

# Guest Services Information Technology Help Desk Ticketing System

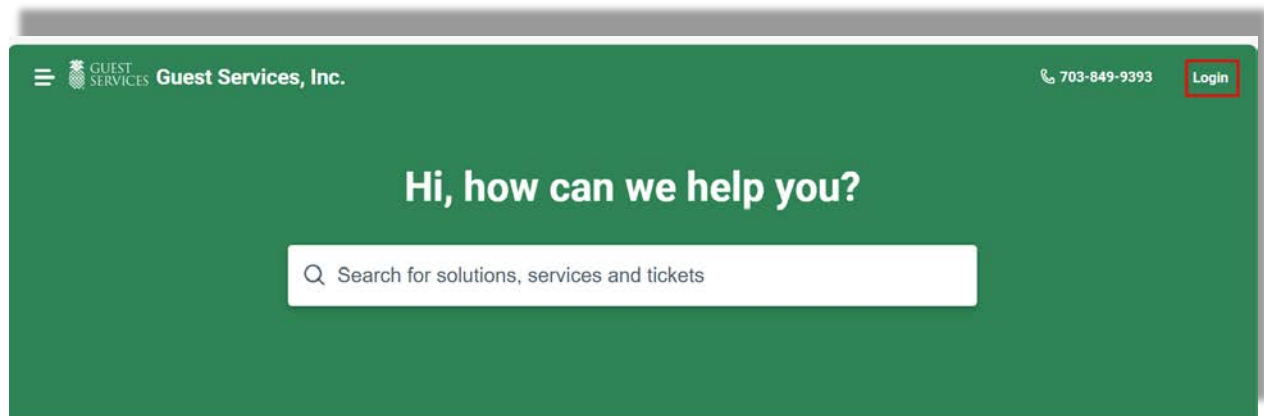
Request technology support by visiting <https://guestservices.freshservice.com>. Here you can create new tickets as well as update or close existing tickets.

You can also find the link to the IT Help Desk ticketing system in Workday under Company Documents and Forms/Forms.

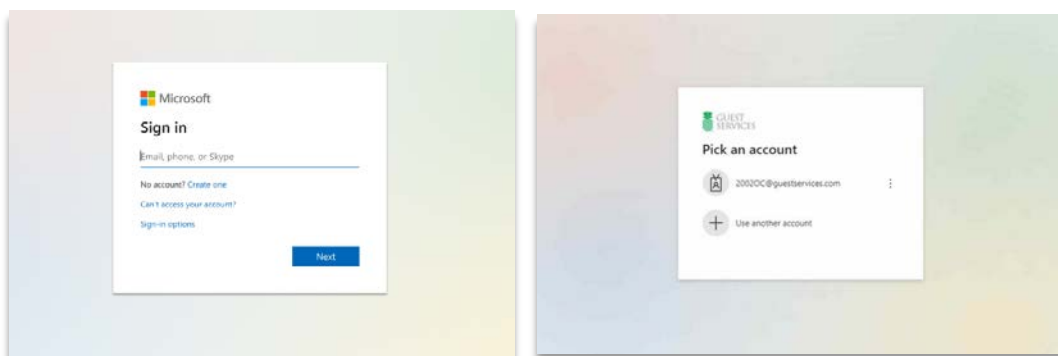
Alternatively, you can send an email to [ithelp@guestservices.com](mailto:ithelp@guestservices.com). Please do not cc any other members of the IT team. Your ticket will be assigned to the appropriate staff.

## Logging into the help desk ticketing system

1. Open a browser and type in [guestservices.freshservice.com](https://guestservices.freshservice.com) and click Login (upper right hand corner)



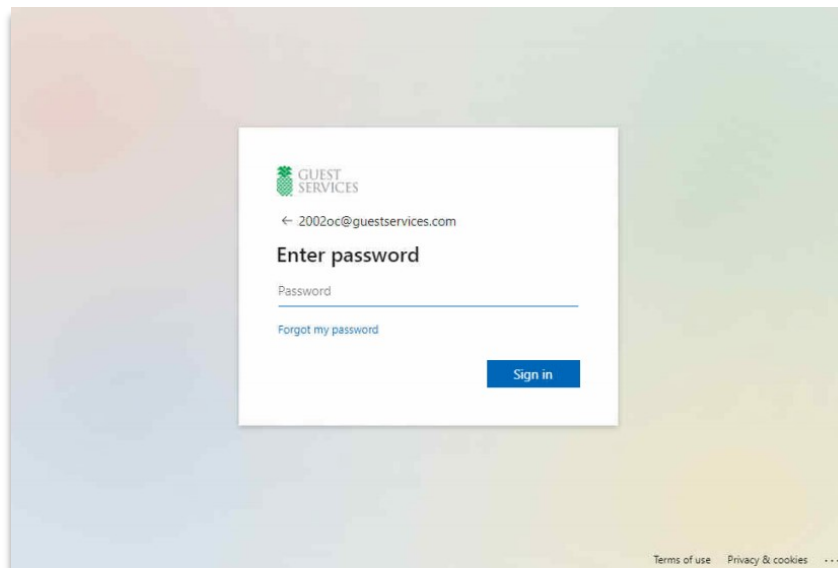
2. You will be directed to a Microsoft login page – input your GSI O365 network account (example: [2002xx@guestservices.com](mailto:2002xx@guestservices.com))



