

Responding to your tickets (Email)

Use these instructions to respond to your service desk tickets. To respond to tickets you can either use the browser page or your email.

Instructions for Email

1. Reply to the email sent to you from 'Brigidine I.T Service Desk'.



Brigidine IT Service Desk <jira@brigidine.qld.edu.au>

to me ▾

Reply above this line.

Natasha commented:

Hi Roberta,

Is there any error messages that pop up?
Could you send a screen shot of what happens?

Regards,
Natasha

IT Service Desk changed the status to Waiting for customer.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Roberta



Roberta

to support ▾

Hi Natasha,

Never mind, I solved the issue.

Thanks,
Roberta



NOTE All future responses can be seen within the email thread.

 **Brigidine IT Service Desk**
Reply above this line. Hi Thanks for cont...

 **Brigidine IT Service Desk**
Natasha commented: Hi Roberta, Is there any error messages that pop up?...

 **Roberta**
Hi Natasha, Never mind, I solved the issue. Thanks, Roberta

 **IT Service Desk** <jira@brigidine.qld.edu.au>
to me 

Reply above this line.

IT Service Desk changed the status to Waiting for support.



[View request](#) · [Turn off this request's notifications](#)

This is shared with Roberta Jira.

Help Center, powered by [Jira Service Desk](#), sent you this message.

 An automated message will be sent to you if you don't respond within 5 days. Please respond so the IT team can resolve your issue or close the ticket.

Related articles

- [Responding to your tickets \(Email\)](#)
- [Out of Office Auto-Reply](#)
- [Sharing OneDrive file/folder for email](#)
- [SharePoint Alerts](#)
- [Set up Autofill on Web Forms in Jira](#)