

**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

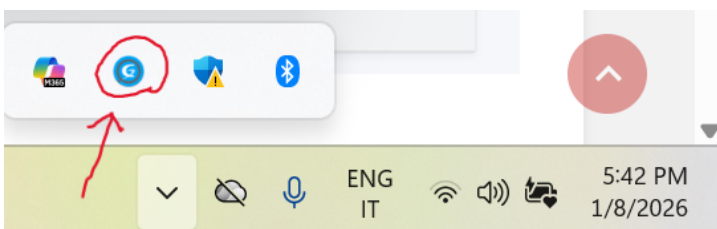
In order to access our ticketing system, you have two options:

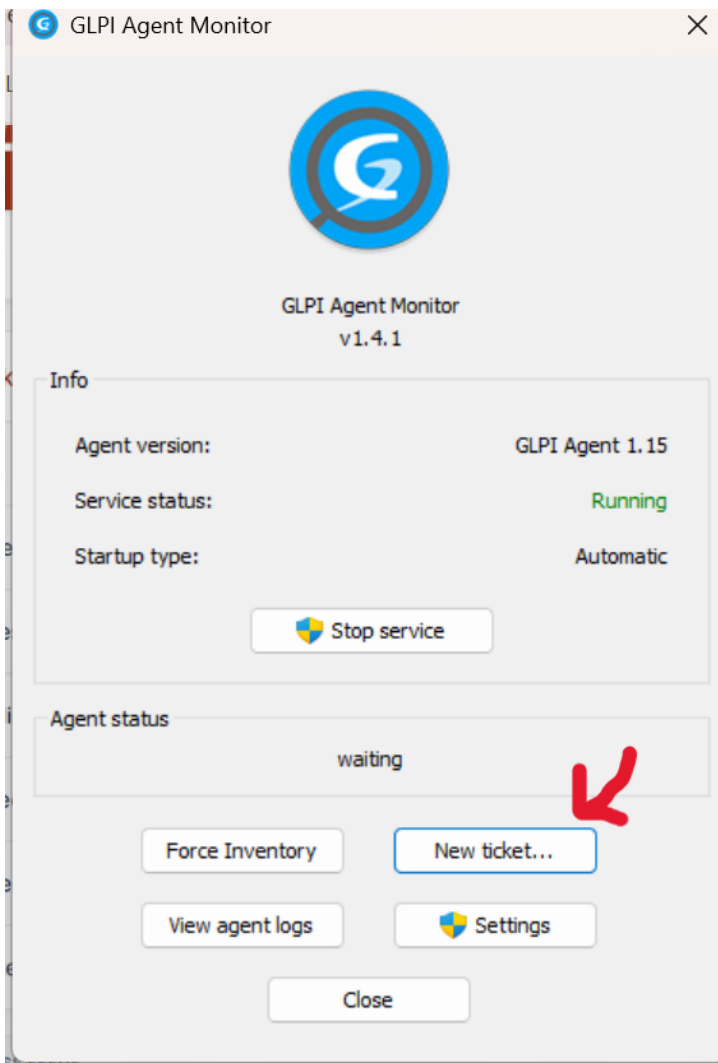
**Option 1: Via Web Browser** You may go to: <https://support.sssrome.it> When you go to the address, you should be greeted with the screenshot below

**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](mailto: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**".



## Login to your account

Login

Password

[Forgot Password?](#)

Login source

Google LDAP - SSS Rome ▾

Remember me

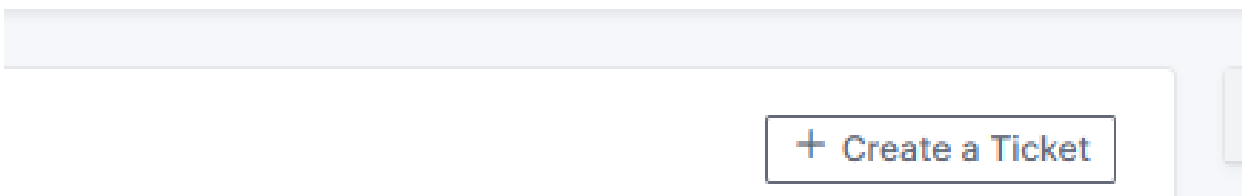
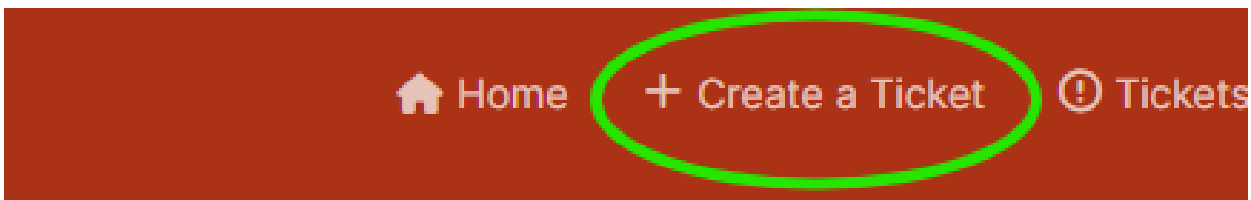
Sign in