*\*If your account is already listed, choose your account and you will be directed to input your password. If your account is not listed, click on Use another account.*

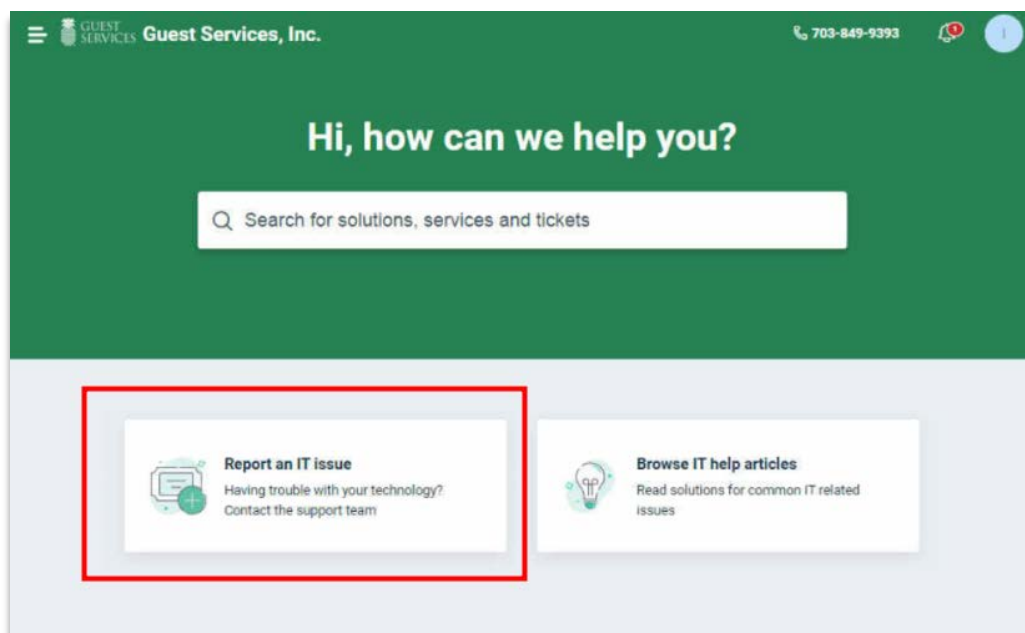
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3. Input your GSI O365 network password and hit Sign in



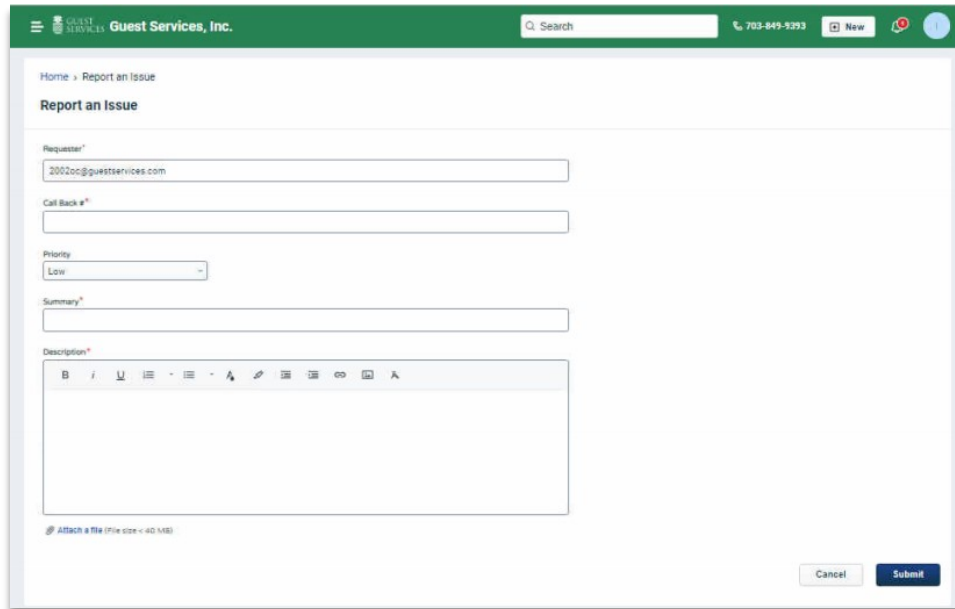
## Logging a New Help Desk Request

1. Click on the Report an IT Issue button in the center of the page



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2. Complete the required fields and hit Submit



