Welcome to KBOX
Client Edition

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In order to open and create a ticket or see attached documents, the following steps must be completed:

1) Log in to the ticketing system, KBOX. In order to locate the ticketing system, please navigate to kbox.it.ashland.edu, or go to the Ashland University home page and select the drop down menu titled Log In. Select “Submit a Ticket”.

2) On the following page, click on the orange button labeled “Submit an IT Ticket” that is located under the Ashland University Tech Support Center heading.
3) On the following page, enter your Ashland University username and password. This is the same username and password that is used to log in to your email or onto campus machines.

4) The next page is the main page of the ticketing system. This is where a client can view all of their tickets with the Tech Support Center. They can also view our FAQs, labeled as Knowledge Base, and view information on their computer. A client can check on the status of any ticket they have entered into our help system. On the above image, jsmith submitted a ticket 10 minutes ago and it is set to an Open Status.

5) In order to open a new ticket, simply click on the “New+” button located under the Tech Support Center tab.

6) This is what a new, blank ticket will look like. Every part of this blank form is important for different tickets. There are some sections that must be filled out for every ticket, no matter what. The following are necessary for every ticket: Client, Contact Number, Building/Room, Category/Subcategory, Problem Subject, Impact, Priority, and a Comment. An easy way to remember this information is to look for the fields that have (required) next to them. If these fields are not filled out, the ticket cannot be submitted.
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7) When entering the ticket, the username field will automatically auto populate the username of the person logged in to KBOX. If this ticket is for another client, click on the box to the left of the username.

A username, first name, or last name can be typed in the filter box. When a name is typed into the filter box, the drop down menu will display all clients who have names or user names that match the entered criteria. The only client who will get updates for this ticket is the person whose name is listed in the client field. If a client would still like updates on the ticket, either call the Tech Support Center and request to be added to a CC list on the ticket, or enter a comment requesting the same thing.
8) Sometimes, the Tech Support Center would like to contact the clients for further questions or for further information. The client needs to enter a number where they will be able to be contacted at various times throughout the day. Make sure to use hyphens to separate the phone number.

```
Contact Number: (required)
```

9) The Building/Room information is imperative, especially when there is a Class Down ticket or a room that is not able to function properly without the use of the technology. This is for the room where the problem is happening. This should not be the office number of the client, but only where the problem is occurring.

```
Building/Area Ticket refers to: (required)

Anstutz Hall
Andrews Hall
Ashbrook Center
Center for the Arts
Center for Humanities Bixler
Center Street Seminary
Chapel
```

```
Room/Location Ticket refers to:
```

10) The Category field is one of the most important fields to have done correctly. This is to make sure that all tickets are worked on properly and efficiently.

```
Category: (required)

undefined
```

11) If a client is having a problem with their network connectivity, an IP address and/or wall jack number is necessary to help fix their problems. The Wall Jack Number is found on the box where clients connect with an Ethernet cord to the internet. It usually looks something similar to this “E-0405”. The Networking team will need this information if the client cannot connect hardwired or would like a specific wall jack opened up. Often, an IP Address is helpful when troubleshooting a wireless internet problem on computers. Unless the ticket directly relates to a networking problem, this field is not necessary to fill out with every ticket.

```
Wall Jack Number & IP Address:
```

12) The Problem Subject field is a snapshot of what the problem is. Think of this as the main topic of the problem. This should not be longer than the space shown for the field. This needs to be as precise as possible in order to complete the ticket quickly.

```
Problem Subject: (required)
```
13) Impact can be confusing at first, but it is important to the ticketing system. The Impact field basically means “how many people does this effect”. This is referring to the problem itself.

![Impact Field](image)

14) The Manufacturer/Title/URL field is not used very often, however, can be useful for certain tickets. If a client is having a problem on a specific page of the website, the URL, or web address, can be entered here. This keeps the information from getting lost amongst all of the other information found in a ticket. Another use for this section is for when a client is requesting free software to be installed on their machine. The Manufacturer and URL can both be entered in this field.

![Manufacturer/Title/URL Field](image)

15) The ICN Number field is necessary for all tickets that pertain to a computer problem, be it software, hardware, printer problems, or network connection. This number can be found in two different ways. On every machine, there is a physical sticker somewhere on the body. On a laptop, it is often on the bottom of the laptop. On a desktop machine, it will often be found on the side with the Disk Drive.

