Tickets by Sam-Antics

Quick Start Guide

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

Roles covered

- End Users: submit and follow up on tickets
- 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.
- Choose a Service Area: Technology for IT issues, Facilities for building/maintenance.
- 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.

Service Areas

Tickets are organized into two service areas:

- Technology handles IT issues such as devices, software, and network access.
- Facilities handles building and maintenance issues such as HVAC, plumbing, electrical, or safety concerns.

Agents only see tickets in their assigned service areas. When submitting a ticket, choose the service area that matches your issue so it reaches the right team.

3) 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 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).
- Confirm the agent is assigned to the correct service area.

"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.