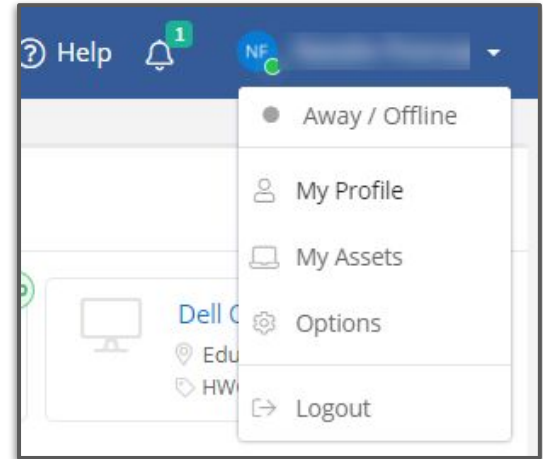


Set Profile

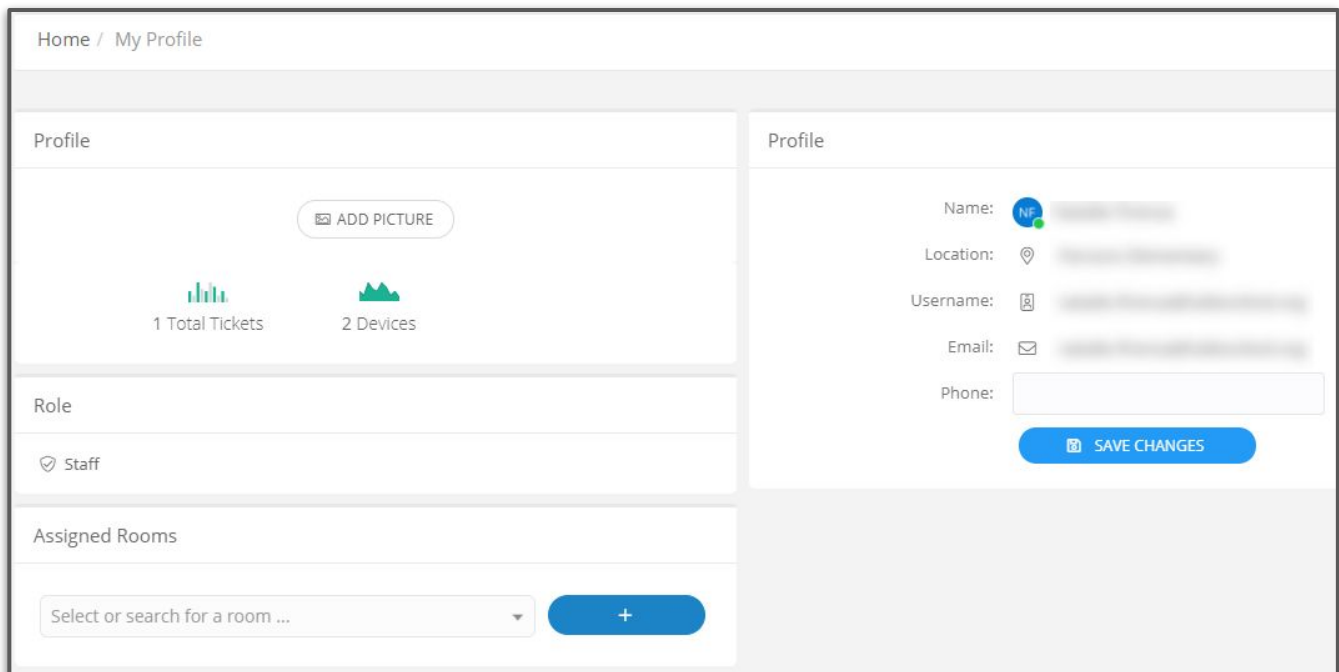
My Profile

Click the **name** located in the top right corner and select My Profile



Set Assigned Room

This will default all tickets to that room. If you do not do this the room will have to be entered for each ticket.



Click the **Save Changes** button.

