> **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

Help Ticketing and Workflow

How To Create A Ticket

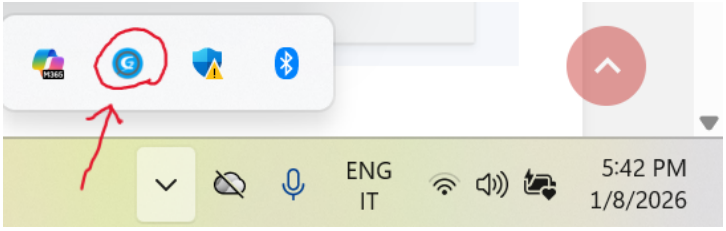
In order to access our ticketing system, you have two options:

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

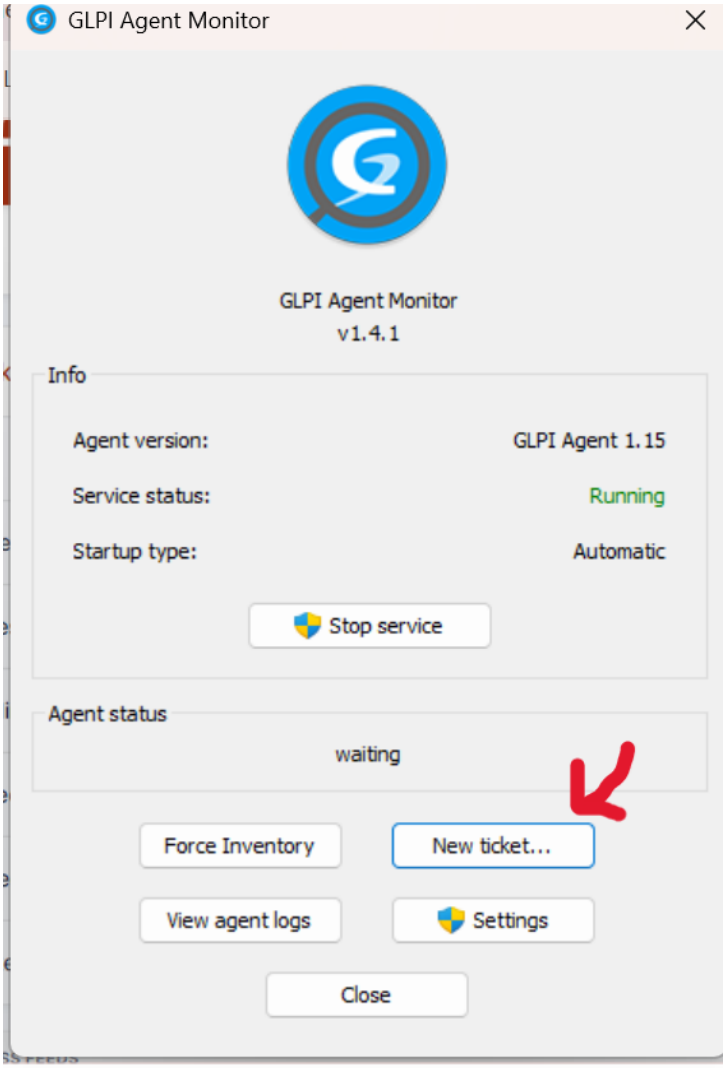
Option 2: Via Windows Taskbar (Quicker) You can also access it directly from the bottom bar of your computer, without typing the address.

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.



