



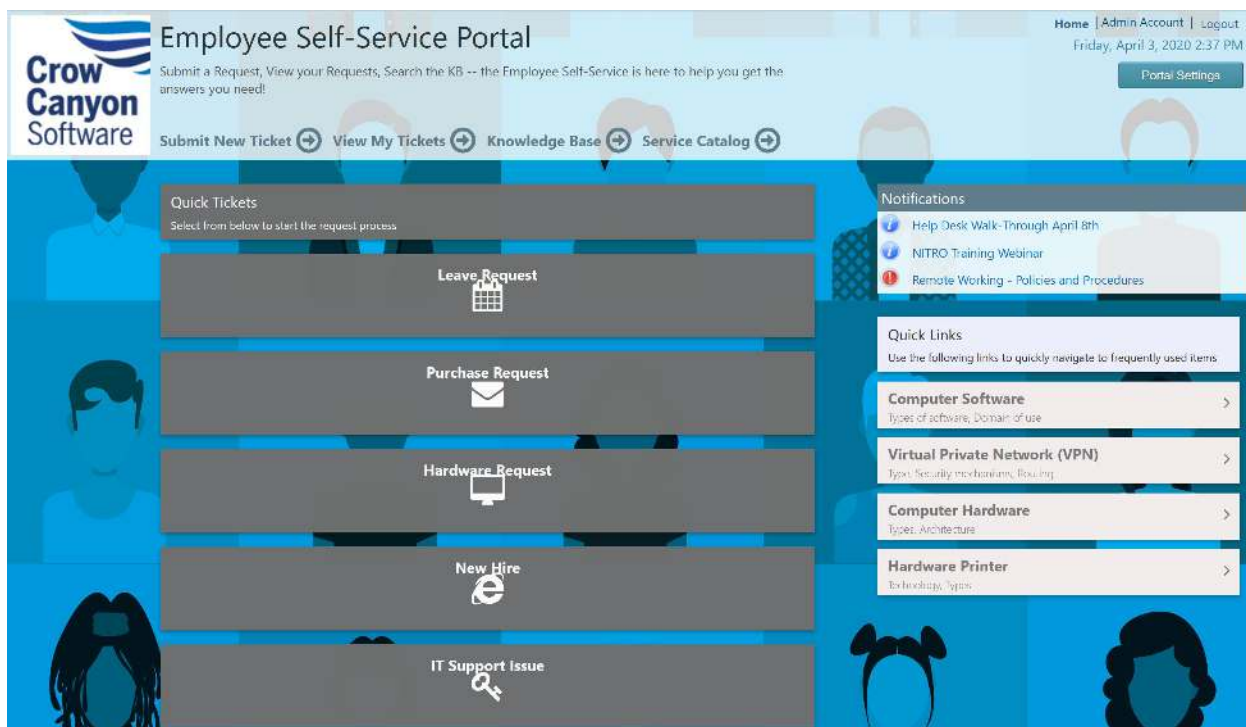
End User Guide

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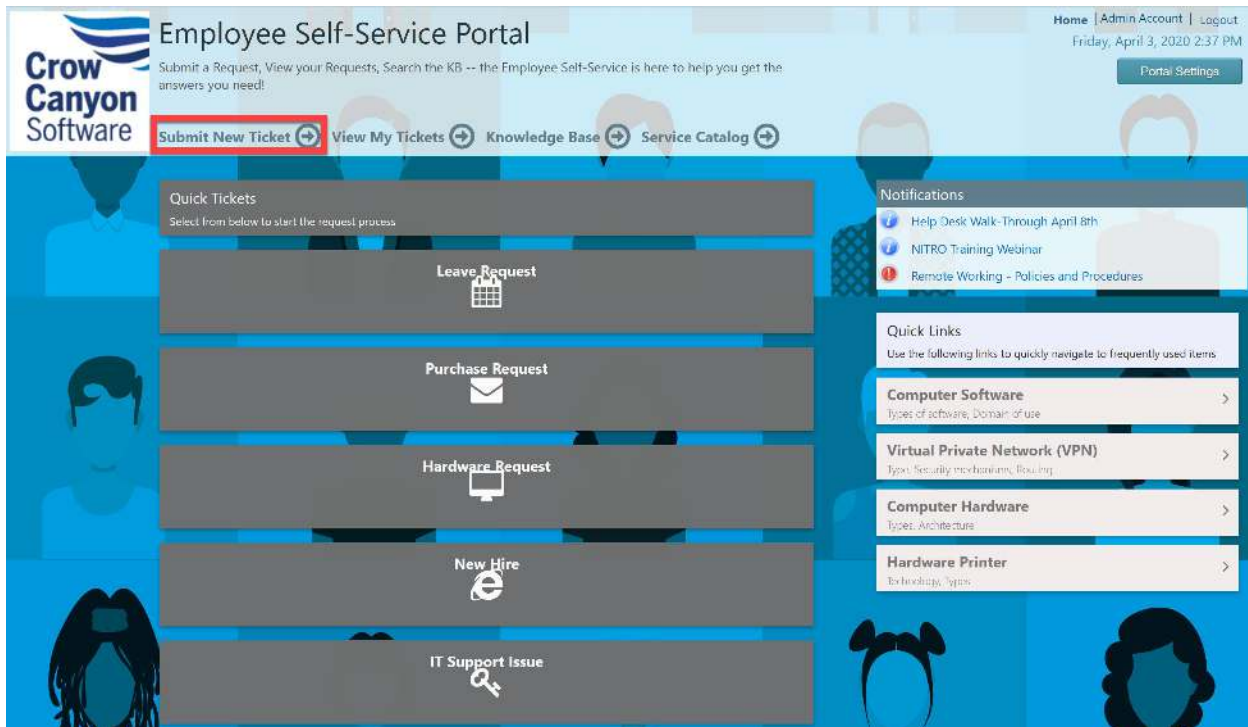
Employee Portal

The Employee Portal is your best way to create Tickets, Requests, or Work Orders, view Tickets, Requests, or Work Orders and Search Knowledge Base articles. The Employee Portal home page is as shown below:



Submit Ticket, Request, or Work Order

From the Employee Portal you can create Tickets, Requests, or Work Orders using the 'Submit New Ticket' button on the Home page.



Tickets - New Item

Requester Details

Requester*

Admin Account x

Requester Email

crowcanyon@crowcanyon365.com

Requester Phone

707 746-5272

Requester Department

IT

Ticket Details

Title*

Priority

Normal

Category

(None)

Issue Type

(None)

Ticket Description


Description

Save

Cancel

View My Tickets, Requests or Work Orders

View My Tickets, Requests, or Work Orders will display all the tickets in the list as shown below. By default this shows all tickets that the logged in user has submitted.



Employee Self-Service Portal


Submit a Request, View your Requests, Search the KB -- the Employee Self-Service is here to help you get the answers you need!

[Submit New Ticket](#) [View My Tickets](#) [Knowledge Base](#) [Service Catalog](#)

















[Home](#) | [Admin Account](#) | [Logout](#)
Friday, April 3, 2020 2:40 PM
[Portal Settings](#)

View Submitted Tickets

This page shows your submitted Tickets. For sorting and filtering options, please click on small down arrow in column titles.

