

Intro to OSTicket

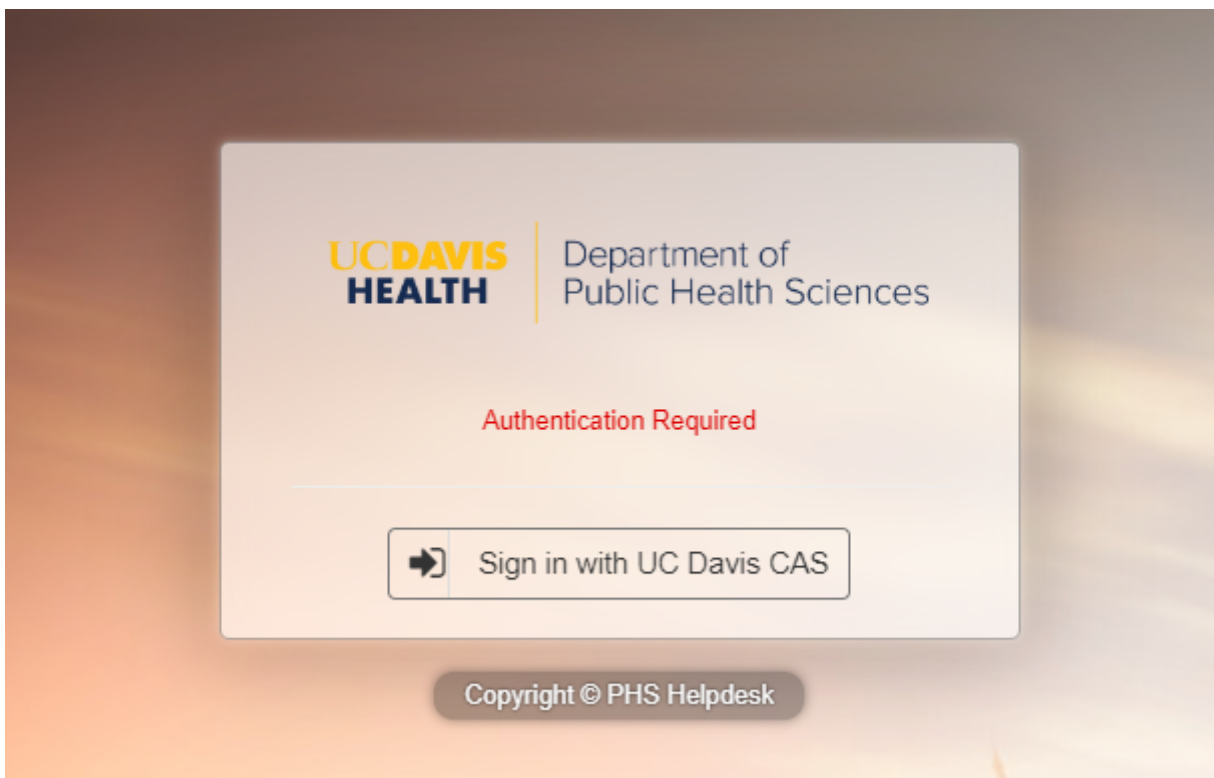
Here are some basic tips on how to use OSTicket

NOTE: Do not update this page. This page is soft linked to [IT - Sysadmin](#) > [OSTicket](#) > [Intro To OSTicket](#). If you want to change the contents of this page, please change it on that page instead.

Here are some basic tips on how to use OSTicket

Agent Login

You can log into the agent portal at this link <https://servicedesk.phs.ucdavis.edu/scp/login.php> and click on [Sign in with UC Davis CAS](#)



Ticket Queue List

After logging in, you will be dropped into the Ticket List view. This will show you a list of tickets as well as some basic information

- Tickets in bold are ones where the last message was from a client. You should take a look and respond to them.
- Tickets that are not bolded are tickets where the last message posted was by an Agent.
- Overdue tickets will have a little overdue icon next to the subject line
- In the upper lefthand corner you can click on the List name or the green refresh icon to refresh the list of tickets

To view a ticket click on the ticket number or the subject

UC DAVIS HEALTH | Department of Public Health Sciences

Welcome, **Samuel**. | [Admin Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Users Tasks **Tickets** Knowledgebase

Open My Tickets Closed Search New Ticket

Refresh [advanced] Sort

Open

Ticket	Last Updated	Subject	From	Priority	Assigned To	Department	Status
000011	4/28/23 11:27 AM	Help!!!	Steve AMDHome	Normal		PHS IT	New
000009	3/30/23 8:50 PM	Unauth resolved. Full email test 10	Steve AMDHome	Normal		PHS IT	New
000008	3/30/23 3:32 PM	Testing secondary department 5	Steve AMDHome	Normal		PHS IT	New

Select: All None Toggle

Page: [1] Export

Showing 1 - 3 of about 3

Auto Refresh Queue

This list does not refresh automatically by default. We suggest you enable auto refresh in your profile settings so new tickets automatically show up in the queue. You can do this by:

1. Click on the **Profile** button in the top right hand corner of the page
2. Click on the **Preferences** tab
3. Set a time for **Auto Refresh Rate**
 - While you're here, take a look at the other options and set up your account/signature.

