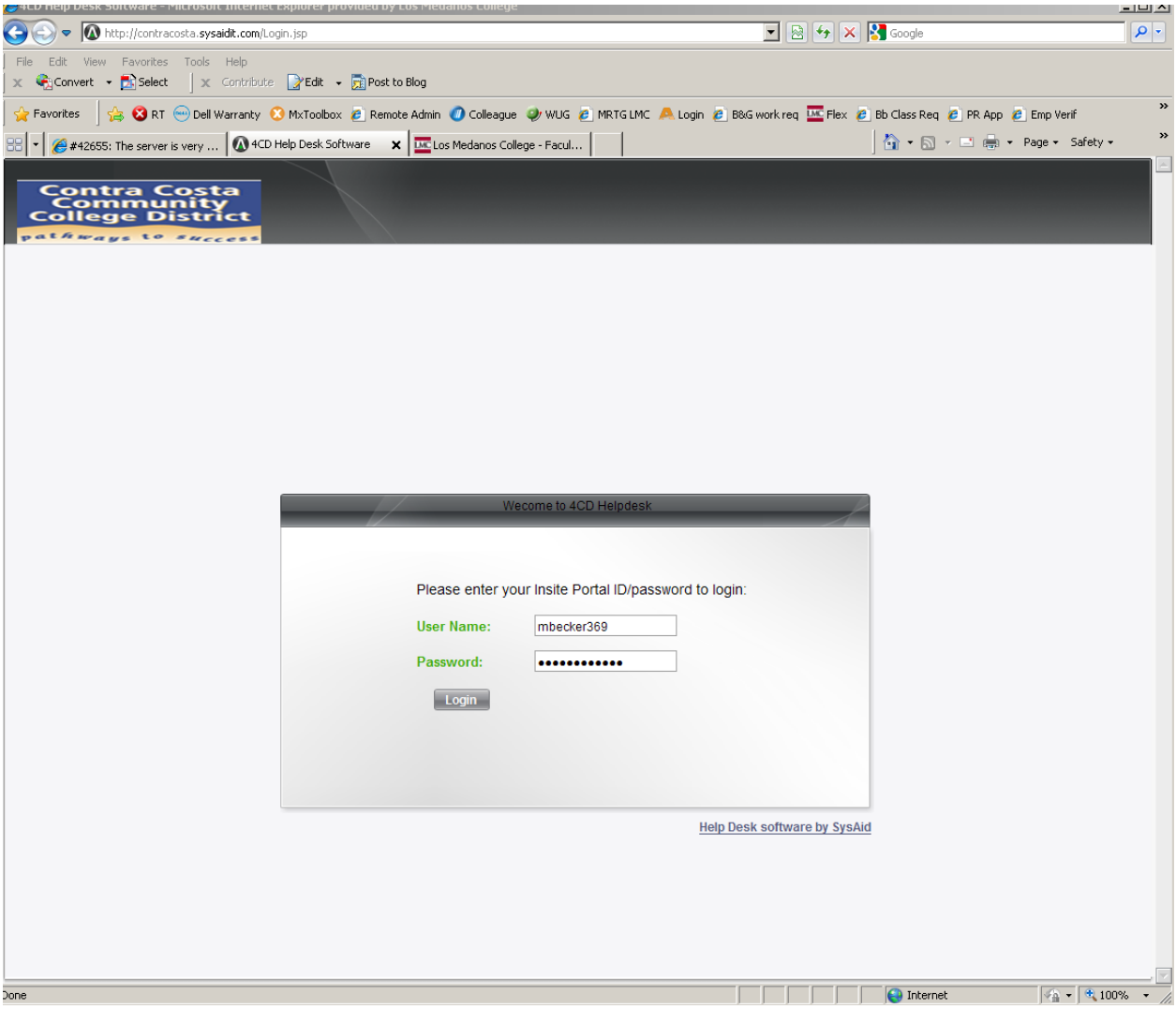
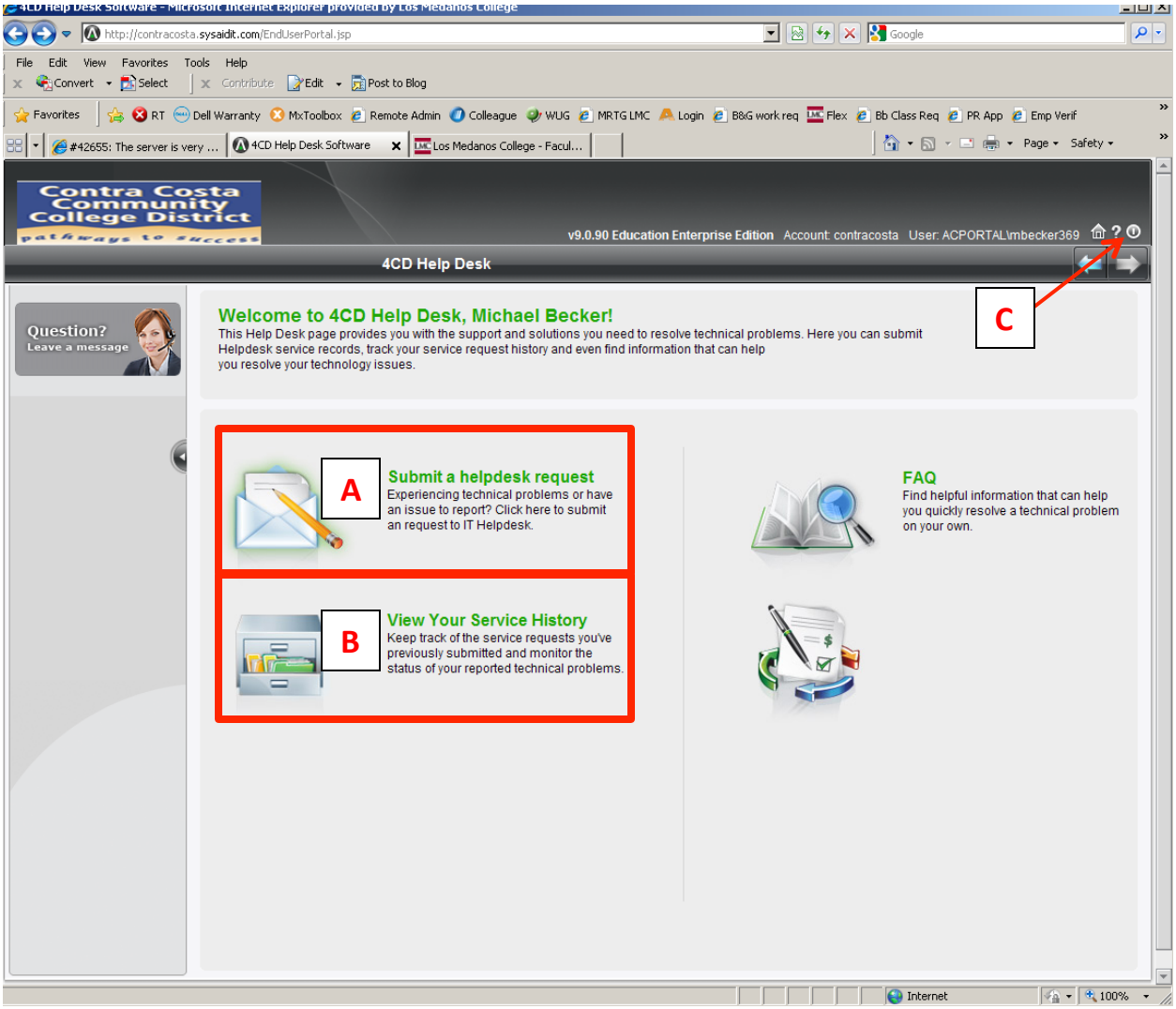
A new trouble ticket system is being implemented – SysAid. This is a short set of instructions on using the new system. SysAid is available from any Internet-connected computer and can be accessed by using a web browser and going to:

