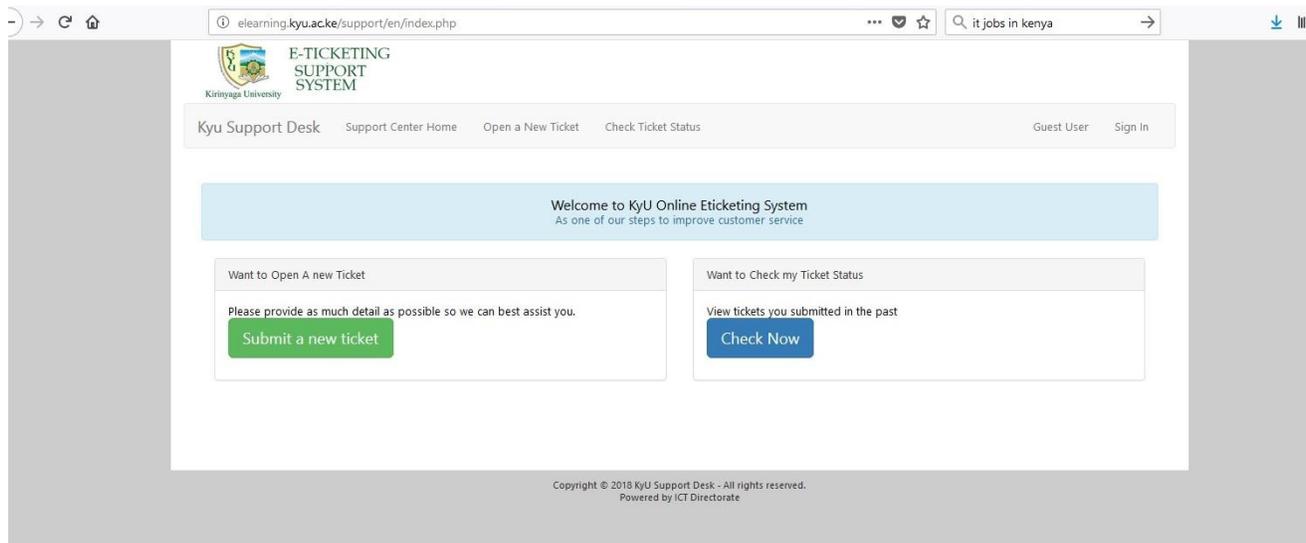


## E-ticketing manual

Access the e-ticking platform by navigating to the Media Center on the website. Click on eTicketing.



At the support center, click on Submit a New Ticket.



Fill/provide/the required details on the page (contact information and Ticket Details).

*NB: Fields marked with (\*) are required fields and **MUST** be filled before submitting your Ticket.*

The screenshot shows a web browser window with the URL `elearning.kyu.ac.ke/support/en/open.php`. The page title is "E-TICKETING SUPPORT SYSTEM" and the logo for Kirinyaga University is visible. The navigation bar includes "Kyu Support Desk", "Support Center Home", "Open a New Ticket", "Check Ticket Status", "Guest User", and "Sign In".

The main content area is titled "New Ticket Submission Form" and contains the following sections:

- Department:** A dropdown menu with "School of CIT" selected. A red asterisk (\*) is next to the label.
- Contact Information:**
  - Email Address:** `ictsupport@kyu.ac.ke` (marked with \*).
  - Full Name:** `User` (marked with \*).
  - Phone Number:** A text input field and an "Ext:" field with `1033`.
- Ticket Details:**
  - Issue Summary:** `Printer Issues` (marked with \*).
  - Issue Details:** A rich text editor with a toolbar. The text inside reads "Printer status offline when I try to print." A "Draft Saved" button is visible in the top right corner of the editor.

At the bottom of the form, there is a dashed box with the text "Drop files here or choose them".

Under Department, Click on the dropdown and select your department from the list.

Proceed to fill the other fields and be sure to use a **valid Kyu Email address**

Write a brief description of the issue under *Issue Summary* and a lengthy description under *Issue Details*

To submit fully filled details, click on Create Ticket tab below the page.

A response to the ticket will be sent to the email you provided at the time of submission with a ticket Number. You can check the status of your ticket using the ticket number that will be available on the response email. An access link for tracking the ticket will be sent to the email address provided.

Re: Printer Not Printing [#985031]

Inbox x



ICT Support

Add to circles

ICT Support <ictsupport@kyu.ac.ke>  
to me

5:26 PM (0 minutes ago)



Show details

-- reply above this line --

Dear User,

Please Restart your printer and confirm if the issue is resolved

Your Kyuc Support Desk Team,

We hope this response has sufficiently answered your questions. If not, please do not send another email. Instead, reply to this email or [login to your account](#) for a complete archive of all your support requests and responses.



elearning.kyu.ac.ke/support/en/view.php



it jobs in kenya



E-TICKETING  
SUPPORT  
SYSTEM

Kyu Support Desk

Support Center Home

Open a New Ticket

Check Ticket Status

Guest User

Sign In

### Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

E-Mail Address:

ictsupport@kyu.ac.ke

Ticket Number:

3587548

Email Access Link

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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Powered by ICT Directorate

You can also sign in to the support system using your email or create an account if you have not yet registered for easier tracking of your tickets

Create an account / register if you are new to the support system.



### Account Registration

Use the forms below to create or update the information we have on file for your account

#### Contact Information

**Email Address:**  \*

**Full Name:**  \*

**Phone Number:**  Ext:

#### Preferences

**Time Zone:** GMT 3.0 - Baghdad, Riyadh, Moscow, St. Petersburg ▾

**Daylight Saving:**  Observe daylight saving (Current Time: **07/03/2018 9:26 am**)

#### Access Credentials

**Create a Password:**

**Confirm New Password:**

For any Queries on the usage email: ictsupport@kyu.ac.ke