--

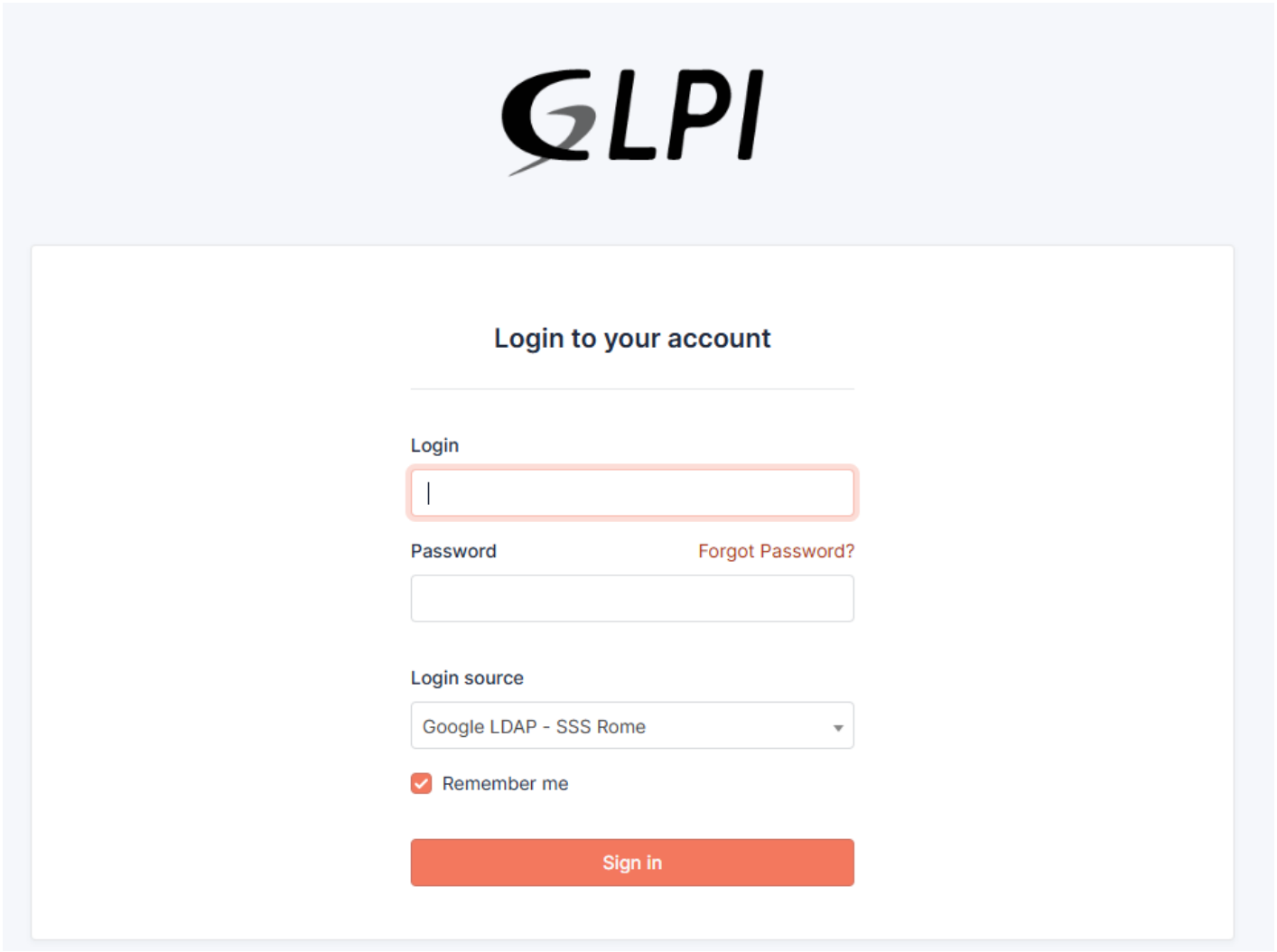


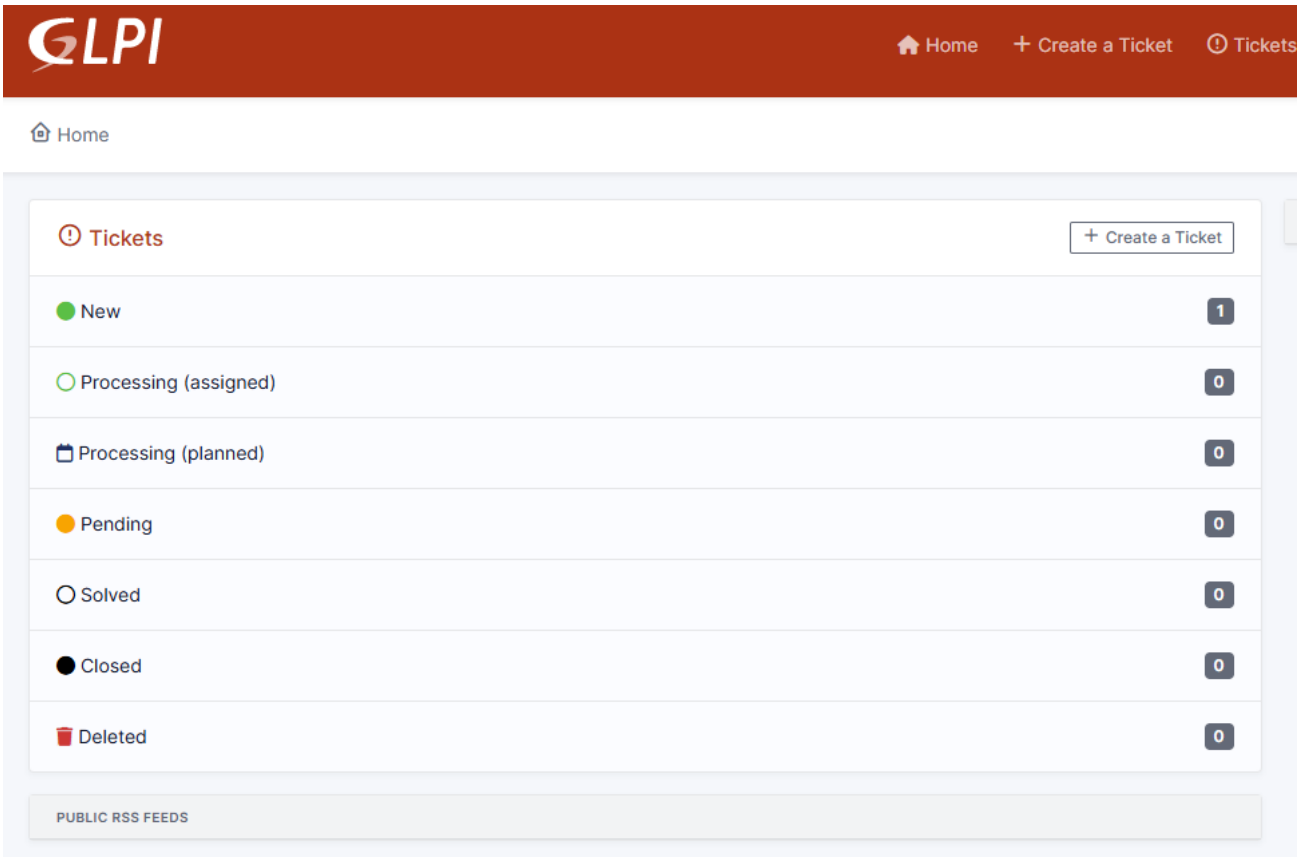
How to Log In:

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).

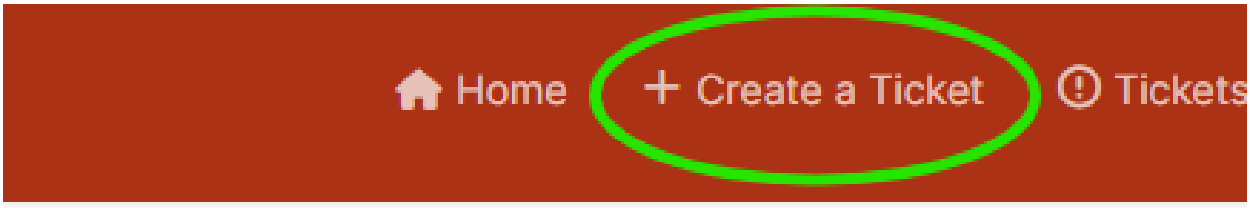
Click "**Sign in**".

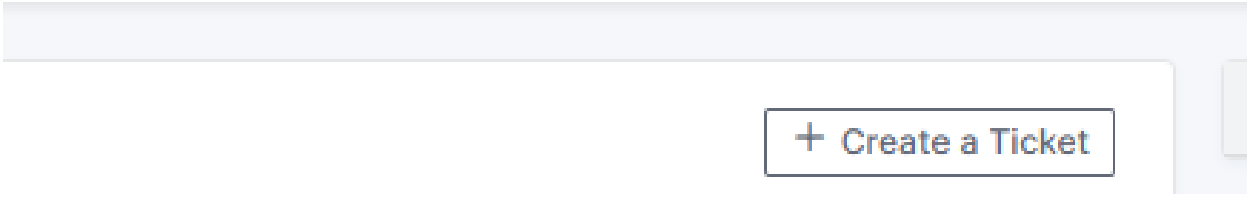

GLPI
Login to your account
Login
Password
Forgot Password?
Login source
Google LDAP - SSS Rome
Remember me
Sign in



