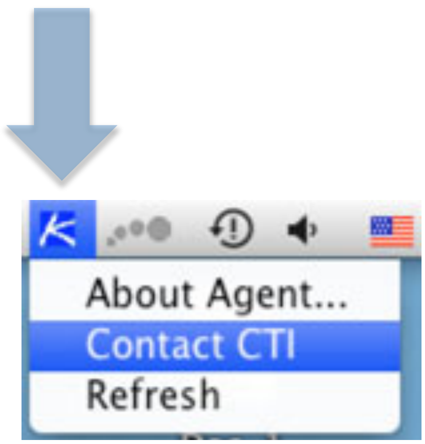
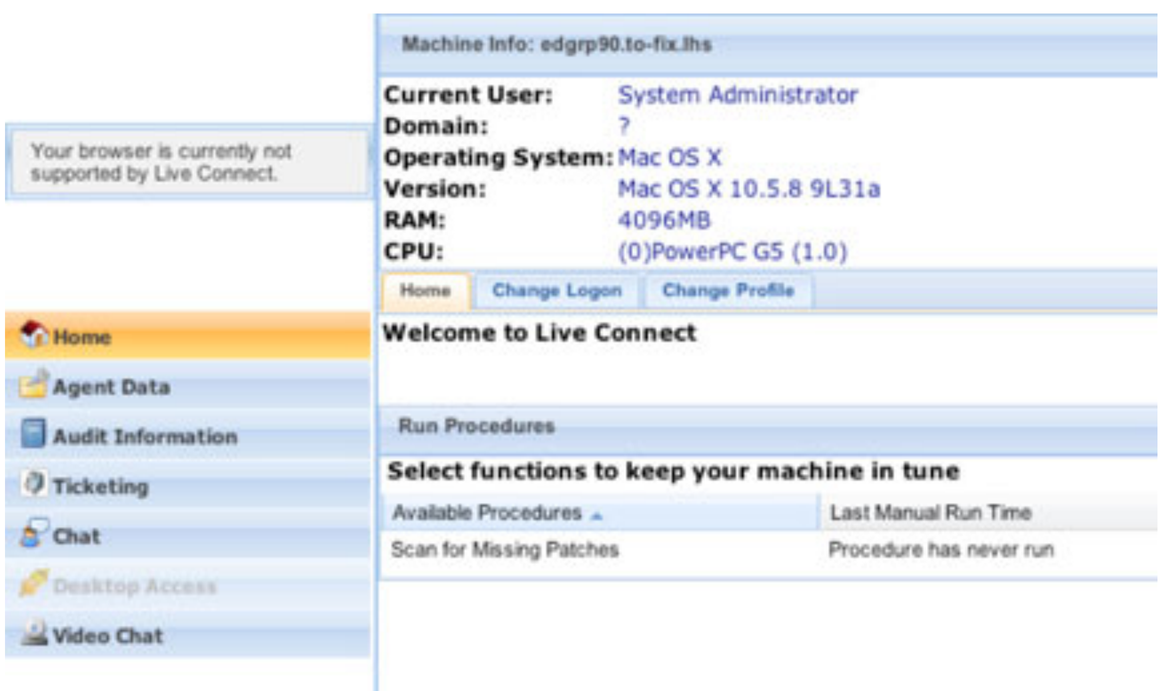
How to submit a help request using KASEYA

1. Click on the “K” icon found on right side of the menu bar on the MAC desktop, or in the taskbar on a Windows Desktop, then select “Contact CTI”.

