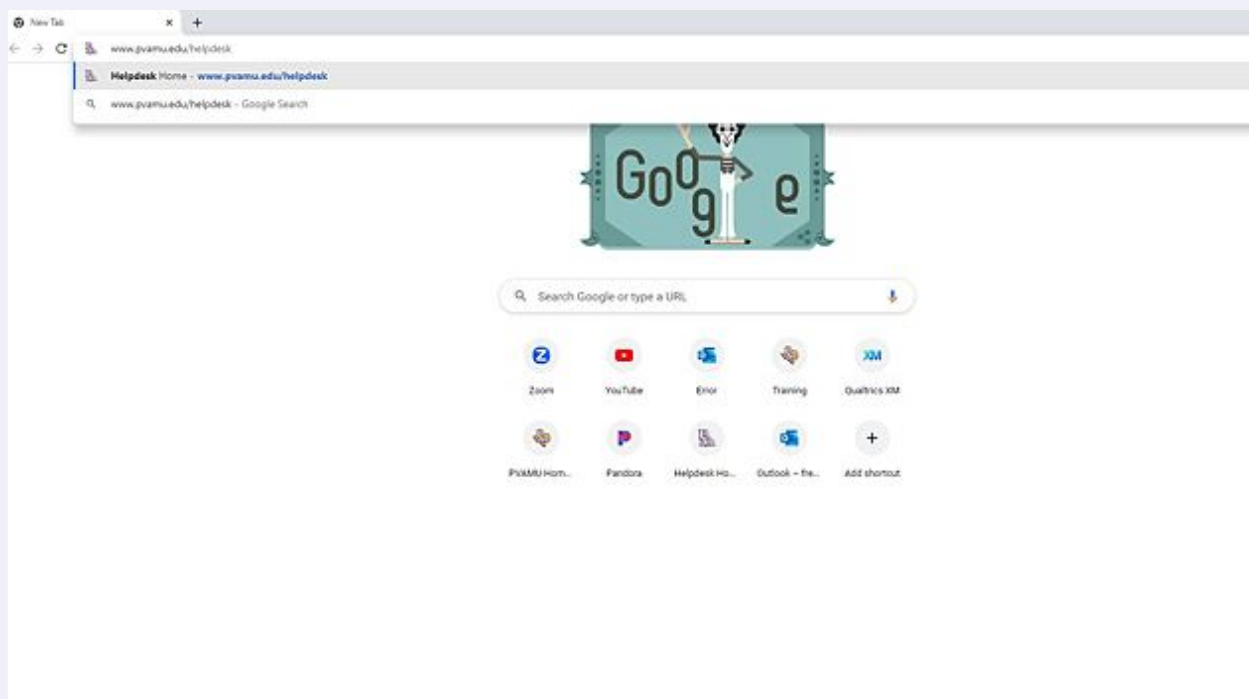


How to View Helpdesk Ticket Requests

Once you've submitted a ticket request, you can then check on the progress of that ticket. Use this guide to check the progress of your ticket.

1 Visit "www.pvamu.edu/helpdesk"



2 Click "My Ticket Requests"

Browse the knowledge base to find instructions on how to perform various tasks

Open a Ticket

To request assistance from CITE, please open a ticket

My Ticket Requests

View the status of your current open tickets

[Voicemail](#)

[Phone Services](#)

[Banner 9](#)

[Distance Learning](#)

[Website Maintenance](#)

CITE
CENTER FOR INFORMATION TECHNOLOGY EXCELLENCE

For additional information, please contact your CITE Manager

3 Use the features in this area to search for your ticket request.

PRAIRIE VIEW A&M UNIVERSITY

Search the client portal

Kendramia Prestage

Home Projects Services Knowledge Base Questions

Ticket Requests My Favorites My Recent My Approvals Services A-Z Search

Ticket Requests (0)

Search To Excel Print

Search ID

Status Class: New, In Process, On Hold

Reviewer:

Due Date: from to

Include requests that I am listed as a contact on

Accs/Dept:

Service(s):

Service Offering(s):

Created: from to

Showing ticket requests you have created or which mark you as a contact or the requestor.

type here to search

73°F 9:52 AM 3/23/2022

4

If you know your "Service Request ID", you may use that number to search for your ticket.

