

How To Update A Ticket

Email notifications will be sent from the Core-CT Help Desk upon initial creation of the ticket and any subsequent updates of the ticket. Please check your email for these notifications. Verify the ticket number and title.

Ticket Update Information

This message was sent with High importance.

Core-CT Help Desk [Core.HelpDesk@po.state.ct.us]

Sent: Monday, February 24, 2014 9:04 AM

To: John.Doe

When replying, type your text above this line.

Email Notification from the Core-CT Help Desk

Ticket Number: 403



Brief Description: FN Asset Management - Adding Manufacturers



To: John Doe

CC:

Thank you for contacting the Core-CT Help Desk. In order to assist you in resolving the above ticket, we will need some additional information.

PLEASE PROVIDE THE FOLLOWING INFORMATION

Require more information

To provide the requested information, please reply to this email. Type the information above the line that states "When replying, type your text above this line". Your ticket will be updated, and the assigned technician(s) will be notified.

If you are on the State of Connecticut network, you may check the status of this ticket at any time by clicking on the link: [Click here to view Incident in Browser](#)

If you are not on the State of Connecticut network or you have any questions, you may contact the Core-CT Help Desk by phone at (860) 622-2300, option 1 for Financials, options 2 for HRMS.

Thank you.

Core-CT Help Desk

Please note the statement below found in these email notifications... “To provide additional information, ...”.

To provide additional information, please reply to this email. Type the information above the line that states “When replying, type your text above this line”. Your ticket will be updated, and the assigned technician(s) will be notified.

Scroll to the upper part of the notification email and click ‘Reply’.



Incident Escalation

This message was sent with High importance.

Core-CT Help Desk [Core.HelpDesk@po.state.ct.us]

Sent: Monday, February 24, 2014 8:48 AM

To: [John Doe](#)

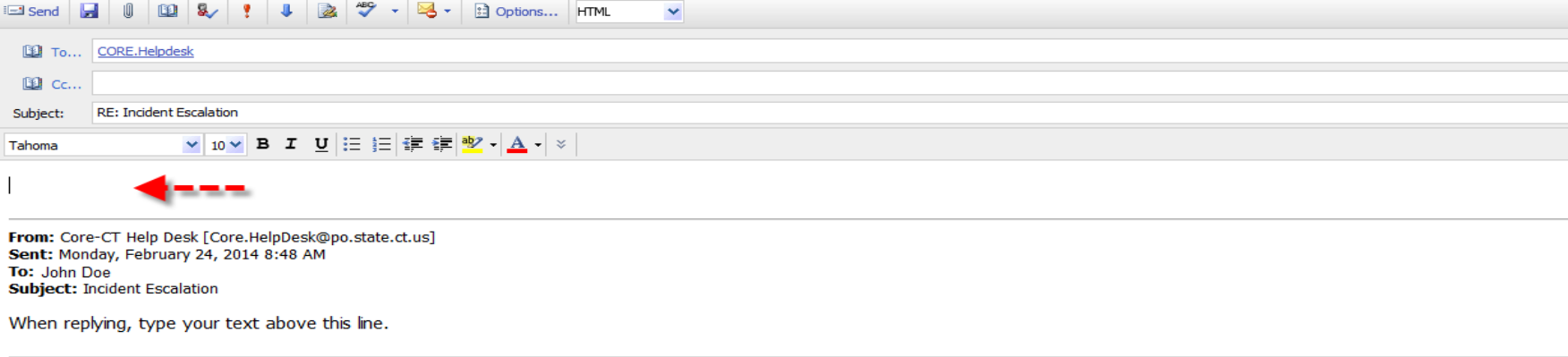
When replying, type your text above this line.

Email Notification from the Core-CT Help Desk

Ticket Number: 403

Brief Description: FN Asset Management - Adding Manufacturers

Type any additional information relevant to updating the ticket in the space provided. In the 'Cc' field, enter the email address for anyone additional to receive this updated email response. Once complete, click 'Send'.



The screenshot shows an email client interface. At the top, there is a toolbar with icons for Send, Print, Reply, Reply All, Forward, and other actions. Below the toolbar, the 'To' field contains 'CORE.Helpdesk', and the 'Subject' field contains 'RE: Incident Escalation'. The email body shows a red dashed arrow pointing to the left, indicating where to type a reply. Below the arrow, the email header information is displayed: 'From: Core-CT Help Desk [Core.HelpDesk@po.state.ct.us]', 'Sent: Monday, February 24, 2014 8:48 AM', 'To: John Doe', and 'Subject: Incident Escalation'. A line of text below the header reads: 'When replying, type your text above this line.'

Email Notification from the Core-CT Help Desk

Ticket Number: 403
Brief Description: FN Asset Management - Adding Manufacturers

Important Note: If this issue or request is related to a system-wide outage, please call the DAS/BEST Help Desk at (860) 622-2300, option 9 and provide the ticket number referenced in this e-mail.

To: John Doe

The ticket will be updated and the Core-CT team assigned to the ticket will be notified.
 You will be able to view but not update the status of your ticket through the Service Catalog.



Advanced

You are in the [Core-CT Help Desk](#) workspace.

- Home
- Globals
- Service Catalog

Created by JDoe 1 day 4 hrs ago; Updated by John.Doe@ct.gov 1 day 3 hrs ago

Incident 403 in Core-CT Help Desk

Title
 FN Asset Management - Adding Manufacturers

Status
 Customer Responded

Your Personal Information

FootPrints User ID JDoe	First Name John
Last Name Doe	Phone Number
Work Email Address John.Doe@ct.gov	

Incident Information

Core-CT Application Financials	Core-CT Module Asset Management	Core-CT Ticket Type Adding Manufacturer's
--	---	---

Description

Description
 Entered on 02/24/2014 at 08:48:26 EST (GMT-0500) by John Doe:
 Testing

Entered on 02/24/2014 at 09:00:12 EST (GMT-0500) by HR Test Agent:
 Require more information

Entered on 02/24/2014 at 09:19:17 EST (GMT-0500) by John.Doe@ct.gov:
 Information provided