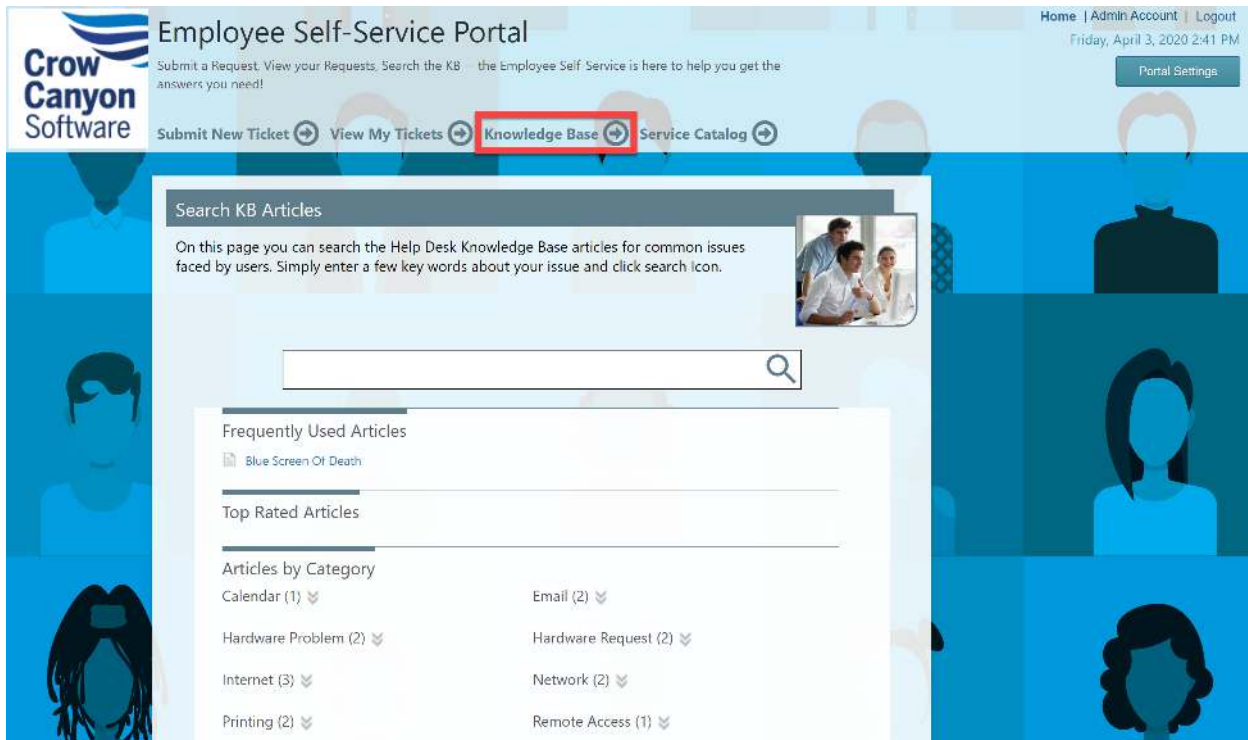


Select View: **Open Tickets**

Actions	Title	Case Id	Issue Type	Requester	Request Status	Assigned Staff
 	New IT Ticket	214	Dial in	Admin Account	Unassigned	
 	New Ticket	212	Browser	Admin Account	Unassigned	
 	IT Help Desk Ticket	211	Laptop	Admin Account	Unassigned	
 	Custom Workflow	210	Desktop	Admin Account	Unassigned	
 	New Ticket	209	Distribution List	Admin Account	Unassigned	
 	IT Help Desk	207	Invalid email address	Admin Account	Assigned	Admin Account
 	New Ticket	206	Forgot Password	Admin Account	Unassigned	
 	New Ticket	205	Cell Phone	Admin Account	Unassigned	

