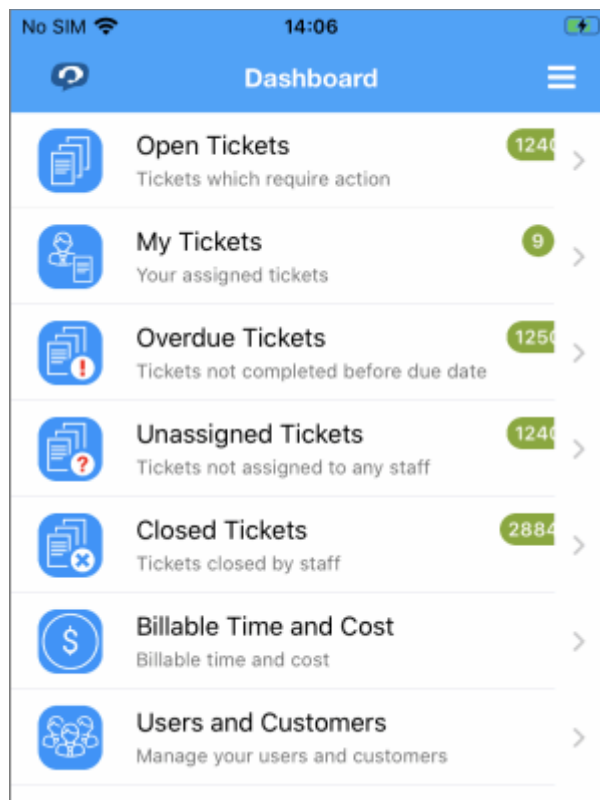- After installation, click the 'Open' button to launch the app:

• Login with your ITarian username, password, and region:

- The dashboard opens, listing all tickets assigned to you along with several other ticket options:

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2   Dashboard - Manage Tickets

The dashboard allows admins and staff to view, create and manage tickets. Please use the following links to jump to the area you need help with:
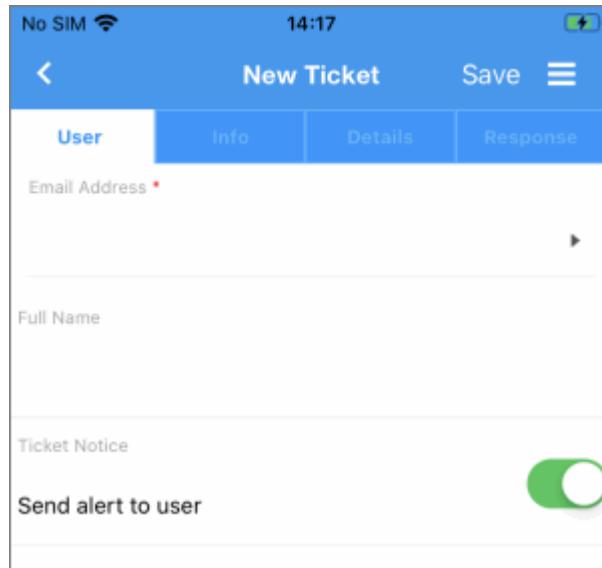
- **New Ticket**
- **Open Tickets**
- **My Tickets**
- **Overdue Tickets**
- **Unassigned Tickets**
- **Closed Tickets**
- **Billable Time and Cost**
- **Users and Customers**
- **Search Options**
- **Manage Time**
- **Mobile Service Desk Components**

2.1   New Ticket

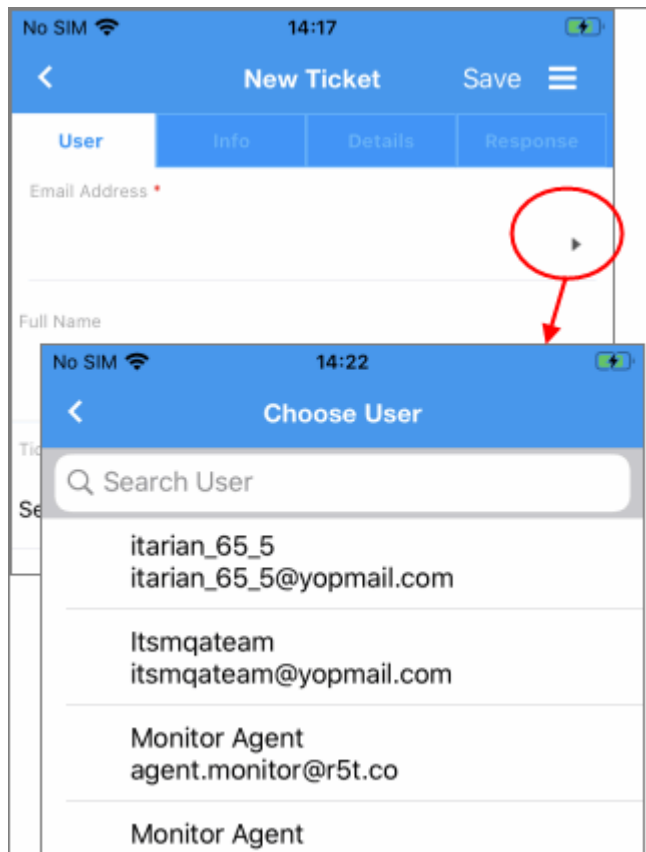Staff can create tickets on behalf of end-users as follows:

- Open and login into the ITarian app
- Tap the hamburger icon at top-right

- Tap 'New Ticket'

- This opens the new ticket interface at the 'User' tab:
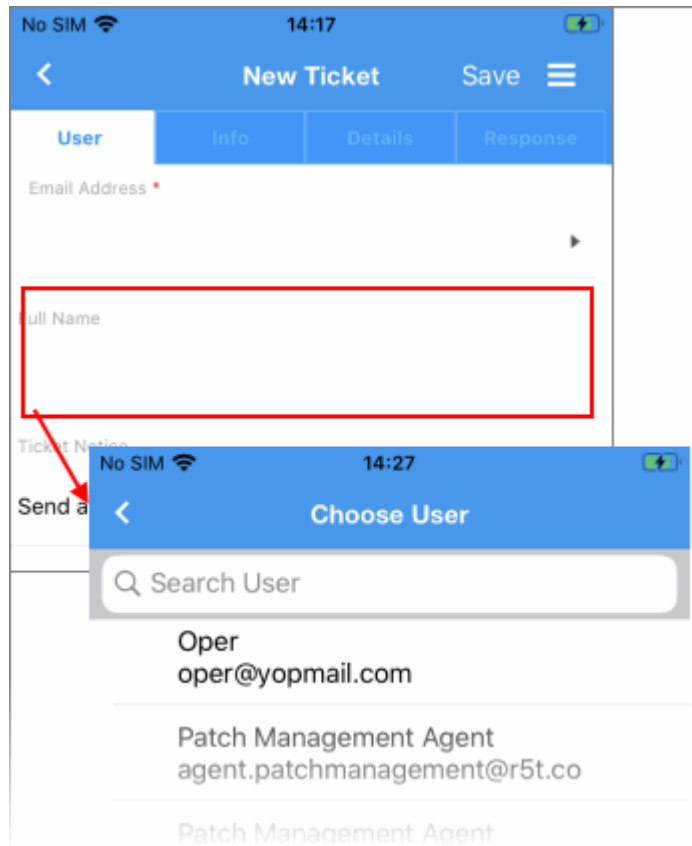

User tab

- **Email address** - Enter the user's email address. This is auto-filled if the 'Lookup or create a user' form is used.
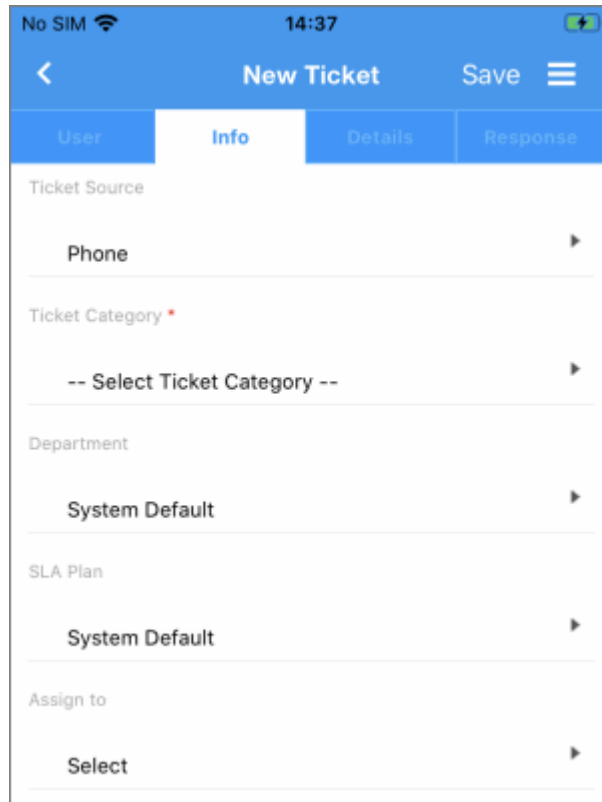

- **Full Name:** Enter the user's first name and surname. This is auto-filled if the 'Lookup or create a user' form is used.
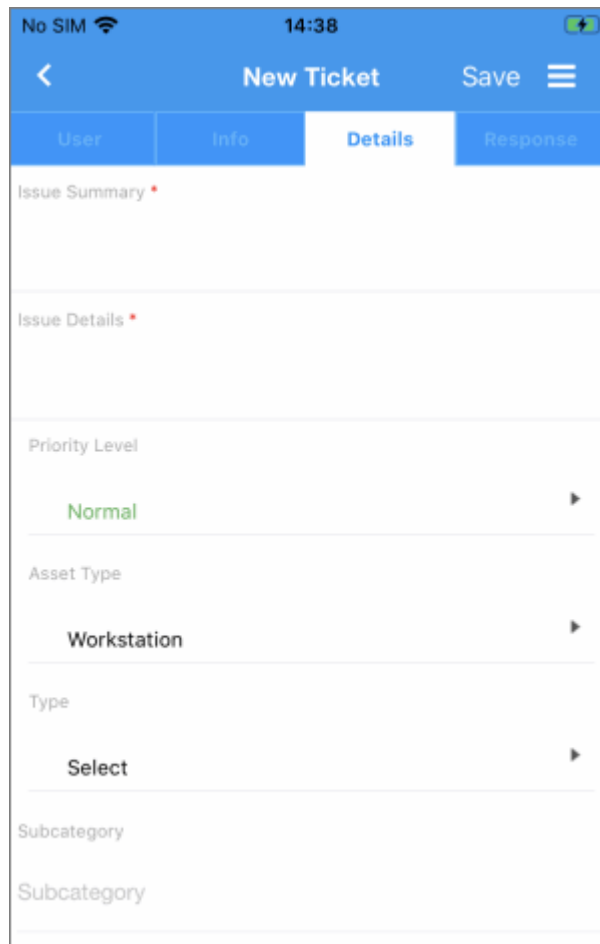

- **Ticket notice:** Sends an alert to the user informing them that a ticket has been created on their behalf.

Info tab:

- **Ticket Source:** The method used by the end-user to submit the support request. For example, if the staff member discussed the issue with the end-user over the phone, then 'Phone' is the source.

- **Ticket Category:** The support topic into which this ticket falls. You can change the ticket category if required.

- **Department:** Assign the ticket to a department in your company. This department prevails even if it is different to the department responsible for the chosen ticket category.

- **SLA Plan:** The SLA plan assigned for the ticket depending on the settings in default SLA settings. The option chosen here will prevail even if the 'SLA Plan' for the selected 'Help Topic' and 'Department' is different.

