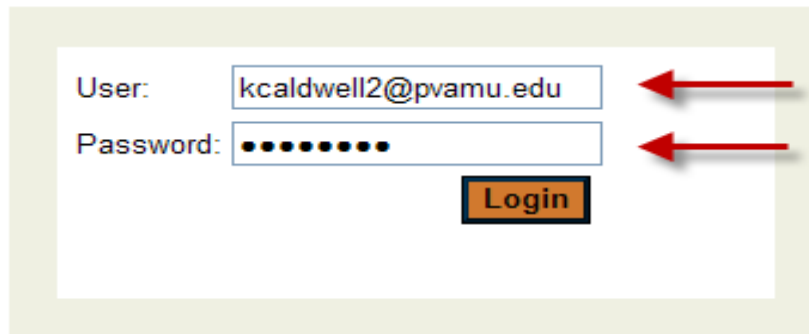


How to Create a Ticket in SNOW

1. Go to the website <http://www.pvamu.edu/helpdesk>
2. In the login in box fill in your **full PVAMU email address** and **password**

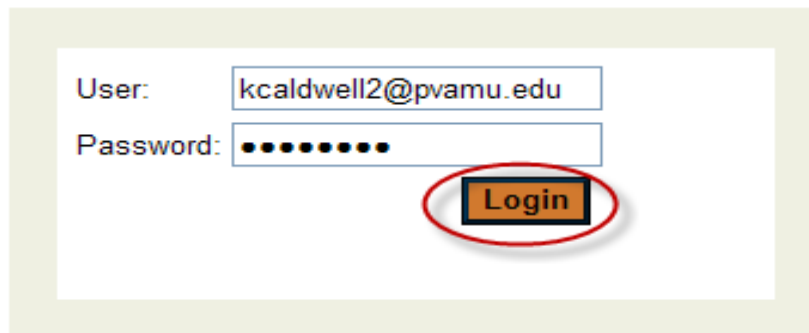
Log In using PVAMU email address and password
For Example: **jsmith2@pvamu.edu**



A screenshot of a login form. The 'User:' field contains the email address 'kcaldwell2@pvamu.edu'. The 'Password:' field contains ten black dots. Below the password field is a brown 'Login' button. Two red arrows point from the right towards the user and password input boxes.

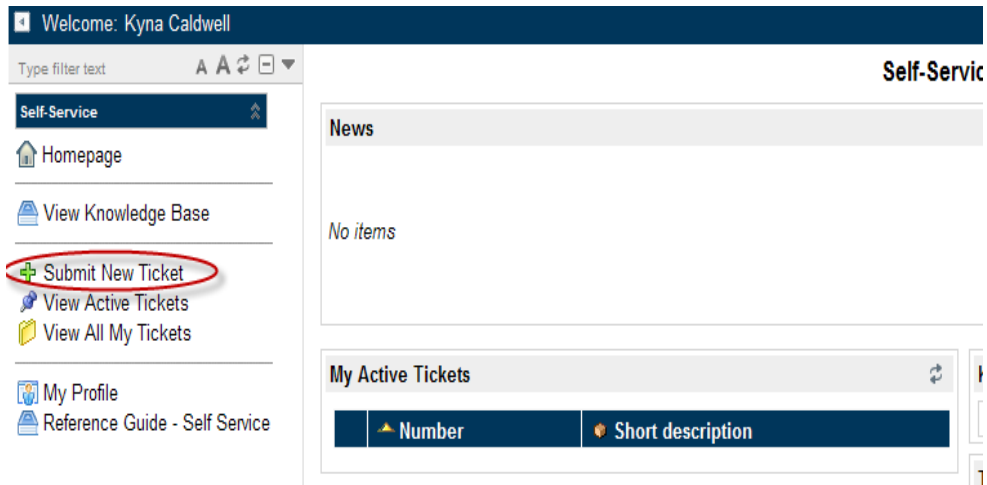
3. Click the **Login** button

Log In using PVAMU email address and password
For Example: **jsmith2@pvamu.edu**



A screenshot of the same login form as above. The 'Login' button is circled in red, indicating it should be clicked.