If it is not there, or they are unable to look at that part of the machine, they can find it under the “My Computer” menu on their computer if they are using a PC. They simply need to right click on this icon and go to Properties. From there, the ICN number should be listed under the Computer Name field. On a Mac, click on the Apple in the top left hand corner of the screen and select “About this Mac”. This will also display the ICN number. The Computer Remote ICN field is requesting the same information, but if the ICN is entered into this field, a technician can select the ICN and be taken to another screen that will display more information on the computer.

![ICN Number Field](image)
16) The Comment field is where the bulk of the information for the ticket will be located. The information that should be put here will vary depending on the ticket, but for sure any error messages and a description of the problem are located here. This is also where any emails that are sent from the client or the technicians will be displayed.

The final part of the comment section is the Attachment section. This is used if the client needs to send a document or picture for a technician to view. Click on the “Choose File” button and select the file that needs uploaded. A new dialogue box will pop up and the technician can then select the file they want to attach just like in an email format.

17) The final step in submitting a ticket is to save the ticket. There are two options for this. Either “Save” or “Save and List”. Hitting Save will simply save the ticket and keep the ticket open on the screen. Save and List will save the ticket and take the client back to the main page of the Tech Support Center.

The ticket is now completed and saved into KBOX.

To Use the Knowledge Base

1) When on the main page for the Tech Support Center, select the Knowledge Base tab to the direct right of the Tech Support Center tab.
2) The Knowledge Base is the Tech Support Center’s FAQ section. It is full of information on all types of subjects pertaining to IT. Any answer to many questions can be found here in two different ways. The first is by keyword searching:
   a. Type a keyword into the Search bar on the top right side of the Knowledge Base. For example, if a client wanted to figure out how to check grades on Web Advisor, Web Advisor could be typed into this Search bar. All KB articles that have the words Web Advisor in them will show up.
   b. The second option is to click on the drop down menu to the left of the search bar and select Web Advisor from the list. This will display the same information as before. This option will be helpful if the category displays a lot of articles. Once a category listing has been selected, simply type a search term into the Search bar and then the screen will only display articles in that category with those search terms in it.
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3) Once an article has been viewed, please rate the article with the star system at the bottom of the page. This will help the Office of Information Technology better suit the needs of our clients and to make sure that the articles are helpful.

This completes how to use the Knowledge Base within KBOX.

Email and KBOX:
Whenever anything in a ticket is changed in the ticketing system, an email will go out to the client and to the technician that is currently assigned to it. This is to make sure that the client and technician are all aware of all changes. If a client wanted to respond to a comment or change made by a technician or insert a comment of their own, all they need to do is reply to any email from KBOX and it will be submitted into their ticket. The most important aspect of this is to not change the subject line of the email or the comment will not be uploaded to their ticket.

When emails go out:

1. When a ticket is created
   a. Whenever a ticket is created, an email is delivered to the client letting them know that a ticket has been opened for their incident.

2. Technician makes a comment in the ticket, including asking for more information
   a. If a technician needs more information or is updating the work that they have done in the ticket, they will comment in the ticket. This will then send an email to the client letting them know about the update to their ticket.

3. Technician resolves ticket
   a. Once a ticket has been resolved, an email goes to the client to let them know that their ticket has been resolved. This email will go out three times to make sure that the issue has stayed resolved before it’s closed.

4. Ticket closes
   a. Once a ticket has been closed, it cannot be re-opened. An email will go out to the client letting them know that their ticket has been closed.

5. Signed from request
   a. If you receive an email from the technician that says you need to sign the attached form you need to log into the Kbox ticketing system to see the form.

Purchasing Process

1) Client opens a ticket to request a hardware or software purchase
   a. This is the first ticket that is entered into the ticketing system. Any specifications for hardware or software will be listed in this ticket.

2) Request is reviewed and approved
a. The Director of Client Support and Tech Support will review the request and either approve or deny the purchase.

3) Quote is generated, sent out, and approved
   a. Once the request has been approved, a quote for the price is generated and sent to the Director of Client Support and Tech Support to be approved. Once they have approved the quote, it will be sent to the client to be approved.

4) Purchase order is generated
   a. Once the quote has been approved, a requisition is created and approved by the business office. This is then sent to Information Technology to attach to the ticket and sent to the vendor for purchasing.

5) Purchasing order is sent to the vendor
   a. Once the purchasing order has been attached to the ticket, it will be faxed, emailed, or submitted online with the vendor for purchasing.

6) Software/hardware is received and inventoried
   a. Once the software or hardware is received by Information Technology, it will be entered into our inventory. Hardware, such as computer, is then reset to University’s standards.

7) Software/hardware is delivered or installed
   a. The software is installed on the computer and/or the new hardware is delivered to the client.