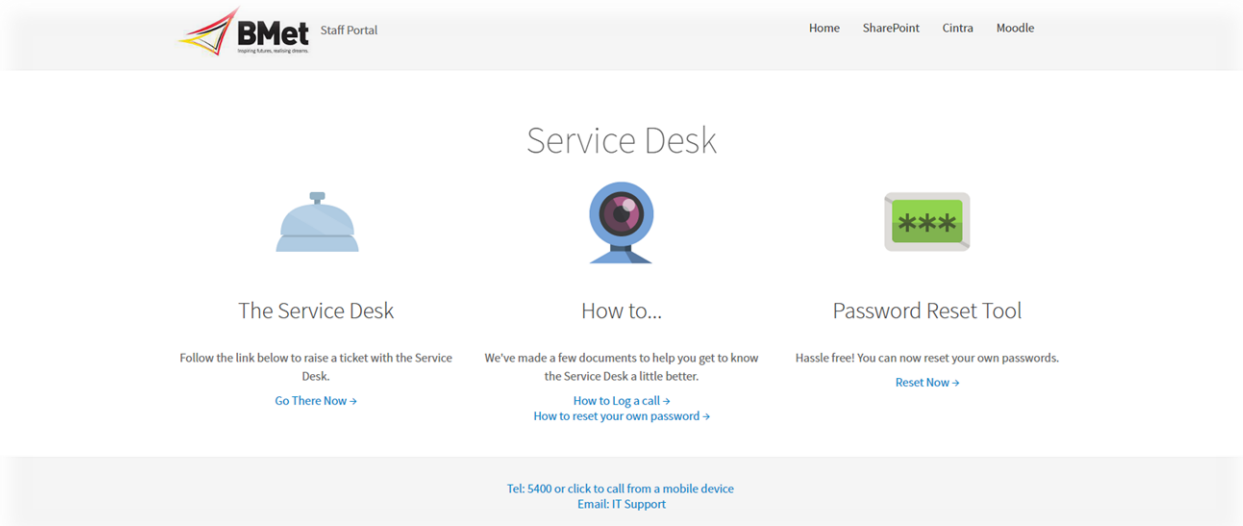


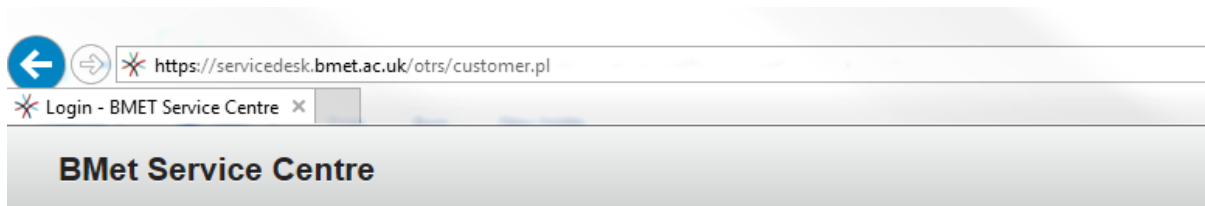
To Log a Service Desk Call

If you are outside college go to www.bmet.ac.uk and click on the Service Desk Portal link at the bottom of the page.

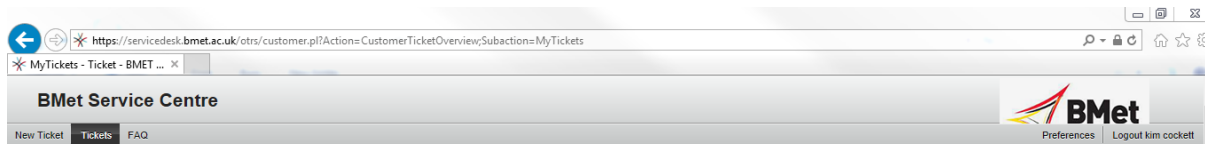
If you are in college go to <https://itportal.bmetc.ac.uk/staff/>



Click on **Go There Now** just under the **Service Desk Icon**.



Enter your current college user name (first.last) and password and this will take you to the **BMet Service Centre** page.



At the top left click on **New Ticket** and complete and submit the form, you will then receive a confirmation email. Your call will be allocated to the appropriate queue, and you will be contacted as soon as possible.

You must fill in all the boxes marked with an asterisk.

To view the progress of your existing tickets, hover over the **Tickets** button and select **My Tickets**.

BMet Service Centre			
New Ticket	Tickets	FAQ	
All (139)	Open (38)	Closed (101)	1 2
2016102710000098	AV Queue Test - Test 2	open	20 h 59 m
2016102710000089	A3 Prints Required—TEST - TEST ----- Please print in A3	new	21 h 3 m
2016102410000441	Summer Half Term - Summer Half Term 29/5/17 - 2/6/17 Your Ticket-TeamKim Cockett-BMet Service Desk34 Lichfield RoadSutton ColdfieldB74 2NW[1]http://www.bmet.ac.uk - [1]	open	3 d 19 h

Double click on any ticket in your queue to open it and view progress.

AV Queue Test

kim cockett – AV Queue Test 21 h 0 m

kim cockett – AV Queue Test 27 m

kim cockett – AV Queue Test 26 m

From kim cockett
Subject AV Queue Test

Test 2

OTRS Appliance - Powered by TurnKey Linux

Information

Ticket#: 2016102710000098
State: open
Priority: 3 normal
Queue: Audio Visual

Powered by OTRS 3.3.9

OTRS Appliance - Powered by TurnKey Linux

To add an update or comment, click on the **Reply** button at the bottom left of the last entry and add details in the **Text box** and then **Submit**, this will then appear as a new line in the call for the responsible technician to review.