4. On the next page click **Submit New Ticket**



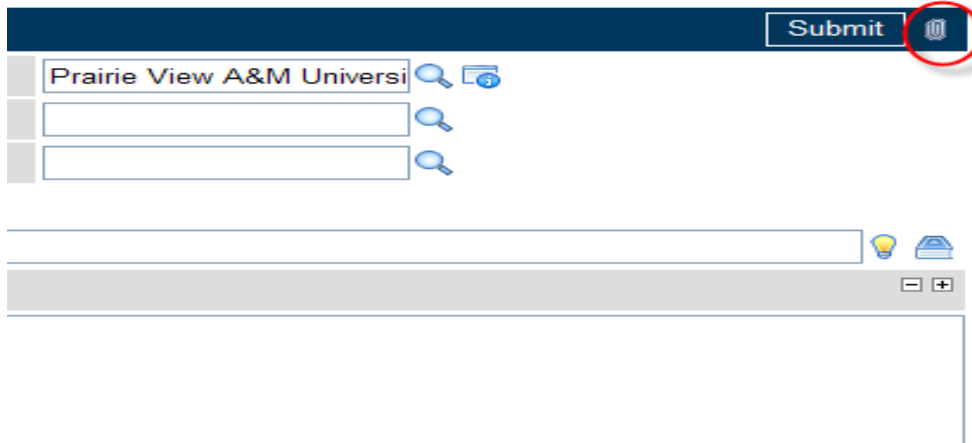
5. Fill in your best contact number, a short description of the problem, and in the big description box be more **detailed**

The screenshot shows a "Ticket" submission form. The form has a header with "Ticket" and "Required field" and a "Submit" button. The form fields are: "Company" (Prairie View A & M Univer), "User" (Kyna Caldwell), "Best contact number" ((936) 261-9327), "Contact type" (Self-Service), "Short description" (Test Ticket), and "Description" (This is a test run for a tutorial to show how to use this format). Red arrows point to the "Best contact number", "Short description", and "Description" fields. There are also search icons for "Campus", "Building", and "Room".

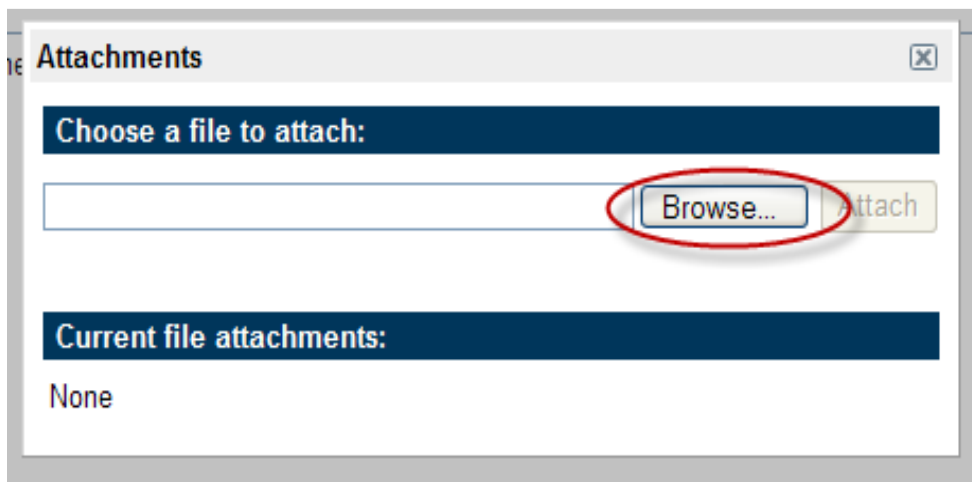
*High priority issues should be submitted via phone, not New Ticket.

Submit

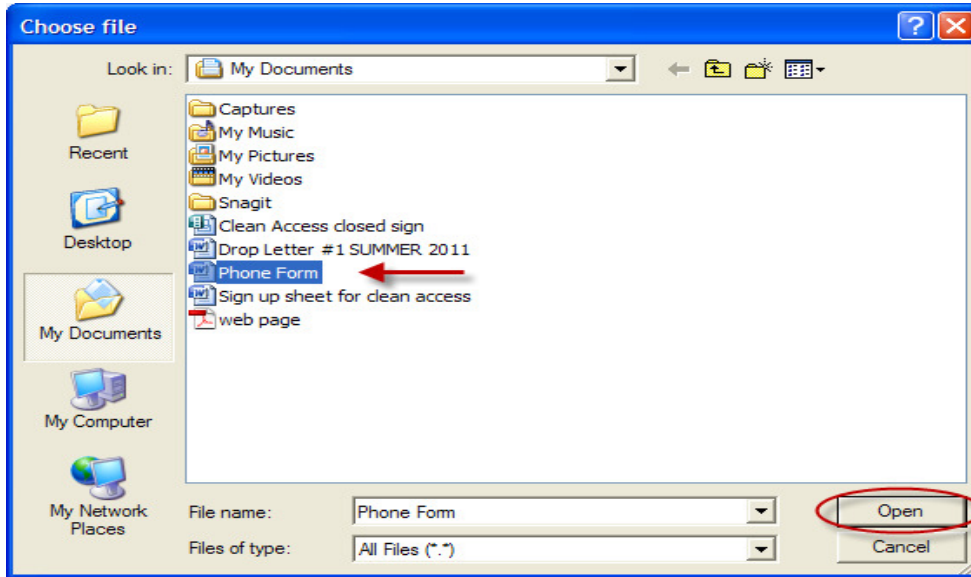
6. To attach a **document** click on the **Paperclip** symbol on the top right hand of the screen



