



# City of Middletown

Technology Services Department


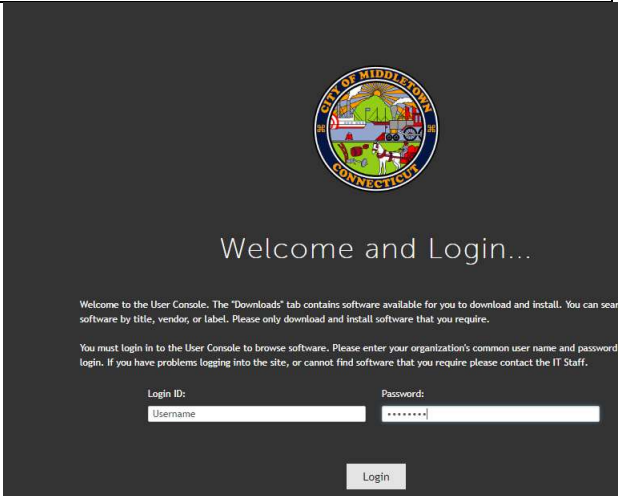
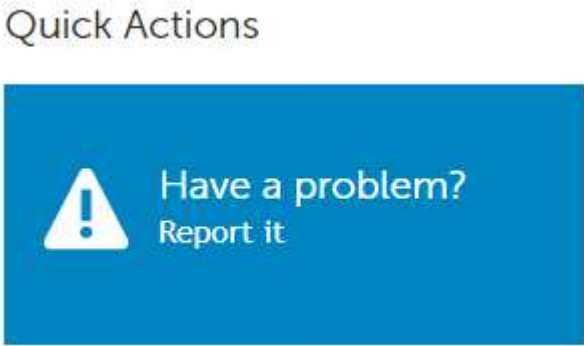
245 deKoven Drive Middletown, CT 06457

TEL: (860) 638-4990 FAX: (860) 638-1928 TDD: (860) 638-4812

## Submitting a Ticket Method 01: Using the KACE Web Application (Preferred)

Directly using the KACE Web Application:

- Allows you to submit tickets for yourself or others
- Prompts you to set the impact and urgency of your issue
- Solicits additional information that helps Technology Services address your needs

<p>1</p> <p>Launch the KACE Web Application</p> <p>From your City issued workstation or laptop's desktop, double-click the Helpdesk icon</p> <p>or</p> <p>From any web browser, go to <a href="https://kbox.cityofmiddletown.com">https://kbox.cityofmiddletown.com</a></p>	
<p>2</p> <p>Enter your City Hall username and password and press Login. This is the same username and password used to login to City computers and Outlook Web Access.</p>	
<p>3</p> <p>Click on the box to report a problem.</p>	

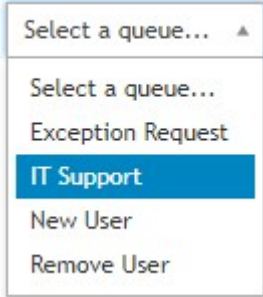
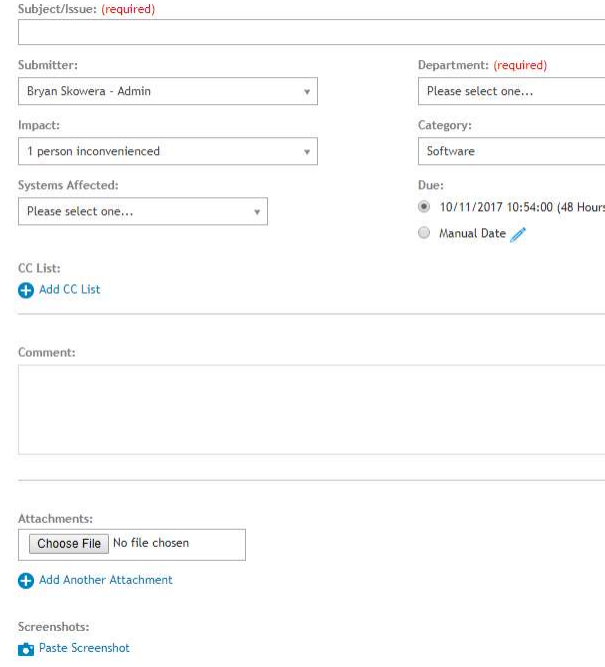