http://contracosta.sysaidit.com

To log on to the system, use your InSite user name and password:



After logging on, you will see the following page.

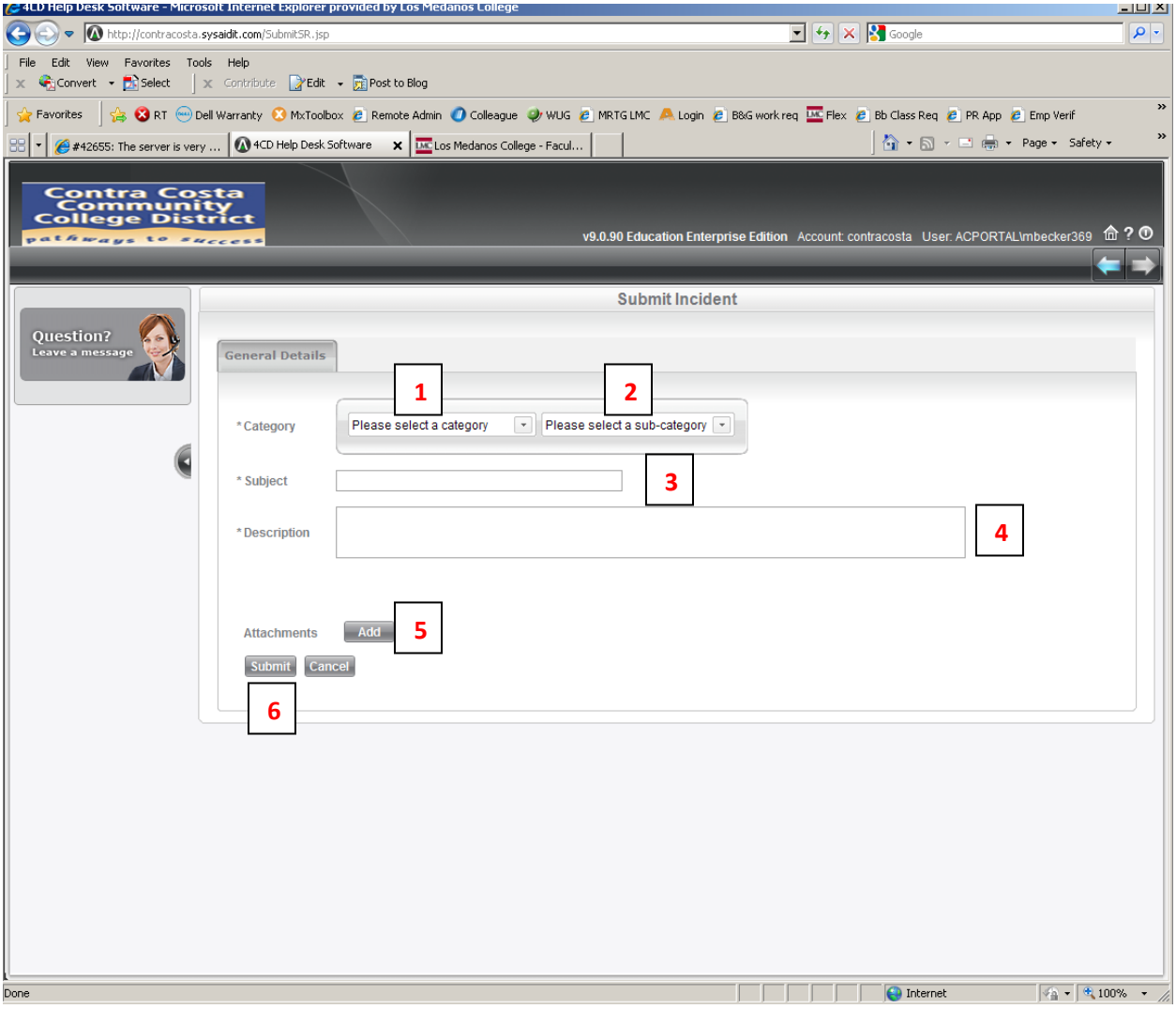


A – This is the area where you can submit new tickets for help.

B – This is the area where you can review your help requests and find out about progress on your requests. In this area, you can also make updates to your tickets such as notes and adding attachments.

C – Click on this icon to log out of SysAid.