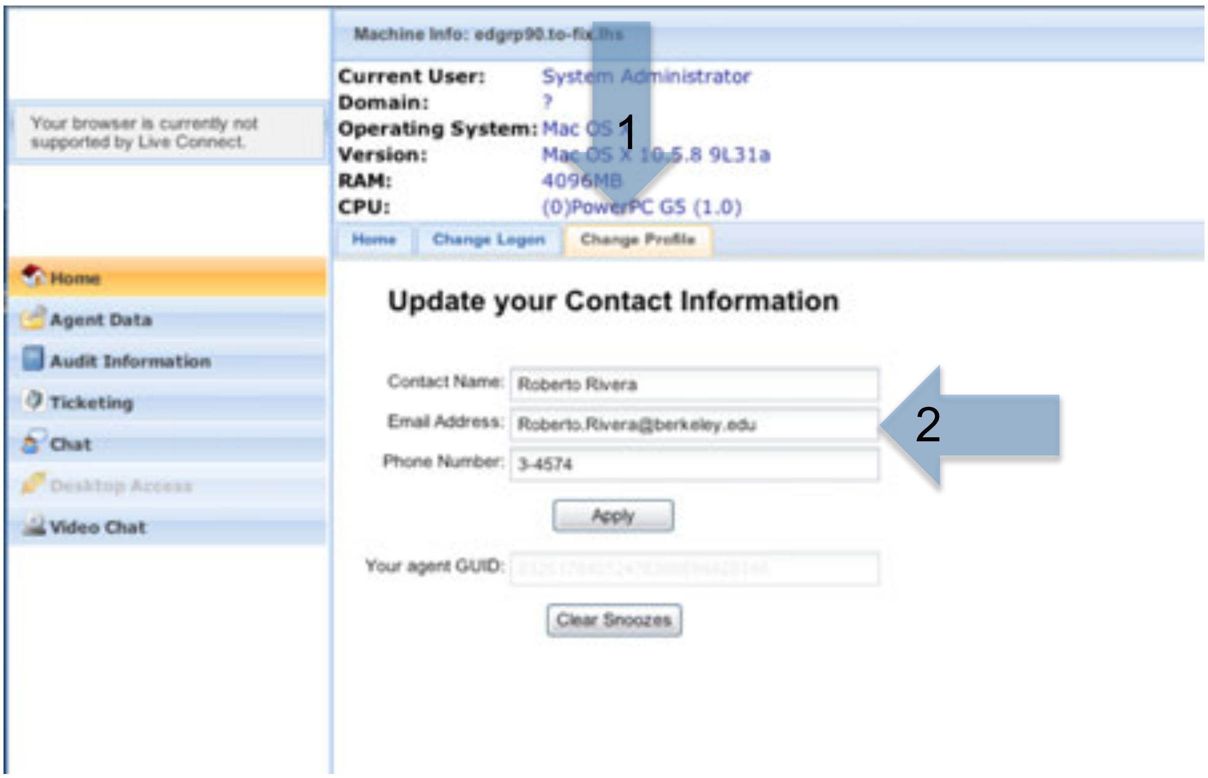


Kaseya will open your default Internet Browser (Internet Explorer, Firefox, etc.) to display the control panel shown below.



Please contact Roberto Rivera (Rm 106, x3-4574, Roberto.Rivera@berkeley.edu) if you have any questions.

2. Before you submit a help request for the first time, check to make sure your profile is correct. Click on “Change Profile” (Arrow #1) in the group of tabs in the middle of the panel. Make sure to verify your contact and information (Arrow #2) and click “Apply” if necessary.



