



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 02: Opening by Email

Opening a ticket by email:

- Does not allow you to submit tickets for others
- Does not allow you to set impact or due date

Opening a ticket by email may be convenient, since you are prompted for less information, but that means Technology Services has less ability to take action based on the initial incident report.

1	<p>From your work email, create a new message to helpdesk@middletownct.gov</p> <p>You can send this email from any device or computer so long as you are sending from your @middletownct.gov email.</p>	<p>To... <input type="text" value="helpdesk@middletownct.gov"/></p>
2	<p>Please enter a clear and concise description of your problem in the Subject line.</p> <p>Clear and concise examples:</p> <ul style="list-style-type: none"> • Error when printing in ADMINS • Computer won't turn on • Install GIS on new computer • Need help transferring large file to vendor <p>Ambiguous examples to avoid:</p> <ul style="list-style-type: none"> • ADMINS doesn't work • Broken Computer • Need software • HELP 	<p>Subject <input type="text" value="Error when printing in ADMINS "/></p>
3	<p>Please use the body of the email to elaborate on your request or issue. Important and helpful information to provide includes:</p> <ul style="list-style-type: none"> • Errors or system messages that you have received. • Alternate contact information if you are not at your normal office phone. • Steps to reproduce the problem. 	<p>CANNOT TURN OFF CAPSLOCK. UNPLUGGED AND REPLUGGED KEYBOARD; NO EFFECT. REBOOTING DID NOT HELP </p>





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4	<p>If there is a file relevant to the issue, you can attach it to the email.</p> <p>You can also include a screenshot in the email.</p>	<p>Attachments:</p> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <input type="button" value="Choose File"/> No file chosen </div> <p>+ Add Another Attachment</p> <p>Screenshots:</p> <p>+ Paste Screenshot</p>
5	Send your email.	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;">  <p>Send</p> </div>
6	You will receive an email indicating your ticket number. Please retain this email.	<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>i 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: https://kbox.cityofmiddletown.com/userui/ticket?ID=7095</p> <p>You may reply to this email as a method of updating the information on this ticket instead of lo</p>