

# Target Helpdesk Training

HelpDesk and KnowledgeBase Solutions Designed for Professionals

**Web Ticket Management**



# Web Ticket Management

Using the same credentials used to log into the desktop you can access the Web Portal.

The main screen will look very similar to the desktop version to reduce the amount of additional training required to get on to the web portal.

# Web Ticket Management

Key differences are when logging a ticket that you will have to choose using the radio buttons whether you are making a “Note” update or a “Follow-up” update

Other functionality that is carried over from the desktop is the ability to select canned email templates to send with the full HTML editor.