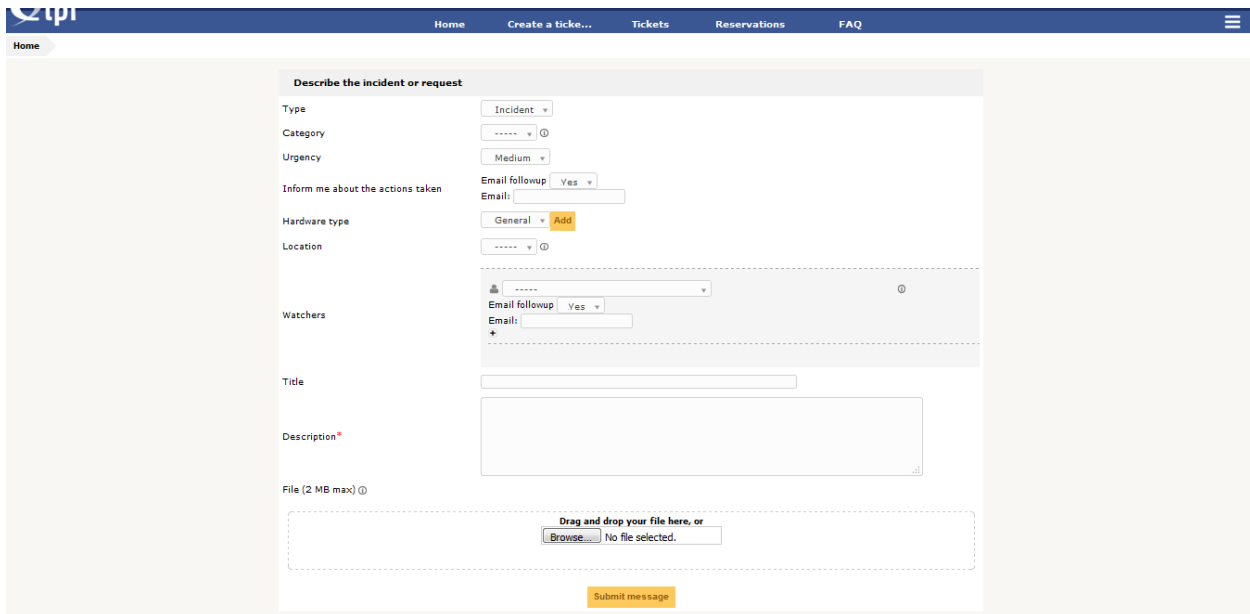


Welcome to CASD Helpdesk Ticket system. Access using the Employee Resources link located on the CASD Home Page. Login with your Active Directory (Same as computer and email) credentials. If this does not work, or if you do not have credentials for login, please email Helpline@casdschools.org.



The image shows the login page for the Glpfi system. It features a dark blue background with the Glpfi logo at the top. Below the logo, there is a message: "Please use your Active Directory login to gain access." The login form consists of three main elements: a "Login" input field with a person icon, a "Password" input field with a lock icon, and a yellow "Submit" button. At the bottom of the form, there is a link for "Forgotten password?".

Once you log in, you will see the screen below:



The image shows the ticket creation interface in the Glpfi system. At the top, there is a navigation bar with links for "Home", "Create a ticket...", "Tickets", "Reservations", and "FAQ". The main content area is titled "Describe the incident or request" and contains several form fields:

- Type:** A dropdown menu with "Incident" selected.
- Category:** A dropdown menu with "-----" selected.
- Urgency:** A dropdown menu with "Medium" selected.
- Inform me about the actions taken:** A section with "Email followup" set to "Yes" and an "Email:" input field.
- Hardware type:** A dropdown menu with "General" selected and an "Add" button.
- Location:** A dropdown menu with "-----" selected.
- Watchers:** A section with a dropdown menu, "Email followup" set to "Yes", and an "Email:" input field.
- Title:** A text input field.
- Description:** A large text area.
- File (2 MB max):** A section with a "Drag and drop your file here, or Browse..." button and "No file selected." text.

At the bottom of the form, there is a yellow "Submit message" button.

Type of ticket = Incident or Request. Use the drop down arrow to make the appropriate choice.

Describe the incident or request

Type

Category

Urgency

Category:

Scroll down to find the Category that best matches your request and highlight. The “Watchers” section will be filled in automatically by our team and will be view only for your needs.

Describe the incident or request

Type

Category

Urgency

Inform me about the actions taken

Hardware type

Location

Watchers

Email followup

Email:

Location:

Please choose the appropriate location of where the incident occurred or request is needed.

Location

Watchers

Title

Title: This area is to list your Room# and location within the building you already chose above.

Description: Describe the incident or request in as much detail as possible. Detailed information helps us provide better service for you and our students. To provide a screenshot or documentation, you may click on the Browse button or drag and drop your file into the box below the Browse button.

