**Ashland University KBOX Ticketing System**

The Ashland University Office of Information Technology uses the KBOX ticketing system to enter new support tickets, assign existing tickets, record any updates on a ticket, and communicate any updates with the client. These directions will walk you through submitting your own ticket and using the other features of the KBOX ticketing system.

1. The URL for the KBOX Ticketing System is kbox.it.ashland.edu.

2. There are often announcements made on this page regarding upcoming changes within IT.

3. The Login ID and Password are the same as your username and password for other Ashland University systems (Gmail, MyAU Portal, Webadvisor, etc.) Once you have entered your username and password, click the Login button.

   After you have logged in, you will see the following page.
4. You may click the “Have a problem?” button to enter a new ticket. A ticket is a way of communicating with IT technicians concerning a question you may have or a problem you may be experiencing. Please proceed to the next page for further directions on submitting a ticket.

5. If you have previously submitted tickets, they will show in this section along with their status. A ticket is left “Open” until it is marked as “Resolved.” Once a ticket has been marked “Resolved,” the client has 7 days to respond to the ticket before it is automatically “Closed.” Once a ticket has been “Closed,” no work may be done on it. If the issue has re-occurred after the ticket has been closed, a new ticket must be submitted, but the old ticket number may be referenced to provide additional information.

6. If you believe your question or issue is a commonly occurring one, you may wish to search our Knowledge Base for a resolution or explanation of the problem. Click on “View Knowledge Base.”

7. In this section, you can see current announcements regarding general computer use, changes in operating hours, username and password security, or other ongoing issues. Next, we will enter a new ticket and examine each field in the ticket.
1. The “Client” field is where you may enter the username of the client experiencing the problem. You may only enter 1 client into the field. If other people are having the same issue, please include their names and contact information in a comment. The “CC List” button will allow you to enter another user’s email into the KBOX ticket so that they will be notified of any updates to the ticket. If you are entering a ticket for someone else, you may add yourself to the CC List so that you may continue to receive updates on the ticket.

2. The “Short Description Problem/Subject” field is where you can enter a very brief description of your problem. An example may be “Problem with SPRO in new Colleague UI” or “Residence Life system will not boot.”

3. The “Detailed Description Problem/Subject” field is where you should enter a detailed description of your problem. Helpful information includes what kind of system or program you are using, what end goal you are trying to accomplish, what specific problems or errors are occurring, what you have done to troubleshoot the issue, when the issue began, and if there are other people experiencing the same problem. Including as much information as possible allows us to begin troubleshooting and finding possible solutions as soon as the ticket is submitted. If there is not enough information in the ticket, we will have to call the client back to gather the necessary information, thus delaying the resolution of the problem.

4. The “Category” field is for choosing the general category for the issue you are experiencing. If you are not sure which category to pick, please use your best judgment, or you may leave it blank.

5. The “19 Digit Purchasing Account Number” field should be filled out only if you are purchasing software or peripheral equipment for your computer. The OIT is responsible for all computer purchases hardware and software purchases. All technology purchases must be made through the OIT via the KBOX ticketing system.

6. The “Building/Area Ticket refers to” field should reflect the location of the actual problem, not the location of the person submitting the ticket.
7. In the “Impact” field, you may choose the option that best reflects the impact of your technical problem on your work.

8. The “Contact Number” field is where you may enter the phone number(s) of the client(s) experiencing the problem. It may be necessary to reach out to the clients affected by the problem to gather more information, properly troubleshoot, and resolve the issue. You may also enter text in this field. For example, you may enter “Cell: ###-###-####” and “Office: ###-###-####” Please enter whichever phone number the client is most likely to answer so that we can easily communicate and schedule with the client.

9. The “ICN Number” field is critical to IT for troubleshooting and providing resolutions to your issue. The ICN can show us the hardware specifications, what software versions are installed on a machine, what printers are installed, and what network drives are mapped or connected. Most importantly, having the ICN allows IT to offer remote assistance to troubleshoot and resolve your issue. You can easily find the ICN of your computer by clicking the “File Explorer” icon, then the “Computer” tab at the top, and then by clicking on “System Properties.” The “Device Name” or “PC Name” is the same as the ICN.

About

Windows 10

PC name 4Z35GK2
10. The “Room/Location Ticket refers to” field allows you enter more specific information about the location. Usually a room number, as well as a location inside that room, would give sufficient information. However, being as specific as possible helps IT troubleshoot your issue faster. For example, there may be a problem with a machine in a computer lab, so you may write Room 107, middle system in the 3rd row on the right.

11. The “Wall Jack Number & IP Address” field is for the port number that your phone and computer are connected to. This field is especially important for office, phone, and printer moves, phone problems, and problems connecting to the internet or AU network.

12. By clicking “Choose File” in the “Attachment” field, you may attach screenshots of your problem, error codes, pop-up windows, or documents with which you are experiencing issues.

13. Finally, don’t forget to click “Apply” once you have entered all of your information into the ticket. If you wish to add additional screenshots or comments, you may do so once you have applied your initial changes and created a ticket. Please take note of your ticket number at the top of the page and be sure to reference if you call IT regarding your ticket. After you have submitted your ticket, you may receive a call or email from the Tech Support Center asking you to try some troubleshooting steps, confirm some details in the ticket, or provide additional information.

If you wish to check on the status of your ticket or add information to your ticket, you may do so at any time by logging into KBOX and selecting your ticket, or by calling the Tech Support Center at 419-289-5405 during normal business hours. The Tech Support Center’s hours are 7:30 AM-7 PM M-TH, 7:30 AM-6 PM Fridays, and 8 AM-2 PM on Saturdays. If you have a critical issue that occurs outside of our normal business hours, please contact Safety Services at 419-207-5555. Safety Services will contact the technician on call and relay the critical issue to them.

All technical support needs for all AU systems from Faculty, Staff and Students need to go through the Tech Support Center. Going through the TSC for support needs is always the best first step. Contacting an I.T. staff member directly with issues only causes more delays and confusion.