

Responding to your tickets (Browser)

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 browser page

1. Open your ticket via:

a) Open the email by 'Brigidine IT Service Desk' after you submitted a ticket. Click on 'View request'.

BISD-8616 HELP CAN'T OPEN PDF Inbox x

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

Reply above this line.

Hi Roberta Jira

Thanks for contacting Brigidine IT Service Desk.

Just confirming that we have received your request titled **HELP CAN'T OPEN PDF**

Here's a copy of the details we've received. If you have any more information to add you can reply to this email.

[\[BISD-8616\] HELP CAN'T OPEN PDF](#)

Hi I.T,

I can't seem to open this pdf.
Help would be much appreciated.

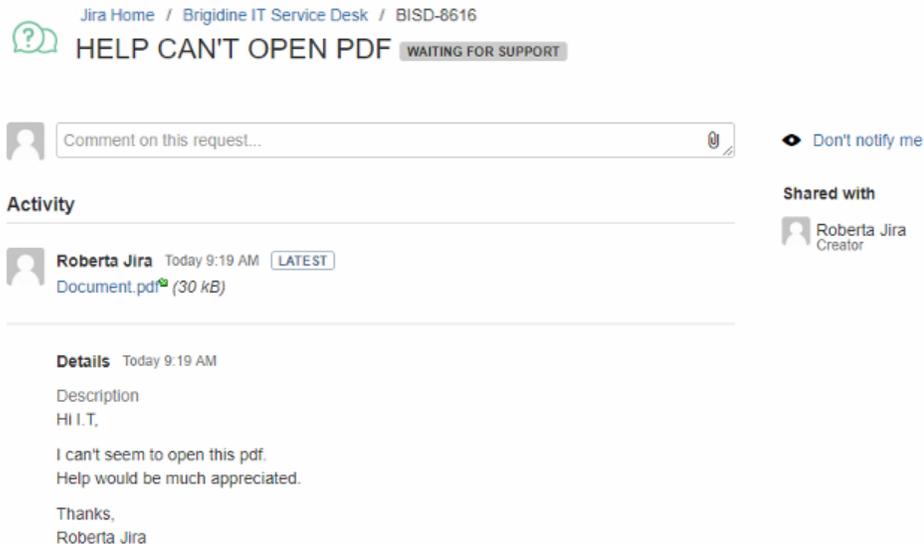
Thanks,
Roberta Jira

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

This is shared with **email**

Help Center, powered by Jira Service Desk, sent you this message.

The ticket will then open in a browser page similar to the picture seen below.



Jira Home / Brigidine IT Service Desk / BISD-8616

 **HELP CAN'T OPEN PDF** WAITING FOR SUPPORT

 Comment on this request... 

Don't notify me

Shared with

 Roberta Jira
Creator

Activity

 **Roberta Jira** Today 9:19 AM LATEST
Document.pdf (30 kB)

Details Today 9:19 AM

Description
Hi I.T,
I can't seem to open this pdf.
Help would be much appreciated.
Thanks,
Roberta Jira

b) [Viewing your ticket from BrigNet link](#)

2. Click on 'Comment on this request'



Jira Home / Brigidine IT Service Desk / BISD-8616

HELP CAN'T OPEN PDF WAITING FOR SUPPORT



Comment on this request...



Don't notify me

Activity



Roberta Jira Today 9:19 AM LATEST

[Document.pdf](#) (30 KB)



Roberta Jira
Creator

Details Today 9:19 AM

Description

Hi I.T,

I can't seem to open this pdf.
Help would be much appreciated.

Thanks,
Roberta Jira

3. Type your response then click add.

Jira Home / Brigidine IT Service Desk / BISD-8616

 **HELP CAN'T OPEN PDF** WAITING FOR SUPPORT

 Hi Natasha,

Never mind, I solved the issue.

Thanks,
Roberta Jira

Add Cancel  Drag and drop files, paste screenshots, or [browse](#)

Don't notify me

Shared with

 Roberta Jira
Creator

Activity

Your request status changed to **Waiting for support**. Today 9:40 AM LATEST

Your request status changed to **Waiting for customer**. Today 9:32 AM

 **Natasha Kelly** Today 9:32 AM

Hi Roberta,

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

Regards,
Natasha

Your message will now be the latest comment in the activity screen as shown below.

Jira Home / Brigidine IT Service Desk / BISD-8616

 **HELP CAN'T OPEN PDF** WAITING FOR SUPPORT

 Comment on this request...

Don't notify me

Shared with

 Roberta Jira
Creator

Activity

 **Roberta Jira** Today 9:44 AM LATEST

Hi Natasha,

Never mind, I solved the issue.

Thanks,
Roberta Jira

Your request status changed to **Waiting for support**. Today 9:40 AM

Your request status changed to **Waiting for customer**. Today 9:32 AM

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