

### Click 'Staff Panel' > 'Users' > 'User Directory'

- The user directory shows all end-users who submit tickets to your support desk.
- You can search for a specific user to view their details, register the user, view their tickets, and more.
- Use the 'Search' box to do a simple user look-up. You search by username, email address or phone number.

### Click 'Staff Panel' > 'Users' > 'Customers'

- The customers area shows all clients that you have added to ITarian / [Service Desk](#).
- Use the 'Search' box to do a customer look-up.

### Click 'Staff Panel' > 'Tickets' > 'Open'

- The tickets area show all submitted tickets along with their status, priority and assignee.
- Use the 'Search' box to do a simple ticket look-up. Click 'Advanced Search' to filter by ticket status, customer, department, issue category, and more.
- The search runs on all non-deleted tickets that exist in Service Desk, regardless of any filter you select in the left menu.

Use the following links if you need more information:

- [Search for users](#)
- [Search for customers](#)
- [Search for tickets](#)
  - [Ticket Filters \(left-menu\)](#)
  - [Customize columns](#)
- [Further reading](#)

### Search for users

- Login to ITarian
- Click 'Applications' > 'Service Desk'
- Open the staff panel (see the last link on the left)
- Click 'Users' > 'User Directory'

Service Desk

DASHBOARD

USERS

User Directory

Customers

TICKETS

KNOWLEDGEBASE

MY TIME SHEETS

CALENDARS

PROJECTS

ADMIN PANEL

Service Desk > Users > User Directory

User Directory

Add New User

Import

Export to CSV

Delete

Search...

Show 25 records

Customize Columns

<input type="checkbox"/>	NAME	EMAIL	STATUS	CREATED	UPDATED	CUSTOMER
<input type="checkbox"/>	<a href="#">Maruthicelerio</a> <div></div> (2)	maruthicelerio@gmail.com	Guest	01/23/2020 3:03 pm	01/23/2020 3:03 pm	
<input type="checkbox"/>	<a href="#">Aliceroadster</a> <div></div> (3)	aliceroadster@gmail.com	Active (Registered)	11/22/2019 1:04 pm	02/07/2020 9:54 am	Saddle and Pedals
<input type="checkbox"/>	<a href="#">Fiatliena</a> <div></div> (6)	fiatliena@gmail.com	Guest	09/11/2019 11:36 am	09/11/2019 11:36 am	
<input type="checkbox"/>	<a href="#">Patch Management Agent</a> <div></div> (0)	agent.patchmanagement@comodo.com	Guest	03/01/2019 9:32 am	03/01/2019 9:34 am	
<input type="checkbox"/>	<a href="#">Monitor Agent</a> <div></div> (0)	agent.monitor@comodo.com	Guest	03/01/2019 9:32 am	03/01/2019 9:34 am	
<input type="checkbox"/>	<a href="#">John</a> <div></div> (2)	john@kanchiidlysteamer.com	Guest	02/26/2019 1:11 pm	02/26/2019 1:11 pm	Kanchi Idly Steamer

- Click any column header to sort users in ascending / descending order.
- Use the 'Search...' box to look for users by username, email address or phone number.
- See [this wiki](#) if you need help to register and manage users.

## Search for customers

- Open the staff panel (see the last link on the left)
- Click 'Users' > 'Customers'

Service Desk

DASHBOARD

USERS

TICKETS

KNOWLEDGEBASE

MY TIME SHEETS

CALENDARS

PROJECTS

ADMIN PANEL

User Directory

Customers

Service Desk > Users > Customers

Customers

+ Add New Customer

Export to CSV

Delete

Search...

