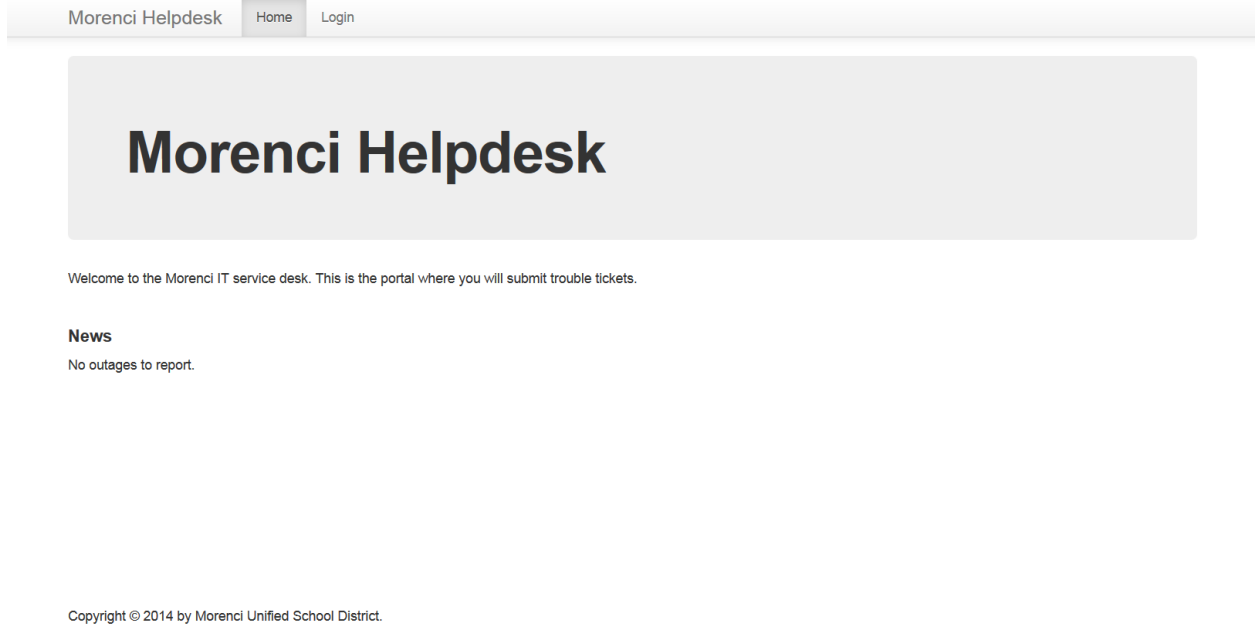
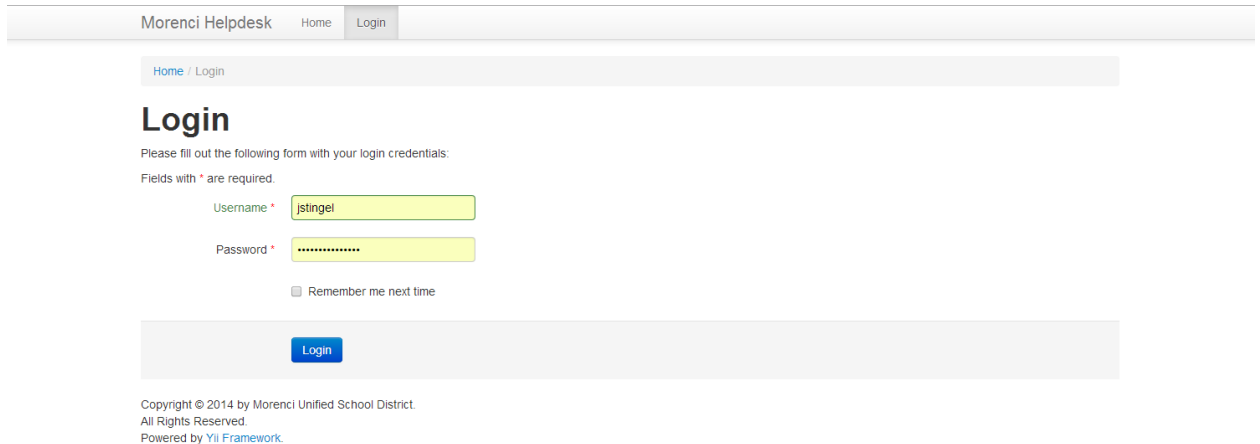


