

Login: You must be logged in with your email credentials to view pages in this system. For Username use only the part of your email before the @.

Example: jdoe@example.org → jdoe

Support Process

- [Help Ticketing and Workflow](#)
- [Service Level Agreement Expectations](#)
- [How to check your tickets and state of progress](#)
- [Benefits of IT Helpdesk Tickets](#)

Help Ticketing and Workflow

How To Create A Ticket

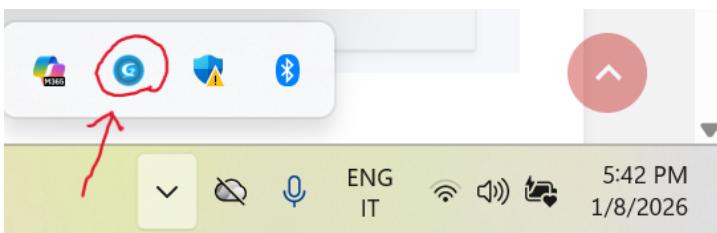
In order to access our ticketing system, you have two options:

Option 1: Via Web Browser You may go to: <https://support.sssrome.it> When you go to the address, you should be greeted with the screenshot below

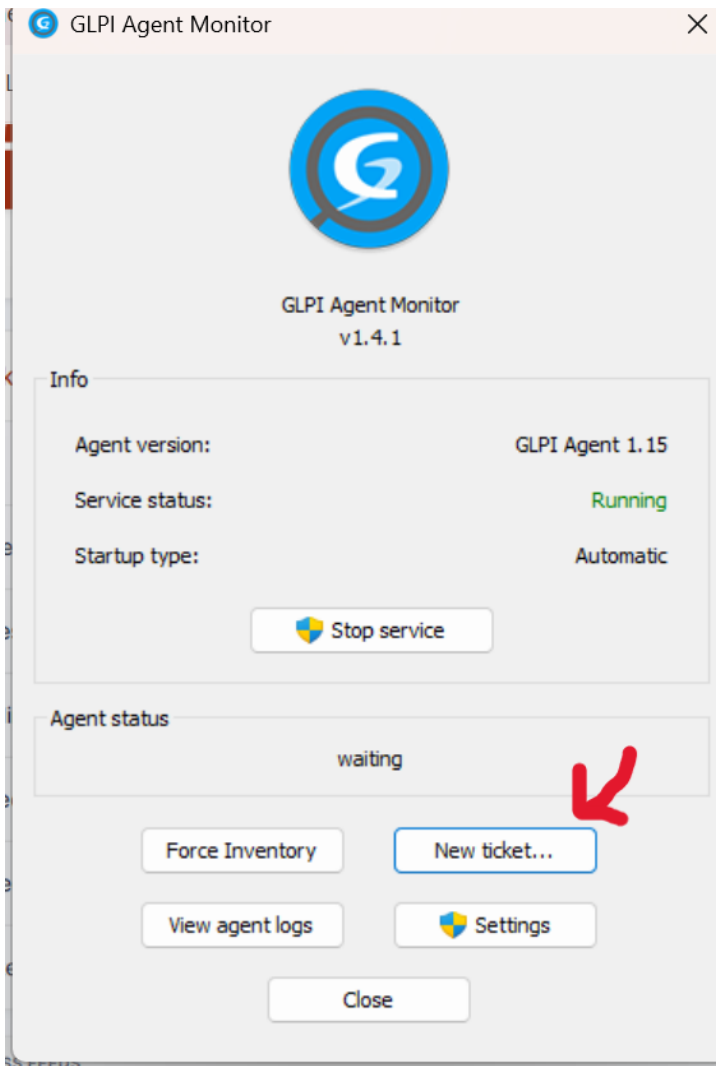
Option 2: Via Windows Taskbar (Quicker) You can also access it directly from the bottom bar of your computer, without typing the address.

1. Click the **small arrow (^)** in the bottom-right corner of the screen (system tray).
2. Look for the **GLPI icon** and click on it.

