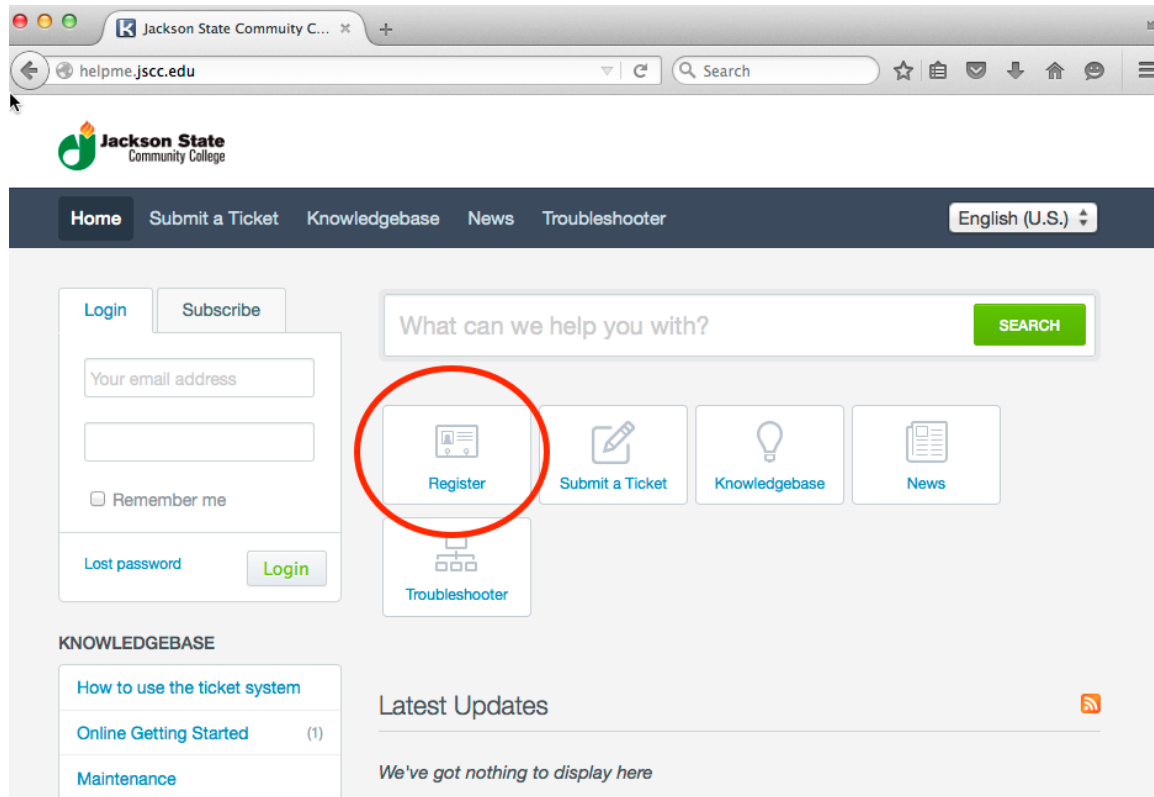


Placing an eLearn help ticket

Step 1 – Register in the Kayako system



Click the Register button and enter your full name, email address and create and confirm your password. Enter the CAPTCHA verification code listed on the left of the CAPTCHA entry box and click Register.

[Login](#)[Subscribe](#)

☐ Remember me
[Lost password](#)[Login](#)

[SEARCH](#)

Create a new account


Please fill in the fields below to register a new helpdesk account.

General Information

Full Name:	<input type="text"/>
Email:	<input type="text"/>
Password:	<input type="password"/>
Password (repeat):	<input type="password"/>


CAPTCHA Verification

Please enter the text you see in the image into the textbox below (we use this to prevent automated submissions).



[Register](#)

Submit a ticket



[Home](#)[My Tickets](#)[Submit a Ticket](#)[Knowledgebase](#)[News](#)[Troubleshooter](#)

English (U.S.)