4. Click Save at the bottom

UC DAVIS HEALTH | Department of Public Health Sciences

Welcome, Samuel. | Admin Panel | Profile | Log

Dashboard Users Tasks Tickets Knowledgebase

Dashboard Agent Directory My Profile

My Account Profile

Account Preferences Signature

Preferences

Profile preferences and settings

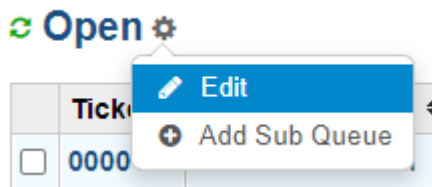
Maximum Page size: show 25 records per page.

Auto Refresh Rate: Tickets page refresh rate in minutes. — Disabled —

Changing Ticket List Columns.

If you are unhappy with the columns that are shown by default, You can customize this to your liking.

1. Hover over the little gear icon next to the list name and click on **edit**



2. In the window that pops up, go to the **Columns** tab
3. Uncheck **Use standard columns** and you can edit which columns show up.

4. Click the yellow **Save** button when you are done

Open

Criteria Columns Settings

☐ Use standard columns

Heading and Width

Heading and Width	Column Details	Sortable
Ticket	Ticket #	<input checked="" type="checkbox"/>
Last Updated	Last Updated	<input checked="" type="checkbox"/>
Subject	Subject	<input checked="" type="checkbox"/>
From	User Name	<input checked="" type="checkbox"/>
Priority	Priority	<input checked="" type="checkbox"/>
Assigned To	Assignee	<input checked="" type="checkbox"/>
Department	Department	<input checked="" type="checkbox"/>

+ — Add a column — Add


Cancel Done **Save**

Ticket View



After Clicking on a ticket, you will be brought to the Ticket view.

The ticket view consists of 3 parts

- Ticket Info
- Ticket Thread
- Response box

 **Ticket #000011**

Help!!! ← **Subject**

Status: New	User:  Steve AMDHome (3)  (Manage Collaborators)
Priority: Normal	Email: la6amdhome@gmail.com
Department: PHS Information Technology	Source: Email
Create Date: 4/28/23 11:27 AM	


Assigned To: — Unassigned —	Help Topic: Request
SLA Plan: Default SLA	Last Message: 4/28/23 11:27 AM
Due Date: 5/2/23 11:27 AM	Last Response:

Ticket Info

Ticket Thread (1) Tasks

Steve AMDHome posted 4/28/23 11:27 AM

Details

Created by  Samuel Tseng 4/28/23 11:27 AM

Ticket Info

At the top of the Ticket View you have the Ticket info. Most things here can be changed by simply clicking on it. A new window will pop up allowing you to change the value.

Ticket Thread

This is where all the communication between your helpdesk and the customer will be. It operates like any other messaging service.

- Blue Boxes are Client Responses
- Orange/Peach colored boxes are agent replies
- Yellow Boxes are internal notes.

Response box

The response box is where you can post an internal note or reply back to the customer.

Post Reply

Post Internal Note

From:

Support <helpdesk@phmail.ucdavis.edu> ▾

Recipients:

"Steve AMDHome" <la6amdhome@gmail.com>
▶ Collaborators

Reply To:

All Active Recipients ▾ ⓘ

Response:

Select a canned response ▾

<> ¶ A Aa B / U ↶ ☰ 📎 📺 ☰ 🔗 — ↶↷

Start writing your response here. Use canned responses from the drop-down above

📎 Drop files here or [choose them](#)

Signature:

☒ None ☐ Department Signature (PHS Information Technology)

Ticket Status:

New (current) ▾

← Remember to update your ticket status

Post Reply

Reset

Post reply

This works more or less like an email. Anything you post in this tab will be sent to the customer and anyone else that is cc-ed (collaborators).

Before posting make sure you update the ticket status (If applicable). If the status is currently set to new you will want to change it to open to signify that you

Internal Notes

Internal notes will only be viewable from the Ticket View. It is meant to store notes that are used internally by your department

Revision #3

Created 9 February 2024 18:54:39 by Samuel Tseng

Updated 28 May 2024 20:26:40 by Samuel Tseng