7. On the pop up screen click **Browse** to find your personal document to attach

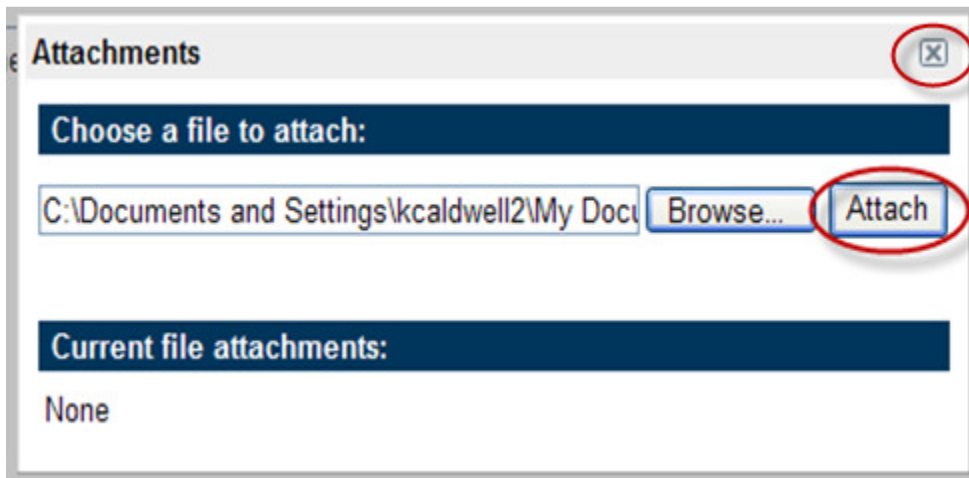


8. Wherever your form is saved click **Open**

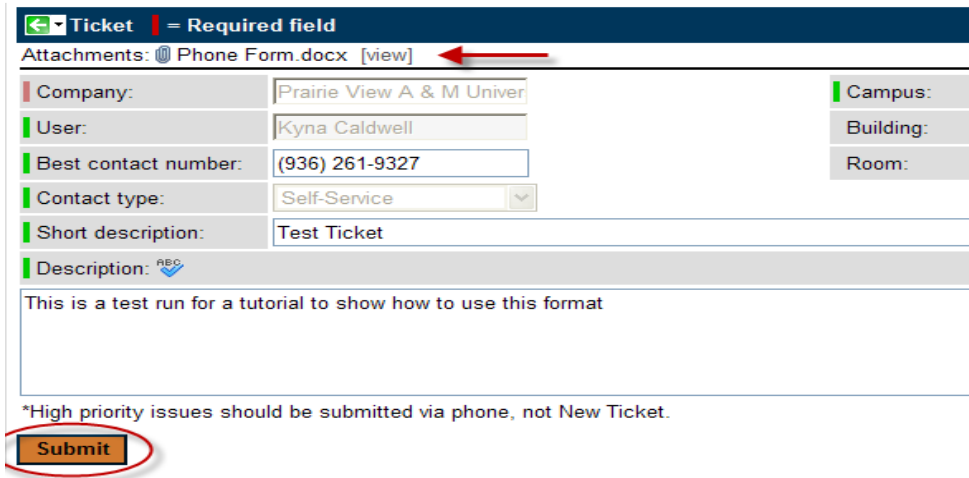


9. Click **Attach**

10. The file is now attached now click on the **Close** button



11. The attached form should be at the top of the screen
12. You may now click the **Submit** button



Ticket = Required field

Attachments: Phone Form.docx [view]

Company: Prairie View A & M Univer

User: Kyna Caldwell

Best contact number: (936) 261-9327

Contact type: Self-Service

Short description: Test Ticket

Description: This is a test run for a tutorial to show how to use this format

*High priority issues should be submitted via phone, not New Ticket.

Submit

13. Once you see the following screen you know your ticket has been submitted



Number	Short description	State	Opened	Updated
TKT0000059475	Test Ticket	Pending	2011-06-02 11:12:59	2011-06-02 11:40:42

Actions on selected rows...

14. A confirmation email will be sent to your **PVAMU** email address

You are now done!