Set Profile

My Assets

Allows the user to set devices commonly used or assigned assets for future help tickets.

Click the name located in the top right corner and select My Assets

Click the **Add Favorites** button



Search for the Asset by asset tag or serial number

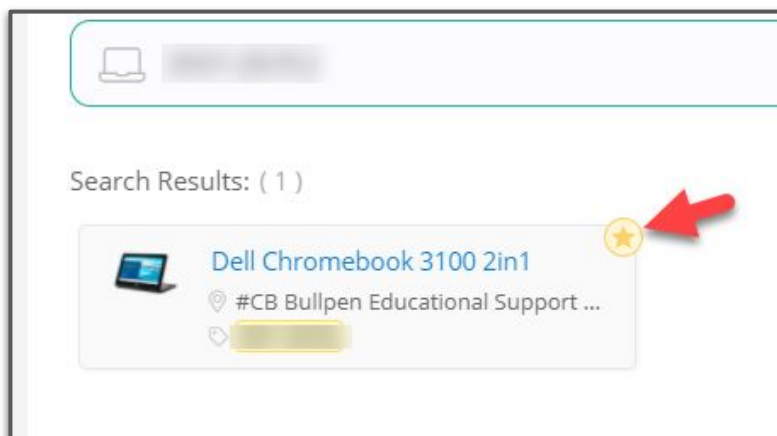
Add Favorite

Use the search box below to search for a specific **asset tag or serial #** when adding devices. Or search by **name** if looking for software or an online system. Click the "Add Favorite" icon for each asset or system you'd like to favorite:

Changes to 'User Favorites' may require up to 1 hour to take affect

Search: All Assets ▾

Once the Asset is found, **click the Star icon** to save the favorite.



Set Profile

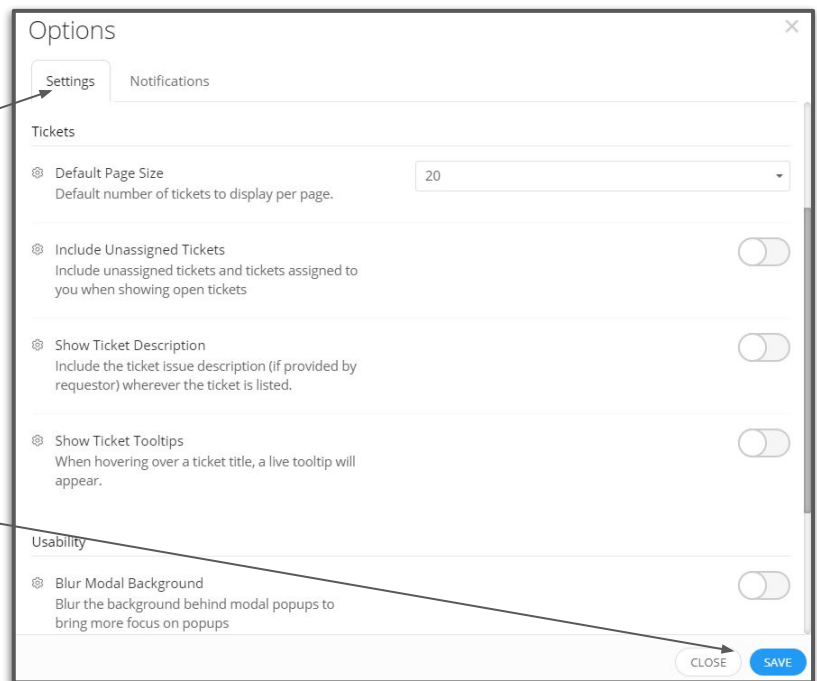
Options

Allows the user to set view options for tickets and assets as well as email notifications allowed.

Click the name located in the top right corner and select Options

On the settings tab, set default page size, toggle other ticket options on/off

Click the save button when setting are complete.



Click the Notifications tab

Toggle On/Off the notifications to receive such as ticket activity, ticket closed, or ticket updated.

Click the save button when notifications are set.