Note: If you do not see the GLPI icon in the menu, please contact the IT Department at support@sssrome.it so we can verify your installation.



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How to Log In:

On the login screen, please enter your credentials as follows:

- **Username:** Your email address **without** @sssrome.it (e.g., just alessio.ronca).
- **Password:** The same password you use for your Google/Email account.
- **Login Source:** Please ensure the dropdown menu is set to **GOOGLE LDAP - SSSROME** (this is usually selected by default).

Click "**Sign in**".



Login to your account

Login

Password

[Forgot Password?](#)

Login source

Google LDAP - SSS Rome ▾

Remember me

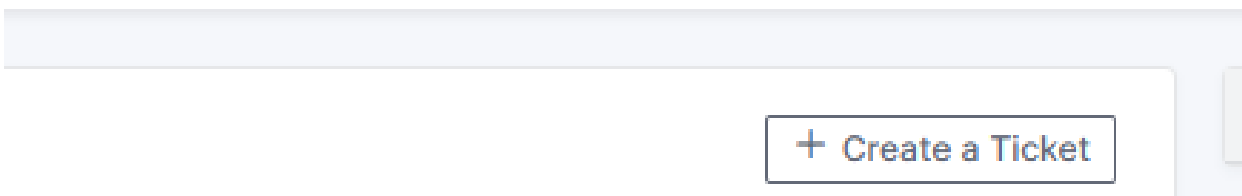
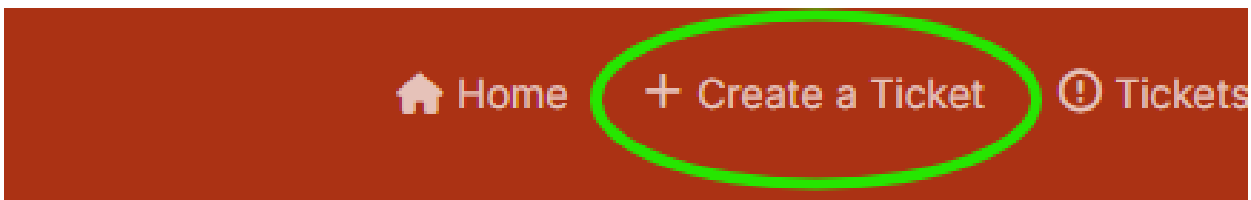
Sign in

🕒 Tickets		+ Create a Ticket
● New		1
○ Processing (assigned)		0
📅 Processing (planned)		0
● Pending		0
○ Solved		0
● Closed		0
🗑 Deleted		0

PUBLIC RSS FEEDS

Creating a New Ticket:

To submit a new request, simply click on **Create a ticket** located in the top menu bar.




Filling out the details:

