Requesting LTS Help

Jira Service Desk

LTS uses Jira Service Desk to track your LTS help requests. Jira Service Desk provides you with an easy to use portal that lets you request help, track your requests, and see all your past and current requests.

Interface overview

1. You can use the search bar at the top of the screen to search for help articles—you may find the info you need and not have to submit a request!
2. Select a request type to begin creating a request
   a. Picking the proper request type helps LTS get your request to the person that can help you as quickly as possible
3. Clicking Requests and then, My requests, allows you to see all your current and past requests
Jira Service Desk - request form

1. The top-most question asks who the request is for—you can submit requests for yourself as well as for other Lehigh users.
   a. You can simply leave the field blank if the request is for yourself. Otherwise begin typing a username or first/last name of the person who the request is for—Jira’s auto lookup feature allows you to find and select users fast.
2. Fill out the rest of the fields—the more information you can enter, the quicker LTS can provide service.
   a. Not all fields are required however, tickets won’t be able to be created if a required field is left blank!
3. A gray box will appear in the bottom-right corner as soon as you begin entering text in the Summary field—this box provides relevant knowledge base articles that could save you time.
4. Click the Create button at the bottom of the screen to create your request.

Jira Service Desk - a service desk request

1. You can see the title of the request and its status
2. You can add comments to your request—this will send your comment to LTS.
3. You can see the details of the original request. You cannot edit these details, but LTS can, so if something should be changed, just add a comment.
4. People involved shows all the people involved with your request.
5. You can add people to the request. They will receive all updates about this request.
Jira Service Desk - view your requests

1. Click on Requests at the top-right corner and then select, My requests
2. You can view your open and closed requests
3. You can view requests that you created, that were created for you, or that were shared with you

1. Click on Requests at the top-right corner and then select, My requests
2. You can view your open and closed requests
3. You can view requests that you created, that were created for you, or that were shared with you

<table>
<thead>
<tr>
<th>Type</th>
<th>Reference</th>
<th>Summary</th>
<th>Service desk</th>
<th>Status</th>
<th>Requester</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTS- 1081</td>
<td>I would like a new office computer</td>
<td>Library &amp; Technology Services Help</td>
<td>WAITING FOR SUPPORT</td>
<td>Andrew Januszak (test student)</td>
<td></td>
</tr>
</tbody>
</table>