Tickets by Sam-Antics
Quick Start Guide

Last updated: 2026-01-04

This guide gets a district team up and running quickly. It covers the three most common roles: **End Users** (Staff/Teachers), **IT Agents**, and **Organization Admins**.

Roles covered

- **End Users:** submit and follow up on tickets
- **IT Agents:** triage, assign, and resolve tickets
- **Organization Admins:** set up users, locations, routing, and SLAs

1) Sign in (all roles)

- Open your district link (for pilots, use the link you were given).
- Click **Sign In**.
- Sign in using **Google SSO** (if enabled) or **email + password** (local login).
- After login, the system sends you to the correct dashboard based on your role.

2) End Users - Submit a ticket (about 2 minutes)

- From the navigation, open **Tickets** and select **Submit Ticket**.
- Fill in the basics: a clear title, category, and priority (based on classroom impact).
- Add location context: **Site** (school) and **Room**.
- Describe what is happening, when it started, and what you tried.
- Add attachments if helpful (photos or screenshots), then click **Submit**.

> **After submitting**
> Use **My Tickets** to track status and add comments. Reply in the ticket thread when an agent asks questions.

3) IT Agents - Work a ticket (5-10 minutes)

- Go to the **Agent Dashboard**.
- Look for **new** or **unassigned** tickets and use filters (status, priority, site) if available.
- Open the ticket and **assign** it to yourself (or another agent).
- Update **Status** as work progresses: Open - In Progress - Resolved - Closed.
- Add internal notes and user-facing comments as needed and confirm location details before dispatch.
- When resolved, write a clear resolution note, set the ticket to **Resolved**, then close after verification (or when policy allows).

4) Org Admins - Minimum setup checklist (15-30 minutes)

If tickets are not flowing to agents, this is usually why:

- **Users:** confirm at least one IT Agent account exists.
- **Locations:** add **Sites** and **Rooms** (or use **Bulk Upload**).
- **Routing Rules:** create at least one rule to route tickets by category and/or location to an agent or queue.
- **SLA Policies:** define target resolution times by priority (Low/Medium/High/Critical).
- **Validate:** submit a test ticket as an End User and confirm it appears on the Agent Dashboard.

5) Troubleshooting (common pilot issues)

"I submitted a ticket, but the agent can't see it."

- Check whether routing rules exist and are active.
- Confirm the agent belongs to the same organization.
- Verify the ticket is not hidden by filters (for example, Closed).

"Attachments won't open."

- Confirm you are logged in and have access to that ticket or project.
- Try **View** (inline) vs **Download**.

Need help on any page? Click the **? Help** button for built-in guidance.

6) Contact

For pilot support or questions, use the Contact page or email **tickets.info@sam-antics.org**.