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<p>4</p> <p>From the drop down, select the appropriate queue.</p> <p><b>IT Support</b> covers the majority of issues and requests and should be the default choice for most City Hall users.</p> <p><b>Exception Request</b> is only used to request that blocked web pages be made available.</p> <p><b>New User</b> is only used to request new accounts for employees or officials.</p> <p><b>Remove User</b> is only used to request the removal of accounts.</p> <p>These instructions will reflect the <b>IT Support</b> queue.</p>	<p><b>Ticket:</b></p> 
<p>5</p> <p>The New Ticket screen appears. All fields which show <b>(required)</b> must be completed before submitting your ticket.</p>	<p>New Ticket   IT Support</p> 



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6	<p><b>Required:</b> Please enter a clear and concise description of your problem in the <b>Subject/Issue</b> field.</p> <p>Clear and concise examples:</p> <ul style="list-style-type: none"><li>• Error when printing in ADMINS</li><li>• Computer won't turn on</li><li>• Install GIS on new computer</li><li>• Need help transferring large file to vendor</li></ul> <p>Ambiguous examples to avoid:</p> <ul style="list-style-type: none"><li>• ADMINS doesn't work</li><li>• Broken Computer</li><li>• Need software</li><li>• HELP</li></ul>	<p>Subject/Issue: (required)</p> <input data-bbox="867 485 1411 537" type="text" value="Error when printing report in ADMINS"/>
7	<p>The <b>Submitter</b> field defaults to your name. If you are submitting the ticket on behalf of another person, please change the field to that individual's name.</p>	<p>Submitter:</p> <input data-bbox="842 1052 1438 1104" type="text" value="Bryan Skowera - Admin"/>
8	<p><b>Required:</b> Please set the <b>Department</b> field to the department to which the submitter belongs.</p>	<p>Department: (required)</p> <input data-bbox="846 1178 1346 1230" type="text" value="WS - Water and Sewer"/>



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9	<p>Please set the <b>Impact</b> to describe the scope of the issue. Accurately selecting the <b>Impact</b> helps prioritize your request.</p> <p>If technology is degraded or nonfunctional... ...<b>and</b> vital job functions cannot be performed <b>and</b> there is no work around select <b>1 person cannot work</b> or <b>Many people cannot work</b>.</p> <p>If technology is degraded or nonfunctional... .. <b>but</b> it is not preventing vital job functions or there is a work around select <b>1 person is inconvenienced</b> or <b>Many people inconvenienced</b>.</p> <p>If you have a general question or request for training, select <b>1 person is inconvenienced</b>.</p> <p>If you are requesting new hardware or software, a relocation of technology, or a change to an existing piece of hardware or software, select <b>Move-Add-Change</b>.</p>	<p>Impact:</p> <ul style="list-style-type: none"> <li>1 person inconvenienced</li> <li>1 person cannot work</li> <li>1 person inconvenienced</li> <li>Many people cannot work</li> <li>Many people inconvenienced</li> <li>Move-Add-Change</li> <li>System Upgrade</li> <li><b>No Impact; System Maintenance</b></li> </ul>
10	<p>Please set <b>Category</b> to describe the general technology affected by your issue.</p>	<p>Category:</p> <ul style="list-style-type: none"> <li>Software</li> <li>Cisco Phones</li> <li>Hardware</li> <li>Mobile Devices</li> <li>Network</li> <li>Software</li> <li><b>Other</b></li> </ul>