"Submit a helpdesk request area" (what you see when you click on area A):

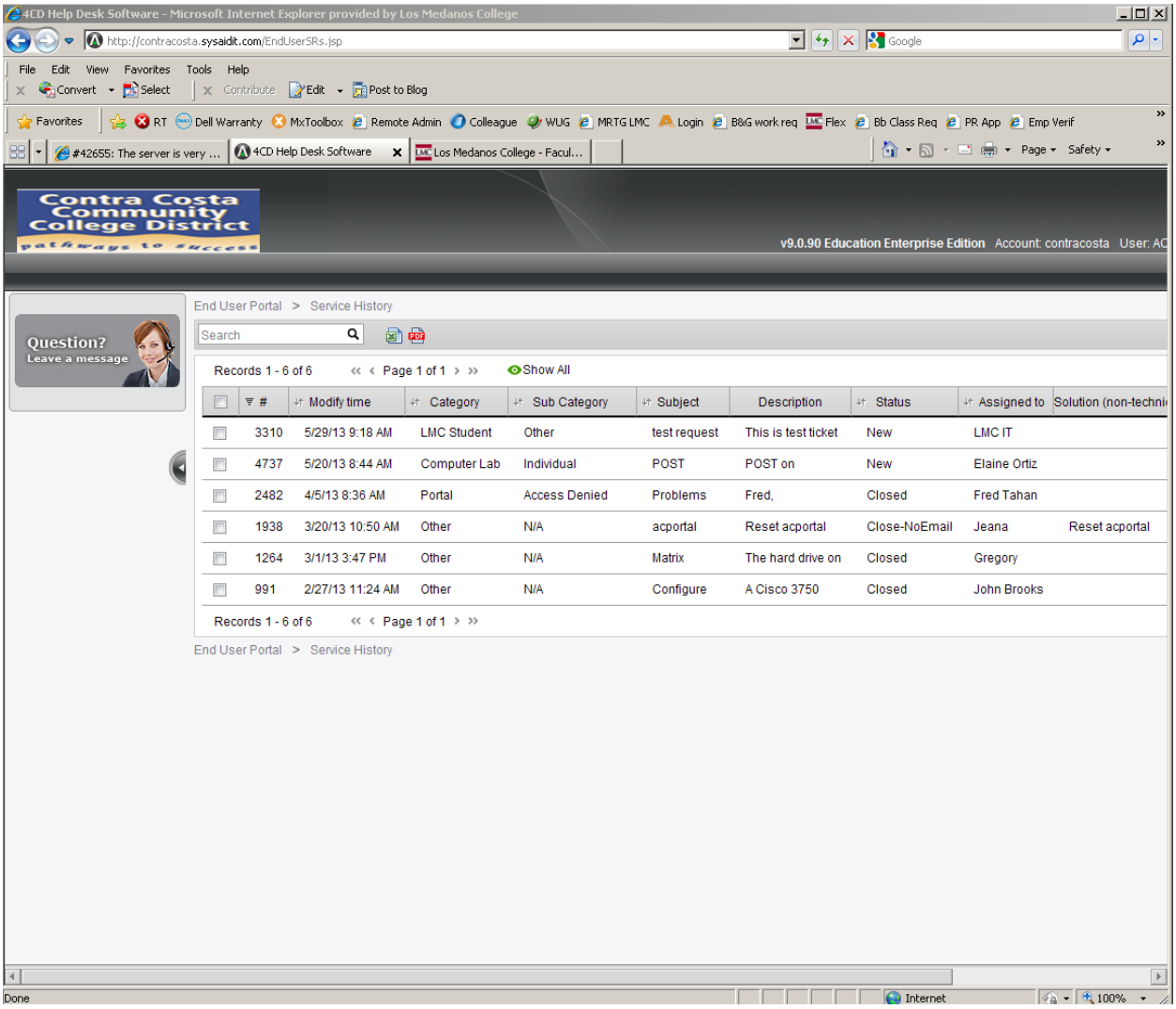


To create a new ticket:

1) Select the category from the drop-down that best describes your issue.
2) Select a sub-category to help us better identify your issue.
3) Enter a short description in the subject area.
4) Describe, in as much detail as possible, the complete issue. The more information you give us, the better we can be ready to help you when we contact you.
5) If you have any files to attach, use this button and browse to the file.
6) Click on submit to complete the process.

An e-mail message will be generated and sent to you. Your ticket will be assigned to a queue depending on the campus you are associated with, the category and sub-category.