- **Assign To:** Select the staff member to whom the ticket should be assigned. The option chosen here will prevail even if the 'Agent' for the selected 'Help Topic' is different.
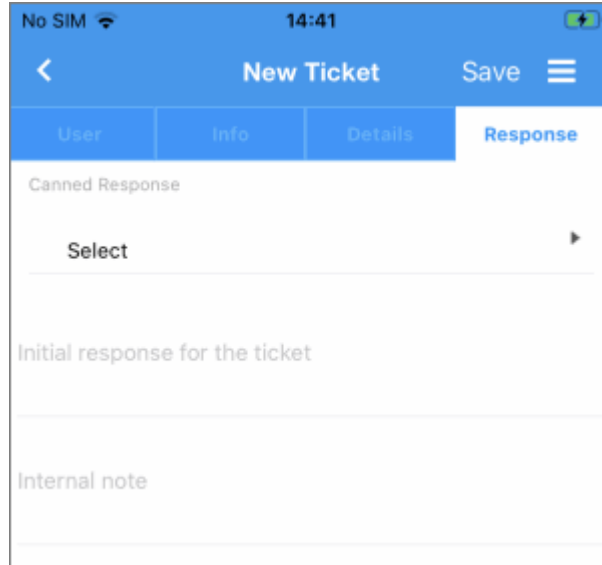
Ticket Details

- **Issue Summary:** Enter details in brief about the issue.

- **Issue Details:** Enter the details about the issue in the text field. To clear the field, click the trash can icon at the top right.

- **Priority Level:** Select the priority level for the new ticket. The option chosen here will prevail even if the 'Priority' for the selected 'Help Topic' is different.

- **Asset Type:** Select the category of asset for the ticket.

- **Type:** Select the type of category for the ticket. The options available are 'Alert', 'Order' and 'Problem'.

- **Sub Category:** Enter the category information for the ticket.

Response

- **Canned Response:** Select a pre-prepared answer that will be sent to the user
- **Initial Response:** Enter an email response to be sent to the user
- **Internal Note:**
    - Add notes for the ticket that are for internal purpose only.
    - Click the 'Open' button to create the ticket on behalf of a user.
    - Click the 'Reset' button to clear all selections and entries.
- Click 'Save' for the changes to take effect. See **Internal notes** to find out more.

2.2   Open Tickets

The 'Open Tickets' area shows tickets which are currently in-progress.
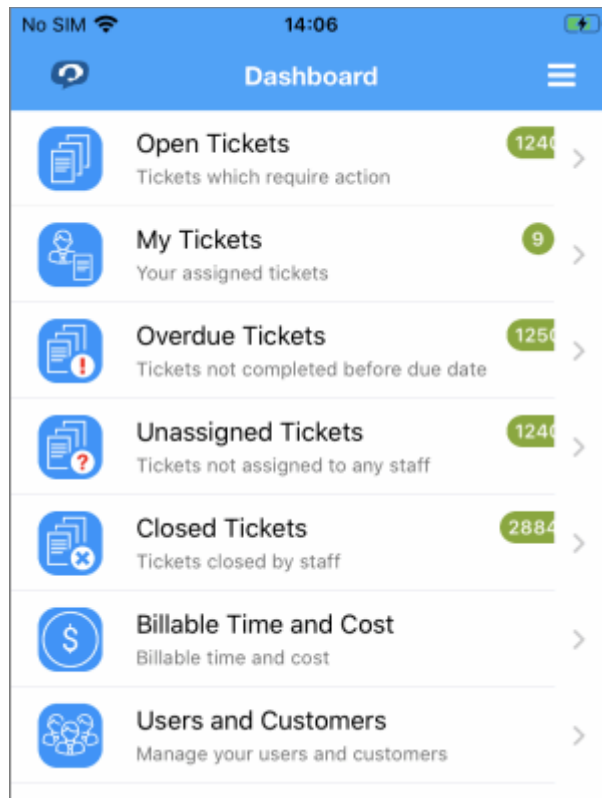
•   Select 'Open Tickets' on the dashboard to view a list of all open tickets

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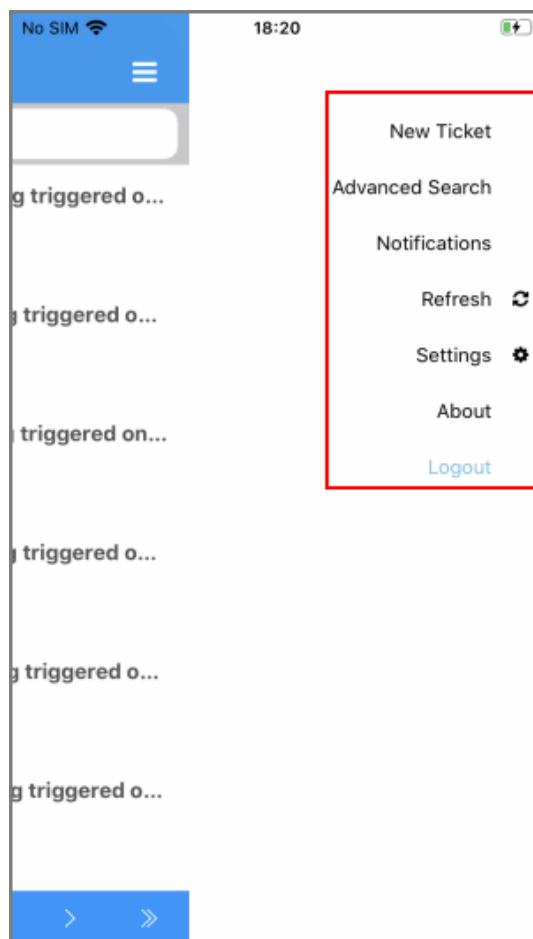
- The hamburger ☰ menu at top-right lets you view 'New Ticket', 'Advanced Search', 'Notifications', 'Refresh', 'Settings', 'About' and to logout of the app.

- Select any ticket to view more details and take ticket actions. You can search for specific tickets by entering the ticket number, user name or ticket subject in the simple search field.

- Tap the 'Advanced Search' option in the drop-down menu to search for tickets using other ticket criteria like 'Status', 'Assign To', 'Ticket Category', 'Date Range From/ To', 'Type', 'Departments', "Closed By", "Asset Type", 'Customer Type' and 'Priority Level'.

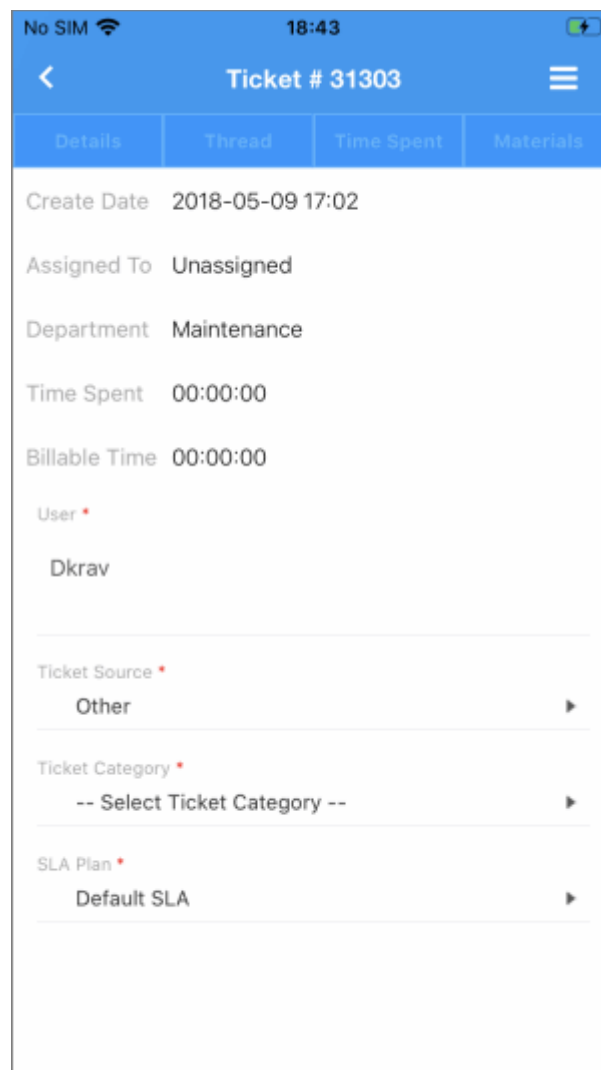- Tap the hamburger at top-right at 'Advanced' search options lets you 'Reset Filters' or 'Remove Filters'.

- Tap a ticket to open the ticket details area. This area contains four tabs:

- **Info -** View basic information about the person and department to whom the ticket is assigned, the date the ticket was created, the user that submitted the ticket, the time spent on the ticket and any billable time accrued by the ticket. The info tab also allows you to view and change the ticket source, the topic under which the ticket is categorized and the SLA plan associated with the ticket.

- **Details -** Contains a summary of the ticket text as submitted by the user. This area also allows you to change the ticket priority level, the type of asset which the ticket concerns and the ticket category.

- **Thread** - View all comments on the ticket so far.

- **Time Spent** -Manually add work time through the 'Time Spent' tab. See '**Manage Time**' to find out more.


- **Materials** - Add and manage material expenses on your ticket. See '**Materials and Expenses**' to find out more.
- Tap the hamburger ☰ menu while a ticket is open to save ticket, refresh, post replies, claim a ticket, reassign the ticket, close the ticket, move it to another department and more:
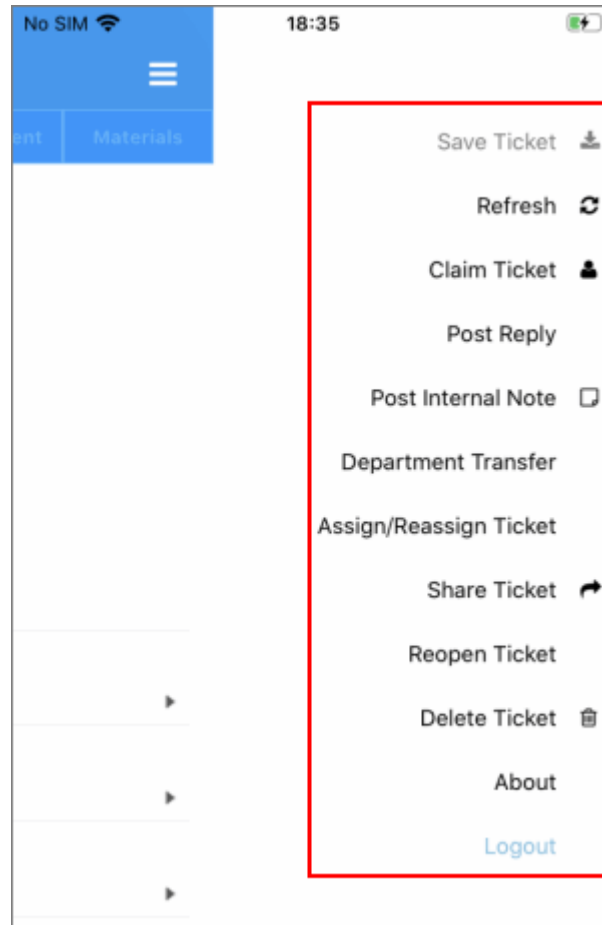
- **Save -** Changes to take effect.

- **Refresh -** Implement your changes.

- **Claim Ticket** - Assign the ticket to yourself. Please note that this option is available only in unassigned tickets.

- **Post Reply -** Allows you to post a response to the ticket. Your response will be visible in the 'Thread' area'. The reply menu also contains the following options:

  - Email reply - Send an email to the user containing your response in addition to your post.

  - Canned response - Use a pre-prepared text as your response or acknowledgment. You can elaborate on this text with your own comments, or post the canned response on its own.

  - Ticket status - Close the ticket immediately after your reply is posted.

  - Attachments - Browse for files to add to the ticket.

  - Service Type - Select a service offered during the session from the drop-down. The charges for the current session is calculated based on the time spent, asset type mentioned in the ticket and the service contract associated with the customer company.

  - Reopen on reply - Reopen a ticket if your response will start all possible work on the ticket. The ticket will be automatically opened when the response is sent to the user.

  - Is Billable: Specify whether the time is billable by selecting the checkbox.