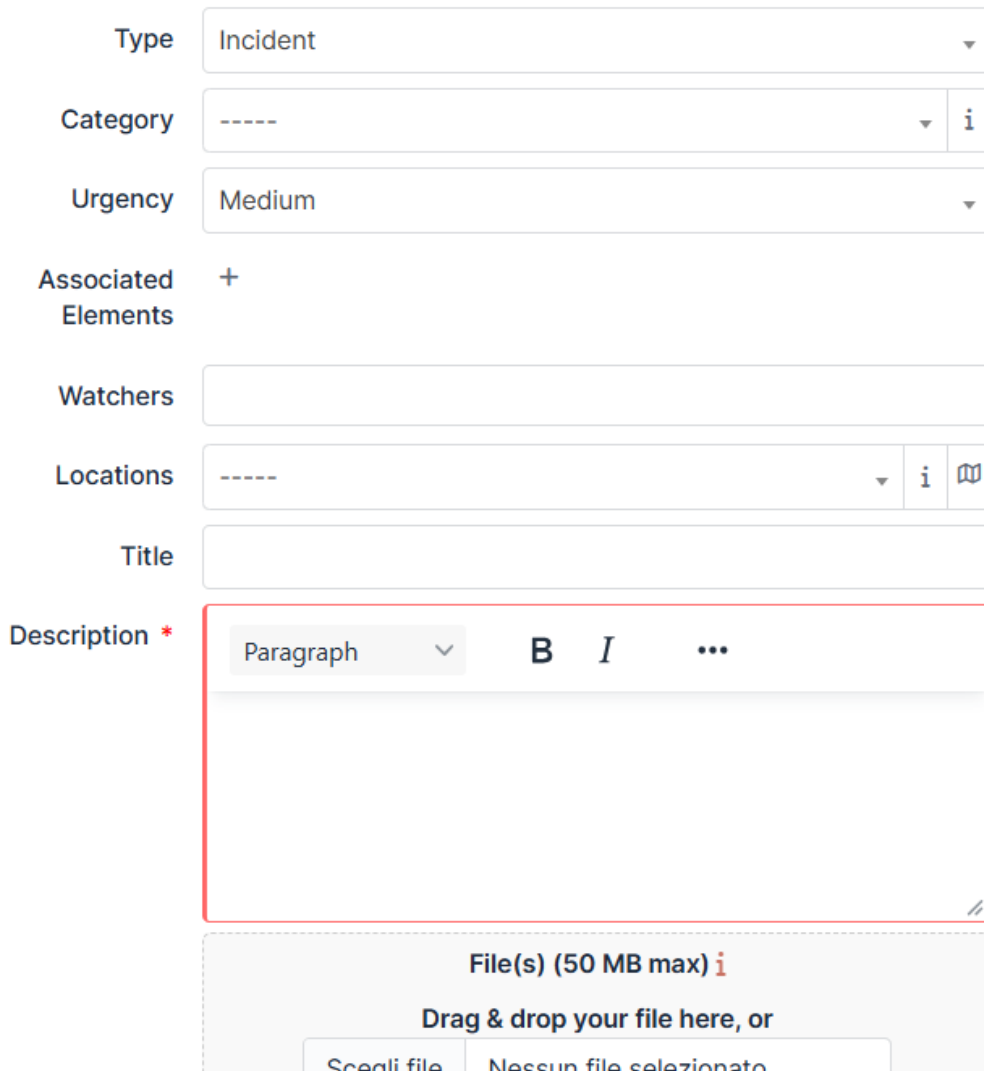
On this page, please complete the following fields:

- **Category** and **Location** (Select from the menu).
- **Room** number.

- **Description** of the issue.

Adding Watchers (Optional): In the **Watchers** field, you can add any colleagues you wish to keep updated on this ticket (e.g., a co-teacher or supervisor).

- **Note:** Ensure there is a **bell icon**  next to the Watcher's name. This confirms that the system will send them an immediate email notification.



The image shows a form for creating a ticket. The fields are as follows:

- Type:** Incident
- Category:** -----
- Urgency:** Medium
- Associated Elements:** +
- Watchers:** (empty text box)
- Locations:** -----
- Title:** (empty text box)
- Description *:** A rich text editor with a toolbar containing "Paragraph", "B", "I", and a menu icon. Below the editor is a file upload area with the text "File(s) (50 MB max) i", "Drag & drop your file here, or", and a button "Scegli file".

Submitting the Request:

Once you have filled in the details, click on the **Submit Message** button at the bottom of the page.

What happens next? You will receive an automatic email confirming that your ticket has been created. A member of the IT Department will review your request and get in touch with you shortly.

Service Level Agreement Expectations

What It Typically Includes:

1. **Response Time**

How long it takes for the IT team to acknowledge a request or support ticket (e.g., “All tickets will receive an initial response within 1 business day”).

2. **Resolution Time**

How long it should take to fix the issue, depending on the severity (e.g., “Critical outages will be resolved within 4 hours”).

