Click 'Admin Panel' > 'Announcements'

- You can send email notifications containing important information to all staff members.

- Announcements can be about items like changes to work flows, upcoming server maintenance, reminders to close tickets within the stipulated time, and so on.

- You can send announcements immediately or save drafts to circulate later.

Use the following links to jump to the task you need help with:

- Overview of the interface

- Create a new announcement

- Send an announcement

- Update an announcement

Overview of the interface

- Login to ITarian

- Click 'Applications' > 'Service Desk'

- Open the Admin panel (See the last link on the left)
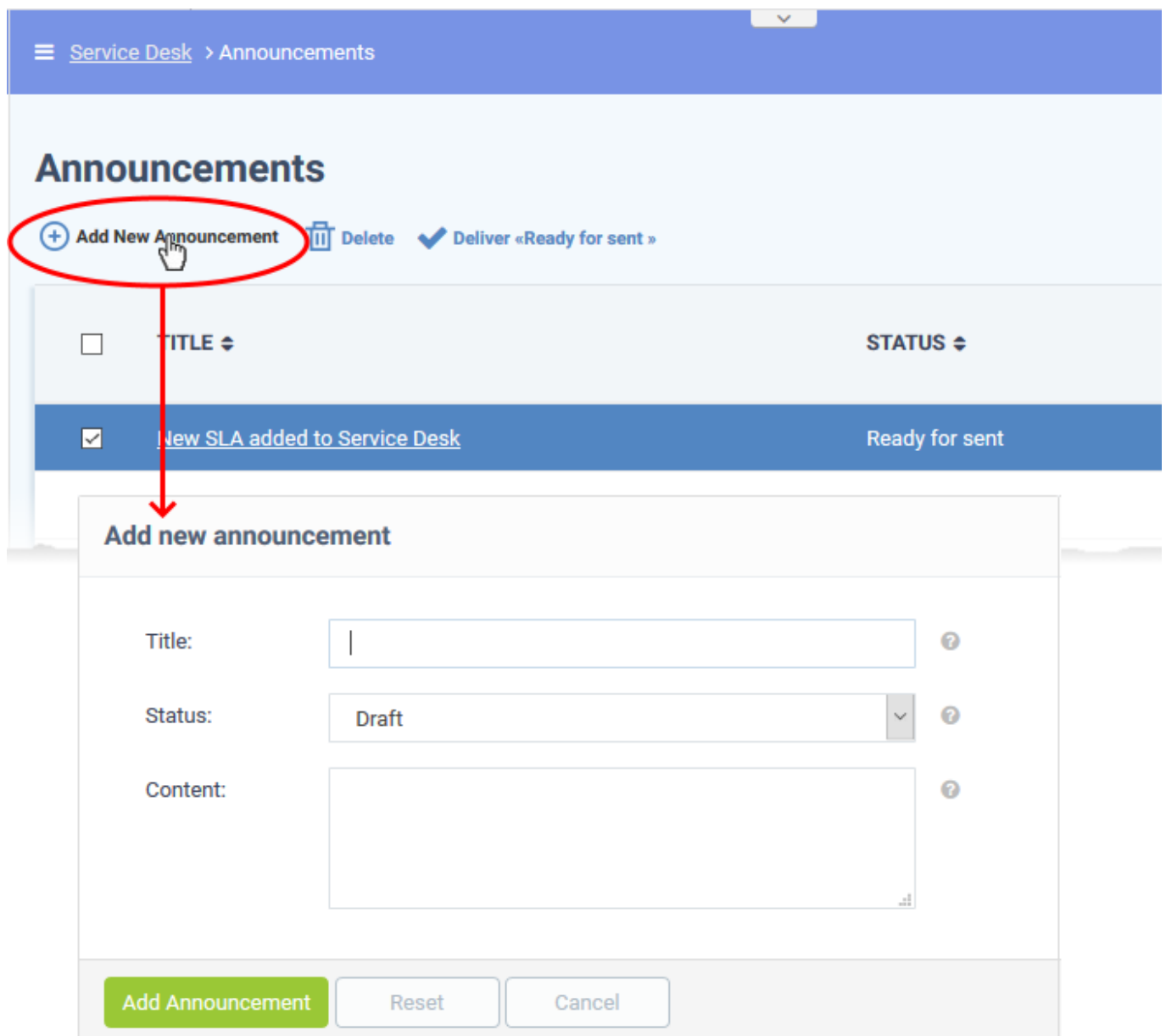
- Click 'Announcements':

- **Title:** The subject of the announcement.

- **Status:** Whether the announcement has been sent, is ready to send, is saved as a draft, or is in the

process of being sent.

- **Date Added:** The date when the announcement was added to Service Desk.

- **Last Updated:** Date and time the announcement most recently edited.

Create a new announcement

- Open the admin panel

- Click 'Announcements' on the left

- Click 'Add New Announcement':

Title: Type a subject for the announcement

Status: Choose whether the announcement is a draft or is ready to be sent:

- **Draft:** The announcement is not yet ready to be sent. It is not possible to send an announcement while

it has 'Draft' status.

- **Ready for sending:** The announcement final is ready for distribution to staff.

Content: Type the content of the announcement.

Click 'Add Announcement' to save.

Send an announcement

- Open the admin panel

- Click 'Announcements' on the left

- Select the announcements you want to send

- Click 'Deliver <Ready for sent>':

- Click 'Yes, Do it!' in the confirmation dialogue

Service Desk sends the announcement via email to all staff members.

Note - You can only send announcements that have the status 'Ready for sent'. Click 'Admin Panel' > 'Announcements' to change the status of an announcement.

Update an announcement

You can change the subject, content and status of a saved announcement at any time.

- Open the admin panel

- Click 'Announcements' on the left

- Click on the title of the announcement you want to edit

- Change the title, content and status as required.

- Click 'Update Announcement' to save your changes