- **Post Internal Note** - Internal notes will appear in the ticket thread but will be visible only to staff members.

You can capture and attach a photo, or attach an existing photo to the note. See **Internal Note** to find out more.

- **Department Transfer -** Change the department to which the ticket is assigned. You can optionally add a reason for the change in the 'Comments' section. Note - tickets that are paused or overdue cannot be transferred.

- **Assign/Reassign** - Assign new tickets to a staff member, and reassign tickets to different staff members. You can communicate a reason for the change in the 'Comments' section:
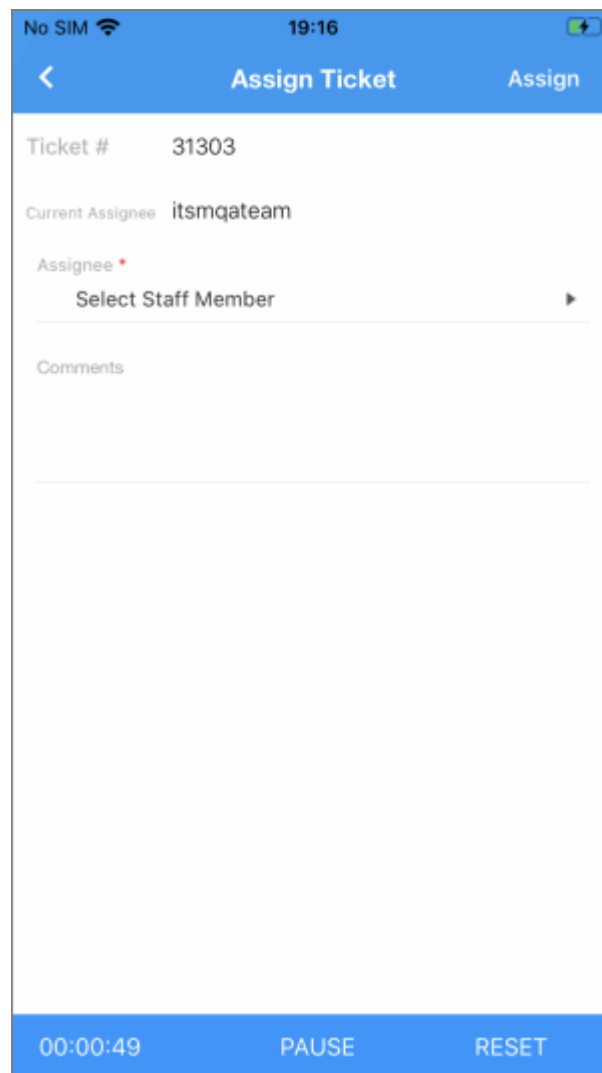
- **Share** - Share your ticket details with other staff and users via email. See '**Share Tickets**' to know more.

- **Reopen Ticket** - Resume work on the ticket. Enter a note for reopening.

- **Close Ticket** - Close the ticket. You have the option to specify a reason for the closure.

- **Delete Ticket** - Deletes the ticket. *Note* - deleted tickets cannot be recovered and all attachments will also be deleted.

- **About** - View details about the app.

- **Logout** - Logout of the app.

2.3   My Tickets

The 'My Tickets' feature lets staff view and take actions on tickets that are assigned to them. Tickets can be answered, re-assigned, transferred, updated for time-spent and more.
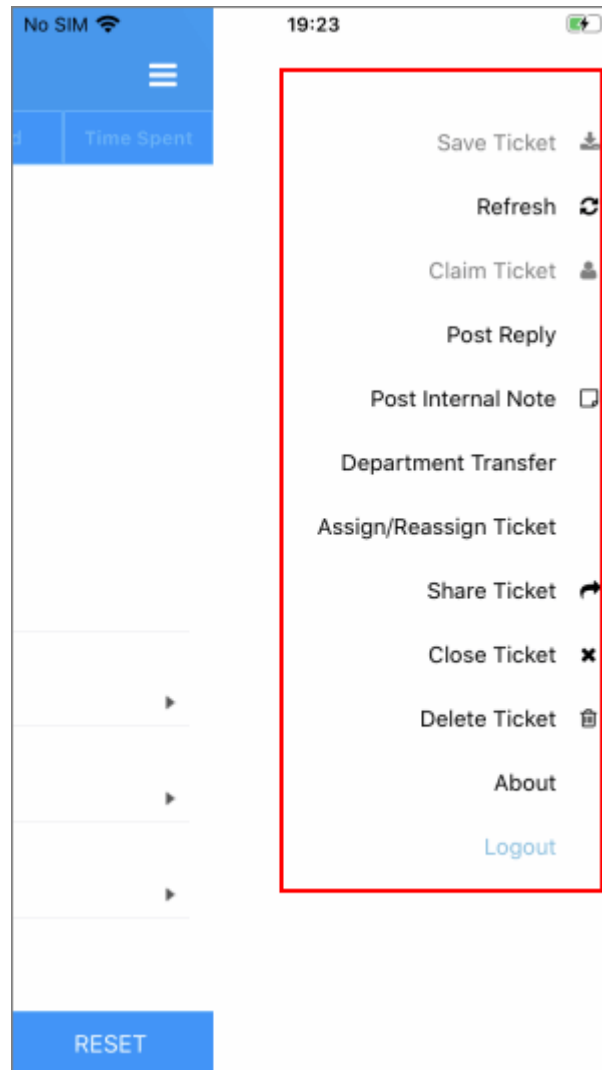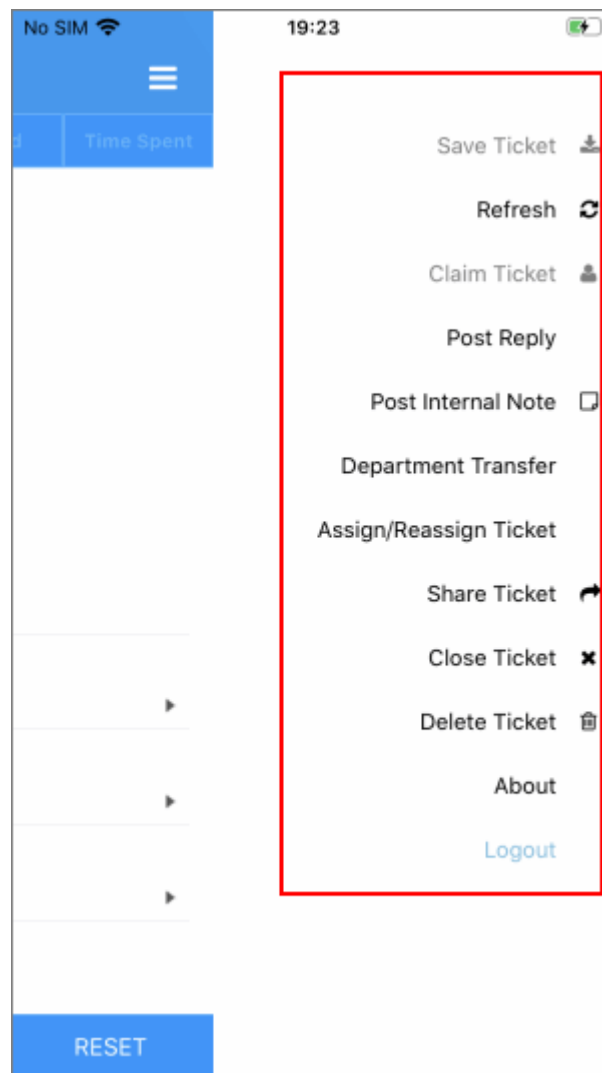

- Tap the ticket to open the ticket. Each ticket has 'Info', 'Details', 'Thread', 'Time Spent' and 'Materials' tabs. **Click here** to find out more about these items.
- Tap the hamburger ☰ menu to access the ticket actions menu. **Click Changed user here** for more details about ticket actions.
- Click 'Save' for the changes to take effect.

2.4   Overdue Tickets

The 'Overdue Tickets' interface lists all tickets which were not resolved within the period stipulated in the SLA. The Default SLA plan, Auto-close Overdue Ticket Time-out and Overdue ticket alert details are configured in **https://www.itarian.com/** in advance.

- Click **https://community.itarian.com/help/topic-452-1-949-13130-Ticket-Settings-and-Options.html** to learn more about configuration settings for overdue tickets.
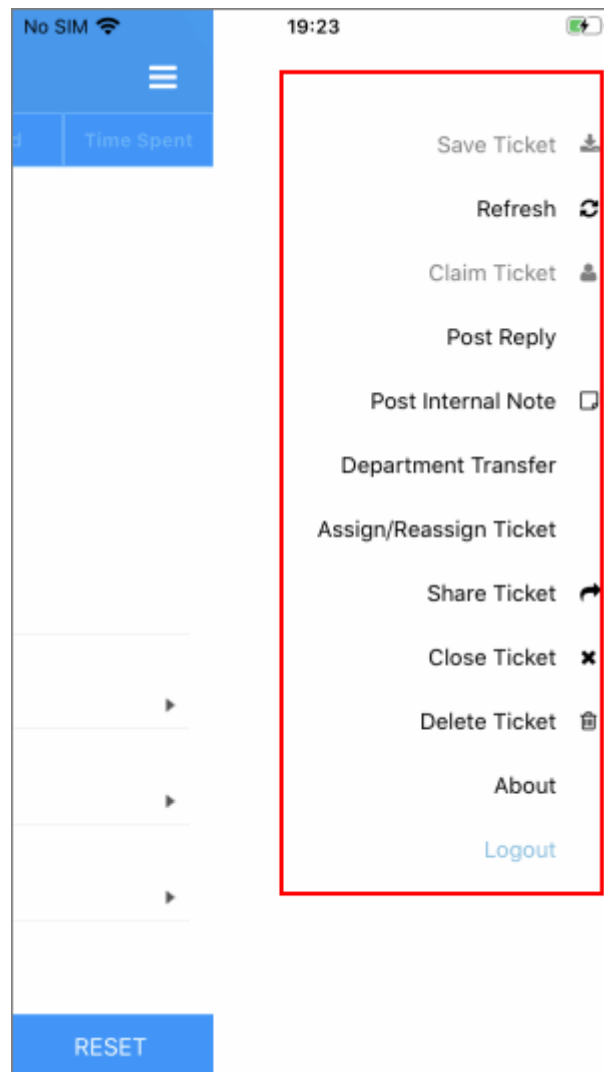
- Tap the ticket to open the ticket. Each ticket has 'Info', 'Details', 'Thread', 'Time Spent' and 'Materials' tabs. **Click here** to find out more about these items.

- Tap the hamburger ☰ menu to access the ticket actions menu. **Click here** for more details about ticket actions.

- Click 'Save' for the changes to take effect.

2.5   Unassigned Tickets

'Unassigned Tickets' are those that have not yet been assigned to any staff member. Administrators can assign tickets to staff members by clicking the ticket number/subject then selecting 'Assign' in the actions menu.

> **Note**: Unassigned tickets is automatically assigned to the first member who responds if the 'Claim on Response' setting is enabled in ITarian Service Desk. Also, open tickets that are unassigned can be claimed by staff members depending on the ITarian settings.

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- Tap the ticket to open the ticket. Each ticket has 'Info', 'Details', 'Thread', 'Time Spent' and 'Materials' tabs. **Click here** to find out more about these items.

- Tap the hamburger menu to access the ticket actions menu. **Click here** for more details about ticket actions.

- Click 'Save' for the changes to take effect.