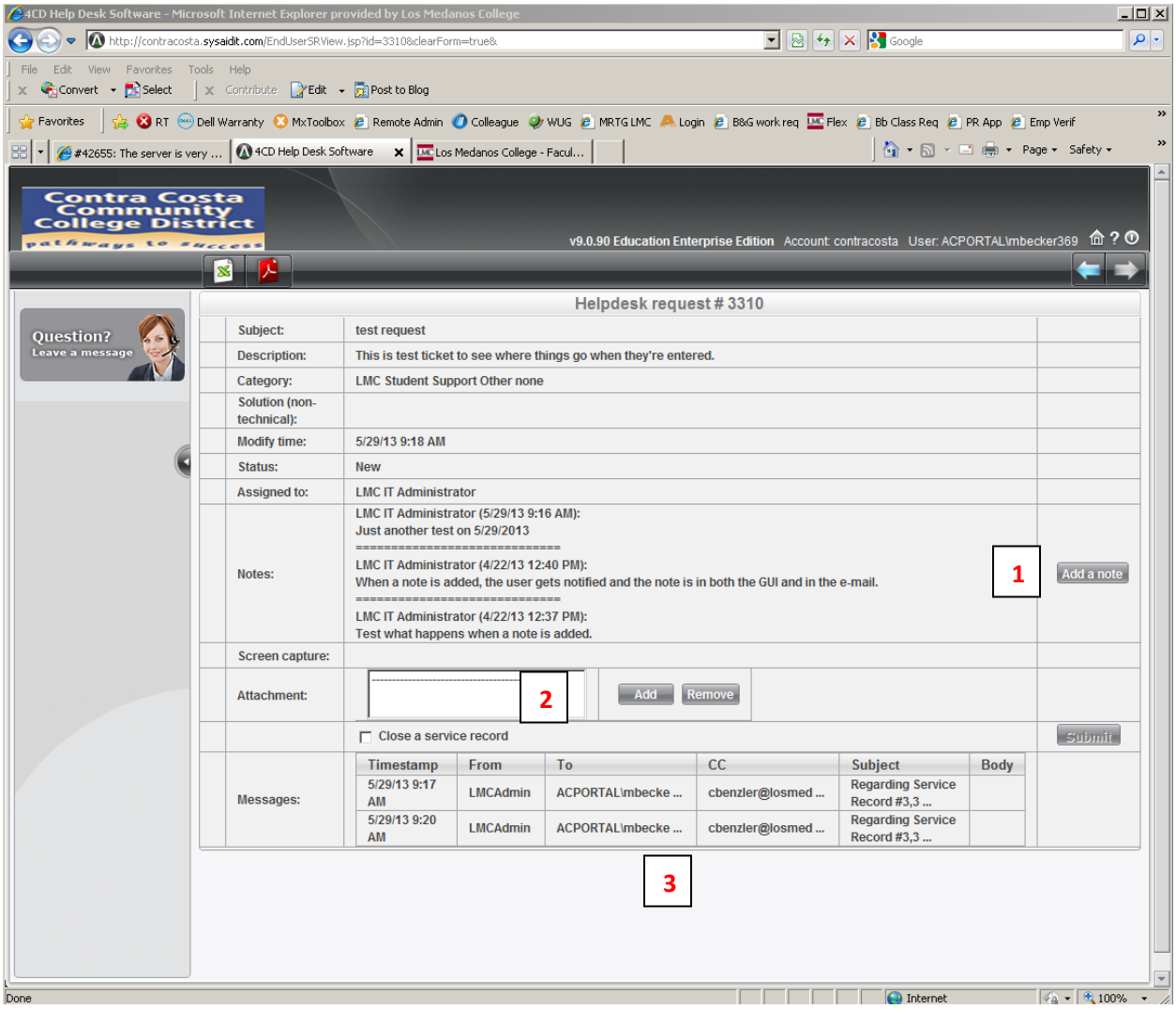
After you submit a ticket, you can examine the progress of the ticket by clicking on the “View Your Service History” area (B).



Note that your tickets are listed and can be sorted by most of the fields at the top of the list. Fields include:

- Ticket number
- The last time the ticket was updated
- The category and sub-category
- The subject and description
- The status of the ticket
- Who the ticket is assigned to
- The date and time of the last message associated with the ticket

If you double-click on the line for any ticket, a detail of the ticket will appear:



On the ticket detail, you can:

1) Add a note. This note can be additional information or the response to another note or message.
2) Add attachments.
3) Click on a specific message to see its contents.

Here is a link to a useful tutorial:

http://www.sysaid.com/sysaid-introduction-movie.htm

Click on the play arrow in the center of the picture. Please note that LMC does not yet have the F11 feature enabled, you'll have to go to the web site listed on page 1 of this document.