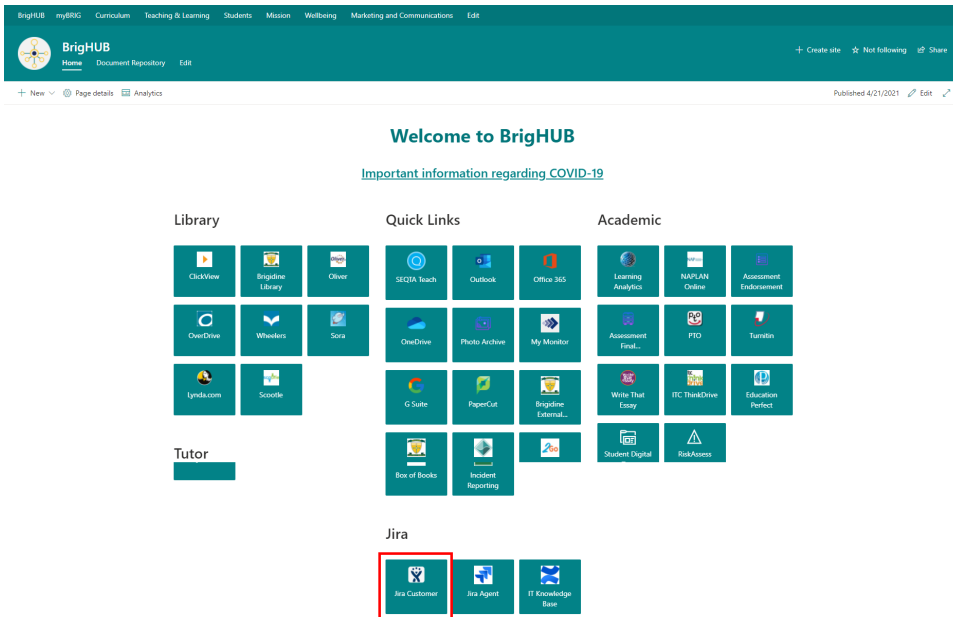


Viewing your tickets

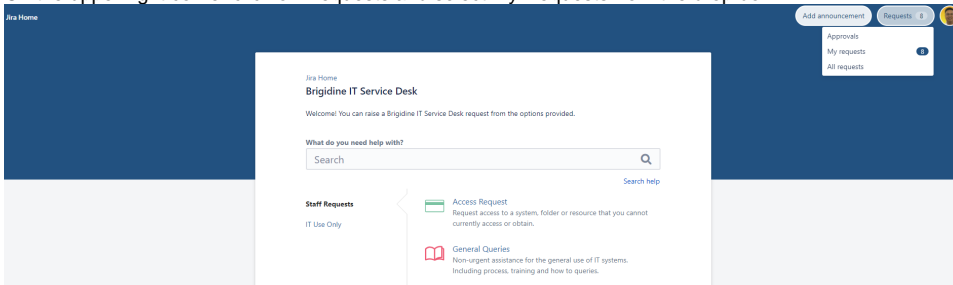
Use these instructions to view your tickets submitted to the service desk.

Instructions

1. Click the [JIRA](#) Customer link on [BrigHub](#).



2. On the upper right corner click on Requests and select My Requests from the drop down.



3. The following screen will appear, *click* on the highlighted reference to view the ticket.

Jira Home

Requests

Open requests ▼ Created by me ▼ Any request type ▼ Search for requests 🔍

Type	Reference	Summary	Service desk	Status	Requester
	BLC-5529	LCD Screen Broken	Laptop Care	OUT FOR EXTERNAL REPAIR	Ron Mayo
	BLC-5525	Faulty Charger	Laptop Care	AUTOBOOK PENDING	Ron Mayo
	BISD-22514	Create Confluence on How to Use Livestream Equipment	Brigidine IT Service Desk	WAITING FOR SUPPORT	Ron Mayo
	BLC-5480	Boot Device Not Found	Laptop Care	OUT FOR EXTERNAL REPAIR (HP)	Ron Mayo
	BISD-22182	Photocopier Screen Fails to Wakeup	Brigidine IT Service Desk	WAITING FOR SUPPORT	Ron Mayo
	BISD-21088	x30t charger list	Brigidine IT Service Desk	TRIAGED	Ron Mayo
	BISD-19130	Toner Cartridge Deliveries	Brigidine IT Service Desk	WAITING FOR SUPPORT	Ron Mayo
	BISD-19116	Update Special Instructions on Toner Labels	Brigidine IT Service Desk	WAITING FOR SUPPORT	Ron Mayo

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You can view your resolved tickets by changing the drop down menu to 'closed requests'.

Jira Home

Requests

Closed requests ▼ Created by me ▼ Any request type ▼ Search for requests 🔍

Type	Reference	Summary	Service desk	Status	Requester
	BLC-5522	Faulty Charger	Laptop Care	CLOSED	Ron Mayo
	BLC-5473	Boot Device Not Found	Laptop Care	CLOSED	Ron Mayo
	BISD-22473	Brigidine Online Accounts Help Request	Brigidine IT Service Desk	RESOLVED	Ron Mayo
	BISD-22442	AV and Battery Audit	Brigidine IT Service Desk	RESOLVED	Ron Mayo
	BISD-22195	Message Notification from UM, Damien	Brigidine IT Service Desk	RESOLVED	Ron Mayo
	BISD-21369	Test NAPLAN Browser	Brigidine IT Service Desk	RESOLVED	Ron Mayo
	BISD-21991	Card Reader not Connected to Printer and Missing Reader Cover	Brigidine IT Service Desk	RESOLVED	Ron Mayo
	TASD-2199	Brigidine IT Services paper taken 27/05/2021 (0 A3 reams and 10 A4 reams taken)	Tullow Aide Service Desk	RESOLVED	Ron Mayo
	BLC-5378	Replace LCD taken to Repair Another	Laptop Care	CLOSED	Ron Mayo
	TASD-2152	Brigidine IT Services paper taken 12/05/2021 (0 A3 reams and 20 A4 reams taken)	Tullow Aide Service Desk	RESOLVED	Ron Mayo
	TASD-2128	Brigidine IT Services paper taken 05/05/2021 (0 A3 reams and 20 A4 reams taken)	Tullow Aide Service Desk	RESOLVED	Ron Mayo

Related articles

- [Responding to your tickets \(Email\)](#)
- [Set up Autofill on Web Forms in Jira](#)
- [Viewing your tickets](#)
- [Responding to your tickets \(Browser\)](#)
- [Getting to know the ticket system](#)