2.6 Closed Tickets

The 'Closed Tickets' option lets admins view tickets that are closed. You can review, reopen, reassign and perform other actions by tapping the ticket number or subject. You can also view details such as billable time, time spent on an activity and event logs.
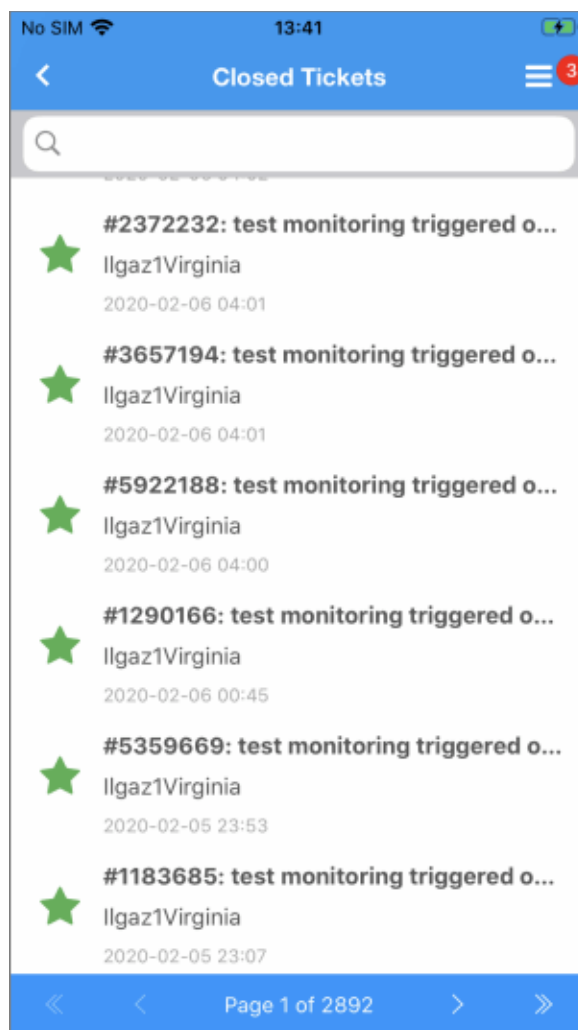
The closed tickets help administrators analyze which asset categories are demanded more often and provides insight into where support infrastructure could be strengthened.

2.7 Billable Time and Cost

The 'Billable time and Cost' of the ticket provides information on total billable time spent on individual tasks, sub-tasks and tickets.

- This feature lets account admins to view currently active and previously billed time.
- To view a specific bill amount, staff should choose the billing period and select the customer from the drop-down list.

The billing details of the customer displayed. The parameters of the billing tab are fetched from the ticket and are non-editable.

Customer - Label of the customer.

Month Fee - Monthly charges are automatically populated as per the rate entered when adding the customer.

Bill period - Period for which the bill is generated.

Billable time - Time spent which is billable.

**Time spent** - Time spent by staff for resolving the ticket.

> **Note**: The customer needs to be added to ITarian Service desk before it will appear in ITarian Mobile. See **https://community.itarian.com/help/topic-452-1-949-13168-Manage-Users-and-Customers.html** for more details.

2.8   Users and Customers

Tickets can be raised in ITarian Mobile by admins, users and staff members. Users and Staff members can be added to an organization to keep track of billing hours. Please note that customers must be created in advance in ITarian.

Search Options

- Enter the name or partial name of the user/customer and click the 'Search 'button.

- To clear the results and display all users/customer, clear the field and click the 'Search' button or simply click the 'Customers' link.
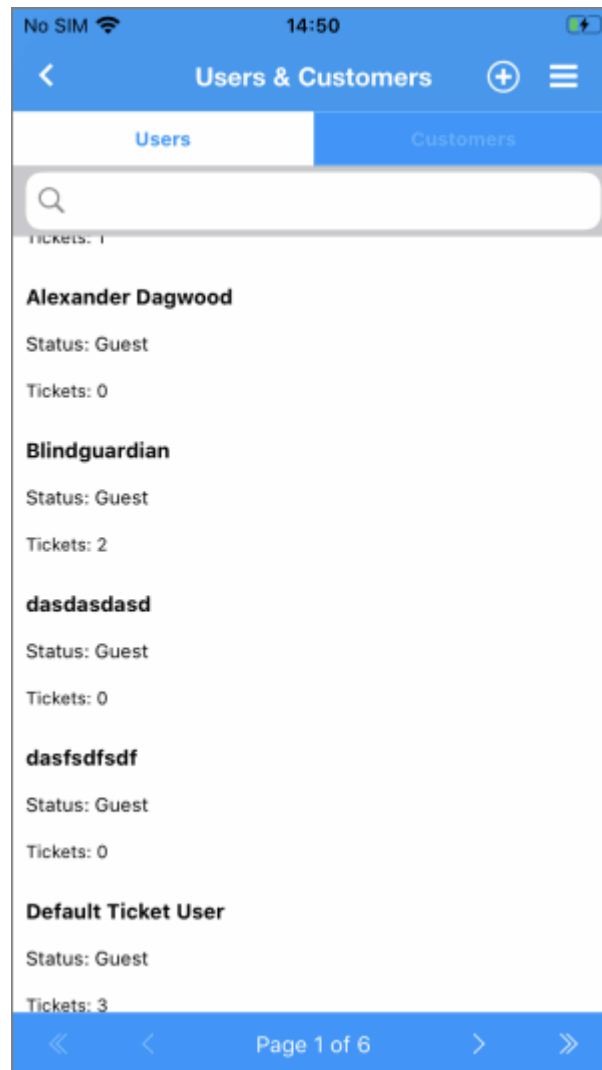
2.8.1   Users

The 'Users' tab lets staff members add users, register guests, view which tickets are assigned to a particular user and create new tickets. By tapping a guest user's name, staff members can register the user with Service Desk, add notes and view tickets associated with the user.
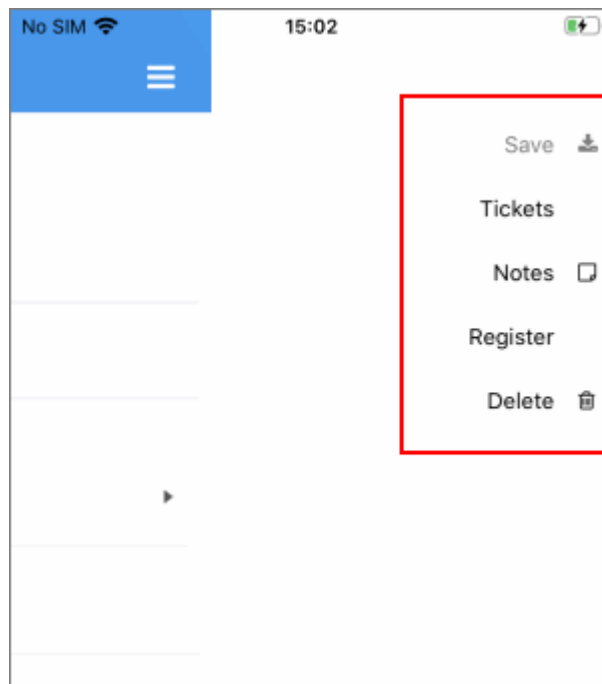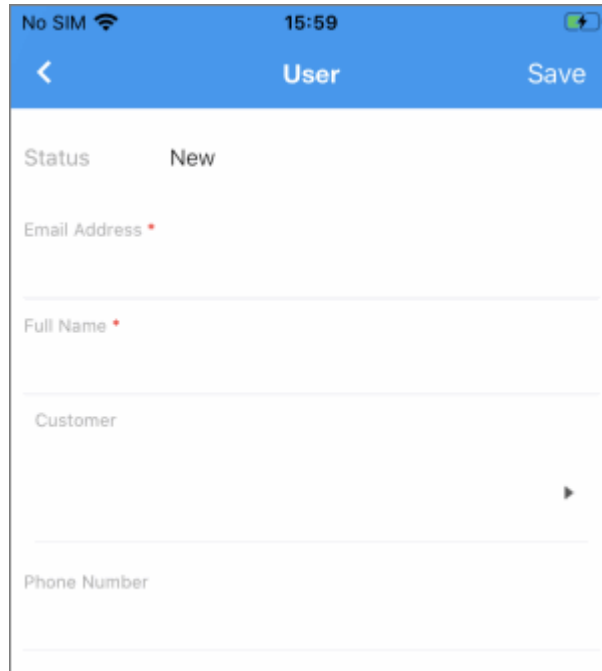
Add a User

A non-registered user that raises a ticket in the ITarian app is added as a guest user. Guest users must be registered in ITarian to enjoy full account functionality.

- To add a user, click 'Add new' and enter the following details:

    - **Status** - The status of a user

    - **Email Address:** Enter the email address of the user. This is used for signing into the web portal after the registration is completed.

    - **Full Name:** The name of the user.

    - **Customer**: Select the customer from the drop-down.

    - **Phone Number:** The contact number of the user.

Staff can also perform the following actions:

- **Tickets**: Allows staff to view associated ticket details

- **Internal Notes:** Enter any notes regarding the customer.

- **Register**: Allows staffs to register guest users. **Click here** to find out more about registering users.

- **Delete**: Allows staff to remove a user.
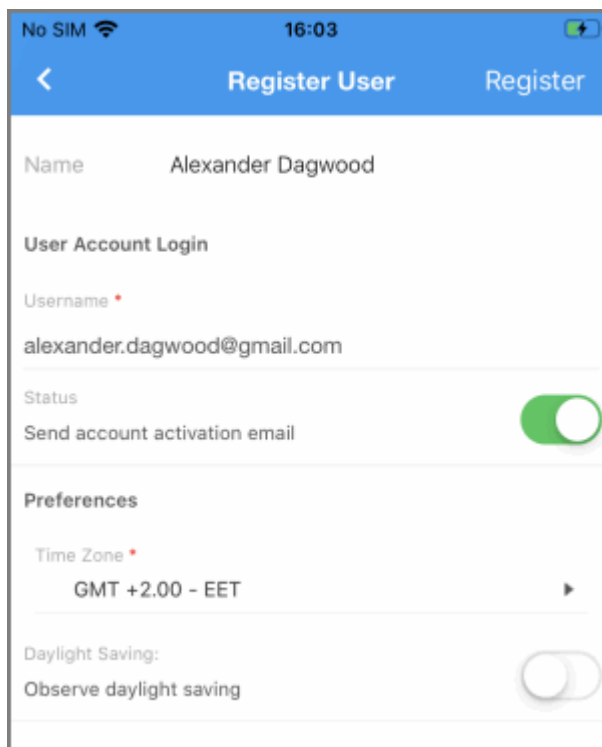
- Click 'Save'

The new user is added to ITarian.

Register a user

- Click an existing guest user
- Click 'REGISTER' on the top right
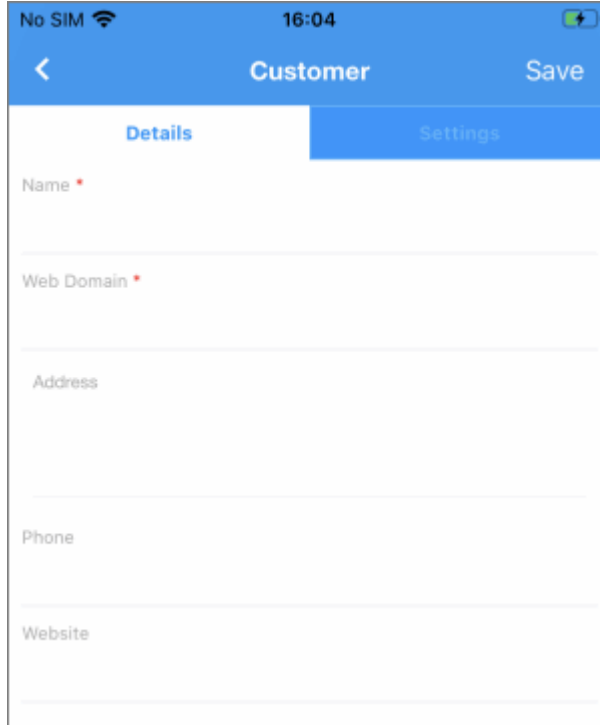

- An activation email will be sent to the guest's email id.
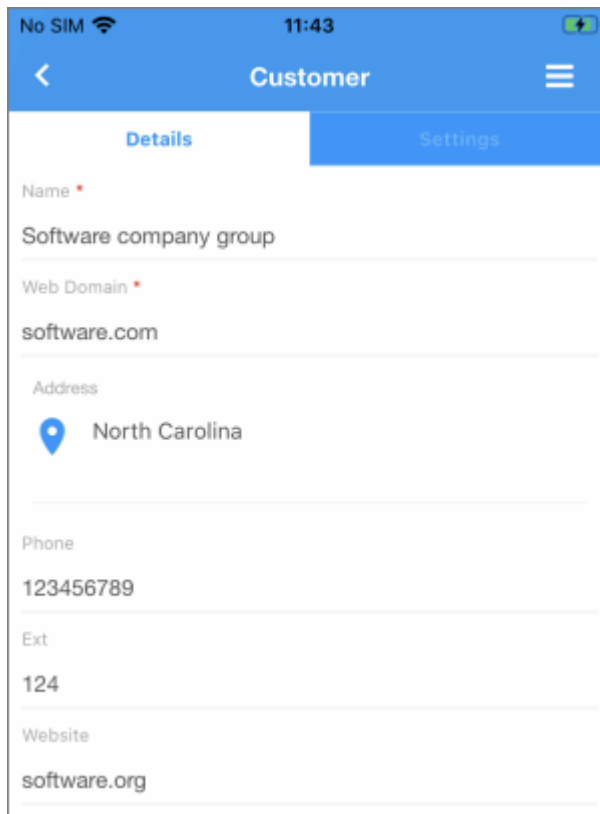- Clicking on the link will activate the users account.

