



Training for IT Tickets

By Crow Canyon Software

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Prerequisites

Technician Training: Edit rights to IT Ticket site (Members group)

Admin training: Site Collection Admin and/or Full Control permissions to IT Ticket site (Owners group)

Overview of program and technician training – approximately 1 hour

At the end of this training, the user should be able to create and work with Tickets

- 1) Employee Portal interface
 - a) Submitting Tickets
 - b) Viewing Tickets
 - c) Searching Knowledge Base
- 2) Overview of the Dashboard page
- 3) Creating and working with Tickets
 - a) Overview of the fields on the Ticket form
 - b) Custom Actions
 - i) Close
 - ii) Self Assign
 - iii) Assign to Someone Else
 - iv) Email
 - v) Print
- 4) Knowledge Base
- 5) Quick Launch navigation
 - a) Staff Workspace
 - b) Other list view workspaces



Administrative Training – approximately 1 hour

At the end of this training, the user should be able to update core components of the IT Ticket program

- 1) Employee Portal: Portal Settings
 - a) Common UI Settings
 - b) Home Page Settings
 - c) Portal Pages
 - d) Portal Forms
 - e) Portal Theme
 - f) Security Settings
 - g) General Settings
- 2) Application Administration
 - a) Configure Lists
 - b) Notifications
 - c) Categorization
 - d) General Configurations
- 3) NITRO Reports
 - a) Creating Reports
 - b) Adding Reports to a page

NITRO Studio Training – approximately 1 hours

At the end of this training, the user will be familiar with the components of NITRO Studio, and how they work together.

- 1) Navigating the NITRO Studio page
- 2) Overview of NITRO Elements
 - a) NITRO Forms
 - b) Custom Actions
 - c) NITRO Workflows
 - d) Print Manager
 - e) List Rollup
 - f) Advanced Lookup



- g) Branding
 - h) Cascaded Lookup
 - i) Conditional Formatting
 - j) Email Manager
 - k) Email Sync
 - l) Linked Items
 - m) List Search
 - n) Tiles and Dials
 - o) User Info Filler
- 3) Open Questions