Show 25 records

<input type="checkbox"/>	CUSTOMER ID	NAME	USERS	CREATED	UPDATED
<input type="checkbox"/>	1	<a href="#">frontfork</a>	1	04/30/2018 1:55 pm	
<input checked="" type="checkbox"/>	2	<a href="#">Saddle and Pedals</a>	2	07/31/2018 10:41 am	
<input type="checkbox"/>	3	<a href="#">Fork Springs Regional Transports</a>	3	09/18/2018 4:47 pm	10/01/2018 12:29 pm
<input type="checkbox"/>	4	<a href="#">Kanchi Idly Steamer</a>	6	02/25/2019 5:11 pm	02/26/2019 10:17 am
<input type="checkbox"/>	5	<a href="#">The Orpanage</a>	2	02/17/2020 12:55 pm	02/17/2020 12:55 pm

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- Click any column header to sort customers in ascending / descending order
- Use the 'Search...' box to look for customers by customer name.
- See [this wiki](#) if you need help to manage customers.

## Search for tickets

- Open the staff panel (see the last link on the left)
- Click 'Tickets' > 'Open' (to see all open tickets)
- Use the 'Search' box to do a simple ticket look-up. Click 'Advanced Search' to filter by ticket status, customer, department, issue category, and more.
- The search runs on every non-deleted ticket, regardless of the category you select on the left

**Service Desk** Service Desk > Tickets > My Tickets

### My Tickets

Mark Overdue Close Delete Assign Export to CSV Schedule Process

Search... Advanced Search Customize Columns

Show 25 records

TICKET	LAST UPDATE DATE	SUBJECT	FROM	PRIORITY	DEVICE NAME	ASSIGNED TO	CUSTOMER
1 Ticket is selected. Select all (max 1000) Tickets							
<input type="checkbox"/> 1231	02/06/2020 11:16 am	Second Monitor [Suspicious ...	Maruthicerio	Normal	DESKTOP-I7807N1	frontfork	
<input type="checkbox"/> 1232	02/06/2020 10:39 am	What is the cost of an Eps ...	Aliceroadster	Normal		frontfork	
<input checked="" type="checkbox"/> 1101	02/06/2020 9:57 am	SNMP (SNMP) resulted by ...	Dyanorat481	Normal	TECHMONSTER	frontfork	
<input type="checkbox"/> 1110	02/27/2019 10:49 am	Need a mousepad	Avantistude	Normal		frontfork	Saddle and Peda

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## Ticket filters (left-menu)

- **New Ticket** - Create a ticket on behalf of a user. See ['How to create a new ticket on behalf of a user'](#) if you need help with this.
- **Open** - Tickets that are not yet resolved. Click the ticket number to answer, transfer, reassign or schedule the ticket.
- **My Tickets** - Tickets assigned to the person who is currently logged-in. Click the ticket number to answer, transfer, reassign, schedule, or register time-spent on a ticket.
- **Unassigned** - Tickets that have not yet been assigned. Admins can assign tickets to staff by clicking the ticket number then the 'Assign' link.
- **Answered** - Tickets for which there has been at least one reply. Click the ticket number to review, reassign, transfer and more.
- **Overdue** - Tickets that were not closed within the period specified in the SLA.
- **Closed** - Tickets that are finished/complete. Click the ticket number to review, reopen, reassign etc.
- **Scheduled** - Tickets that have a set time by which they should be started and/or finished. The

