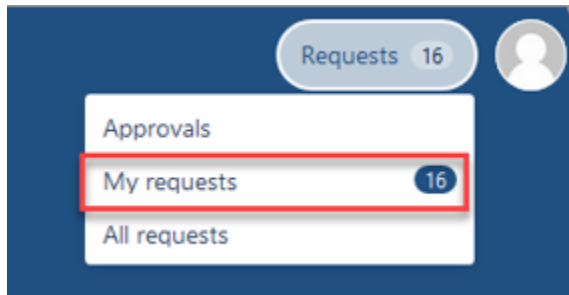


TEA Help Desk Customer Portal Quick Start Guide

To view all submitted tickets, click My Requests.



Use the drop downs at the top of the Requests screen to filter tickets.

TEA Help Desk
Requests

Export

Open requests Created by me Any request type Search for requests

Type	Reference	Summary	Service desk	Status	Requester
	SDAR-750	TEAL PROD UAT - Test Ticket #2	Server And Database Access Request	CANCELED	Phillips, Casey
	SDAR-749	TEAL PROD UAT - Test Ticket #1	Server And Database Access Request	CANCELED	Phillips, Casey
	TTS-95	PROD UAT - TEAL Tech Support - Test Ticket #2	TEAL Technical Support	NEW	Phillips, Casey
	TTS-94	PROD UAT - TEAL Tech Support - Test Ticket #1	TEAL Technical Support	NEW	Phillips, Casey
	WPS-537	PROD UAT - Web Services - Test Ticket #2	Web Postings/Web Services	NEW	Phillips, Casey

You may filter on Open or Closed status requests.

Any status Created by me Any request type Search for requests

Any status
Open requests
Closed requests

Type	Reference	Summary	Service desk	Status	Requester
	SDAR-750	TEAL PROD UAT - Test Ticket #2	Server And Database Access Request	CANCELED	Phillips, Casey

You may filter on created by me or by any requests that have been shared with you.

Open requests Created by me Any request type Search for requests

Created by anyone
Created by me
Where I am a participant

Type	Reference	Summary	Service desk	Status	Requester
	SDAR-750	TEAL PROD UAT - Test Ticket #2	Server And Database Access Request	CANCELED	Phillips, Casey

You may filter by request type. In the following example, the requestor wishes to see only ITS Operations requests.

The screenshot shows a request management interface with a table of requests and a dropdown menu for 'Any request type'. The dropdown menu is open, showing several categories: SERVER AND DATABASE ACCESS REQUEST, DATABASE SERVICES, WEB POSTINGS/WEB SERVICES, TEAL TECHNICAL SUPPORT, and ITS OPERATIONS. The 'ITS OPERATIONS' option is highlighted in yellow. The table below shows various requests with their status and requester.

Type	Reference	Summary	Status	Requester
SDAR-750	TEAL PROD UAT - Test Ticket #2	CANCELED	Phillips, Casey	
SDAR-749	TEAL PROD UAT - Test Ticket #1	CANCELED	Phillips, Casey	
TTS-95	PROD UAT - TEAL Tech Support - Test Ticket #2	NEW	Phillips, Casey	
TTS-94	PROD UAT - TEAL Tech Support - Test Ticket #1	NEW	Phillips, Casey	
WPS-537	PROD UAT - Web Services - Test Ticket #2	NEW	Phillips, Casey	
WPS-536	PROD UAT - Web Postings - Test Ticket #1	NEW	Phillips, Casey	
IO-5	PROD UAT - ITS Operations - Test Ticket #2	NEW	Phillips, Casey	

The screenshot shows the same request management interface, but with the 'ITS Operations' dropdown menu selected. The table below shows only the requests that match this filter.

Type	Reference	Summary	Status	Requester
IO-5	PROD UAT - ITS Operations - Test Ticket #2	NEW	Phillips, Casey	
IO-4	PROD UAT - ITS Operations - Test Ticket #1	NEW	Phillips, Casey	

Use the Search function to filter on key words or phrases. In the following example, the requestor wishes to see only requests that contain the key word "PROD".

Export

Open requests Created by me Any request type

Type	Reference	Summary	Service desk	Status	Requester
	SDAR-750	TEAL PROD UAT - Test Ticket #2	Server And Database Access Request	CANCELED	Phillips, Casey
	SDAR-749	TEAL PROD UAT - Test Ticket #1	Server And Database Access Request	CANCELED	Phillips, Casey
	TTS-95	PROD UAT - TEAL Tech Support - Test Ticket #2	TEAL Technical Support	NEW	Phillips, Casey
	TTS-94	PROD UAT - TEAL Tech Support - Test Ticket #1	TEAL Technical Support	NEW	Phillips, Casey
	WPS-537	PROD UAT - Web Services - Test Ticket #2	Web Postings/Web Services	NEW	Phillips, Casey
	WPS-536	PROD UAT - Web Postings - Test Ticket #1	Web Postings/Web Services	NEW	Phillips, Casey
	IO-5	PROD UAT - ITS Operations - Test Ticket #2	ITS Operations	NEW	Phillips, Casey
	IO-4	PROD UAT - ITS Operations - Test Ticket #1	ITS Operations	NEW	Phillips, Casey

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Ticket Functionality

Status of Request

- **New** – Request has been submitted to the TEA Help Desk.
- **Open** – TEA Help Desk staff is working on the request.
- **On-Hold** – TEA Help Desk staff is waiting for a third party.
- **Pending** – TEA Help Desk staff is waiting for the requestor to reply.
- **Solved** – Request has been solved.

