

FREIE UNIVERSITÄT BOZEN
LIBERA UNIVERSITÀ DI BOLZANO
FREE UNIVERSITY OF BOZEN · BOLZANO

Verwaltung | Amministrazione | Administration

RT – Request Tracker
User Manual v.2.0

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What is the RT – Request Tracker and where can it be found?

The Information & Communication Technology department of the Free University of Bolzano-Bozen provides an electronic HelpDesk-System for all the staff of the organization. It is used to manage and process the inquiries, problems and disturbances in a quick and clear manner.

The software, called RT – Request Tracker gives the possibility to send inquires or report problems around the clock, and furthermore, in a simple and uniform way.

You can access the RT – Request Tracker via following URL: https://support.unibz.it/

We kindly ask you to make inquiries to ICT only about those issues, for which our department is responsible.

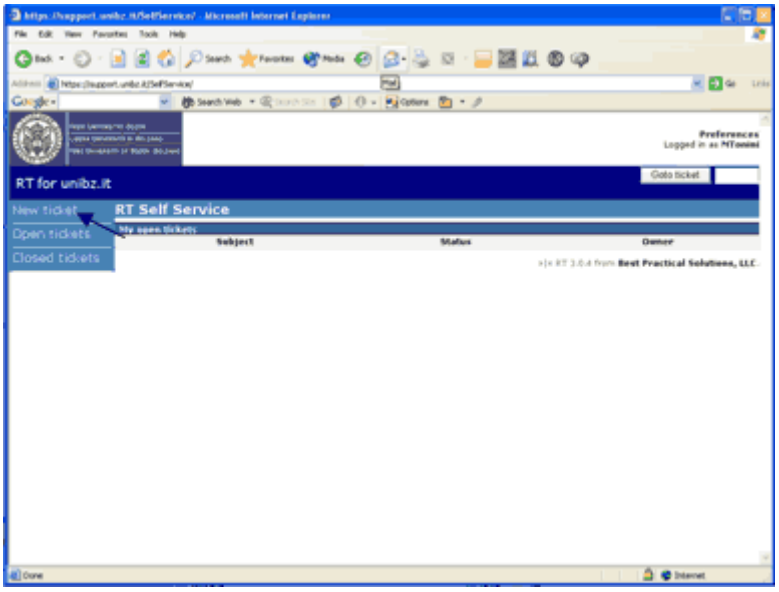
What do we want to achieve with RT?

We would like to achieve following goals using RT – Request Tracker:

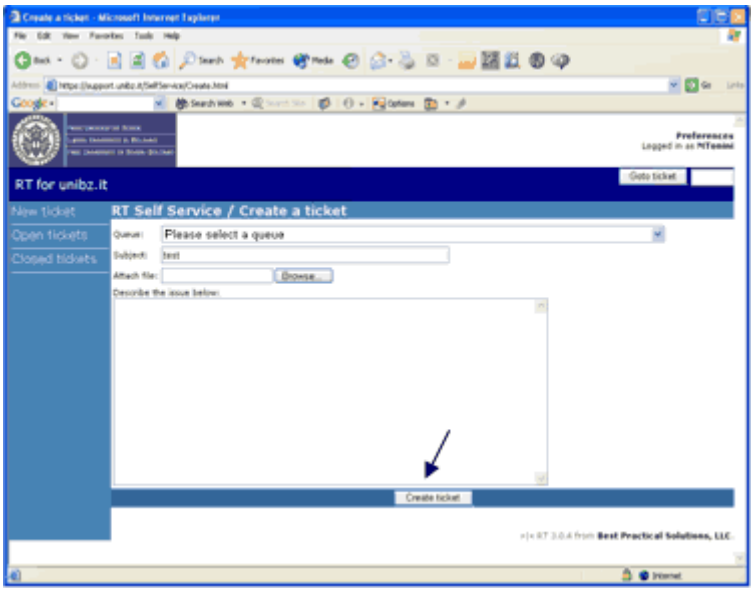
- ✓ You can make an electronic inquiry at any time and get a confirmation immediately. By accessing the internet page of the RT you can check the status of your inquiry.
- ✓ The HelpDesk staff has a new tool, that allows them to manage and solve problems appropriately and quickly
- ✓ All other users are provided with a complete documentation and overview of all actions taken within the process of solving the inquiry.

How do I create a ticket?

