Using the OTRS Customer Interface

Go to https://ittickets.uiu.edu/otrs/customer.pl

I. Log in page – enter your myUIU User name and Password

II. If you have never created your own ticket, you will go to the “Welcome” page as shown below. To create a new ticket, click the “New Ticket” button or “Create your first ticket”

III. To go to the FAQ section, click the “FAQ” button
IV. To execute a search for a specific FAQ, click “Search FAQ”

V. To change available user preferences, click the “Preferences” button

VI. Click on “My Tickets” to view previously created tickets

VII. To logout, click the “Logout” button
Creating a ticket

Ticket creation screen. Fields marked with an asterisk are required (adding an attachment is optional.)
1. The ticket “Type” is probably the most confusing field. The ticket types are based on Information Technology Infrastructure Library (ITIL® v3) and the Project Management Body of Knowledge (PMBOK®). Please go to the ‘Miscellaneous’ category in the FAQ for definitions.

2. “Subject” would be whatever you would like that generally explains the ticket. Similar to an email subject.
3. The “Text” field is where you would describe your incident, Project, RFC, or Service Request. Be as detailed as possible as this helps expedite your ticket. Faculty/staff: Please include UIU asset tag numbers for faster service.

4. Browse your computer to add an attachment, if needed.
5. Click "Submit" after all required information is entered
FAQ

Frequently Asked Questions window
1. Click on a subcategory

2. Click on the FAQ Article to view it
3. Example of FAQ Article
Searching the FAQ’s

The “Search FAQ” window

- Search by FAQ #, if known
- Search by text
- Search by Category
Preferences

User available preference settings

1. Available languages to view the customer interface
2. Refresh interval setting: How often would you like your interface to refresh?

3. Choose how many of your tickets at a time, you would like to display in your “My Tickets” screen
My Tickets

“My Tickets” screen

1. Click on the ticket you wish to view
2. Example of zoomed ticket view. All articles and communications will be listed here. You can click on a heading to open.

3. Click “Reply” to reply to a communication from IT, or to add a comment.
4. Example of “Reply” screen

5. Your reply is now added to your ticket history
Logging out

Simply click on “Logout” to log off of the UIU – IT Help Center Service Ticket System.

Confirmation of logout success