



# ITarian

## Service Desk End-User Guide

Software version 4.20

Guide Version 4.20.052920

ITarian  
1255 Broad Street  
Clifton, NJ 07013

# Introduction to Service Desk Module

- ITarian Service Desk is a web based ticketing and support platform used by enterprises and service providers to manage user support requests.
- After creating an account, you can raise support queries by creating tickets in the help desk portal.
- This guide explains how you can register for a **service desk** account, submit support tickets, view the knowledge-base and more.
  - **Register an account**
  - **Open a New ticket in Service Desk**
  - **Check ticket status**

## Register For an Account

You need to sign-up for a Service Desk account in order to submit tickets. There are two ways to register an account:

- **Self Enrollment at the web portal**
- **Enrollment by a staff member**

**Note:** You might be able to submit tickets as a guest, without registering, if your administrator has enabled this feature. However, you can only check your ticket status in the portal after registration.

## Self Enrollment at the Web Portal

- Your administrator will send you the URL of the support portal.
- You can register your account by entering your email address and password.
- You will then receive an activation mail.
- Clicking the link in the mail to activate your account.

## Sign-up for an account

- Visit the web-portal at the URL provided by your administrator
- Click 'Sign-in' at the top right

The login page will be displayed:

The screenshot displays the ITarian Support Center interface. At the top right, the text "Guest User | [Sign In](#)" is visible, with a red circle around the "Sign In" link and a red arrow pointing to it. Below this is a navigation bar with "Home", "Open A New Ticket", and "Check Ticket Status". The main heading is "SUPPORT CENTER Support Ticket System". A paragraph explains the support ticket system. Below this is a "Sign in to" section with a red arrow pointing to the text. It includes a "Sign In" button and links for "Create an account" and "I'm an agent – sign in here". A yellow padlock icon is also present. At the bottom, there is a link to "open a new ticket" and a copyright notice.

**SUPPORT CENTER**  
Support Ticket System

Guest User | [Sign In](#)

[Home](#) [Open A New Ticket](#) [Check Ticket Status](#)

## Support Center

Support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ID that you can use to track the progress and responses online. For your reference we provide complete archives and history of tickets. A valid email address is required to submit a ticket.

# SUPPORT CENTER

Support Ticket System


Guest User | [Sign In](#)

[Support Center Home](#) [Open A New Ticket](#) [Check Ticket Status](#)

## Sign in to

To better serve you, we encourage our Clients to register for an account.

Not yet registered? [Create an account](#)  
**I'm an agent – sign in here**



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#).

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- Click 'Create Account' on the right

The 'Account Registration' form appears.

## SUPPORT CENTER

Support Ticket System

[Guest User](#) | [Sign In](#)

 [Support Center Home](#)
 [Open A New Ticket](#)
 [Check Ticket Status](#)

### Account Registration

Use the forms below to create or update the information we have on file for your account

---

#### Contact Information

Email Address:  \*

Full Name:  \*

Phone Number:

Ext:

---

#### Preferences

Time Zone:  ▼

Daylight Saving:  Observe daylight saving (*Current GMT Time: 03/05/2019 9:17 am*)

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#### Access Credentials

Create a Password:

Confirm New Password:




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- Complete all required fields on the the form and click the 'Register' button.

## SUPPORT CENTER

Support Ticket System

[Guest User](#) | [Sign In](#)

 [Support Center Home](#)
 [Open A New Ticket](#)
 [Check Ticket Status](#)

