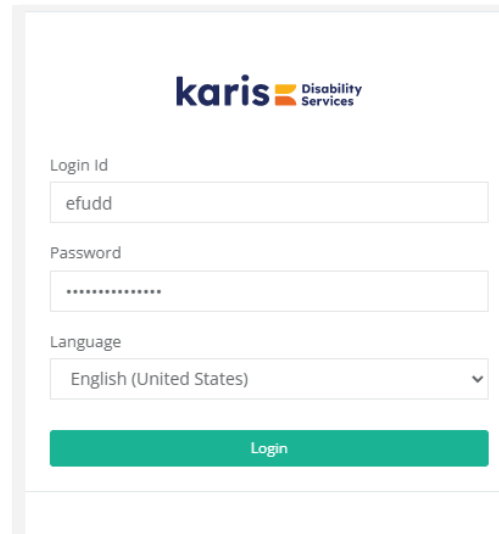


The Karis DTI Team uses a ticket system to categorize and prioritize IT support requests.

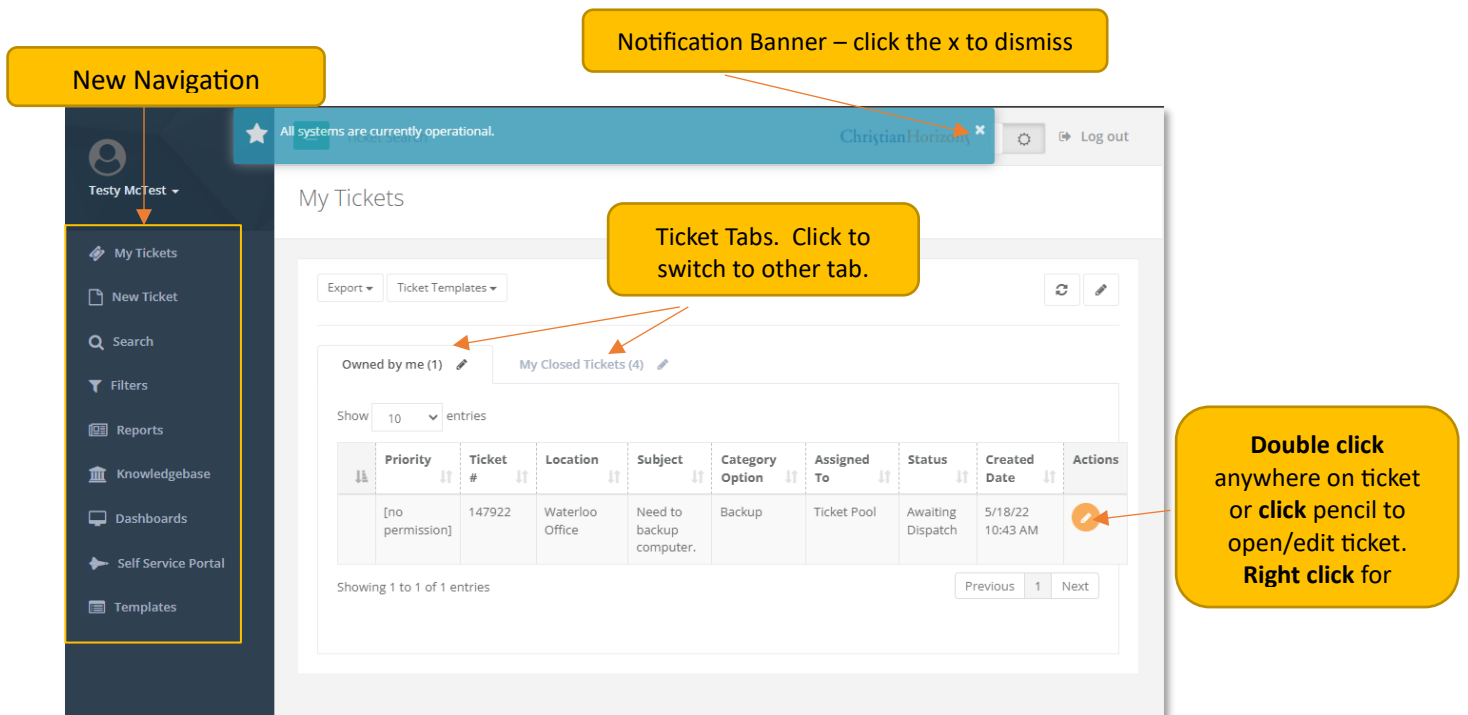
- ✓ **Create** a ticket at <https://helpdesk.karis.org> – this link works with or without VPN connection.
 - The Link is also available on [CHConnect](#) or the [Staff Portal Page](#).

Log in

- ✓ Username = first initial(s) and last name
- ✗ **DO NOT** use email address



The login form features the Karis logo at the top. Below it are three input fields: 'Login Id' with the text 'efudd', 'Password' with masked characters, and a 'Language' dropdown menu set to 'English (United States)'. A green 'Login' button is positioned at the bottom of the form.

