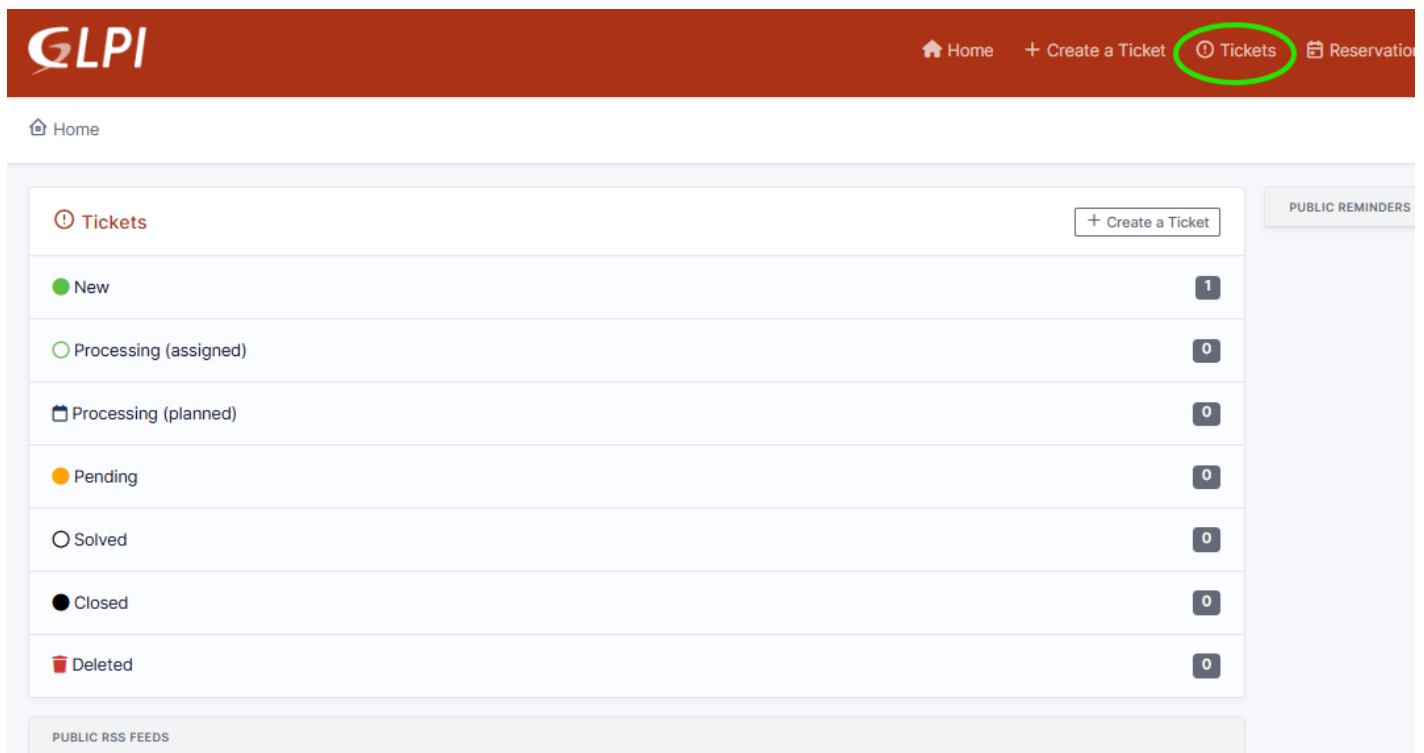


Login: You must be logged in with your email credentials to view pages in this system. For Username use only the part of your email before the @.

Example: jdoe@example.org → jdoe

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 web interface. The top navigation bar is dark red and contains the GLPI logo on the left and navigation links: Home, + Create a Ticket, Tickets (highlighted with a red circle), and Reservations. Below the navigation bar, the 'Tickets' section is active, displaying a list of ticket statuses with their respective counts:

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

Additional elements visible include a '+ Create a Ticket' button in the top right of the tickets section and a 'PUBLIC REMINDERS' sidebar on the right.

You will be taken into the following page:

Home / Tickets + Add Search Lists

Characteristics - Status is New

rule global rule (+) group Search ☆

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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

15 rows / page

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

Home / Tickets + Search ☆

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

Status: New

Request Sources: Helpdesk

Urgency: Medium

Impact: Medium

Priority: Medium

Locations: ...t Stephen's School

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

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

Revision #2

Created 2 May 2025 07:50:10

Updated 2 May 2025 08:32:16