### Account registration

**Thanks for registering for an account.**

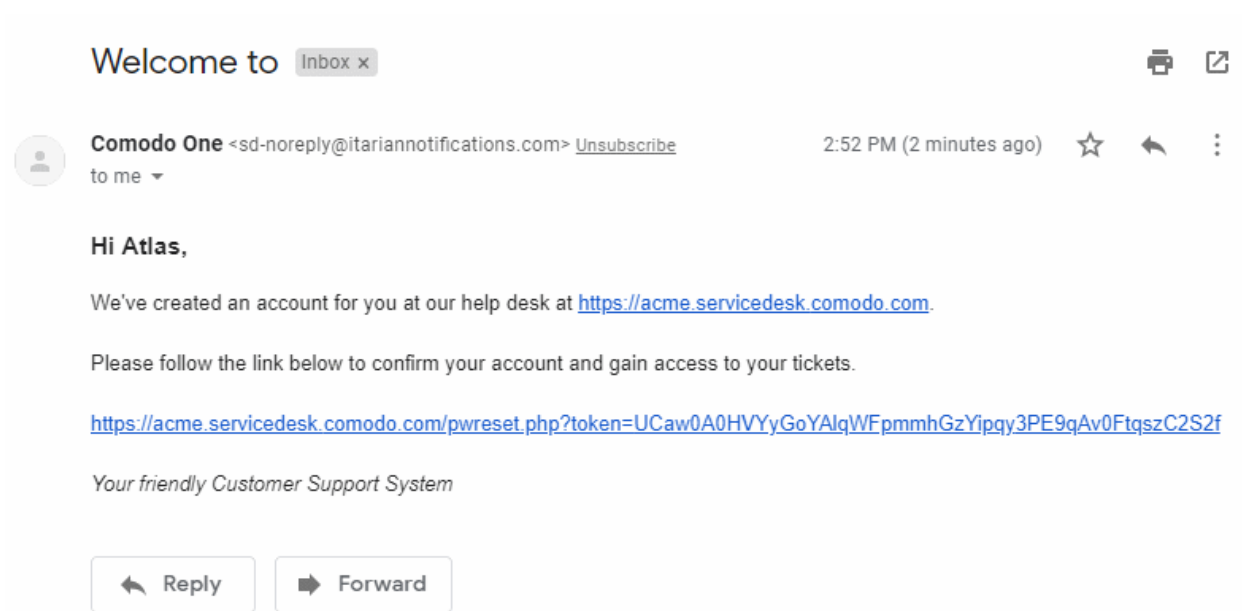
We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.

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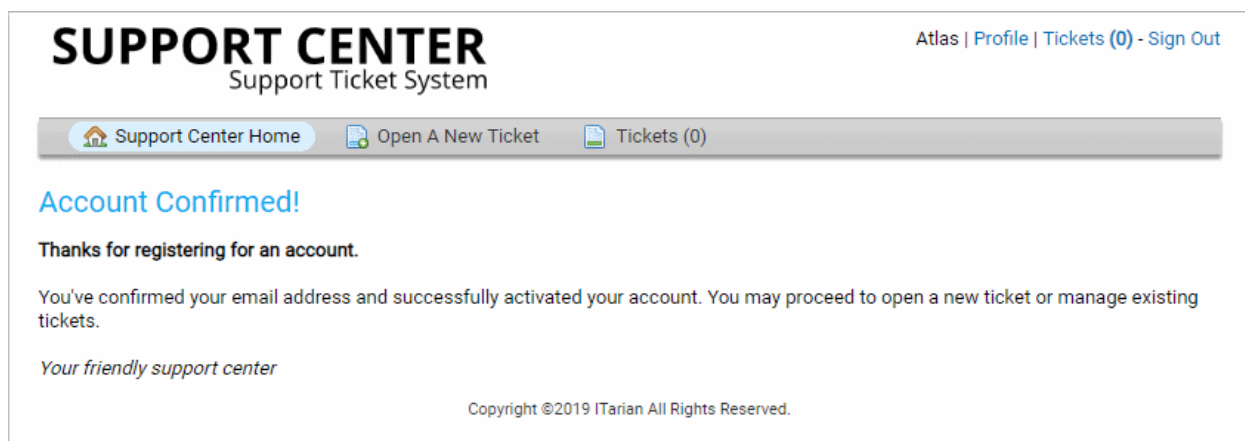
Your account will be registered and an email containing account activation link will be sent to your email address.

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- Click the link to activate your account.



- You can now raise a new ticket, reply to agent queries and more.