2.8.2   Customers

The 'Customers' tab allows staff to add/edit customers and configure various settings. Staff members can also view users, tickets assigned to the user, create new tickets, register guest users, write notes and view linked tickets.
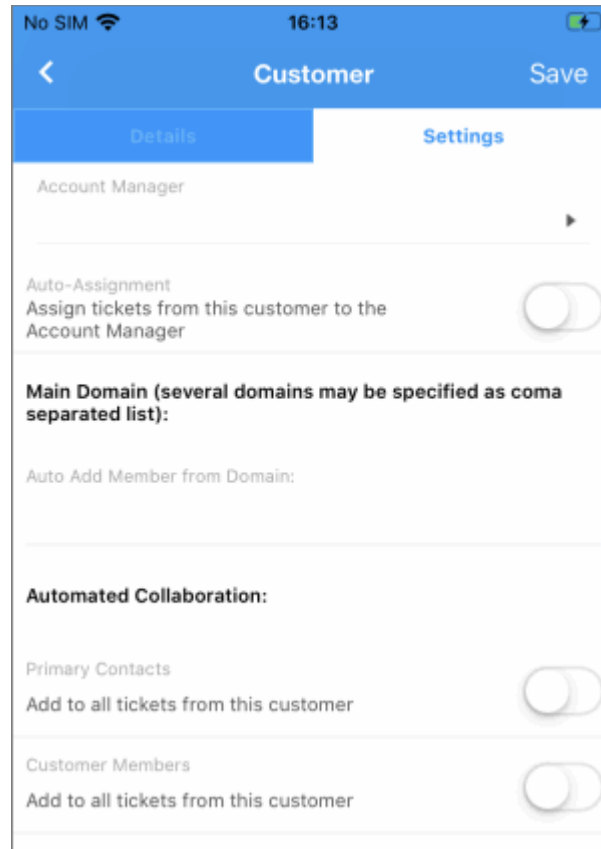

The customer has two tabs:

- **Details** - Edit details of the customer.

- **Name:** Enter the name of the new customer.
- **Web Domain:** Enter the registered domain name for the customer.
- **Address:** The address of the customer.
- **Phone:** The contact number of the customer.
- **Website**: The website of the customer.
- **Settings** - Configure the customer's settings.

- **Account Manager:** Select the staff member from the drop-down that will act as 'Account Manager' for this organization.
- **Auto-Assignment:** If enabled, tickets raised by the customer's users are automatically assigned to the Account Manager. Please note the auto-assignment settings are configured under 'Ticket Filters' and 'Help Topics' in the Admin Panel of ITarian Service Desk.
- **Auto Add Members From Domain:** Enter the domain name for which users that are added in 'User Directory' with the same domain name in the email field will be automatically added to the customer.
- **Automated Collaboration:** Select persons to be added as CC in the ticket mails.
- **Primary Contacts:** If enabled, primary contacts will be added as collaborator(s). They are added to the CC list in ticket mails.
- **Customer Members:** If enabled, all users in the customers are added as collaborators.

2.9   Search Options

You can quickly find specific tickets using the built-in search feature. Using the simple search field, you can search for tickets by ticket number, subject line and user name. Use the advanced search option to further refine your search. ITarian Mobile also allows you to search for users and customers.
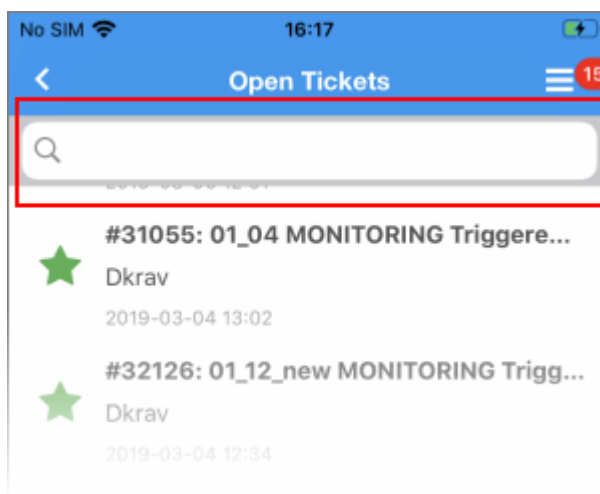
Click the following links for more search details:

- **Simple Search**
- **Advanced Search**
- **User Search**
- **Customer Search**

2.9.1 Simple Search

To find a ticket using simple search:

- Click on any ticket status on the dashboard to reveal the search field. Enter the name of the user who submitted the ticket, subject of the ticket or ticket number then tap the search icon.
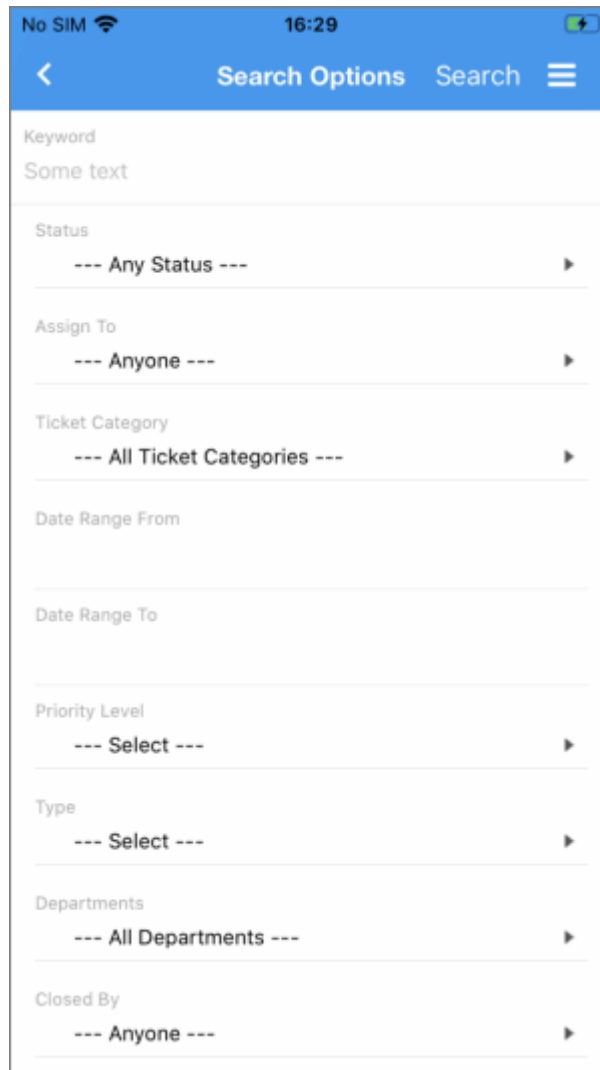

- To remove the filter, clear the field then tap the 'Search' button again or simply tap the 'Tickets' tab.
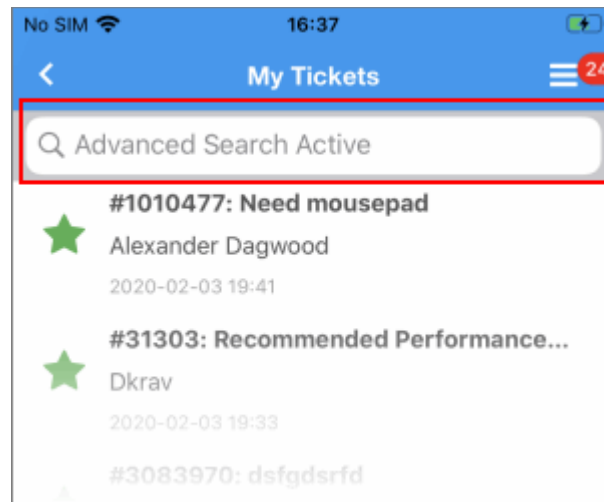
2.9.2 Advanced Search

Advanced search lets you fine-tune your search using a number of filters:

To open the Advanced search option:

- Tap the drop-down icon on top-right then 'Advanced Search' option.

- You can filter tickets by any combination of 'Keyword' (text), 'Status', 'Assigned To', 'Ticket Category', 'Date Range From/To', 'Priority Level', 'Category', 'Type', 'Departments', 'Closed By', 'Asset Type' and 'Customer Type'.

- Enter your search criteria and tap the search button.

- Tickets which meet the search criteria is displayed.

- Tap the ☰ menu at the top-right of the 'Advanced Search' to reset/ remove filter

- **Search**: Initially, the 'list of tickets' screen displays the simple search mode. Once you search using 'Advanced Search' filters, the simple 'Search' filter clears and the placeholder text in the search field changes to 'Advanced Search Active'.

- **Remove Filter:** Tapping the text, 'Advanced Search Active' will automatically change the search type back to simple search mode. **Note** - The advanced search filter remains active until you enter a new search keyword in the simple search field.

- **Cancel:** Tap the 'X' / 'Cancel' symbol on top-right of the 'Advanced Search Active' screen to cancel the search without affecting the applied filters.