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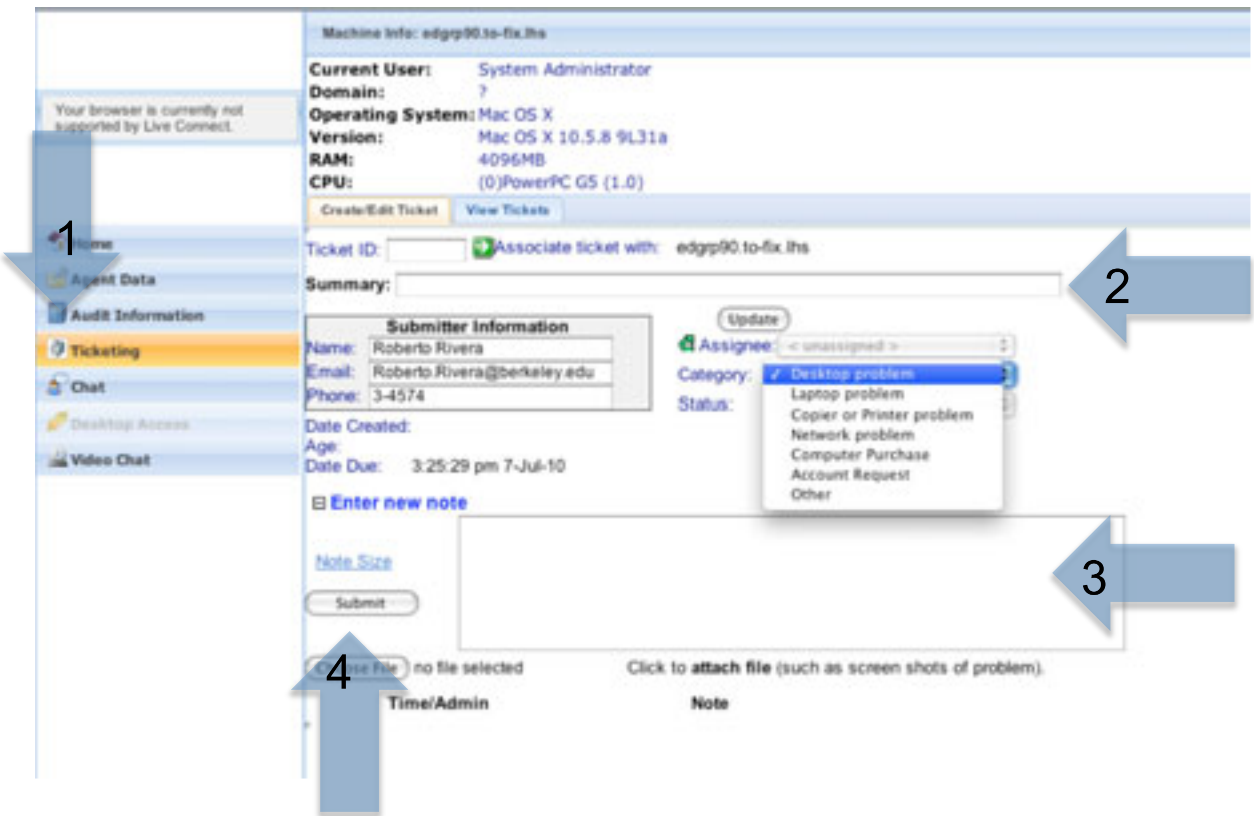
3. To begin a help request click on “Ticketing” in the left panel options (Arrow #1). Give a clear title to your request in the “Summary” text box (Arrow#2), enter a more detailed description if you wish in the “Notes” text box (Arrow #3) and finally click “Submit” (Arrow #4). At this time, you do not need to select a “Category” before you submit a help request.



