

# 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](#)