### Enrollment by a Staff Member


- You will receive an email from Service Desk containing a link to activate your account.
- Click the activation link to open the 'Manage Your Profile Information' page:

## SUPPORT CENTER

Support Ticket System

[Atlas](#) | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

 [Support Center Home](#)
 [Open A New Ticket](#)
 [Tickets \(0\)](#)

 Password change required to continue

### Manage Your Profile Information

Use the forms below to update the information we have on file for your account

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#### Contact Information

**Email Address:**  \*

**Full Name:**  \*

**Phone Number:**

**Ext:**

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#### Preferences

**Time Zone:**  ▼

**Daylight Saving:**  Observe daylight saving (*Current Time: 03/04/2019 9:37 pm*)

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#### Access Credentials

**New Password:**

**Confirm New Password:**

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- Enter and confirm a new password and click the 'Update' button.
- You can now login to the support portal to create and manage support tickets.

### Open a New Ticket in Service Desk

There are multiple ways to create a ticket:

- **Use the web portal**
- **Send a email to support**
- **Over the phone to a staff member**

### Open a ticket via the web portal

You can create tickets in the web portal as a **guest user** or **registered user**.

#### Create a ticket as a guest user

- Visit the web-portal at the URL provided by your administrator

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# SUPPORT CENTER

## Support Ticket System

Guest User | [Sign In](#)[Support Center Home](#)[Open A New Ticket](#)[Check Ticket Status](#)

### Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.



#### Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open A New Ticket](#)

#### Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

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- Click the 'Open a New Ticket' button.



# SUPPORT CENTER

Guest User | [Sign In](#)

Support Ticket System

 Support Center Home
 Open A New Ticket
 Check Ticket Status

## Open A New Ticket

Please fill in the form below to open a new ticket.

Category:  \*

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### Contact Information

Email Address:  \*

Full Name:  \*

Phone Number:  Ext:

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### Ticket Details

*Please Describe Your Issue*

Issue Summary:  \*

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Details on the reason(s) for opening the ticket.

\*

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**Attachments:**

No file chosen

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Asset Type:  ▼

Category:  ▼

SubCategory:

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**Note:** The form you see may differ to the one shown above. The layout is configured by your admin. The above shows the default fields and labels.

- Complete the new ticket form:
  - **Category** - Select the help topic on which you need help.
  - **Email Address** - Your contact email address. Your email address doubles up as your username



to login to your account.

- **Full Name** – Enter your first and last names.
  - **Phone Number** - Your contact phone number (optional)
  - **Issue Summary** – Describe your problem.
  - **Issue Details** - Enter a more detailed description of the issue.
  - **Attachments** - Add screenshots, documents or files to support your request.
  - **Priority Level** – Select the urgency level of your ticket. The options are: low, normal, high or critical.
  - **Asset Type** - Select the type of device which your issue concerns
  - **Category** - The type of request you are reporting. Examples include 'General Inquiry' and 'Report a problem'.
  - **Sub Category** – Choose a specific item within the category. For example, 'Overheating' may be a sub-category of 'Report a problem', and 'Billing question' might be a sub-category of 'General Inquiry'.
- Click 'Create Ticket'.
  - Click 'Reset' to clear form data
  - Click 'Cancel' to close the ticket without saving details

You will see an acknowledgment screen and also receive a confirmation email. You can check ticket status by entering your email address and the ticket number in the help desk portal.

## Registered User

### Create a ticket as a registered user

- Login to your help desk web portal at the URL provided by your administrator.

The portal should open at the 'Open New Ticket' page by default.




- Alternatively, click 'Open New Ticket' in the top-menu:

# SUPPORT CENTER

## Support Ticket System

[Atlas](#) | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

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 Support Center Home
 Open A New Ticket
 Tickets

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### Open A New Ticket

Please fill in the form below to open a new ticket.

Category:  \*

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




Email: atlasroadster@gmail.com  
Client: Atlas

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#### Ticket Details

*Please Describe Your Issue*

Issue Summary:  \*

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Details on the reason(s) for opening the ticket.

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**Attachments:**  
 No file chosen

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Asset Type:  ▾  
 Category:  ▾  
 SubCategory:

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**Note:** The form fields and field labels depends on how the admin has configured the ticket form. The above form shows the default fields and labels.

- Complete the new ticket form and click the 'Create Ticket' button at the bottom.
  - **Category** - Select the help topic on which you need help.
  - **Email** - Your contact email address This will be auto-populated.
  - **Client** - Your full name. This will be auto-populated.
  - **Issue Summary** - Describe your problem.
  - **Issue Details** - Enter a more detailed description of the issue.
  - **Attachments** - Add screenshots, documents or files to support your request.

