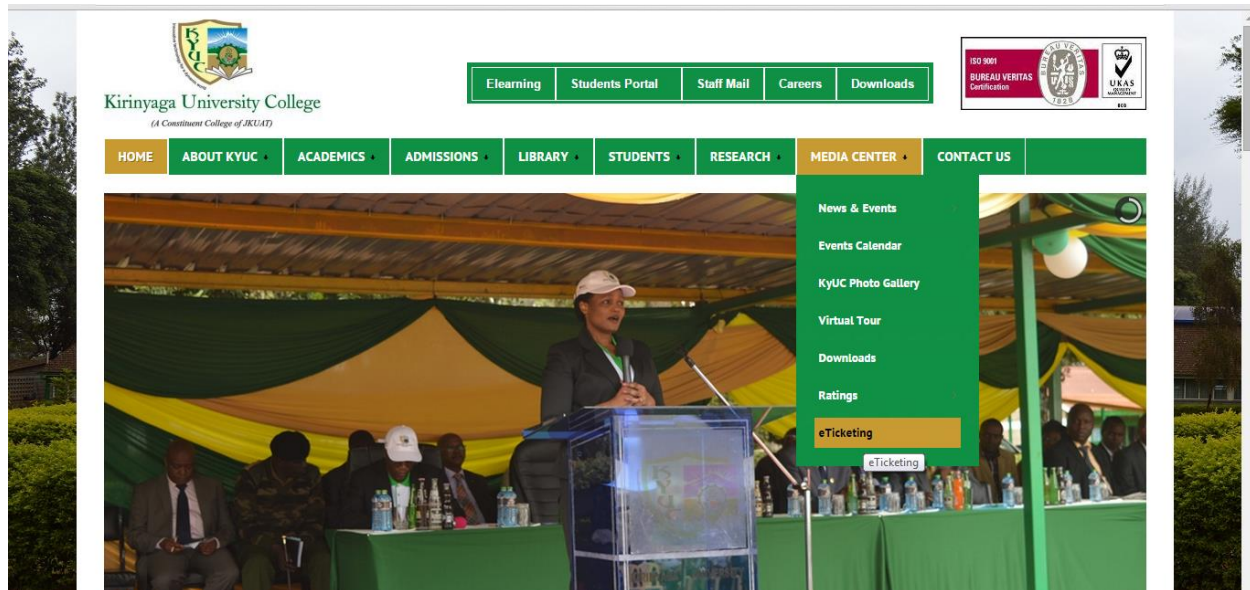
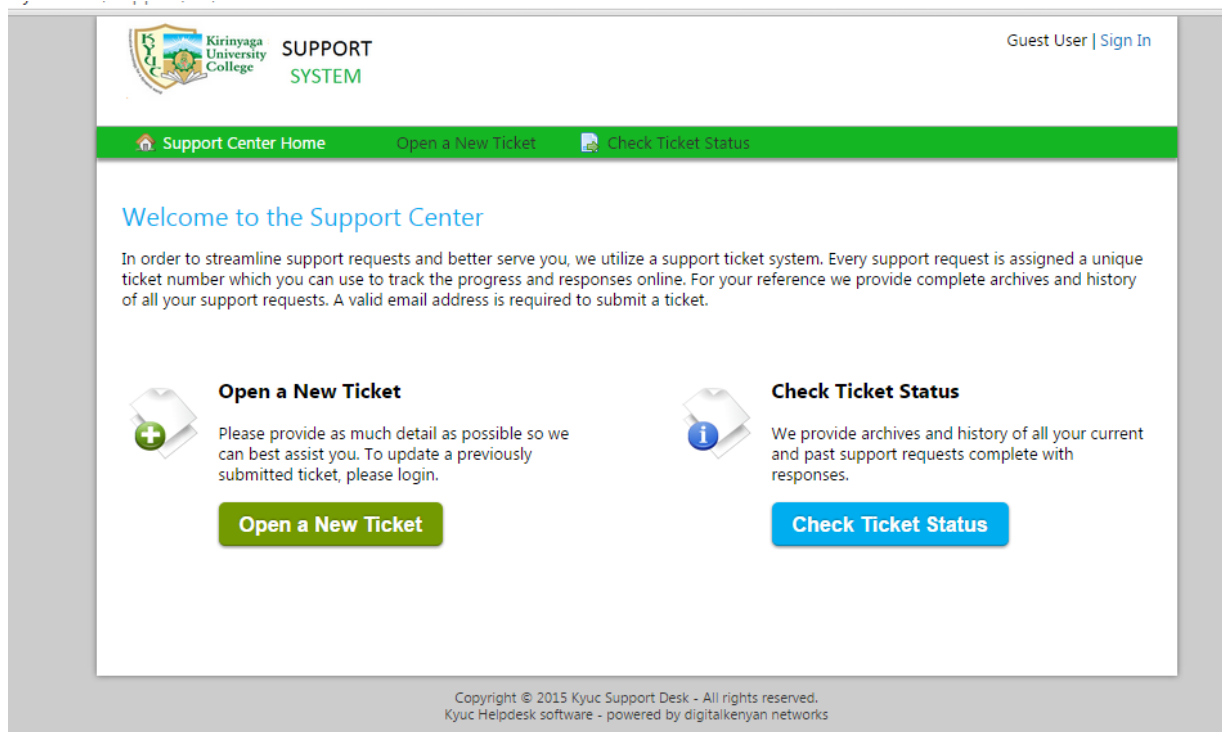


E-ticketing manual

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



At the support center, click on Open 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 `.ke/support/en/open.php`. The page title is "Open a New Ticket". Below the title, it says "Please fill in the form below to open a new ticket." The form is divided into three main sections: "Department", "Contact Information", and "Ticket Details".

Department: A dropdown menu is set to "School of CIT".

Contact Information:

- Email Address:** `ictsupport@kyuc.ac.ke` (marked with a red asterisk).
- Full Name:** `Test User` (marked with a red asterisk).
- Phone Number:** An empty text box.
- Ext:** An empty text box.

Ticket Details:

Please Describe Your Issue

Issue Summary: `Printer Not Printing` (marked with a red asterisk).

Issue Details: A rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and image. The text area contains the text "Printer not printing, Status showing Offline". A "Draft Saved" button is visible in the top right corner of the text area.

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 Kyuc 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



ICT Support

Add to circles

ICT Support <ictsupport@kyuc.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.

Re: Printer Not Printing [#985031] Spam (1) - akimotho@ky... Welcome to Kirinyaga Un... Kyuc Support Desk New Tab

ing.kyuc.ac.ke/support/en/view.php

Kirinyaga University College SUPPORT SYSTEM Guest User | Sign In

Support Center Home Open a New Ticket Check Ticket Status

Check Ticket Status

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

E-Mail Address: <input type="text" value="ictsupport@kyuc.ac.ke"/>	Have an account with us? Sign In or register for an account to access all your tickets.
Ticket Number: <input type="text" value="985031"/>	
<input type="button" value="Email Access Link"/>	

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


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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.

WP Mobile Edition - Th... x Re: Printer Not Printing... x Spam (1) - akimotho@ky... x Welcome to Kirinyaga Un... x Kyuc Support Desk x New Tab x

← → ↻ elearning.kyuc.ac.ke/support/en/account.php?do=create

 **SUPPORT SYSTEM**

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

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:

Daylight Saving: ☐ Observe daylight saving (Current Time: 08/04/2015 2:34 pm)

Access Credentials

Create a Password:

Confirm New Password:

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5:35 PM
8/4/2015

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