Submitting a Trouble Ticket

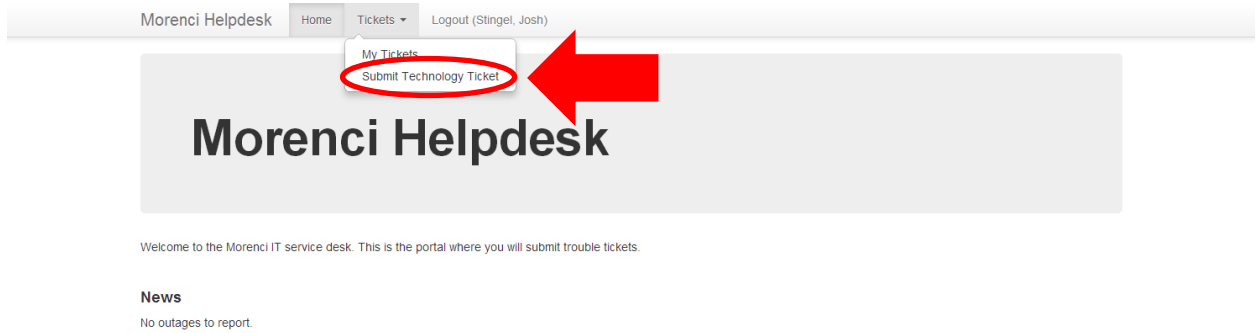
1. There should be a link on your desktop called **Morenci IT Service Desk**. If it is not there, open your Internet browser (Chrome, Firefox, IE) and type <http://helpdesk.morenci.org> in the address bar.
2. You should see the following the screen. Click **Login**.



3. Login using your Windows username and password.



4. Click on the **Tickets** menu and choose **Submit Technology Ticket**.



5. On the **Title** line, give a brief title of what the problem is. IE. “No internet”, “Can’t login”, etc... In the **Description** box, give a detailed description of the problem. Lastly, choose the appropriate **Impact**.

NOTE: Please make sure to specify which computer you are having trouble with. This will allow us to resolve the problem even if you are not in your room.

Morenci Helpdesk Home Tickets Logout (Stingel, Josh)

[Home](#) / [Tech Tickets](#) / Create

New Ticket

[+ Create](#) [List](#)

Fields with * are required.

Title *

Description *

Status

Submitter

Impact

[✔ Create](#) [✘ Reset](#)

6. Once you are done, click **Create**. You will be taken to the following screen. This is your ticket view screen. If you wish to add a note to the ticket, please click **Add Note**

Morenci Helpdesk Home Tickets Logout (Stingel, Josh)

Home / Tickets / Test Ticket

Ticket #33125140702030250

My Tickets Add Note

Ticket Id	33125140702030250
Title	Test Ticket
Created Date	2014-07-02 15:02:50
Closed Date	Not set
Status	Open
Submitter	Stingel, Josh
Impact	1 person can't work
Assigned Tech	Unassigned
Description	Ticket
Notes	

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7. The technician will also add notes to the ticket. They can be seen here.

Home / Tickets / Test Ticket

Ticket #33125140702030250

My Tickets Add Note

Ticket Id	33125140702030250
Title	Test Ticket
Created Date	2014-07-02 15:02:50
Closed Date	Not set
Status	Open
Submitter	Stingel, Josh
Impact	1 person can't work
Assigned Tech	Unassigned
Description	Ticket
Notes	2014-07-02 15:09:51 - Stingel, Josh This is a test note.

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