



Click on My Open Tickets

The screenshot shows the Harris School Solutions Tickets page. The navigation bar includes 'HARRIS School Solutions', 'School Financial Solutions', 'Knowledge Base', and 'Tickets'. There is a search bar and a user profile for 'Becky Grom'. The main content area has a breadcrumb 'Dashboard / Tickets' and a list of ticket filters: 'My Open Tickets', 'My Closed Tickets', 'Organization Open Tickets', 'Organization Closed Tickets', and 'All Tickets'. A search bar for visible tickets is present. Below the filters is a table with columns for 'Ticket Name', 'Ticket Number', and 'Date Created'. The table contains two rows: 'Information on Fiscal Year Rollover' with ticket number 1721653 and date 05/09/2018 3:03 PM, and 'Test Ticket' with ticket number 1721638 and date 05/09/2018 12:43 PM. An 'Export CSV' link is in the top right.

Click on the record you want to change

The screenshot shows the details for ticket 1721653. The breadcrumb is 'Dashboard / Tickets / Ticket: 1721653'. On the left is a metadata sidebar with fields: Name (Information on Fiscal Year Rollover), Number (1721653), Type (Support), Status (New), Product (DataTeam Fund Accounting 2), Severity (2 - Normal), Assigned To (-), Contacts (Becky Grom), Created (05/09/2018 03:03:48 PM), and Last Updated (05/09/2018 03:03:48 PM). The main content area shows a comment from 'Becky Grom' at 05/09/2018 03:03 PM: 'Can you please point me to information about opening my new fiscal year.' In the top right corner, 'New Comment' and 'Close Ticket' buttons are highlighted with a red box.

Click on "New Comment" to add additional information or attachments.

The screenshot shows the 'New Comment' form. It has a title bar 'New Comment' with a close button. The 'Description' field contains the text 'I found the information I needed. I will close the call.' Below the text area is a file upload section with a cloud icon and the text 'Drop files here or click to upload' and 'Images can be pasted into the description as well'. A 'Submit' button is at the bottom right.

Click on Close ticket if you have resolved the issue on your own or no longer need assistance. The following message will pop up to confirm the action.

The screenshot shows a confirmation dialog box. The text reads: 'schoolfinancialsolutions.na2.teamsupport.com says Please confirm you would like to close this ticket and mark it as resolved'. At the bottom are 'OK' and 'Cancel' buttons.





Reopen a Closed Ticket

Click on "My Closed Tickets" and click on the ticket you want to reopen.

Dashboard / Tickets

My Open Tickets | **My Closed Tickets** | Organization Open Tickets | Organization Closed Tickets | All Tickets

Search Visible Tickets Below

Export CSV

Ticket Name	Ticket Number	Date Created
Information on Fiscal Year Rollover	1721653	05/09/2018 3:03 PM

Add a new comment to the call and Team Support will automatically Reopen the call

New Comment

Description

Drop files here or click to upload
Images can be pasted into the description as well

Submit