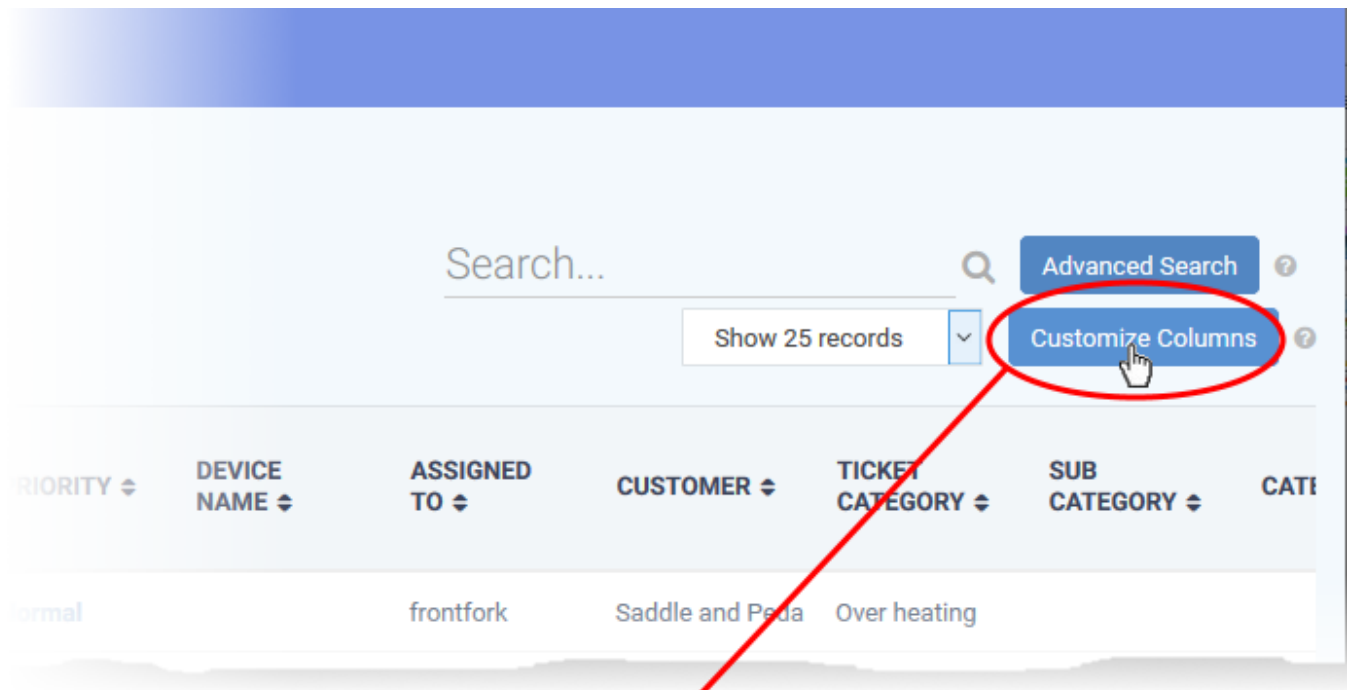
schedule is shown on the staff member's calendar. Click the ticket number to answer, re-assign, transfer, re-schedule, etc.

- **Paused** - Tickets that are not being worked on at the current time. The ticket can be resumed by the staff member assigned to the ticket, or by an admin. Click the ticket number then 'Resume' to do this.
- **Materials** – View material costs and other expenses added to tickets by staff. Material costs must be approved by an admin.

## Customize column headers

The columns you see depend on the filter you chose in the left-menu. You can modify columns by clicking the 'Customize Columns' button.

- Click 'Tickets'
- Click your desired ticket filter on the left:
  - Open
  - My Tickets
  - Unassigned
  - Answered
  - Overdue
  - Closed
  - Paused
- Click the 'Customize Columns' button:



### Customize Ticket Table Columns

☒ Ticket
 ☒ From
 ☒ Assigned To
 ☐ Due Date
 ☐ Source
 ☐ Answered
 ☒ Category

☒ Last Update Date
 ☒ Priority
 ☐ Closed By
 ☒ Customer
 ☐ Status
 ☐ Asset
 ☐ Scheduled Time

☒ Subject
 ☒ Device Name
 ☐ Department
 ☒ Ticket Category
 ☐ Overdue
 ☒ Sub Category
 ☐ First Reply

- Use the check-boxes to enable or disable columns as required
- Certain columns are mandatory for certain views
- Click 'Save' to add/remove selected columns

### Further reading:

[How to add, register and manage users in Service Desk](#)

[How to add and manage customer organizations](#)

[How to view, assign, schedule and manage tickets](#)