2.9.3   User Search

To search for a particular user:

- Tap the 'Users and Customers' option on the dashboard and enter the name, phone number or customer of the user:
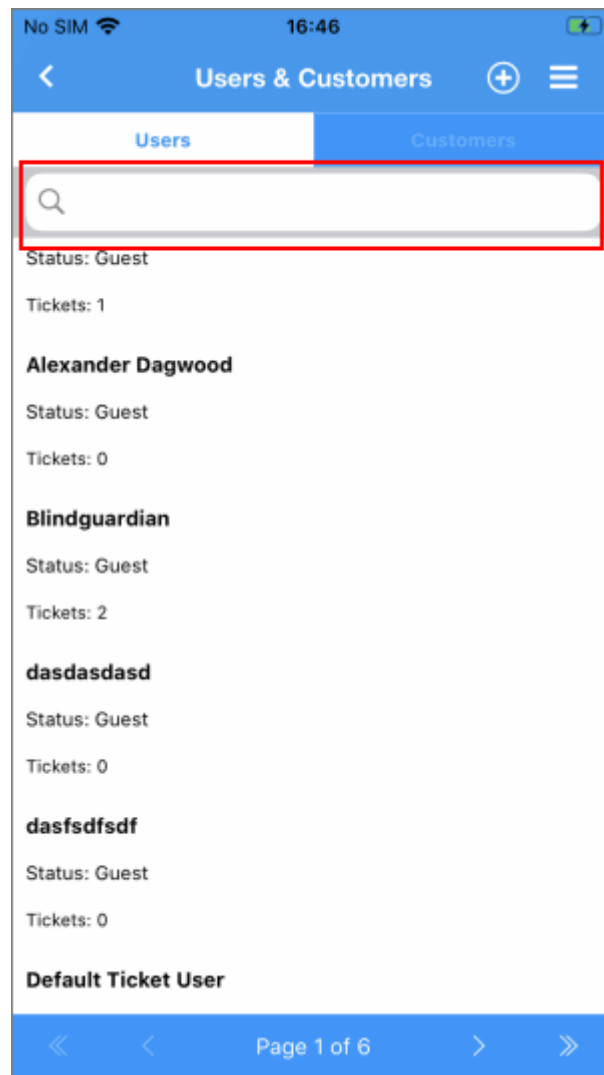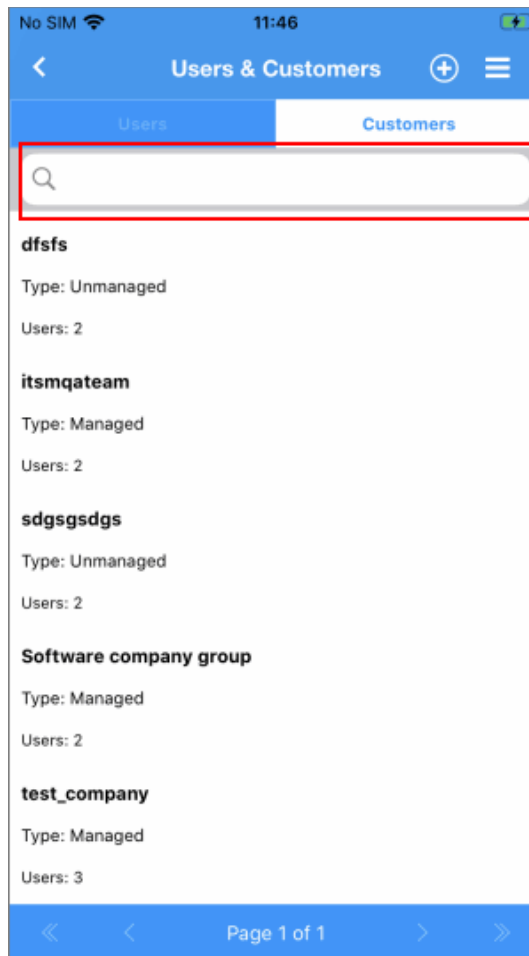
- To clear the results, delete the search term then tap the 'Search' button again (or simply tap the 'Users' tab).

2.9.4 Customer Search

To search for a particular organization:

- Tap the 'Users and Customers' option on the dashboard and enter the name or address of the customers.

- To clear the results, delete the search term then tap the 'Search' button again (or simply tap the 'Users' tab).

2.10   Manage Time

The 'Time Spent' tab indicates the total amount of time spent on a ticket. Time spent while the ticket is open is automatically recorded. If you chose a ticket in which the billable time is already provided, then you need to tap 'Play' and resume the ticket in order to record time.

Use the following links to jump to the area you need help with:

- **Manual Time Entries**
- **Stopwatch**

2.10.1   Manual Time Entries

You can add/edit time spent manually in the 'TIME SPENT' tab by tapping the 'ADD WORK TIME' button at the top-right.

Note:

- You need check 'Enable manual time entry' box in the ITarian portal at 'Admin Panel' > 'Settings' > 'Tickets' to activate the 'Add Work Time' button

- You can view previous time spent and billable time in the 'INFO' and 'TIME SPENT' tabs. You can also view the entire work history in the 'Thread' tab.
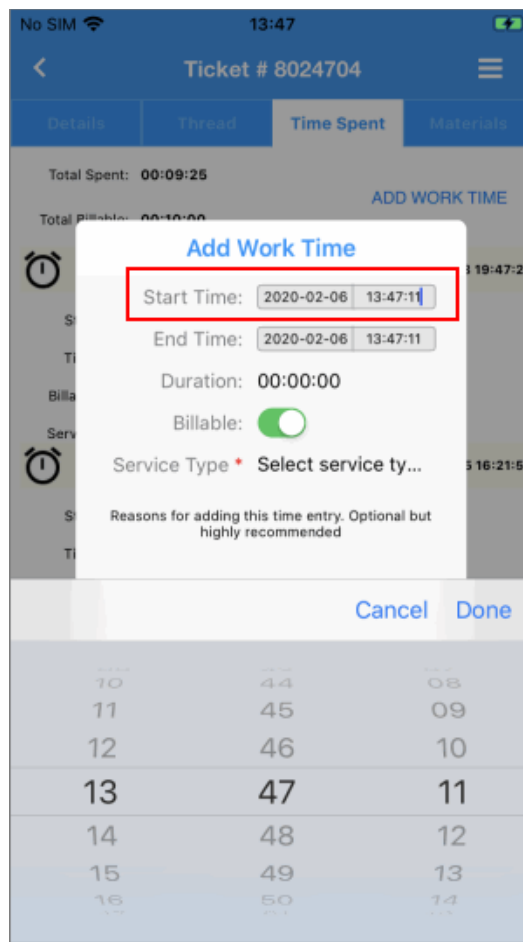
Manually Add Work Time

- Tap an open ticket
- Tap the 'Time Spent' tab
- Tap the 'ADD WORK TIME' button

An 'Add Work time' dialog opens:
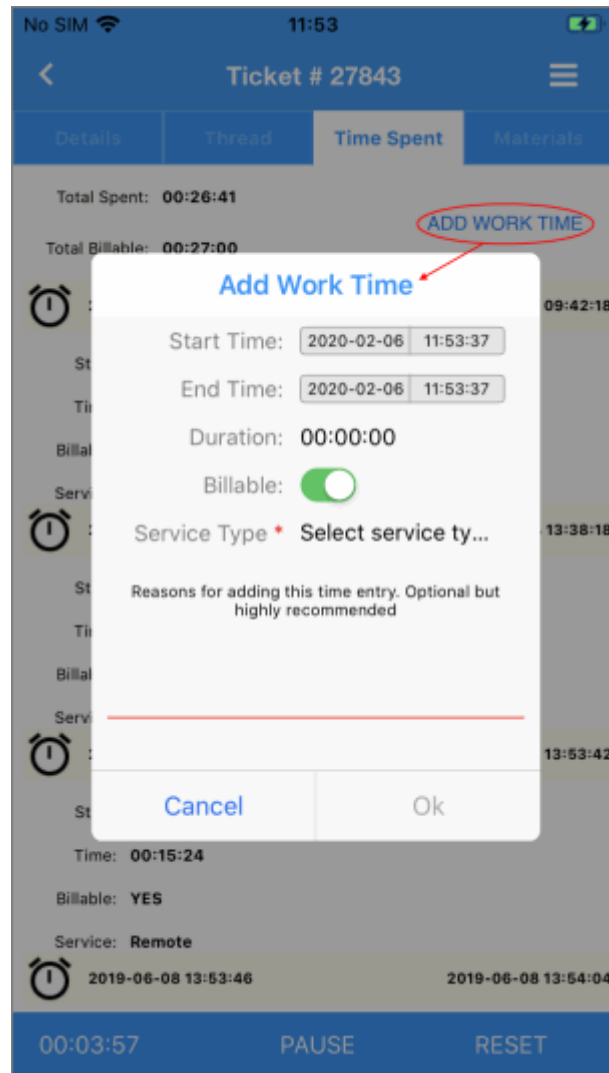
- '**Start Time**' and '**End Time**' - Display the current date and time. You can modify these dates and time details.

- **Duration** - Displays the time spent on the ticket.

- **Billable** - Enabled by default. You can toggle the option if you need not bill your work time.

- **Service Type** - Select the service offered during the service session from the scroll list: Onsite, Remote, Telephone

- **Reasons for adding this time entry. Optional but highly recommended** - You can enter a reason to identify the changes in future or leave it blank.

Resume An Open Ticket

- Tap the 'Play' button present on the bottom of the ticket.
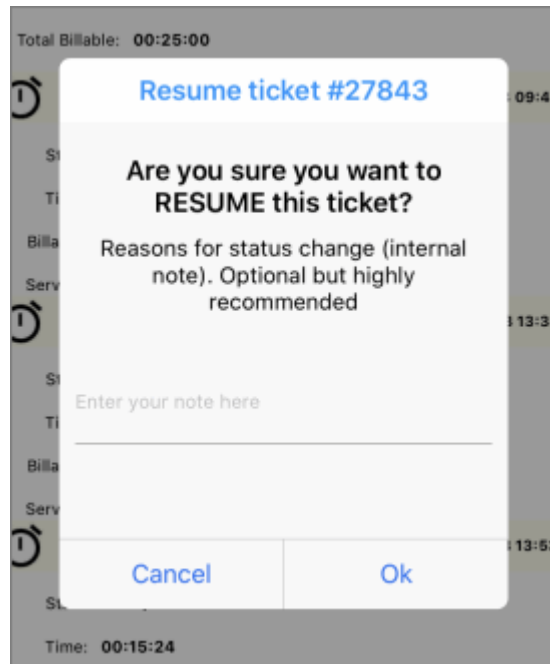
The ticket displays a confirmation dialog asking if you your sure that you want to resume the ticket.

The dialog will also consist of 'Reasons for status change' which is optional. You can enter details as to why you have begun to work on the same ticket again.

> **Note:** If you exit the ticket while timer is running, an alert message will be displayed asking if you wish to save the time as billable time. You can chose to bill your work by tapping 'OK' or leave it by clicking 'Cancel'.

2.10.2   Stopwatch

The 'Stopwatch' is a timer that you can use to record your work time. When you open a ticket assigned to you, the timer starts automatically. If your ticket has been paused, a 'Play' button will be available. You need to tap 'Play' to resume the ticket work and add the time to the ticket. The stopwatch is available in 'Open Tickets', 'My Tickets' and 'Overdue Tickets'.


When you open the ticket, the timer starts at 00.00.00 (HH:MM:SS).

- **Pause** : To pause an open ticket, tap the 'Pause' button present on the bottom of the ticket.
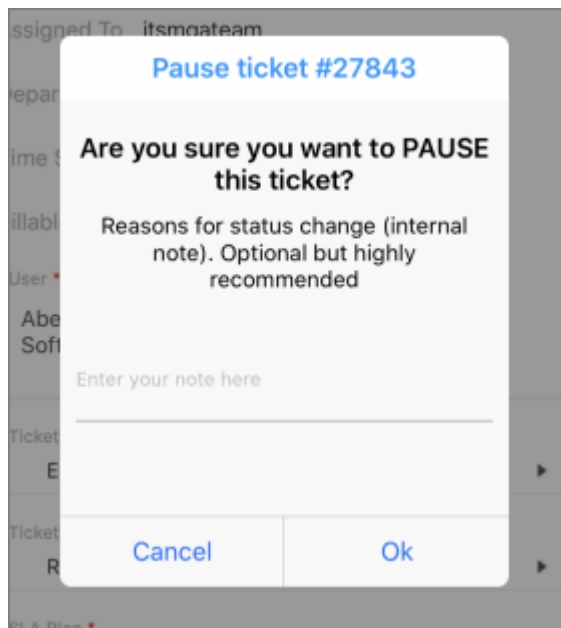
The ticket will display a confirmation dialog asking if your sure that you want to pause the ticket. Tap the 'Play' button to resume.

- Tap 'OK' to save or leave it unsaved by tapping 'Cancel'.
- **Reset:** Tap this button to reset the running time. On tapping the 'Reset' button, ITarian provides an alert - 'Are you sure you want to reset a timer?'.
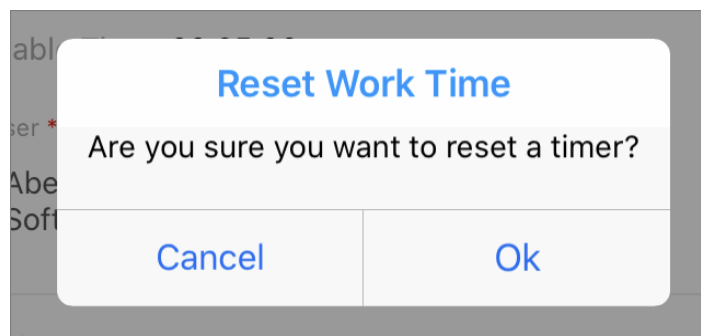
- Tap 'OK' to restart the timer at 00.00.00.