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:

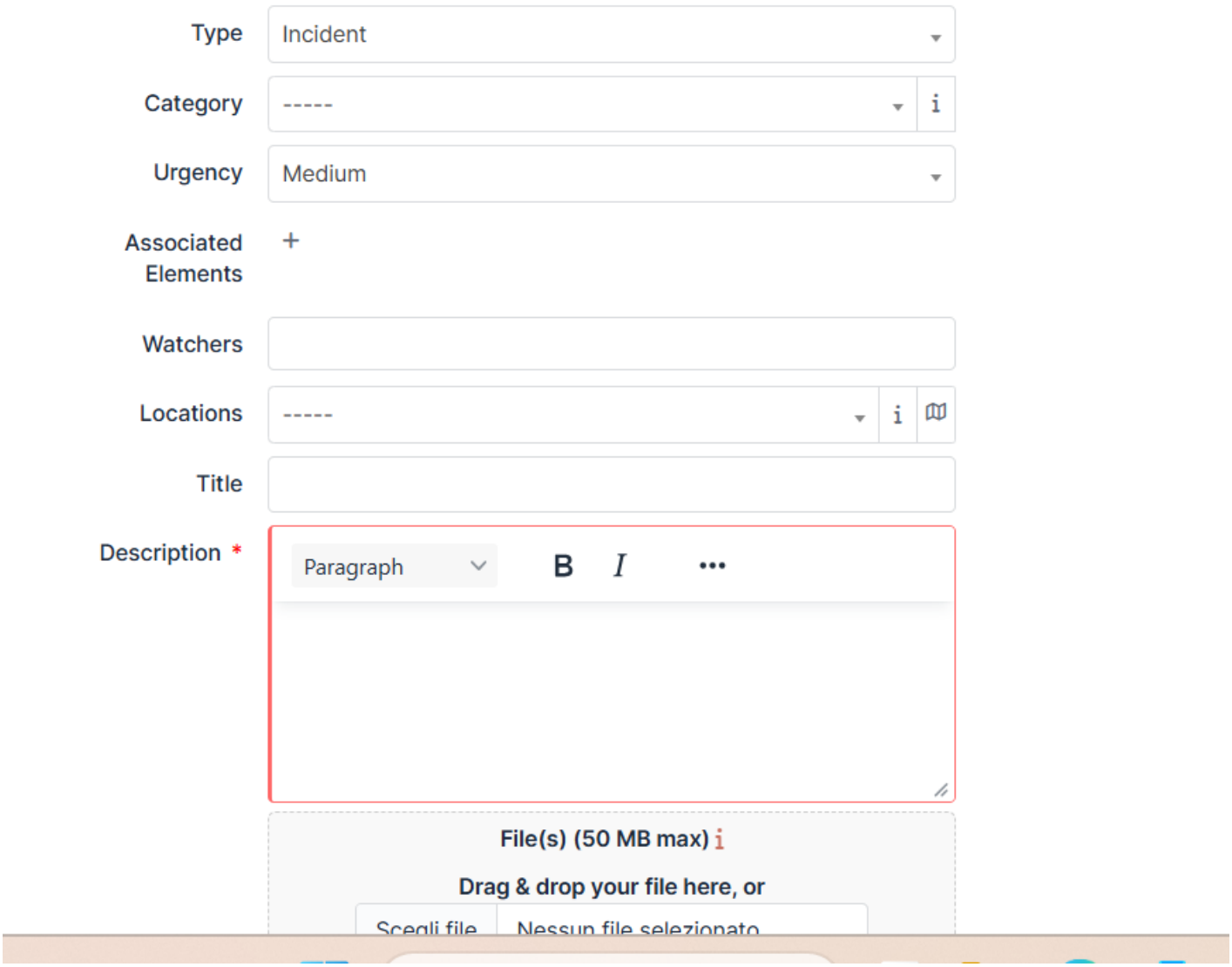
On this page, please complete the following fields:

- **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.



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.

Revision #8

Created 11 April 2025 17:00:43 by SSS Admin

Updated 21 January 2026 13:44:40 by SSS Admin