






IT Services Guide: How to raise a ticket

FIXIT CENTRE

Click on 'New Ticket'

The screenshot shows the 'new ticket' form with the following callout boxes:

- Top navigation:** Click on 'New Ticket' (points to the 'New Ticket' link).
- Form header:** Ensure your contact details are correct in SRS Web (Students) or My HR (staff).
- Location:** Select your location from the drop down menu.
- Room No.:** Add a room number and alternate phone number. This will ensure that we know where the problem is and that we can contact you if required.
- Subject:** Enter subject details.
- Text area:** Enter a detailed description of your issue or request. The more information you provide will help us to deal with your ticket effectively and efficiently. Add an attachment. If you wish you can add any error messages or files that are relevant to the issue or request.
- Submit button:** When all the details are complete, click the submit button located at the bottom right of the screen.

You can view the tickets you have raised via: My Tickets	
If you have multiple tickets you can search via: Search	
The FAQs will be updated regularly. View the full list of frequently asked questions via: FAQs	
You can adjust your view in 'My Tickets'. You can choose the amount of tickets shown on a page, and you can choose whether you wish to view closed tickets via: Preferences	