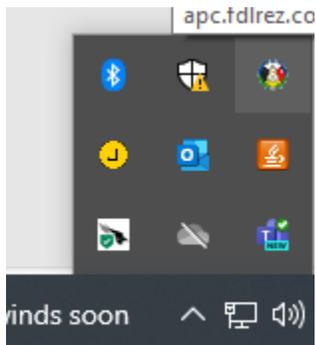
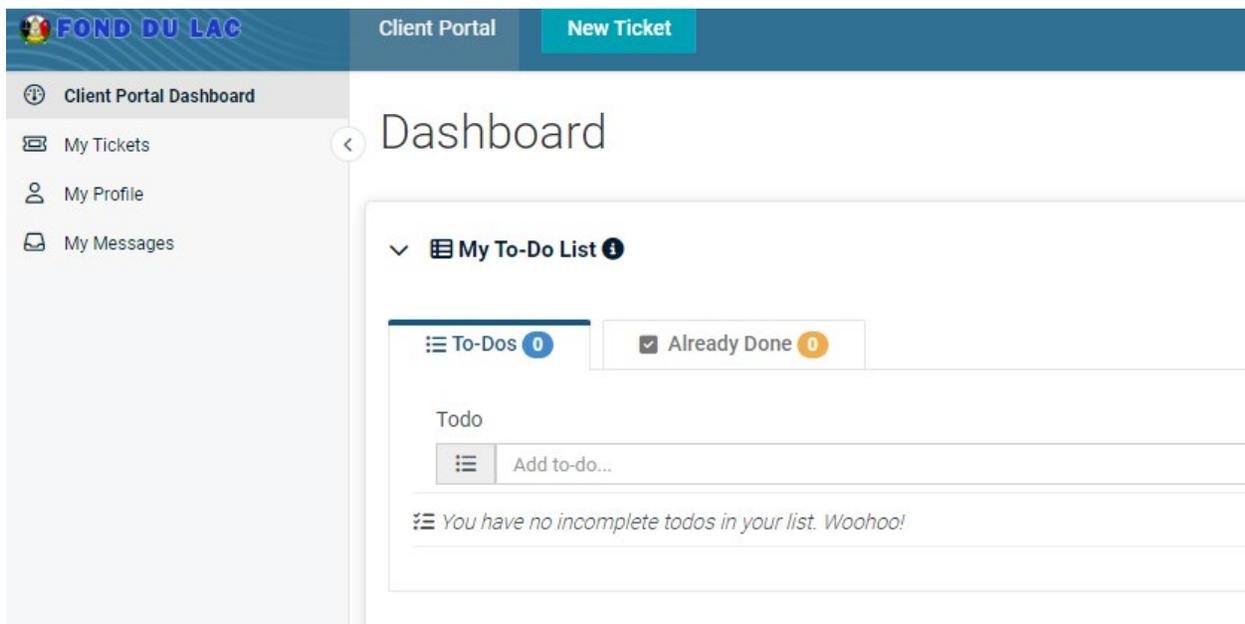


## Using Templates to Create Tickets in Vorex

Did you know you can create a ticket in Vorex and avoid waiting on hold with the IT Service Desk?



1. Right Click on the Kaseya agent (Fond du Lac logo) by clicking on the small up arrow on the bottom right of your screen. Select “Contact Support”
2. Log in using your username and password. (Should be the same as your email.) If you are unsure if you have an account, please contact the IT Service Desk @ ext. 3727.
3. Go to “New Ticket”



4. Use the dropdown menu to select which template you'd like to use. The templates available are:
  - a. Cellular Device Request – if you or your employee needs a mobile device.
  - b. Folder Access for New or Existing folders/files – if you or your employee needs access to a folder or file

- c. New Employee Computer Login Form – if you have a new staff member starting and need computer access for them
- d. Quote for Computer Equipment – if you need to purchase new equipment (i.e. a keyboard, mouse, or monitor)
- e. Quote for Computer Software/Program – if you need to purchase new software or a new program for your duties (i.e. Microsoft Excel)
- f. Quote for Printer – if you need a printer
- g. Remote Access – if you or a staff member need to be able to access your workstation remotely
- h. Zoom Account Access – if you need a professional Zoom account created

The screenshot shows the 'Create Ticket' interface. On the left is a navigation menu with 'My Tickets', 'My Profile', and 'My Messages'. The main area is titled 'Create Ticket' and features a 'From Template' dropdown menu. The dropdown is open, listing several templates. The 'Cellular Device Request' template is selected, and its details are automatically populated in the 'Ticket Details' section below. The details include: Location (Tribal Center), Ticket Type (Service Request), Issue Type (Select issue type), Priority (When Available), and Sub-Issue Type (Select sub-issue type). There are also fields for 'Affected Hardware Asset' and 'Affected Software Asset'.

Using the Cellular Device Request template, notice how the details section gets automatically filled in:

Details \*

Paragraph **B** *I* U ~~S~~ A *I*

Please complete the following questions below to the best of your knowledge. It will help the I.T. division to understand your request better. (Scroll down to see all questions)

**This request is for cell phone(s) and/or iPad(s) that need cellular services.**

To order cell phone(s) or iPad(s), a correctly filled out purchase order must be turned in to the IT department. Attach the completed purchase order for this ticket to start the process.

### Ticket Details

Location *	Tribal Center	CCs	Select CCs
Ticket Type *	Cellular Device	Priority *	When Available
Issue Type	Equipment Request	Sub-Issue Type	Select sub-issue type
Affected Hardware Asset	Select affected hardware asset	Affected Software Asset	Select affected software asset

You will want to go through the Details section (the section with the orange font) and follow the instructions. For example, to order a cellular device you need to attach a purchase order (PO), the quantity of iPads or cellphones you need, and the employee names and ID numbers for all staff who need the cellular device.

Each of the templates will ask you different things/have different items for you to fill out.

**KEEP IN MIND:** You can still call the IT Service Desk to open a ticket! But moving forward, please utilize the template feature when creating your own tickets. Thank you!