- **Priority Level** – Select the urgency level of your ticket. The options are: low, normal, high or critical.
- **Asset Type** - Select the type of device which your issue concerns
- **Category** - The type of request you are reporting. Examples include 'General Inquiry' and 'Report a problem'.
- **Sub Category** - Choose a specific item within the category. For example, 'Overheating' may be a sub-category of 'Report a problem', and 'Billing question' might be a sub-category of 'General Inquiry'.
- Click 'Create Ticket'.

You will see an acknowledgment screen and receive a confirmation email. The mail contains the ticket number and the department to which the ticket is assigned. You can check ticket status by entering your email address and the ticket number in the help desk portal.

## SUPPORT CENTER

Atlas | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

Support Center Home
 Open A New Ticket
 Tickets (1)

### Ticket #8

Ticket Status: Open	Name: Atlas
Department: Support	Email: atlasroadster@gmail.com
Create Date: Mon, Mar 4 2019 10:39pm	Phone:
Asset Type: Workstation	Computer Name:
Category: Problem	Domain-Name/W orkgroup-Name:
SubCategory: Heating issue	Logged on user:
	CPU usage:
	RAM usage:
	Network usage:
	Ping to gateway:
	Ping to C4C:
	HDD free space:

**Subject: System Overheats**

Mon, Mar 4 2019 10:39pm	Atlas
The computer overheats in continuous usage of just ten minutes.	

#### Post a Reply

*To best assist you, please be specific and detailed\**

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Attachments:  No file chosen

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### Open a ticket via email

You create a ticket by sending a mail to the support address provided by your help desk. You will receive an automated reply (if enabled by the administrator) with ticket details. You can then check the **ticket status** from the web portal.

### Open a ticket over phone

If you speak to support over the phone, the staff member may create a ticket on your behalf. You will receive an automated reply (if enabled by the administrator) with the ticket details. You can then check the **ticket status** from the web portal.

### Check Ticket Status

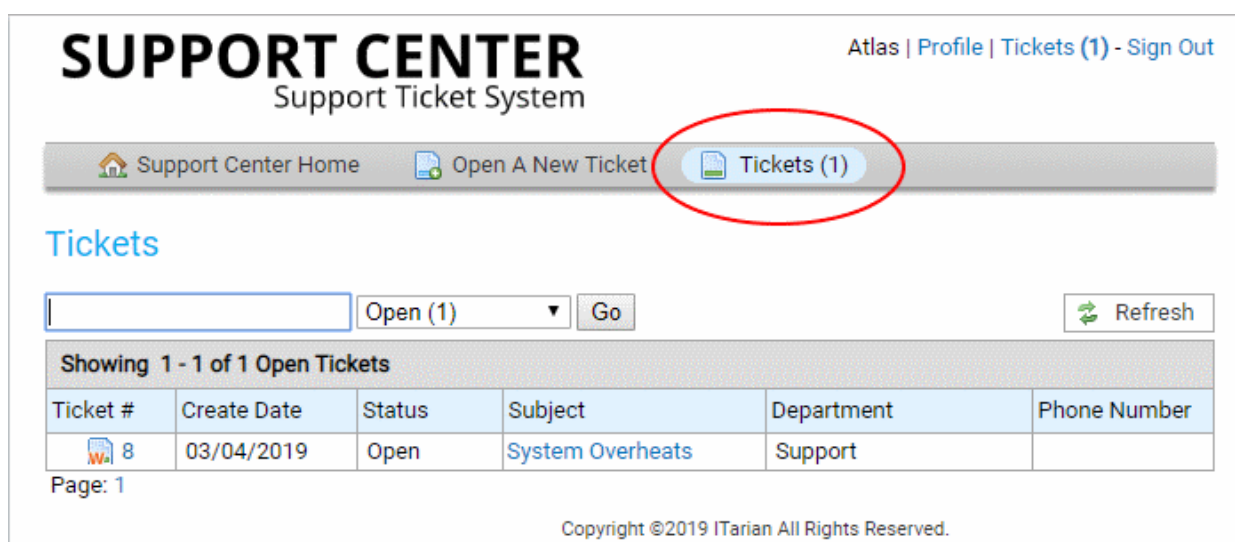
Users, registered or guest, can check their tickets from the web portal and from emails on staff responses to their tickets.