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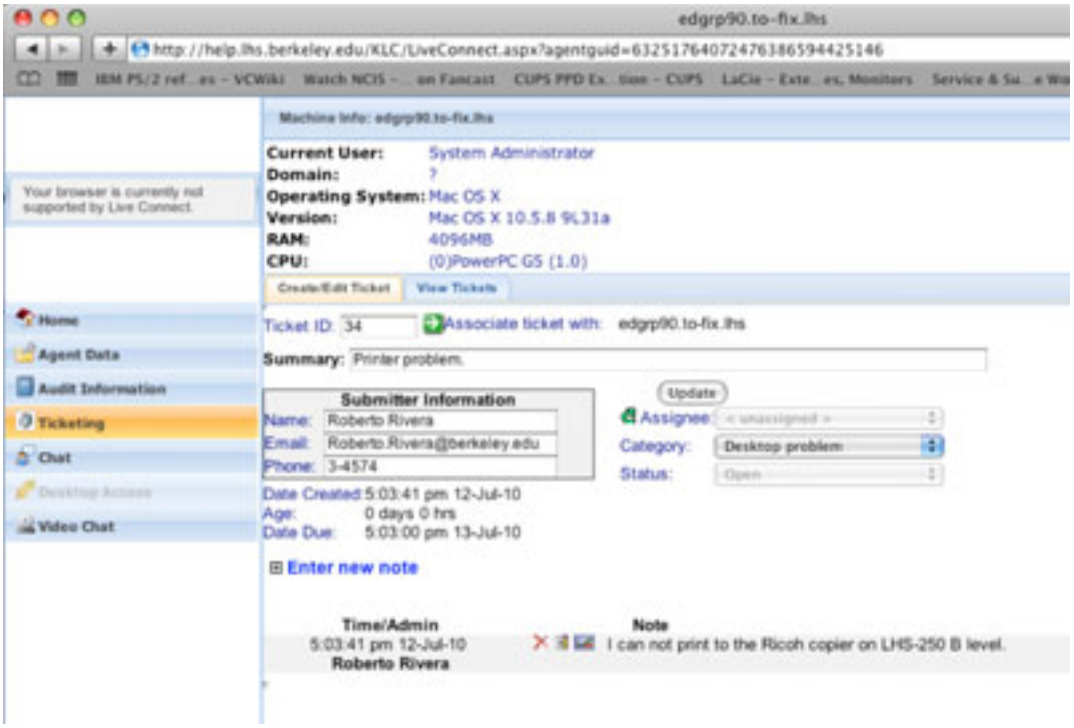
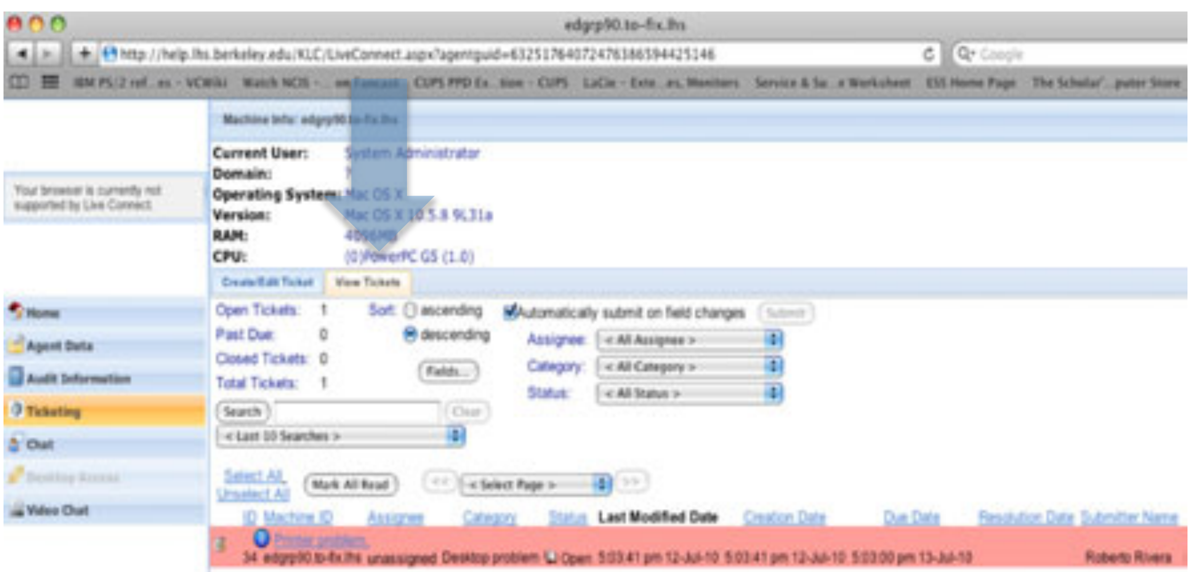
4. You will see this display after you submit your help request.



To review or add comments to your Help request click on the “View Tickets” tab



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