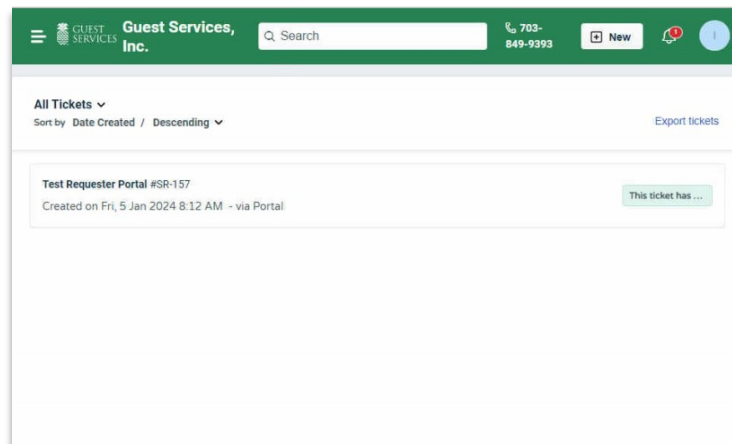
The screenshot shows the 'Report an Issue' form in the Guest Services, Inc. help desk system. The form is titled 'Report an Issue' and is located under the 'Home > Report an Issue' breadcrumb. The form fields are as follows:

- Requester\***: A text input field containing the email address '2002oc@guestservices.com'.
- Call Back #\***: An empty text input field.
- Priority**: A dropdown menu with 'Low' selected.
- Summary\***: An empty text input field.
- Description\***: A rich text editor with a toolbar containing options for bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, undo, redo, and text color. The description field is currently empty.

At the bottom of the form, there is an 'Attach a file (File size < 40 MB)' option with a paper clip icon. At the bottom right, there are 'Cancel' and 'Submit' buttons.

- Requester – this field will fill in by default
- Call Back #: Best number to reach you
- Priority: Choose priority in the dropdown box
- Summary: Short description of the issue you are experiencing
- Description: More detailed information of the issue you are experiencing
- You can attach any screenshots or files by clicking the paper clip under the Description box

*Once your ticket is created you will be directed to the list of all tickets you have submitted. You will receive an email confirmation with your ticket details. You can appended to your tickets via this email or by revisiting the IT Help desk portal.*



The screenshot shows the 'All Tickets' list in the Guest Services, Inc. help desk system. The list is titled 'All Tickets' and is located under the 'Home > All Tickets' breadcrumb. The list is sorted by 'Date Created / Descending' and has an 'Export tickets' link. The list contains one ticket:

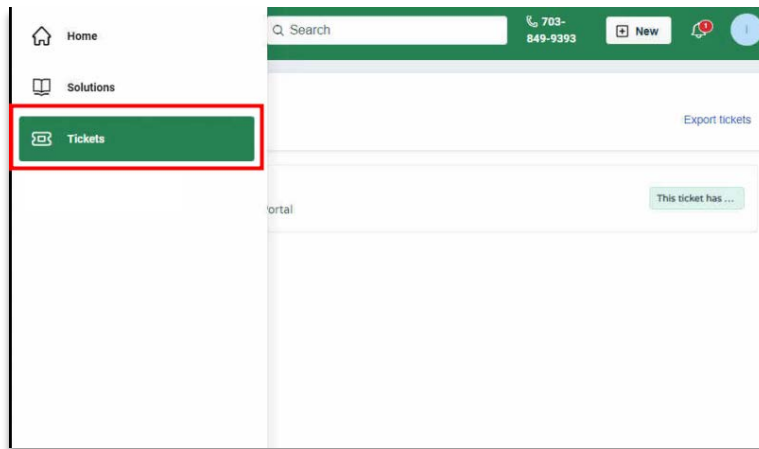
Ticket ID	Created On	Created Via
Test Requester Portal #SR-157	Fri, 5 Jan 2024 8:12 AM	via Portal

At the bottom right of the ticket entry, there is a button that says 'This ticket has ...'.

