IT Helpdesk Ticket System User Guide

Introduction to IT Helpdesk Tickets

IT Helpdesk Tickets are submitted by users, through the HelpDesk website, to request assistance with technical issues. Once an IT Helpdesk Ticket has been submitted, they are used by the IT Services team to centralize correspondence (with clients and within the IT Services Team) as well as track progress on technical issues. In order to improve the service we can provide, the IT Services Team requests that IT Helpdesk Tickets be submitted to request assistance with any and all technical issues, including (but not limited to) the following:

- Technical issues or service outages
- User account or email list changes
- Website access or updates
- Help with a special project (Please provide advance notice)
- Changes or upgrades to teaching/learning facilities
- Software and licensing requests
- IT item checkout services

Get Help... Submit an IT Helpdesk Ticket

There are 2 ways to submit an IT Helpdesk Ticket:

1. Login to https://isupport.sjsu.edu/mlml/Dashboard using your MLML username and password and fill out the web form.
2. Send an email to mlml-helpdesk (a) sjsu dot edu. The subject will be the title of the IT Helpdesk Ticket and the body will be the detailed description of the issue.

IMPORTANT! Please be sure to include any relevant information to facilitate the solution to your issue.
The most common cause the delay of an IT Helpdesk Ticket solution is a lack of information provided when the IT Helpdesk Ticket is submitted.

Helpful information to include in the IT Helpdesk Ticket:

- error message
- path to file or directory
- operating system version
- software version

Add a Note to an IT Helpdesk Ticket

To add a note to an existing IT Helpdesk Ticket:

...from the web interface:

1. Login to the WebHelpDesk web interface using your MLML username and password.
2. Click **History**.
3. Click the link to the specific ticket number.
4. Click the **Add Note** button.
5. Compose the note and click **Save** to save the note to the IT Helpdesk Ticket.
   (An email will be sent to the assigned HelpDesk technician.)

...from an email client (not Gmail webmail):
(NOTE: If you use Gmail's webmail interface, please add notes to your IT Helpdesk Ticket using the web interface as described below.)

1. Click the "Add Note" link the IT Helpdesk Ticket email from the MLML HelpDesk
2. Leave the email subject as it is (if the subject is changed, the note will not be added to the IT Helpdesk Ticket)
3. Replace any text in the body of the email (including your signature) with your note.
4. Send the email to add a note to the IT Helpdesk Ticket.

Cancel an IT Helpdesk Ticket

There are 2 ways a user can cancel an IT Helpdesk Ticket:

Using the web interface:

1. Login to: https://helpdesk.mlml.calstate.edu
2. Click **History**.

3. Click the IT Helpdesk Ticket number for the IT Helpdesk Ticket you want to cancel.
4. Click **Cancel Ticket** and confirm.
   = You will receive an email indicating that the IT Helpdesk Ticket has been canceled.

Using an email client:

1. Open the email from the MLML HelpDesk corresponding with your Help Desk request.
2. Click the Cancel Ticket button or link.
   = You will receive an email indicating that the IT Helpdesk Ticket has been canceled

IT Helpdesk Ticket Status Definitions

- **Open** - An IT Helpdesk Ticket has been submitted and is awaiting attention from a HelpDesk Technician.
- **Accepted** - A HelpDesk Technician has accepted the IT Helpdesk Ticket and agreed to help the user resolve the issue, but has not yet started working on the IT Helpdesk Ticket.
- **Waiting For Response** - A HelpDesk Technician working on the IT Helpdesk Ticket has requested more information about the problem from the user.
- **In Progress** - A HelpDesk Technician is currently working to resolve the issue.
- **Canceled** - An IT Helpdesk Ticket has been canceled by the user or by a HelpDesk Technician.
- **Resolved** - A HelpDesk Technician has found a solution to the issue, added it as a note on the IT Helpdesk Ticket, and emailed the information to the user. The user receives an email containing the solution and links requesting feedback as to whether the solution suggested by the HelpDesk Technician successfully solved the issue. The email contains two links at the top of the email:
  - **Yes** - Clicking the yes link indicates that the issue was successfully resolved and the IT Helpdesk Ticket is closed.
  - **No** - Clicking the no link re-opens the IT Helpdesk Ticket and sends an email to the HelpDesk Technician communicating that the suggested solution did not solve the issue and that the IT Helpdesk Ticket has been re-opened.
- **Closed** - The issue has been resolved and the IT Helpdesk Ticket has been closed. (Resolved IT Helpdesk Tickets will automatically close after 1 week.)

Revision #9
Created 12 February 2019 18:16:16
Updated 18 August 2025 23:48:52 by Silvestre Montejano