3. **Priority Levels**

Issues are often categorized by urgency:

- ? **High**: Network down, system-wide outages
- ? **Medium**: Device issues affecting a single user
- ? **Low**: Non-urgent requests or general inquiries

4. **Support Hours**

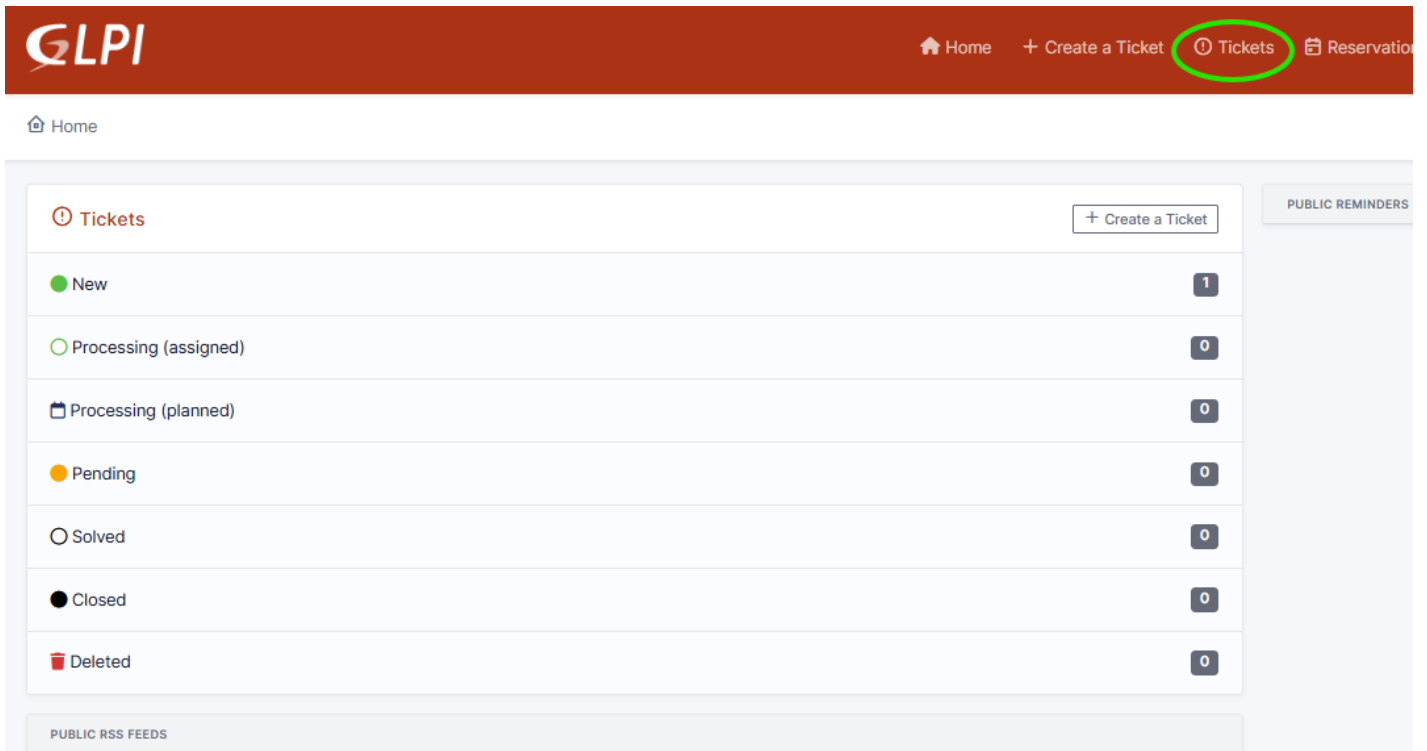
When help is available (e.g., Monday–Friday, 8:00–16:00)

5. **Communication Expectations**

How users will be updated (e.g., email updates, portal messages)

How to check your tickets and state of progress

To check the status of your tickets click on the ticket tab as shown below:

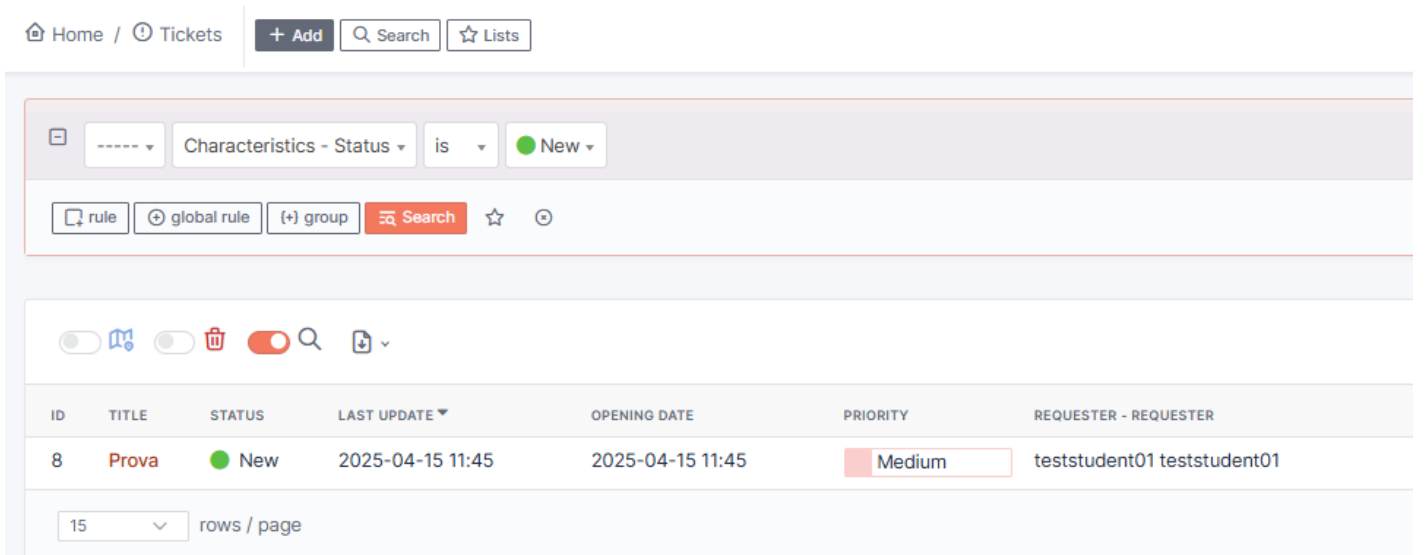


The screenshot shows the GLPI dashboard. The top navigation bar is dark red with the GLPI logo on the left and navigation links: Home, + Create a Ticket, Tickets (circled in green), and Reservations. Below the navigation bar, there is a 'Home' link. The main content area features a 'Tickets' tab with a '+ Create a Ticket' button. A list of ticket statuses is displayed with their respective counts:

Status	Count
New	1
Processing (assigned)	0
Processing (planned)	0
Pending	0
Solved	0
Closed	0
Deleted	0

Below the list, there are sections for 'PUBLIC REMINDERS' and 'PUBLIC RSS FEEDS'.

You will be taken into the following page:



The screenshot shows the 'Tickets' page in GLPI. The top navigation bar includes 'Home / Tickets', '+ Add', 'Search', and 'Lists'. Below the navigation bar, there are filters for 'Characteristics - Status', 'is', and 'New'. There are also buttons for 'rule', 'global rule', 'group', 'Search', 'star', and 'refresh'. Below the filters, there are icons for 'toggle', 'list', 'trash', 'search', and 'download'. The main content area is a table of tickets:

ID	TITLE	STATUS	LAST UPDATE	OPENING DATE	PRIORITY	REQUESTER - REQUESTER
8	Prova	New	2025-04-15 11:45	2025-04-15 11:45	Medium	teststudent01 teststudent01

At the bottom, there is a pagination control showing '15 rows / page'.