Tickets	<a href="#">+ Create a Ticket</a>
<span>New</span> 1	
<span>Processing (assigned)</span> 0	
<span>Processing (planned)</span> 0	
<span>Pending</span> 0	
<span>Solved</span> 0	
<span>Closed</span> 0	
<span>Deleted</span> 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:

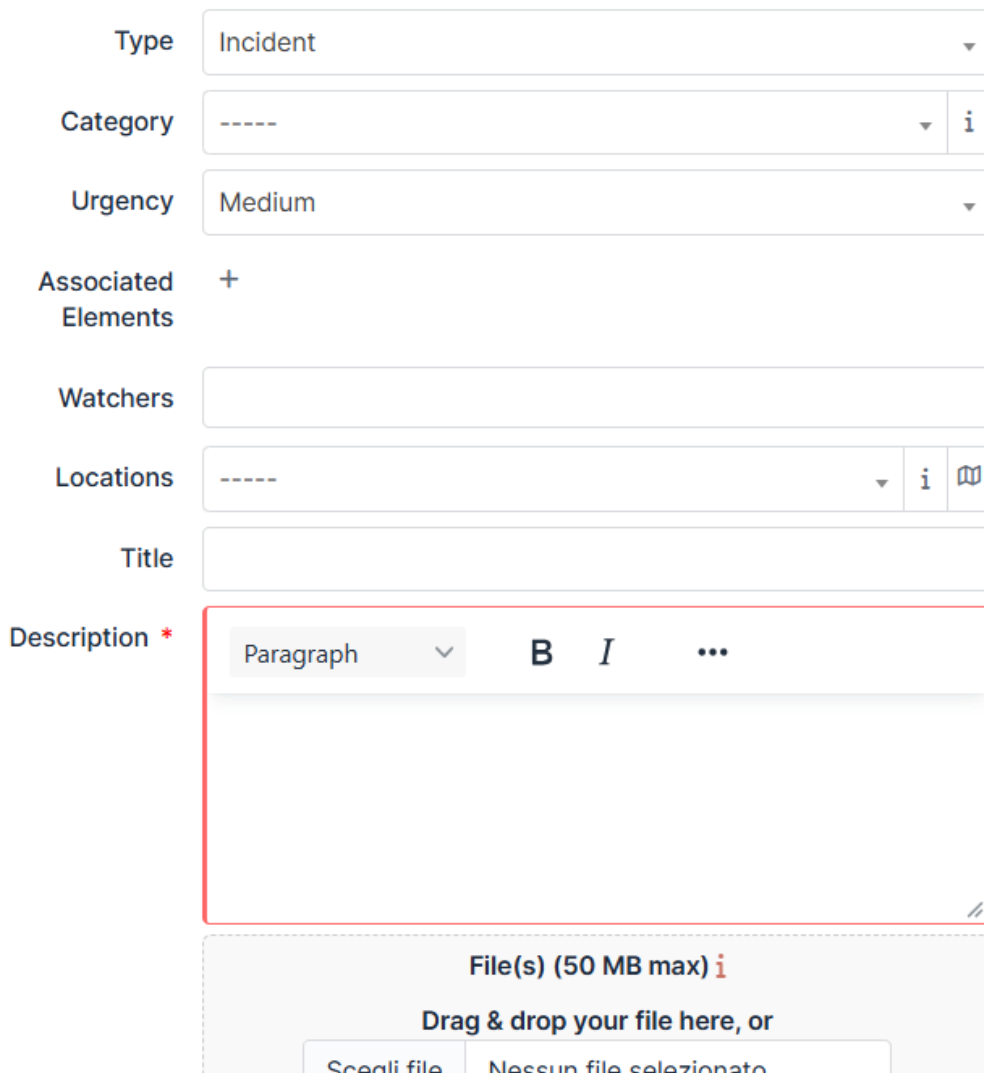
On this page, please complete the following fields:

- **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.




Type Incident

Category ----- i

Urgency Medium

Associated Elements +

Watchers

Locations ----- i 

Title

Description \* Paragraph **B** *I* ...

File(s) (50 MB max) i

Drag & drop your file here, or

Scegli file Nessun file selezionato

### 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.

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Revision #8

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