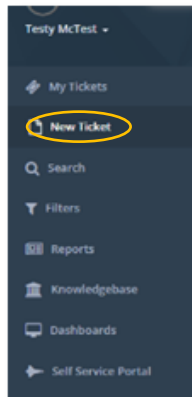


The screenshot shows the 'My Tickets' page in the Karis system. A dark sidebar on the left contains a 'New Navigation' menu with options like 'My Tickets', 'New Ticket', 'Search', 'Filters', 'Reports', 'Knowledgebase', 'Dashboards', 'Self Service Portal', and 'Templates'. At the top of the main area is a blue notification banner that says 'All systems are currently operational.' with a close button. Below this, the 'My Tickets' section has two tabs: 'Owned by me (1)' and 'My Closed Tickets (4)'. A table displays one ticket with details: Priority [no permission], Ticket # 147922, Location Waterloo Office, Subject Need to backup computer, Category Option Backup, Assigned To Ticket Pool, Status Awaiting Dispatch, and Created Date 5/18/22 10:43 AM. Annotations include: 'Ticket Tabs. Click to switch to other tab.' pointing to the tabs; 'Notification Banner – click the x to dismiss' pointing to the banner; and 'Double click anywhere on ticket or click pencil to open/edit ticket. Right click for' pointing to the Actions column of the ticket table.

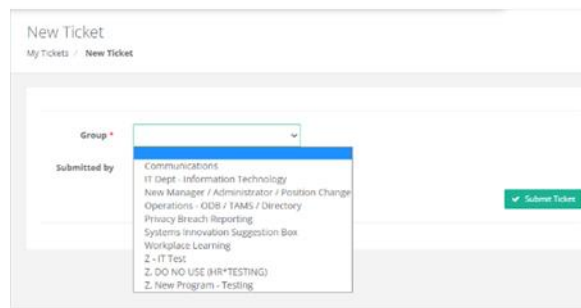
Priority	Ticket #	Location	Subject	Category Option	Assigned To	Status	Created Date	Actions
[no permission]	147922	Waterloo Office	Need to backup computer.	Backup	Ticket Pool	Awaiting Dispatch	5/18/22 10:43 AM	

Create a Ticket

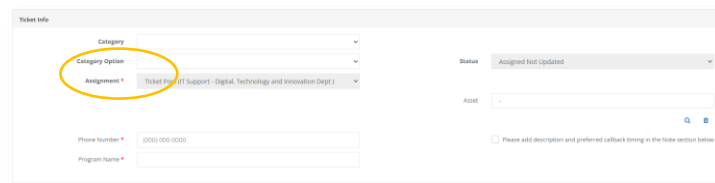
- ✓ Click “New Ticket”



- ✓ Select the appropriate group from the dropdown
 - Nothing seems to fit? **Choose** another group that may be more relevant.



- ✓ Select “Category” then category option



- The knowledge base may appear above with suggested articles which may help.

Knowledgebase	
Show 10 entries	Search:
Article #	Subject
33	How to: Backup Samsung phone to PC
34	How to: Backup Apple iPhone or iPad to PC
35	How to: Backup your Blackberry device to computer
36	How To: Backup your computer to external device.

✓ **Complete** all relevant fields

- Fields marked with * are mandatory.

✓ **Include** helpful information such as callback times or alternate contacts for more prompt resolution

✓ **Click** “Choose File” to **attach** screenshots or files if desired

The screenshot shows a helpdesk form with the following sections: 'Description' containing 'Subject *' (with a red asterisk), 'CC', 'BC', and a 'Note' field; 'Attachments' with a 'Choose File' button circled in yellow; and an 'Actions' column. Two orange arrows point from yellow callout boxes on the right to the 'Subject' and 'Note' fields.

Description	
Subject *	Computer caught fire
CC	
BC	
Note	I was working hard to complete the 45th OI of the day when I smelled smoke. I thought it may just be my colleague GM burning the pancakes in the kitchen, but it turned out to be the computer. I didn't have any water handy so I poured my Frappuccino on the computer which effectively put out the blaze. For some reason, the computer doesn't turn on anymore. Help!

Attachments	
Attachments	Actions
Choose File No file chosen	

Brief summary

Detailed description

Troubleshoot

Unable to access <https://helpdesk.karis.org?>

- ✓ **Send** email to helpdesk@karis.org which will generate a ticket based on the Subject and Body of your message.
 - **Include** as much detail as possible so your ticket can be filed appropriately.
- ✓ **Contact** by phone ONLY IF:
 - There is an active IT security threat
 - The internet is out
 - You can't access the ticket system and don't have access to your Karis email

In these circumstances you can call 519-783-6849. Calls will be answered during Waterloo Office business hours (8:30am-4:30pm Eastern Time Zone).

** Note that for phone calls and direct messages that do not meet these criteria, you will be asked to create a ticket using the process above.*