2.11   Mobile Service Desk Components

Admins are allowed to share tickets with other users and staffs, provide internal notes and add materials and expenses to the ticket.

Click the following links for more details:

- **Manage Materials and Expenses**
- **Share Tickets**
- **Internal Note**

2.11.1   Manage Materials and Expenses

The ITarian Mobile app allows you to add materials and expenses to your ticket in all the ticket categories available

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in the dashboard.

Note :

- Material is the pre-defined consumable and expense items that appears in the ticket by managing them at ITarian portal at 'Admin Panel' > 'Manage' > 'Materials' > 'Add New Materials'.

- A list of materials in the ITarian Mobile cannot be edited or deleted.

- The ticket need not be assigned to you to select materials and expenses.

Add Materials and Expenses to Ticket
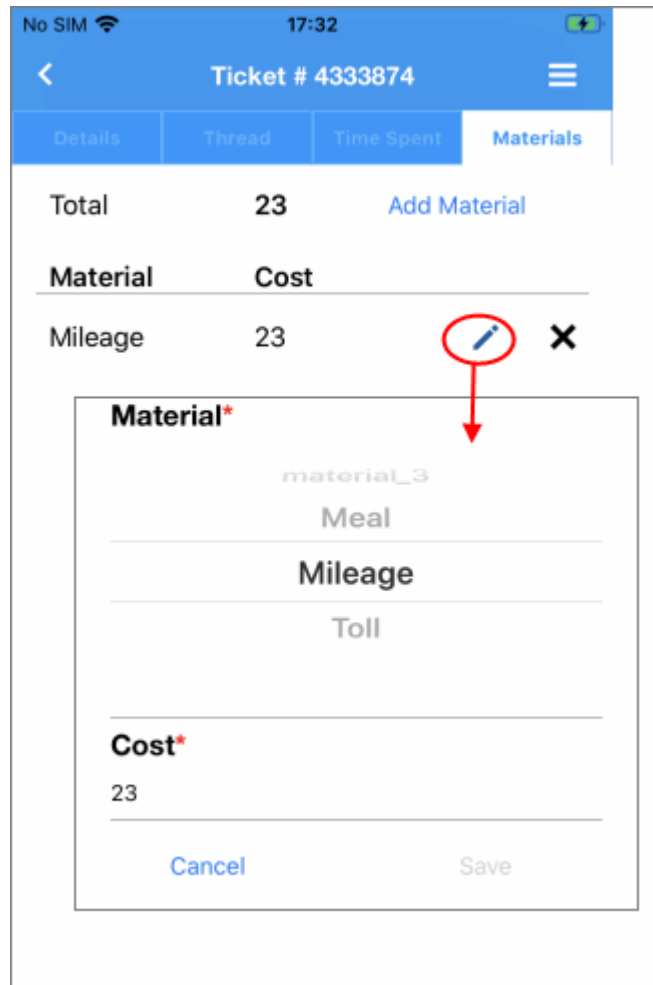
- Tap the ticket then 'Materials' tab

- Tap 'Add Material' button on the top-right
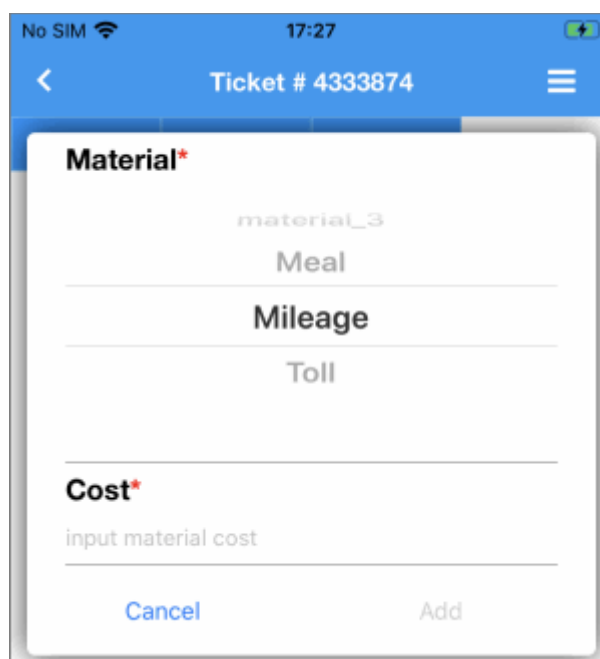
The 'Material' dialog opens. Enter details to add materials:

- **Materials**: Select a pre-defined material from the material scrolling list.
- **Cost**: Enter the cost of the material.

Update Materials and Expenses to Ticket

- Tap the pencil icon beside the material to edit it

- Edit the cost of the material.
- If you want to change the material you need to delete the item and add new material.

Remove Materials and Expenses to Ticket

- Tap the cross symbol beside the item row to delete/remove the material.
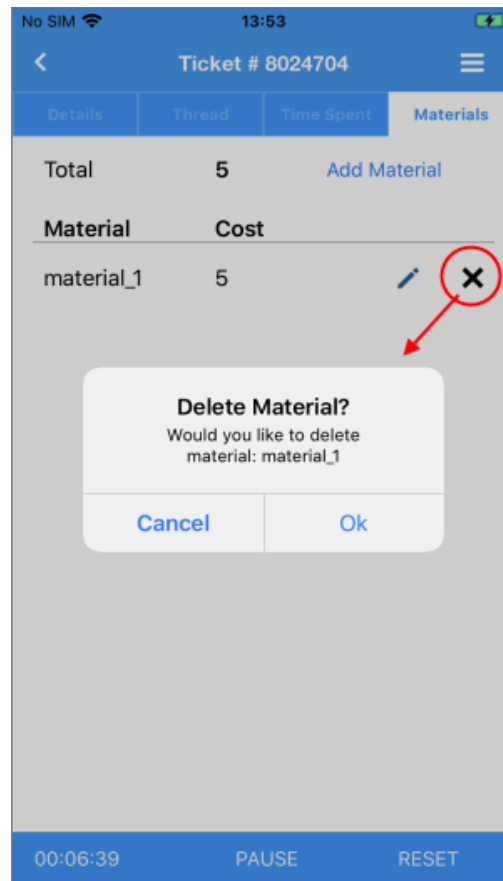
- Tap 'OK' / 'Cancel' button to confirm or cancel your removal
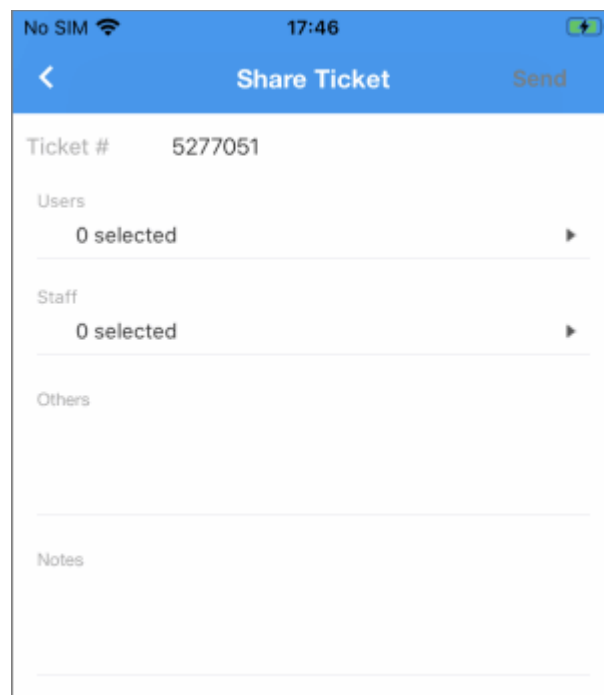
2.11.2   Share Tickets

You can email ticket details to other users and staff using the 'Share Ticket' option in the ticket. This option is available in all ticket categories. Any staff/user can share a ticket and its details.

Share a ticket

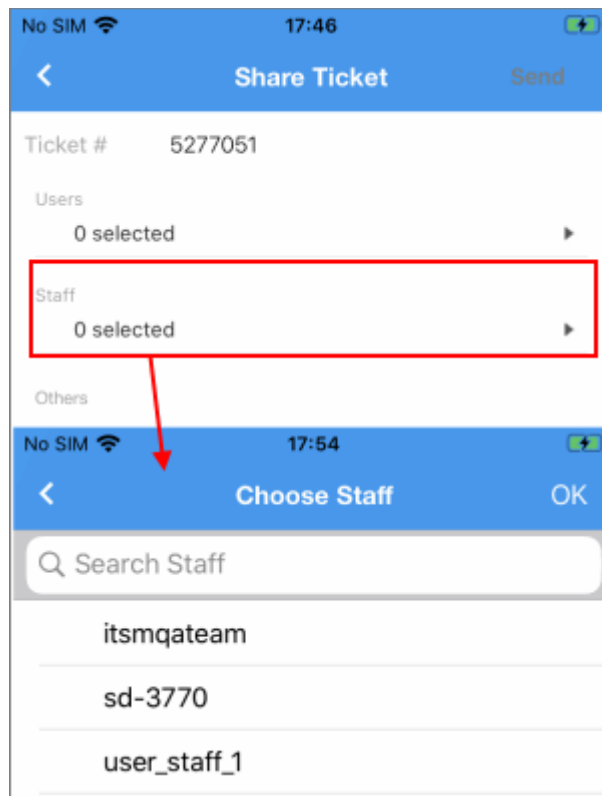- Tap the ☰ icon at top-right then tap the 'Share Ticket' from the menu.
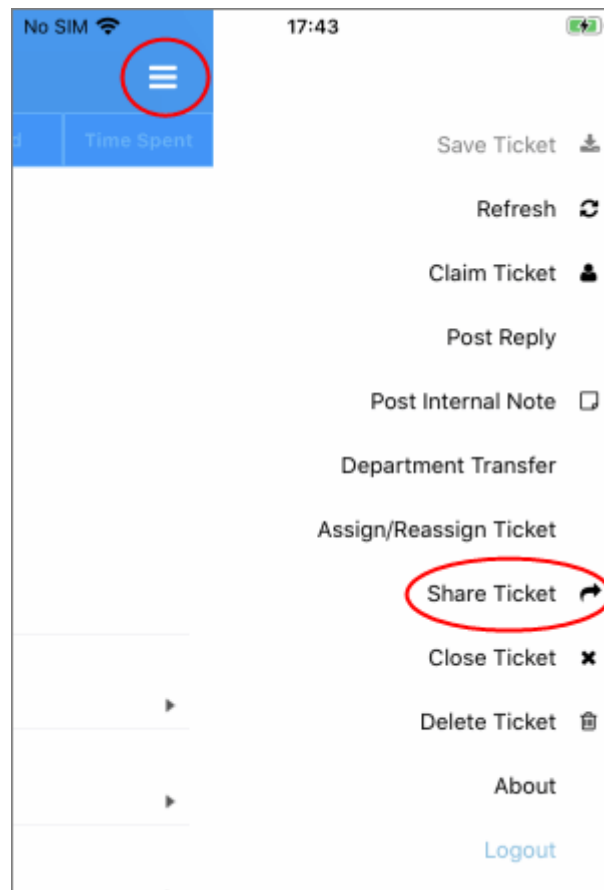
The 'Share Ticket' screen opens:

- **Users**: To add users, tap the 'Select Contacts' in 'Users' option.
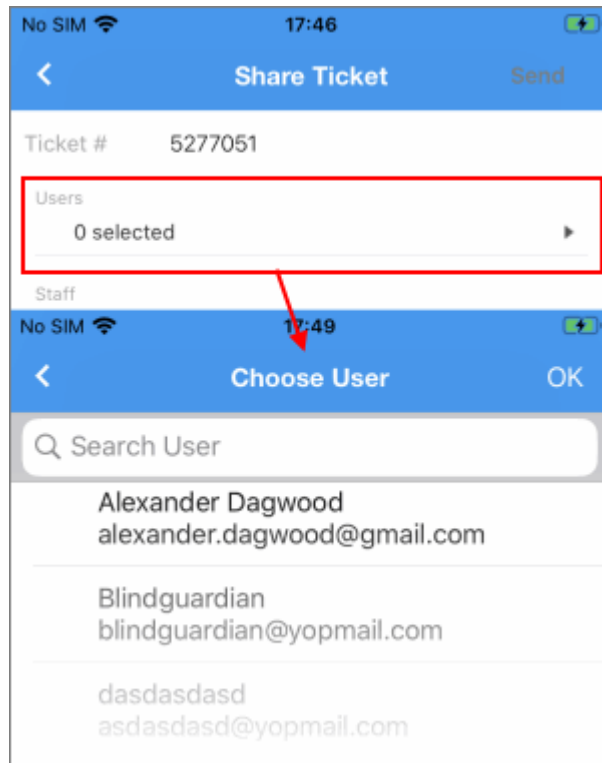
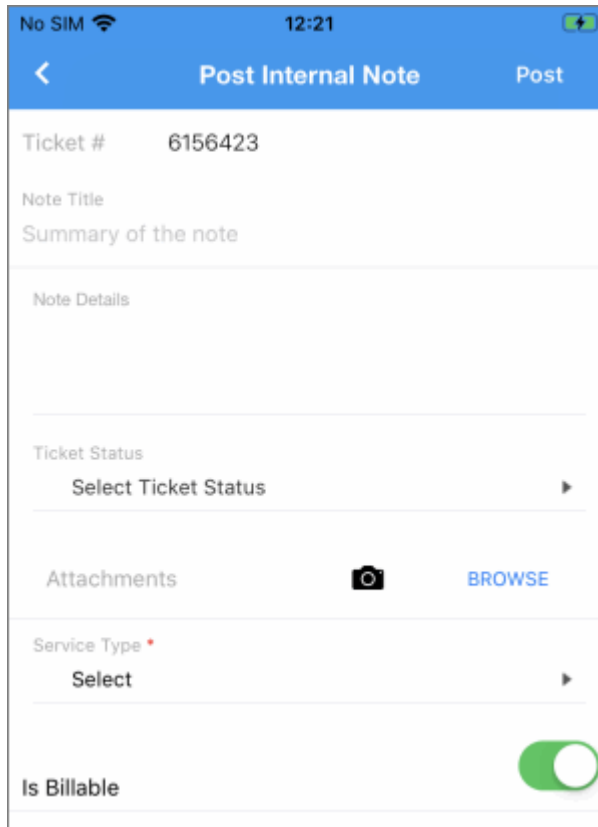- **Staffs**: To add staff, tap the 'Select Contacts' in the 'Staffs' option.

- A dialog with available mail recipients will be displayed for both users and staff.
- **Others**: Type the email addresses of other contacts that you wish to receive the mail, separated by commas.
- **Notes**: Enter your reasons for sharing the ticket. This is optional.
- Tap the 'Send' to share the ticket.

2.11.3 Internal Note

Internal notes allow you to share important or interesting notifications with all staff who open the ticket. This option is available in all ticket categories.
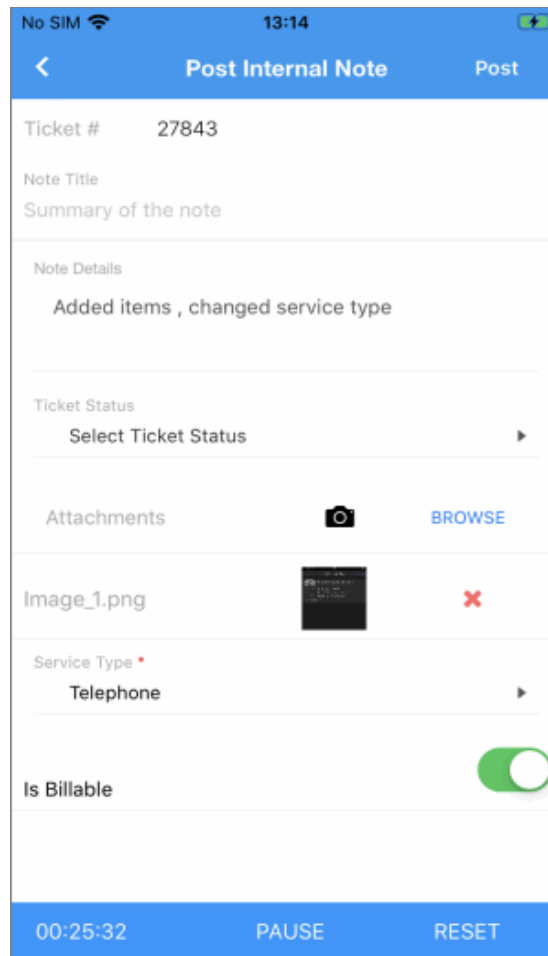
Add Internal Notes

- Tap a ticket to open the ticket details area
- Tap the ☰ icon then tap 'Post Internal Note'

Enter details required in the 'Post Internal Notes' screen:

- **Note Title**: Enter the title of the note.
- **Note Details**: Enter the description of the note.
- **Ticket Status:** Select your ticket status.
- **Attachment**: Attach your file (for example: company logo) or photo to the internal note from your mobile device.
  - Choose the item from your mobile device
- **Service Type:** Select a service provided during the session from the drop-down.
- Is Billable: Specify whether the time is billable by selecting the checkbox.

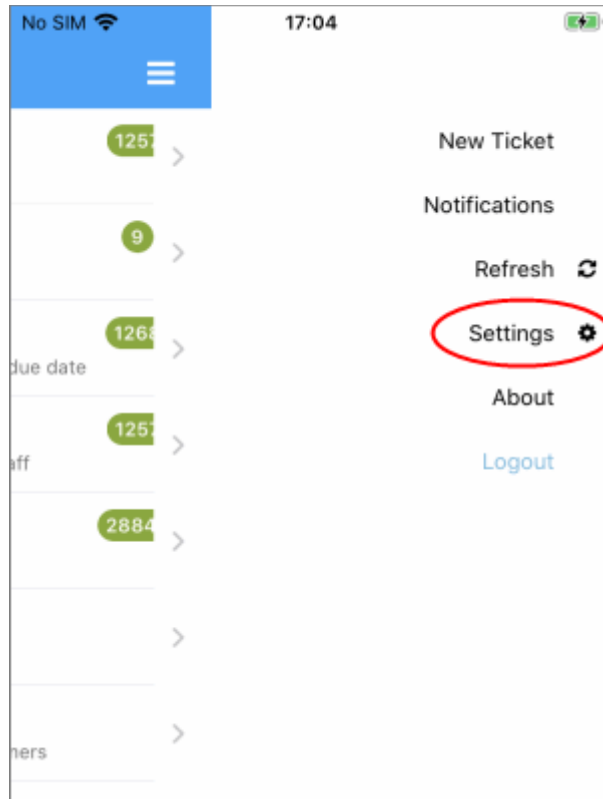- Tap 'Post' after you entered the details of internal notes.
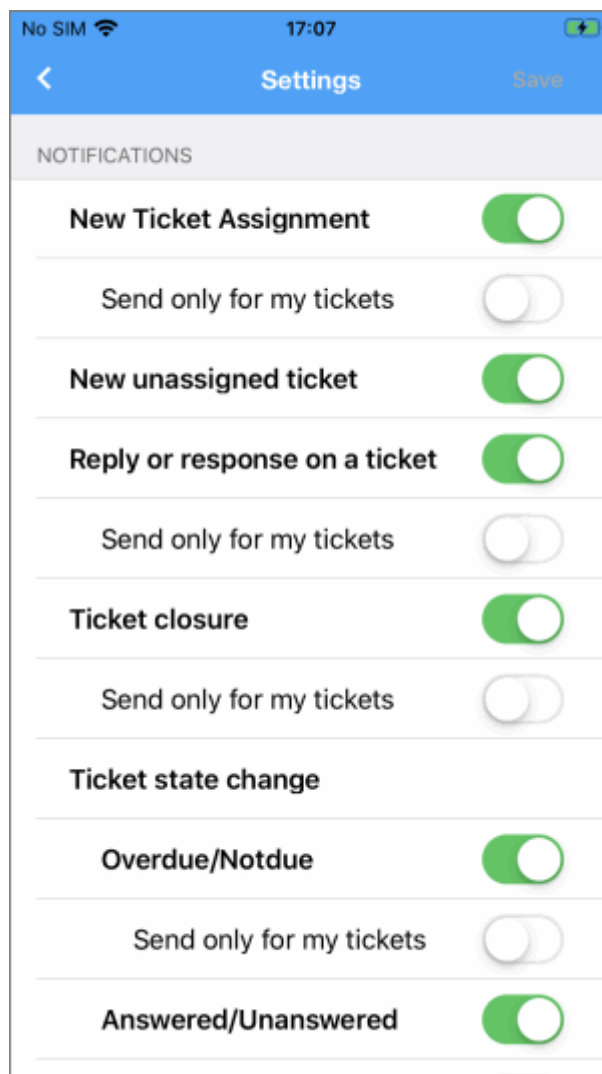- Tap 'OK' to confirm.

3 Settings

The 'Settings' option lets you choose which types of tickets you want to be notified about.

To access the settings screen, click the action menu at top-right then click 'Settings':

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The 'Notifications' screen opens:

You can choose whether you want to receive notifications about 'New Ticket Assignment', 'New unassigned ticket', 'Reply or response on ticket', 'Ticket closure', 'Ticket state change' - 'Overdue / Notdue', 'Answered/Unanswered' and 'Ticket update'.

All notifications are selected by default. Enable 'Send only for my tickets' if you only want to receive notifications about your own ticket.

4   About ITarian Mobile

The 'About' screen shows product version number and copyright details. Tap the action menu then select 'About' to view a screen.
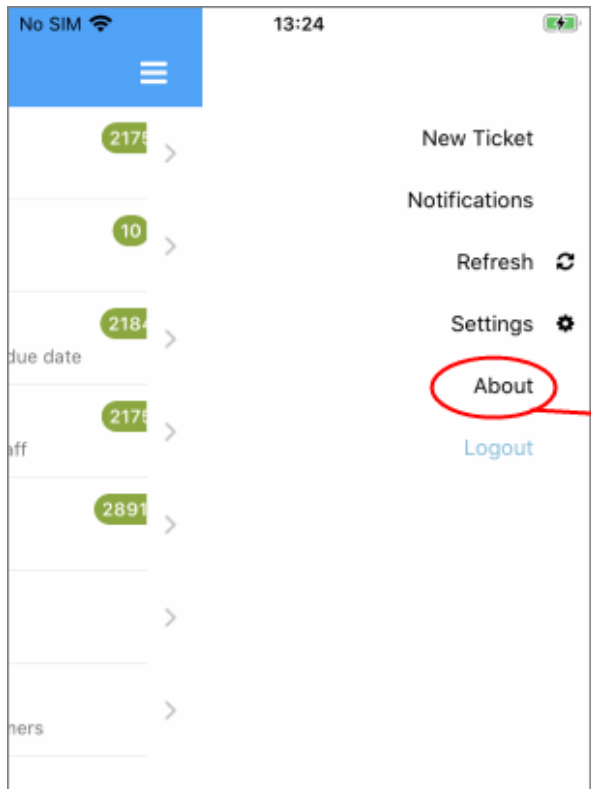
The information is as follows:

- Product Name - The full name of the product
- Product Version - The version number of the product