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1 1	<p>Please select the specific technology affected by your issue in the <b>Systems Affected</b> field.</p> <p><u>Note: If the name of your technology does not appear in <b>Systems Affected</b>, please select <b>None</b> and makes sure the <b>Subject/Issue</b> contains the name of the technology.</u></p>	<p>Systems Affected:</p> <p>Please select one... ▲</p> <p>Please select one... 🔍</p> <p>Please select one... ▲</p> <p>None</p> <p>Active Directory</p> <p>Adobe Acrobat</p> <p><b>ADMINS</b></p> <p>Backup</p> <p>Brightsign</p> <p>Antivirus</p> <p>Building Permits ▼</p>
1 2	<p>The <b>Due Date</b> is <u>automatically</u> changed when you submit your ticket based on the <b>Impact</b> field.</p> <p>If you have a business need to manually set a due date for this request, you can select <b>Manual Date</b> and input a date/time of your choice.</p> <p><u>Technology Services will make a best effort to respect your due date, but due dates are not a guarantee of when work will be completed.</u></p>	<p>Due:</p> <p><input checked="" type="radio"/> 10/11/2017 14:22:00 (48 Hours)</p> <p><input type="radio"/> Manual Date </p>
1 3	<p>Please use the <b>Comment</b> field to elaborate on your request or issue. Important and helpful information to provide includes:</p> <ul style="list-style-type: none"><li>• Errors or system messages that you have received.</li><li>• Alternate contact information if you are not at your normal office phone.</li><li>• Steps to reproduce the problem.</li></ul>	<p>Comment:</p> <p> </p>




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<p>1 4</p>	<p>If there is a file relevant to the issue, you can use the <b>Attachments</b> field to upload it.</p> <p>You can use the <b>Paste Screenshot</b> link to include screen shots of errors or other useful screens.</p>	<p>Attachments:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <input type="button" value="Choose File"/> No file chosen     </div> <p><a href="#">+ Add Another Attachment</a></p> <p>Screenshots:</p> <p><a href="#">Paste Screenshot</a></p>												
<p>1 5</p>	<p>Press <b>Save</b> to submit your ticket.</p>	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Apply Changes"/> <input type="button" value="Cancel"/> </div>												
<p>1 6</p>	<p>You will be shown a list of the tickets that have been submitted in your name.</p>	<p>Tickets   All Queues</p> <p>New ▾ Choose Action ▾</p> <table border="1"> <thead> <tr> <th>Created</th> <th>Priority</th> <th>Number</th> <th>Subject/Issue</th> </tr> </thead> <tbody> <tr> <td>10/03/2017 15:55:05</td> <td></td> <td>TICK:7087</td> <td>Cursor not moving when I mo mouse</td> </tr> <tr> <td>10/03/2017 16:01:27</td> <td></td> <td>TICK:7088</td> <td>CAPSLOCK KEY STUCK IN ON POSITION</td> </tr> </tbody> </table> <p>1 to 2 of 2</p>	Created	Priority	Number	Subject/Issue	10/03/2017 15:55:05		TICK:7087	Cursor not moving when I mo mouse	10/03/2017 16:01:27		TICK:7088	CAPSLOCK KEY STUCK IN ON POSITION
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<p>1 7</p>	<p>You will receive an email indicating your ticket number. Please retain this email.</p>	<p>Wed 10/4/2017 5:48 AM</p> <p> helpdesk@MiddletownCT.gov [TICK:7095] CAPSLOCK KEY STUCK</p> <p>To: Skowera, Bryan</p> <p><a href="#">i</a> We removed extra line breaks from this message.</p> <p>--+-- Please reply above this line to add a comment --+-- IT Support created a ticket.</p> <p>You may see more details and track progress on your new ticket at: <a href="https://kbox.cityofmiddletown.com/userui/ticket?ID=7095">https://kbox.cityofmiddletown.com/userui/ticket?ID=7095</a></p> <p>You may reply to this email as a method of updating the information on this ticket instead of lo</p>												