Title: Room 000

Description*: I cannot remember my password that allows access to my computer. Please reset it so I am able to login.

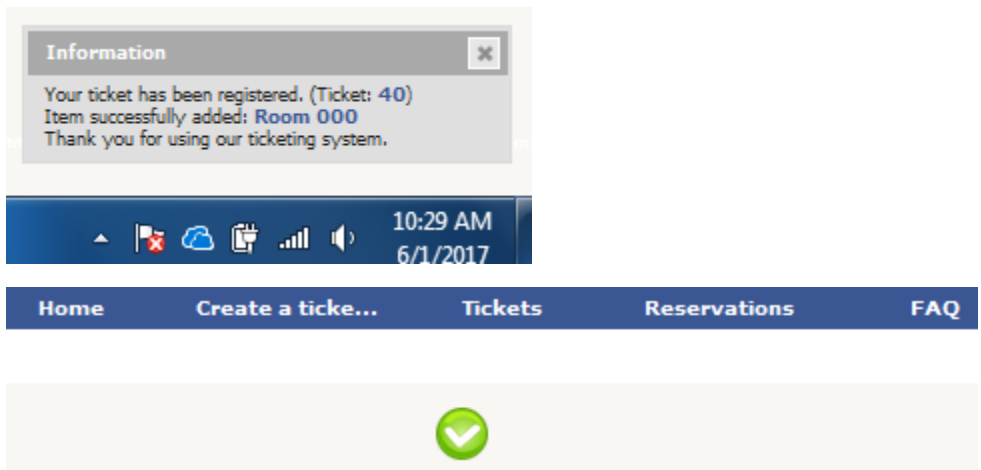
File (2 MB max) ⓘ

Drag and drop your file here, or
Browse... No file selected.

Once all information has been filled in, Click on the “Submit message” button.



An “Informational” pop up box should appear at the bottom right of your computer screen which provides the Ticket# and an “Item successfully added” message.



Once everything is complete, you should see a green checkmark. To get back to your ticket system, click on “Home” or if you have another issue, click on “Create a ticket” link from the top task bar.

When you click on “Home” the “Create a ticket” box will appear listing all of your tickets in various stages of completion.

Create a ticket +	
Tickets	Number
New	1
Processing (assigned)	0
Processing (planned)	0
Pending	0
Solved	0
Closed	0
Deleted	0

To access any of these tickets, click on the blue link “New” or any that apply. You will see a list of the tickets in each category. To further view a specific ticket, click on the Title link of that ticket.

ID	Title	Status	Last update	Opening date	Priority	Requester - Requester	Assigned to - Technician	Category	Time to resolve
40	Room 000	New	2017-06-01 10:29	2017-06-01 10:29	Medium	Staff T		Accounts > Password Reset Staff	

Ticket

- Processing ticket 0
- Statistics
- Items
- Historical 2
- All

Ticket - ID: 40

Opening date	2017-06-01 10:29		
Time to own			
By	Staff T		
Type	Request		
Status	New		
Urgency	Medium		
Impact	Medium		
Priority	Medium		
Actor	Requester	Watcher	Assigned to
	Staff T		
Title	Room 000		
Description	I cannot remember my password that allows access to my computer. Please reset it so I am able to login.		

Time to resolve

Last update 2017-06-01 10:29 by Staff T

Category Accounts > Password Reset Staff

Request source Helpdesk

Approval Not subject to approval

Location CASH

Associated elements [Add](#)

Ticket

Processing ticket 0

Statistics

Items


Historical 2

All

Add :

Followup
Document

Actions historical :

🕒 2017-06-01 10:29

 Staff T

Room 000

I cannot remember my password th

To add a Follow up to a ticket, click on the “Processing ticket” link at the top left and the processing view will appear.

Click on the “Followup” icon and type your message in the description box. Click on “Add” to send your message.

📄 Document

New item - Followup

Description

~~Nevermind.~~ I remembered my password and am now able to access my computer.

Add a document

Drag and drop your file here, or

No file selected.

Add ▼

cal :

:29

Ticket

Processing ticket 1

Statistics

Items

Historical 3

All

Add :

Followup
Document

Actions historical :

🕒 2017-06-01 10:35

Nevermind. I remembered my password and am now able to access n

Staff T 🔒

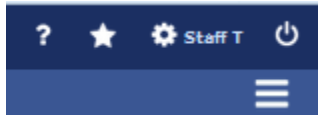
🕒 2017-06-01 10:29

Room 000

I cannot remember my password that allows access to my computer. P

Staff T

After your message has been sent, you will be able to see the message in the ticket system.



To log out of the ticket system, find the icon in the taskbar at the upper right of your screen and choose the icon that looks like a circle with a line through it. See sample below. This will bring you back to the login screen.