TEA Help Desk / ITS Operations / IO-4
PROD UAT - ITS Operations - Test Ticket #1

Comment on this request... **NEW**

Don't notify me

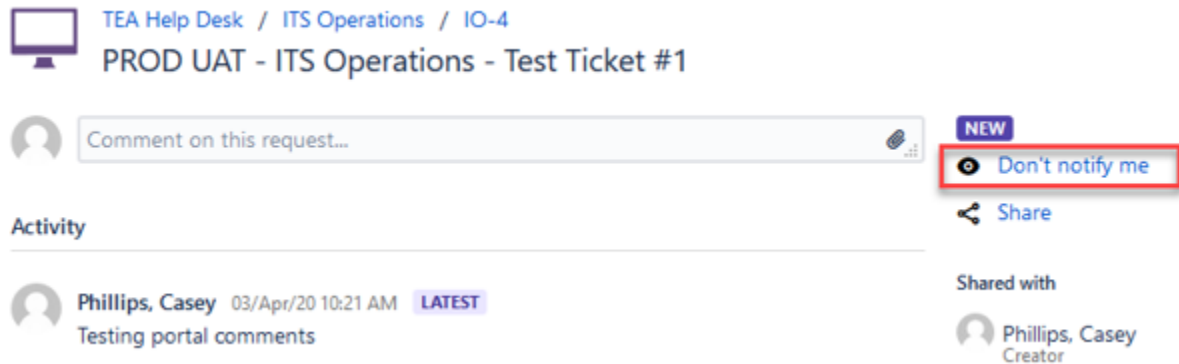
Share

Activity

Phillips, Casey 03/Apr/20 10:21 AM **LATEST**
Testing portal comments

Shared with
 Phillips, Casey
Creator

The requestor automatically receives email notifications when a status change or public comment is made to the request. Click the Don't notify me link to stop receiving notifications regarding the request.



TEA Help Desk / ITS Operations / IO-4
PROD UAT - ITS Operations - Test Ticket #1

Comment on this request...

NEW
Don't notify me

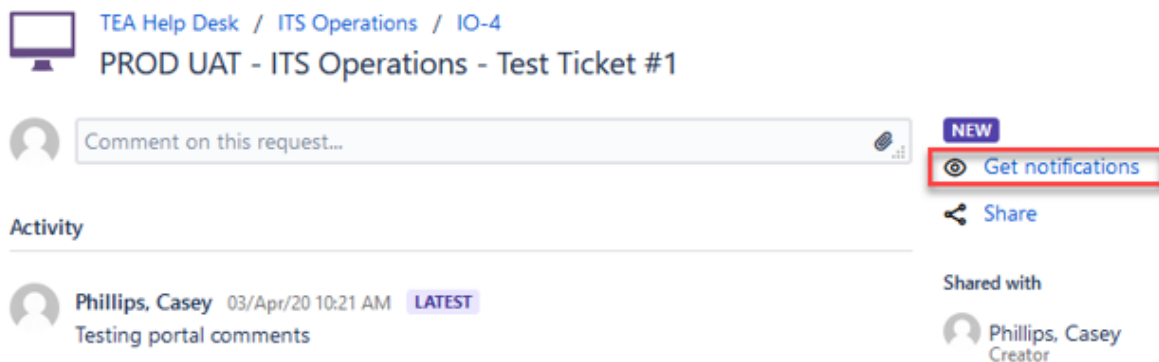
Share

Activity

Shared with
Phillips, Casey
Creator

Phillips, Casey 03/Apr/20 10:21 AM **LATEST**
Testing portal comments

To start receiving notifications regarding the request, click the Get notifications link.



TEA Help Desk / ITS Operations / IO-4
PROD UAT - ITS Operations - Test Ticket #1

Comment on this request...