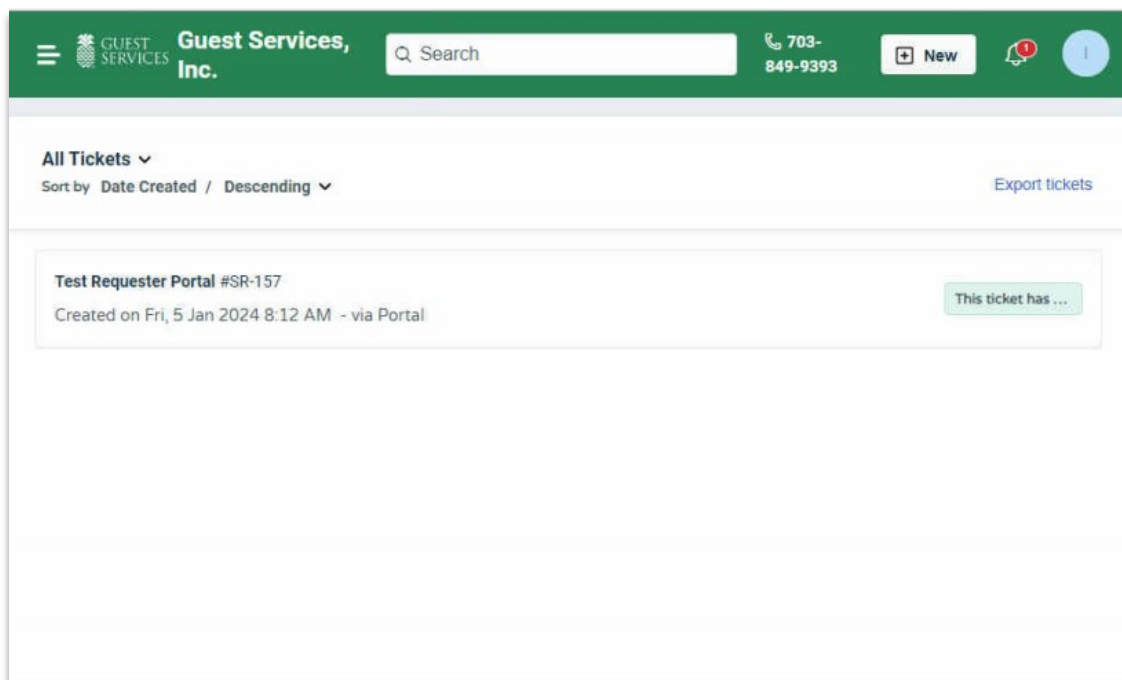
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## Accessing open and closed tickets

You can check the progress of tickets, update notes and close tickets by going to the help desk portal. Click on the Menu Bar in the upper left corner and select Tickets:

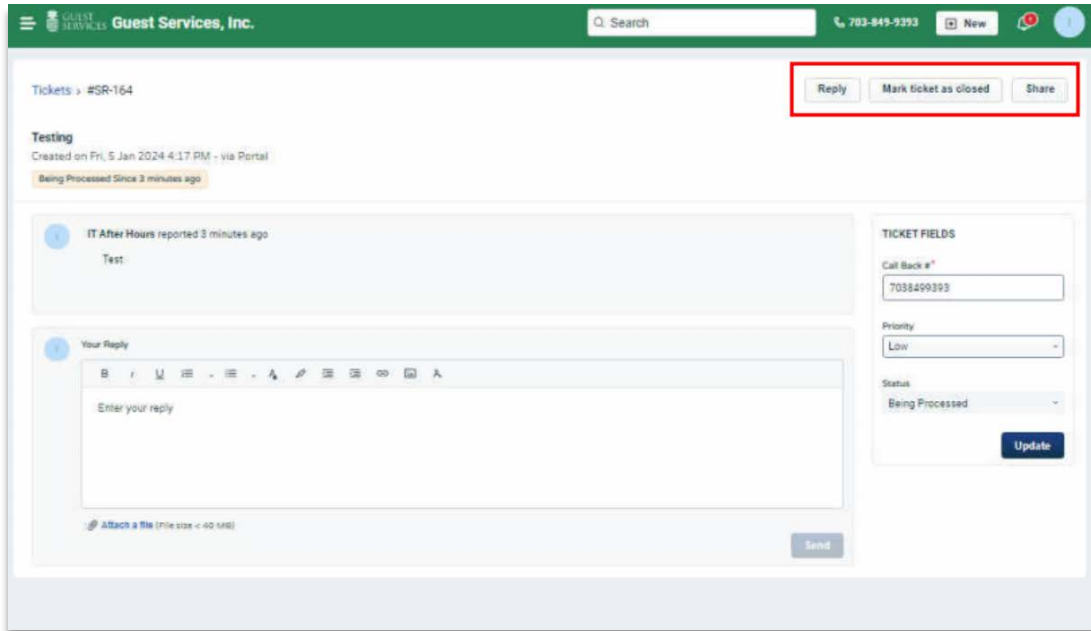


Click on the ticket you would like to modify



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- To add notes to the ticket – type in your reply in the Reply box and hit the send button
- To close the ticket – Click the Mark ticket as closed button in the upper right corner
- To change priority – Click the Priority dropdown menu and select the new priority and click the Update button



Once finished click on the menu bar and click on Home to return to the main page

## Signing out of the help desk portal

To sign out of the help desk portal, click the circle icon in the upper right corner of the page and click on Sign out.

