

To re-open a helpdesk ticket by adding a note:

Click History (1)

Change the Status to All (2)

Click on the Ticket # (3)

The screenshot shows the top navigation bar of the Calhoun Intermediate School District Help Desk Portal. The 'History' tab is selected and marked with a red circle '1'. Below the navigation bar, the 'Ticket History' section is visible. The 'Status' dropdown menu is set to 'All' and is marked with a red circle '2'. A table of tickets is displayed, with the first row (Ticket # 26387) highlighted in blue and marked with a red circle '3'. A note is visible for this ticket: 'M. Fowler: Hey Fitch, Thanks for the ticke...'. The table has columns for No., Date, Updated, Status, and Request Detail. At the bottom of the table, there are navigation arrows and the text '2 items'.

Click Add Note (4)

The screenshot shows the details for 'Ticket 26387'. The ticket information includes: Created By: Mitch Fowler, Report Date: 6/30/15 4:23 pm, Status: Cancelled, Scheduled Date: 7/2/15 3:00 pm - 5:00 pm, Location: Pennfield-District, Request Type: All Other Districts Not Listed • Software • Skyward SIS, Request Detail: Sample Request, Tech: Mitch Fowler. Below this information is an 'Attachments' section with an 'Add File' button. A 'Notes' table is displayed with the following data:

Date	Name	Note Text
6/30/15 4:24 pm	Mitch Fowler	Hey Fitch, Thanks for the ticket. Let's plan on July 2nd from 3-5. #54782 2 months ago

The 'Add Note' button at the bottom right of the notes table is highlighted with a red circle '4'. Below the notes table are 'Cancel' and 'Save' buttons.

Save your note and your ticket will be re-opened.