The screenshot shows a search interface with a purple header bar containing the text "Questions". Below the header, there are navigation links: "My Approvals", "Services A-Z", and "Search". The main search area contains several input fields: "ID" (highlighted with a yellow circle), "Acct/Dept", "Service(s)", "Service Offering(s)", and "Created". Each of these fields has a search icon and a clear icon. The "ID" field is currently empty.

5

Use the "Select All" feature to view all requests.

The screenshot shows the "Ticket Requests (0)" interface. At the top, there are three buttons: "Search", "To Excel", and "Print". Below these buttons, there is a search bar and a filter section. The filter section includes a "Search" field, a "Status Class" dropdown menu (set to "New, In Process, On Hold"), and a list of checkboxes for "Reviewer" and "Due Date". The "Reviewer" list includes "[Select all]" (highlighted with a yellow circle), "New", "In Process", "Completed", "Cancelled", and "On Hold". The "Due Date" list includes "Completed", "Cancelled", and "On Hold".

6 Once you have set your search parameters, click "Search" to view the results.

The screenshot shows the Prairie View A&M University website. At the top, there is a navigation bar with links for Home, Projects, Services, Knowledge Base, and Questions. Below this is a secondary navigation bar with links for Ticket Requests, My Favorites, My Recent, My Approvals, Services A-Z, and Search. The main content area is titled "Ticket Requests (0)". Below the title, there are three buttons: "Search" (highlighted with a yellow circle), "To Excel", and "Print". To the right of these buttons is a search input field. Below the search field, there are several filter sections: "Status Class" with a dropdown menu showing "New, In Process, On Hold"; "Reviewer" with a dropdown menu showing "[Select all]"; and "Due Date" with a dropdown menu showing "New", "In Process", "Completed", "Cancelled", and "On Hold". On the far right, there are several columns for filtering, including "ID", "Acct/Dept", "Service(s)", "Service Offering(s)", and "Created".

7

The screenshot shows the same Prairie View A&M University website, but now displaying a list of ticket requests. The search filters are applied, and the results are shown in a table. The table has the following columns: ID, Title, Acct/Dept, Service, Service Offering, Status, Reviewer, Requestor, and Modified. The results are as follows:

ID	Title	Acct/Dept	Service	Service Offering	Status	Reviewer	Requestor	Modified
776971	For Testing Purposes Only - Training	Center for Information Technology Excellence (CITE)	IT Issues/Requests		Resolved		Kendramia Prestage	Fri 12/9/22 5:30 AM
580737	Kendramia-Prestage Banner Account Request Form PDFs	Center for Information Technology Excellence (CITE)	IT Issues/Requests		Resolved		Kendramia Prestage	Mon 10/3/22 4:30 PM
530555	We would like to add a registration link along with verbiage and graphics to the Tech Week page	Center for Information Technology Excellence (CITE)	Website Maintenance	Website Assistance Request	Closed		Kendramia Prestage	Thu 9/15/22 9:40 AM
530774	A webpage for TechWeek	Center for Information Technology Excellence (CITE)	Website Maintenance	Website Assistance Request	Closed		Kendramia Prestage	Mon 9/12/22 8:38 AM
531144	We need to add an upload option for each form	Center for Information Technology Excellence (CITE)	Website Maintenance	Website Assistance Request	Closed		Kendramia Prestage	Fri 9/9/22 11:44 AM
483903	Sharepoint site for Cyber Security Awareness Competition	Center for Information Technology Excellence (CITE)	Website Maintenance	Website Assistance Request	Closed		Kendramia Prestage	Thu 9/1/22 11:10 AM
397290	I would like a new page created to promote the CITE	Center for Information Technology	Website Maintenance	Website Assistance Request	Closed		Kendramia Prestage	Thu 8/25/22 3:23 PM