#### Registered Users


Registered users should first sign-in into their account at the help-desk web portal:

#### To view your tickets

- Login to your help desk web portal
- Click 'Tickets' from the top



The screenshot shows the 'SUPPORT CENTER' header with the text 'Support Ticket System'. In the top right corner, it says 'Atlas | Profile | Tickets (1) - Sign Out'. Below the header is a navigation bar with three items: 'Support Center Home', 'Open A New Ticket', and 'Tickets (1)'. The 'Tickets (1)' item is circled in red. Below the navigation bar is a search section with a search box, a dropdown menu set to 'Open (1)', a 'Go' button, and a 'Refresh' button. Below the search section is a table showing 'Showing 1 - 1 of 1 Open Tickets'. The table has columns for Ticket #, Create Date, Status, Subject, Department, and Phone Number. The first row shows Ticket # 8, Create Date 03/04/2019, Status Open, Subject System Overheats, Department Support, and Phone Number.

Ticket #	Create Date	Status	Subject	Department	Phone Number
 8	03/04/2019	Open	System Overheats	Support	

Page: 1

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- The total number of tickets you have open is shown at top-right.
- Search tickets - Enter a word or sentence from the ticket in the search box, select a ticket status (open or closed) then click the 'Go' button.
- Click a ticket number or the subject to view the ticket thread.
- This contains your initial request and all staff responses.
- To post a reply, type your response and click the 'Post Reply' button.

# SUPPORT CENTER

Support Ticket System

Atlas | Profile | Tickets (1) - Sign Out

[Support Center Home](#)
[Open A New Ticket](#)
[Tickets \(1\)](#)

## Ticket #8

Ticket Status:	Open	Name:	Atlas
Department:	Support	Email:	atlasroadster@gmail.com
Create Date:	Mon, Mar 4 2019 10:39pm	Phone:	
Asset Type:	Workstation	Computer Name:	
Category:	Problem	Domain-Name/Workgroup-Name:	
SubCategory:	Heating issue	Logged on user:	
		CPU usage:	
		RAM usage:	
		Network usage:	
		Ping to gateway:	
		Ping to C4C:	
		HDD free space:	

### Subject: System Overheats

Mon, Mar 4 2019 10:39pm	Atlas
The computer overheats in continuous usage of just ten minutes.	
Mon, Mar 4 2019 10:48pm	C1
Thanks for contacting us. Your issue will be attended soon.	

### Post a Reply

To best assist you, please be specific and detailed\*

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Attachments:

No file chosen

### Guest Users

Guest users can view the status of their tickets by providing their email ID and ticket number.

- Open the help desk portal
- Click the 'Check Ticket Status' link
- Enter your email address and ticket number in the respective fields

## SUPPORT CENTER

Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open A New Ticket](#) [Check Ticket Status](#)


### Check Ticket Status

Please provide us with your email address and a ticket number, and an access link will be emailed to you.

E-Mail Address:

Ticket Number:

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#).

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Depending on the settings implemented by the administrator, the button below the 'Ticket Number' field will be either 'View Ticket' or 'Email Access Link'.

- **View Ticket** - Will validate your email address and ticket number then open your ticket.
- **Email Access Link** - A verification mail will be sent to your email ID. Click the verification link in the mail to view your ticket.

To post a reply, enter your response to the ticket and click the 'Post Reply' button at the bottom.



# About ITarian

The comprehensive and powerful ITarian IT operating platform helps you simplify operations, boost productivity, and better utilize IT resources. It includes all the essential IT management tools, including remote monitoring and management, remote access and control, service desk and ticketing, and **patch management**. For free.

1255 Broad Street

Clifton, NJ 07013

United States

<https://www.itarian.com>

Sales - [sales@itarian.com](mailto:sales@itarian.com) / 833-579-3572

Support - [support@itarian.com](mailto:support@itarian.com) / 877-422-3865