NEW
Get notifications

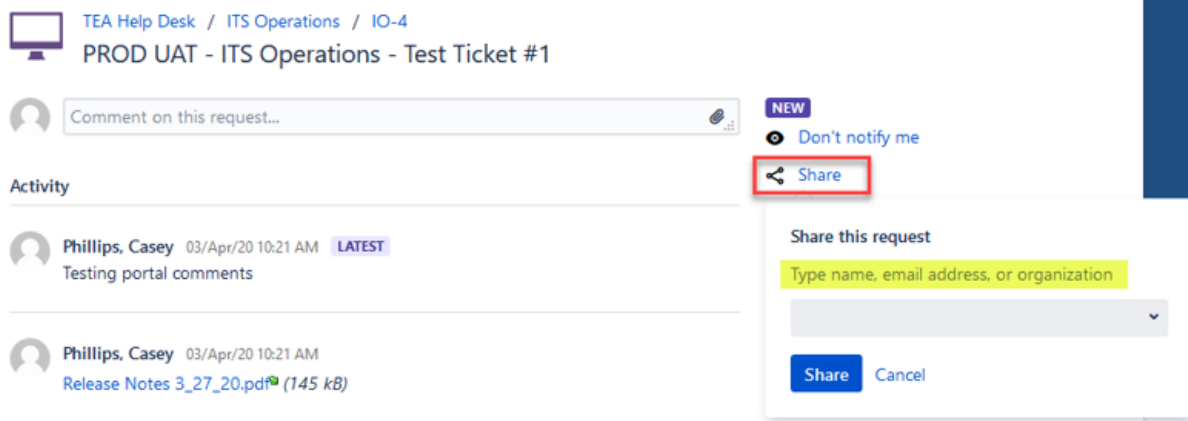
Share

Activity

Shared with
Phillips, Casey
Creator

Phillips, Casey 03/Apr/20 10:21 AM **LATEST**
Testing portal comments

Click the Share link to share this request with others. Anyone that has shared access to the request will be able to add comments and attachments.



TEA Help Desk / ITS Operations / IO-4
PROD UAT - ITS Operations - Test Ticket #1

Comment on this request...

NEW
Don't notify me

Share

Activity

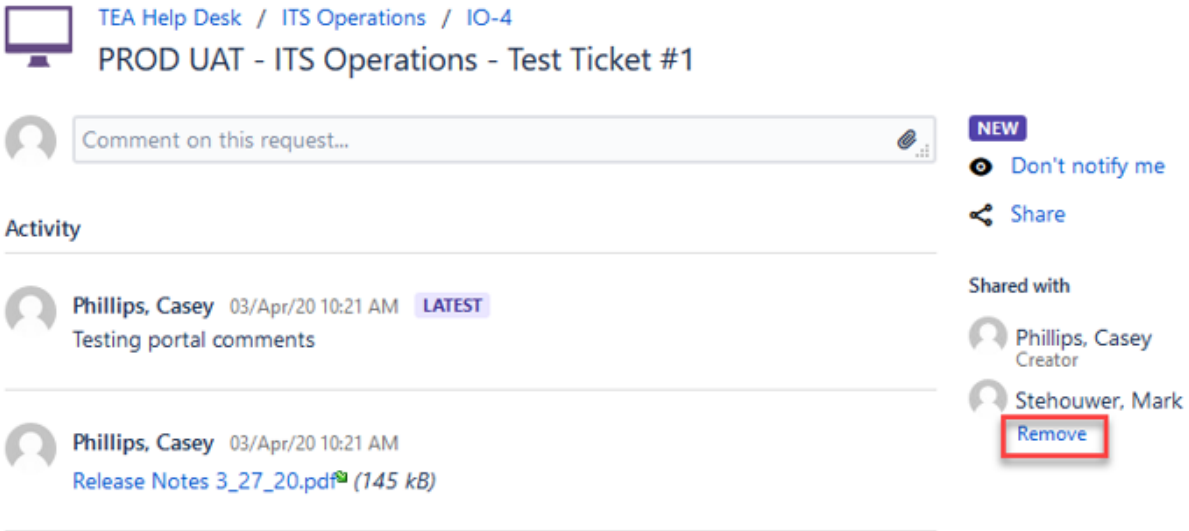
Shared with
Phillips, Casey
Creator

Phillips, Casey 03/Apr/20 10:21 AM **LATEST**
Testing portal comments

Phillips, Casey 03/Apr/20 10:21 AM
Release Notes 3_27_20.pdf (145 kB)

Share this request
Type name, email address, or organization
Share Cancel

Click the Remove link to remove a shared participant.



TEA Help Desk / ITS Operations / IO-4
PROD UAT - ITS Operations - Test Ticket #1

Comment on this request...

NEW
Don't notify me
Share

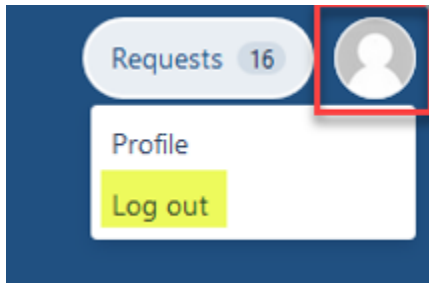
Activity

Phillips, Casey 03/Apr/20 10:21 AM **LATEST**
Testing portal comments

Phillips, Casey 03/Apr/20 10:21 AM
Release Notes 3_27_20.pdf (145 kB)

Shared with
Phillips, Casey
Creator
Stehouwer, Mark
Remove

To log out of the Customer Portal, select Log Out from the profile icon.



Requests 16

Profile
Log out