



City of Middletown

Technology Services Department

245 deKoven Drive Middletown, CT 06457


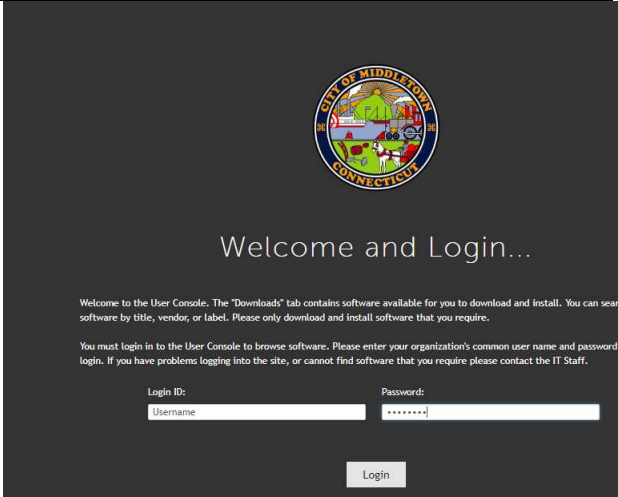
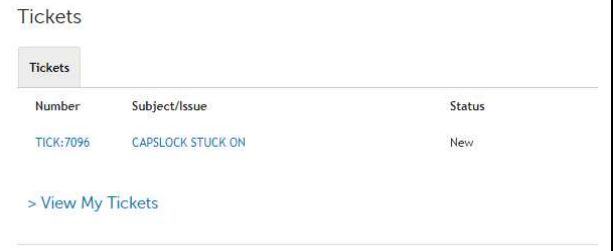
TEL: (860) 638-4990 FAX: (860) 638-1928 TDD: (860) 638-4812

Checking Status of an Open Ticket

Once a ticket is open, you should receive email alerts regarding all changes to your tickets.

You can also click on the link in the ticket emails to view the ticket in the KACE Web Application.

If you have deleted your previous ticket status emails, you can log into KACE Web Application and review your open tickets.

1	<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 https://kbox.cityofmiddletown.com</p>	
2	<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>	
3	<p>In the middle of the screen, you should see a list of recent tickets. You can click on the Ticket Number to see more detail.</p> <p>To see a list of all your tickets, click View My Tickets, and then click the Ticket you want to view.</p>	



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4	From this view you can review the status of your ticket.	
5	Owner shows the staff member assigned to your ticket.	Owner: Skowera, Bryan
6	Due shows the target date for the issue to be resolved by. Oftentimes, issues are resolved well in advance of the Due Date, but Due Dates are not guarantees of when a problem or request will be addressed.	Due: 10/05/2017 16:30:00
7	At the bottom of the screen is a list of all Comments , from both you and staff members working on your ticket.	Skowera, Bryan 10/04/2017 07:18:22 Provided default login information after confirming it still worked.