

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':

Service Desk

Service Desk > Announcements

Announcements

+ Add New Announcement Delete Deliver «Ready for sent» Show 25 records

<input type="checkbox"/>	TITLE ↕	STATUS ↕	DATE ADDED ↕	LAST UPDATED ↕
<input checked="" type="checkbox"/>	New SLA added to Service Desk	Ready for sent	02/11/2020 3:59 pm	02/11/2020 4:11 pm
<input type="checkbox"/>	Important Announcement	Sent	02/11/2020 4:00 pm	02/11/2020 4:00 pm
<input type="checkbox"/>	New holiday list	Draft	02/11/2020 4:01 pm	02/11/2020 4:01 pm
<input type="checkbox"/>	Meeting on Friday	Ready for sent	02/11/2020 4:02 pm	02/11/2020 4:02 pm

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- **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':

The screenshot shows the 'Announcements' page in a Service Desk system. The breadcrumb navigation is 'Service Desk > Announcements'. The page title is 'Announcements'. Below the title, there are three buttons: '+ Add New Announcement' (circled in red), 'Delete', and 'Deliver «Ready for sent»'. Below the buttons is a table with columns for 'TITLE' and 'STATUS'. One row is visible with the title 'New SLA added to Service Desk' and status 'Ready for sent'. A modal form titled 'Add new announcement' is open, showing fields for 'Title', 'Status' (set to 'Draft'), and 'Content'. The modal has three buttons at the bottom: 'Add Announcement' (green), 'Reset', and 'Cancel'.

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

Announcements

[+ Add New Announcement](#) [Delete](#) [Deliver «Ready for sent»](#)

Show

<input type="checkbox"/>	TITLE ↕	STATUS ↕	DATE ADDED ↕	LAST UPD
<input type="checkbox"/>	New SLA added to Service Desk	Draft	02/11/2020 3:59 pm	02/12/2020
<input type="checkbox"/>	Important Announcement	Sent	02/11/2020 4:00 pm	02/11/2020
<input type="checkbox"/>	New holiday list	Draft	02/11/2020 4:01 pm	02/11/2020

Add new announcement

Title: ?

Status: ?

Content: ?

Update Announcement

Reset

Cancel

- Change the title, content and status as required.
- Click 'Update Announcement' to save your changes