Account


[My Profile](#)[Preferences](#)[Change Password](#)[Logout](#)


KNOWLEDGEBASE


[How to use the ticket system](#)[Online Getting Started \(1\)](#)[Maintenance](#)


[SEARCH](#)

[My Tickets](#)


[Submit a Ticket](#)

[Knowledgebase](#)

[News](#)

[Troubleshooter](#)

Latest Updates



Select Distance Education

The screenshot shows the Jackson State Community College Kayako support portal. The navigation bar includes links for Home, My Tickets, Submit a Ticket, Knowledgebase, News, and Troubleshooter. A language dropdown is set to English (U.S.). On the left, an 'Account' menu lists My Profile, Preferences, Change Password, and Logout. The main content area has a search bar with the placeholder 'What can we help you with?' and a green 'SEARCH' button. Below this is the 'Submit a ticket' section, which includes a brief explanation and a 'Departments' list. In this list, 'Distance Education' is selected with a radio button and is circled in red, while 'Maintenance' is unselected. A green 'Next »' button is at the bottom of the department selection area.

Jackson State
Community College

Home My Tickets **Submit a Ticket** Knowledgebase News Troubleshooter English (U.S.)

Account

- My Profile
- Preferences
- Change Password
- Logout

What can we help you with? **SEARCH**

Submit a ticket

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.


Departments

- ☒ Distance Education
- ☐ Maintenance

Next »

Enter your requests and give as much detail as possible. When you submit your ticket, you will receive a conformation page with your ticket number and an email notification confirming your request.

**** Do not reply to the emails you receive about your ticket. Log back into Kayako to check on your ticket or send updates about your request.**



[Home](#) [Submit a Ticket](#) [Knowledgebase](#) [News](#) [Troubleshooter](#) English (U.S.)

[Login](#) [Subscribe](#)

☐ Remember me

[Lost password](#) [Login](#)

[SEARCH](#)

Your ticket details

If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.

General Information

First and Last Name

Email

[Account](#)

[My Profile](#)
[Preferences](#)
[Change Password](#)
[Logout](#)

[SEARCH](#)

Your request has been received

We have received your request and our team will get back to you shortly. You can log in to the helpdesk to review the status of your request, or check your email for further updates.

General Information

Ticket ID	#386
First and Last Name	V.R. Young
Email	youngvr@goldmail.etsu.edu
Type	Task
Priority	Low

Subject: test 2
fadas

Checking or updating your ticket

Log back in to Kayako and select My Tickets. You will see a list of all the tickets you submitted. Click on a ticket to show the detail or enter a reply.

Account

 My Profile

 Preferences

 Change Password

 Logout

What can we help you with?

SEARCH

View Tickets

View Resolved Tickets (1)

Ticket ID	Last Update ^	Last Replier	Department	Type
test 2				
386	03 November 2015 03:44 PM	V.R. Young	Distance Educati...	[Private]

Page 1 of 1

Account

 My Profile

 Preferences

 Change Password

 Logout

What can we help you with?

SEARCH

View Ticket: #386

test 2

Created: 03 November 2015 03:44 PM Updated: 03 November 2015 03:44 PM

Overall Satisfaction 

DEPARTMENT	OWNER	TYPE	STATUS	PRIORITY
Distance Educati...	Unassigned	[Private]	Open	Low

Your Information

Course:*	dfjasldk
J#:*	<input type="text" value="....."/> Please enter your J# (J1234567)
Phone Number:*	<input type="text" value="716411112"/>

test 2

Created: 03 November 2015 03:44 PM Updated: 03 November 2015 03:44 PM

Overall Satisfaction ☹☆☆☆☆

DEPARTMENT	OWNER	TYPE	STATUS	PRIORITY
Distance Educati...	Unassigned	[Private]	Open	Low ▾

Your Information






Course:*	dfjasldk
J#:*	<input type="text" value="....."/> <small>Please enter your J# (J1234567)</small>
Phone Number:*	<input type="text" value="716411112"/>

[Add Reply](#)

V.R. Young
User

Posted on: 03 November 2015 03:44 PM NEW 

fadas

Overall Satisfaction     

DEPARTMENT	OWNER	TYPE	STATUS	PRIORITY
Distance Educati...	Unassigned	[Private]	Open	Low

Your Information


Course:*	dfjasldk
J#:*	<input type="text" value="....."/> <small>Please enter your J# (J1234567)</small>
Phone Number:*	<input type="text" value="716411112"/>


Your Message

Thanks for your help, my problem was resolved. |

Your Message

Thanks for your help, my problem was resolved. |

Attach Files  [Add File](#)



V.R. Young
User

Posted on: 03 November 2015 03:44 PM 