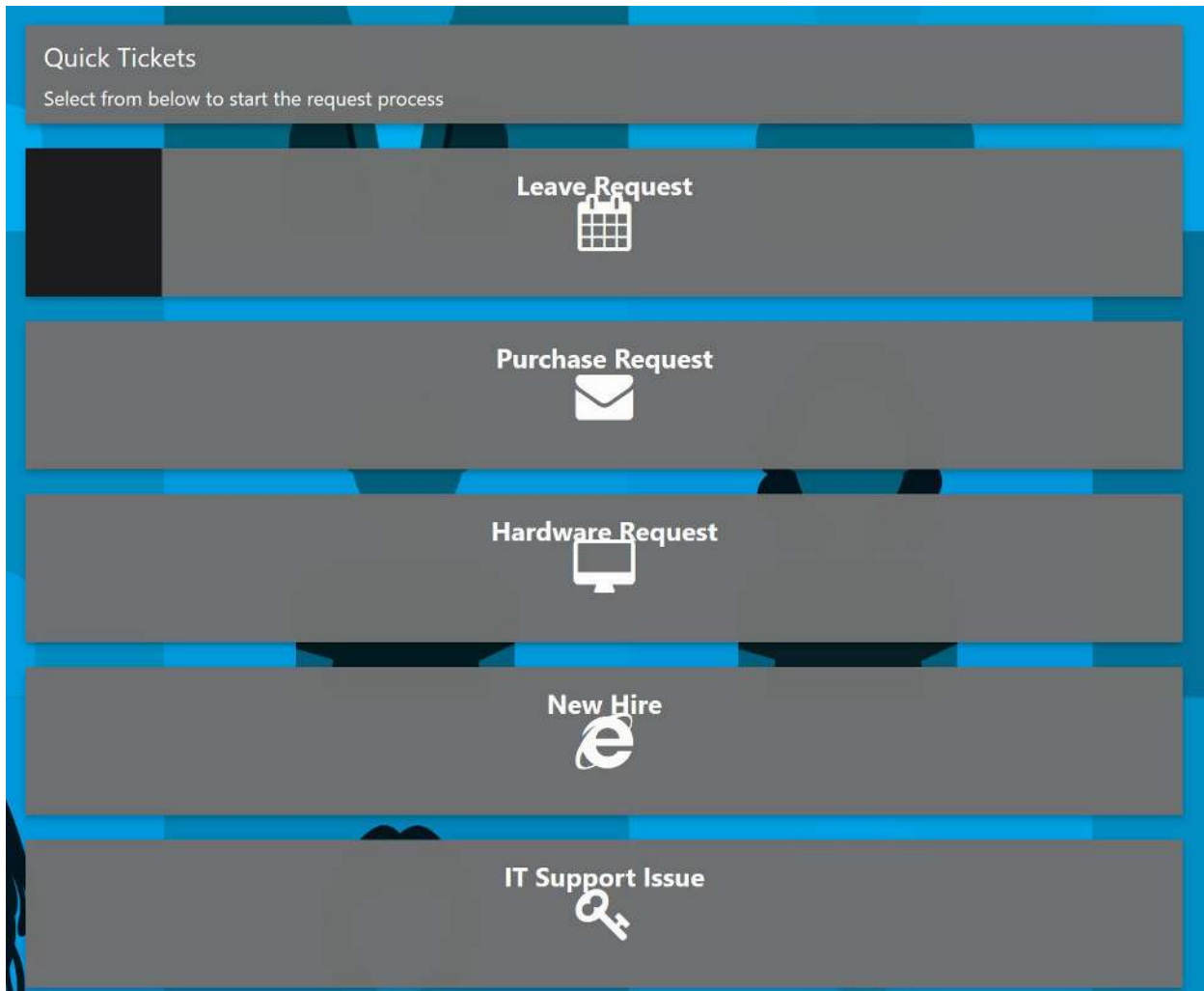
Search Knowledge Base

You can search a repository of articles specific to your organization by clicking on the Knowledge Base link, and then entering your search term in the provided search box.



Quick Tickets, Requests, or Work Orders

Quick Tickets, Requests, or Work Orders is to provide quick way to create tickets with the specified Category and/or Issue Type. These may also be links out to other forms, resources, or web pages.



For example, click on 'Hardware Request' tile in Quick Tickets, Requests, or Work Orders and you can see that the Category and Issue Type gets populated automatically in the submit form.

Tickets - New Item

Save

Cancel

Attach File

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Requester*

Admin Account x

Requester Email

crowcanyon@crowcanyon365.com

Requester Phone

707 746-5272

Requester Department

IT

Ticket Details

Title*

Priority

Normal

Category

Hardware Request


Issue Type


(None)


Notifications

Notifications can be advisories and important information provided by your back end team

Notifications

 Help Desk Walk-Through April 8th

 NITRO Training Webinar

 Remote Working - Policies and Procedures

Quick Links

Quick Links are typically links connecting you to commonly used resources for your organization.

Quick Links

Use the following links to quickly navigate to frequently used items

Computer Software

Types of software, Domain of use



Virtual Private Network (VPN)

Type, Security mechanisms, Routing



Computer Hardware

Types, Architecture



Hardware Printer

Technology, Types