Click on the title to have a complete overview of the ticket

Home / Tickets + 🔍 ☆

Prova (8) 1/1

Tickets
Statistics
Knowledge Base
Items
All

Created: 2 weeks ago by teststudent01 teststudent01

Prova

This is a test

Tickets ^

Opening Date: 2025-04-15 11:45:36 📅

Type: Incident ▾

Category: ... System / Amplification ▾ i

Status: ● New

Request Sources: Helpdesk ▾ i

Urgency: Medium ▾

Impact: Medium ▾

Priority: ● Medium ▾

Locations: ...t Stephen's School ▾ i 📍

Once your ticket has been resolved, you will find your tickets under the solved tab, with a description of the resolution.

Tickets

[+ Create a Ticket](#)

● New	0
○ Processing (assigned)	0
📅 Processing (planned)	0
● Pending	0
○ Solved	1
● Closed	0
🗑️ Deleted	0

PUBLIC RSS FEEDS

[Home](#) / [Tickets](#) [+ Add](#) [Lists](#)

Prova (8) 1/1

Tickets 1

- Statistics
- Knowledge Base
- Items
- All

TT Created: 2 weeks ago by teststudent01 teststudent01 Last update: 6 minutes ago by Ingresso Marco

Prova

This is a test

MI Created: 7 minutes ago by Ingresso Marco

Problem solved

[Helpdesk](#)

TT

Approval of the Solution

Comments ?

Paragraph **B I** **A** **🔗** **🔗** **🔗** **🔗** **...**

File(s) (500 MB max) **i**

Drag & drop your file here, or

Tickets

Opening Date: 2025-04-15 11:45:36 **🗑️**

Resolution Date: 2025-05-02 10:00:47 **🗑️**

Type: Incident **▼**

Category: ...ound System / Amplification **i**

Status: Solved

Request Sources: Helpdesk **▼** **i**

Urgency: Medium **▼**

Impact: Medium **▼**

Priority: ● Medium **▼**

Locations: Saint Stephen's School **▼** **i** **📧**

Approvals: Not subject to approval

Actors 2 **▼**

Requester: **o**

Observer

Finally, choose whether accept or refuse the solution.

Accepting will close the ticket and move it the "Closed" tab.

If you Refuse, you must provide a description of the ongoing problem and the ticket will be moved to "Progressing - assigned"

Home / Tickets + Add Search Lists

Test (9)

Tickets 2

- Statistics
- Knowledge Base
- Items
- All

TT Created: 8 minutes ago by teststudent01 teststudent01 Last update: 3 minutes ago by teststudent01 teststudent01

Test

This is a test

MI Created: 6 minutes ago by Ingrosso Marco

This ticket has been resolved

[Helpdesk](#)

TT Created: 3 minutes ago by teststudent01 teststudent01

This is not resolved

[Helpdesk](#)

Benefits of IT Helpdesk Tickets

These are some of the Benefits of using on IT Tickets:

- 1. One of the main benefits of using IT tickets is that they provide a centralized system for tracking and documenting technical issues. This allows IT staff to easily see what issues have been reported and what steps have been taken to resolve them. This can help to prevent duplication of effort and ensure that all issues are addressed in a timely manner.
- 2. IT tickets is that they allow for clear communication between IT staff and users. This is especially important in large organizations where there may be many different people responsible for different aspects of the IT infrastructure. IT tickets allow users to provide detailed information about the problem they are experiencing and for IT staff to respond with clear instructions on how to resolve the issue.
- 3. IT tickets also help to ensure that all issues are handled in a consistent manner. This is especially important for IT staff who may be working remotely or on different shifts. By using IT tickets, IT staff can see what actions were taken to resolve a problem, and can use this information to troubleshoot similar issues in the future
- 4. IT tickets also help to improve the overall efficiency of the IT department. By using IT tickets, IT staff can prioritize their workload and ensure that the most critical issues are addressed first. This can help to minimize downtime and ensure that users have access to the resources they need to do their work.