After entering your username and password, the following mask is displayed:



In order to create a new ticket, just click on the „New Ticket“. The following page is then displayed:



In the drop-down box one hast to choose the responsibility area:

Following sections are available:

- Computer Pool Faculty of Computer Science
- Computer Pool Faculty of Design and Art
- Information and Communication Technology
- Maintenance BK
- Maintenance BX
- Maintenance BZ
- Security Troubles

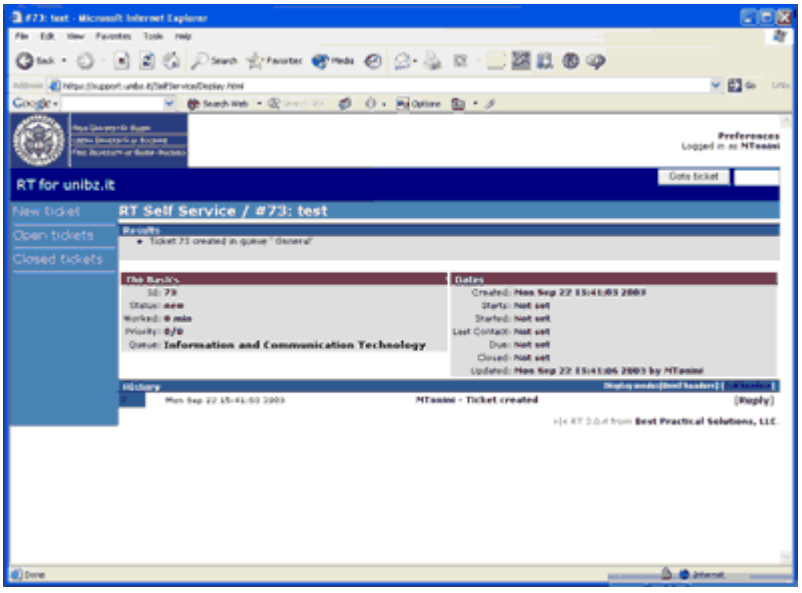
The "*Subject*" field should be used the e-mail subject alike. It should describe the kind of the issue briefly.

The field "*Attach file*" can be used if there is a attachment one wants to send, which can be helpful for solving the issue.

„*Describe the issue below*"-field should contain as detailed as possible description of a problem.

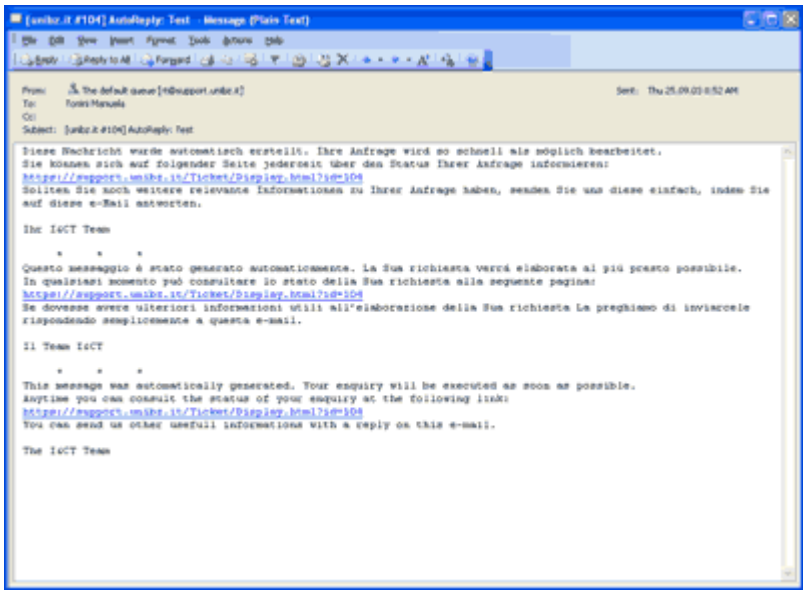
After having entered the information, one has to click "*Create ticket*".

The following page is now displayed:



This page is divided into four areas: Results, The Basics, Dates and History. One can see all the details of the newly created ticket.

At the same time you receive an e-mail with a confirmation, communicating that your inquiry has been sent to the group responsible for the issues.



All the communication between the person who made the inquiry and the HelpDesk is made via e-mail. The user can use either the “Reply”-function in his/her e-mail software, or log in to RT web page and reply there.

How is a ticket processed?

Status "new":

The user creates a new inquiry, assigning it to a certain queue (responsibility area). At this moment the ticket is assigned to a responsible group, but not to a certain person yet. However, it is displayed on the RT web page already.

Status "open":

The responsible staff member has been assigned to process the inquiry.

Status "resolved":

The inquiry or the problem is solved and the ticket is closed. The user who created the ticket receives an e-mail message.