

Fairfield School of Business



Student Handbook for GLPI ticketing system

How to Login on GLPI ticketing system

Open the link <http://glpi.fairfield.ac/index.php>

Use the same login details that you use to login into your computer

Login **Username**

Password **Password**

Remember me

Post

[Forgotten password?](#)

Type your login details (your login and your password). Your credentials will be the same as your pc and portal login (Note you can only login to GLPI **locally**, meaning you can only access GLPI when on site [At Fairfield]).

Forms

General

+ ID Card Request Form (Staff) **ID CARD REQUEST FORM FOR STAFF MEMBERS**

+ ID Card Request Form (Students) **ID CARD REQUEST FORM FOR STUDENTS**

Create a ticket +

Tickets

Number

New	0
Processing (assigned)	0
Processing (planned)	0
Pending	0
Solved	0
Closed	0
Deleted	0


CLICK HERE TO CREATE A TICKET FOR A REQUEST OR INCIDENT


Public reminders


Public RSS feeds

Once you have logged in, your screen should display the screenshot above. For ID request please select “ID Card Request Form” (Note one is for staff and one is for students, please select the appropriate one) or for any other IT related issues please select “Create a ticket”.


Describe the incident or request


Type  CHOOSE - INCIDENT OR REQUEST


Category  CHOOSE CATEGORY - HARDWARE,SOFTWARE,PRINTER

Urgency  CHOOSE URGENCY - VERY HIGH,HIGH,MEDIUM,LOW....

Inform me about the actions taken
Email followup
Email:

Hardware type  LEAVE THIS FIELD BY DEFAULT "GENERAL"

Location  CHOOSE YOUR LOCATION - FLOOR AND FROOM

Watchers
  CHOOSE A TECHNICIAN OR A PERSON TO BE INFORMED ABOUT YOUR REQUEST OR INCIDENT - OPTIONAL
Email followup
Email:
+

Title

Description*

SUBMIT A FILE - OPTIONAL **Drag and drop your file here, or**

This is the “create a ticket page”. Please select and fill in the form appropriately. The screenshot above should explain how to select and fill in the form if you have any issues. Once you are done, select “Submit message”.

ID Card Request Form (Students)



Fairfield School of Business

ID Request Form (Students)

ID number *

Type your ID number here e.g. F1234567

F1234567

TYPE YOUR ID NUMBER

First name *

Type your first name here

FIRST NAME

TYPE YOUR FIRST NAME

Last name *

Type your last name here

LAST NAME

TYPE YOUR LAST NAME

Submit your document here *

Either proof of purchase (For users that have lost or miss placed their ID card you need to submit your receipt to prove you have purchased a new ID card) or Proof that your ID card has expired. A picture of your old ID card is acceptable (note that you have to give us your old ID card before we can give you a new one otherwise you will have to buy a new one)

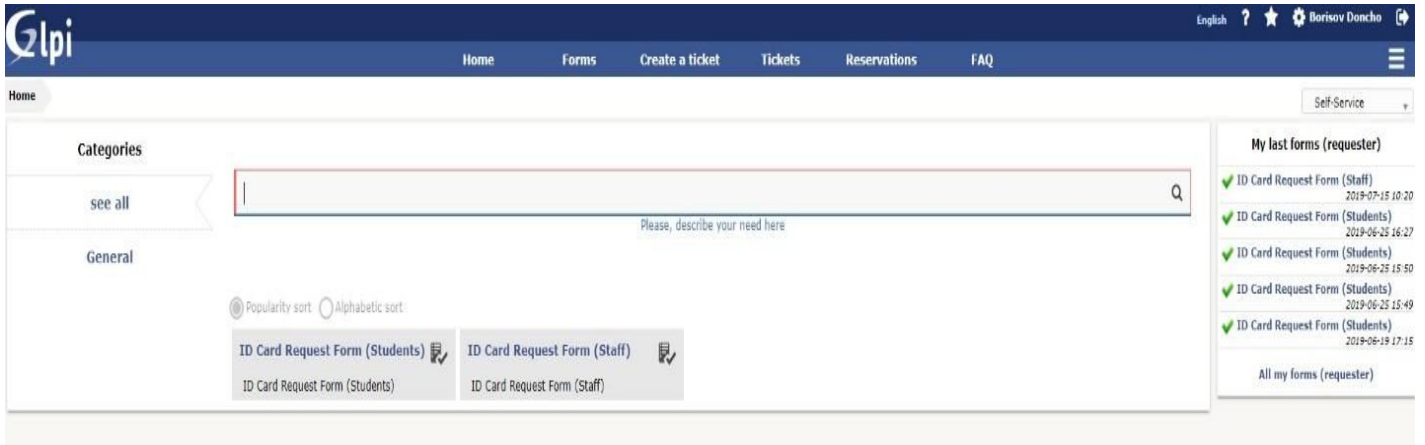
File(s) (2 Mio max) 

Drag and drop your file here, or

No file chosen

UPLOAD YOUR FILE

This is the ID request form. Please fill in the form appropriately and upload your evidence. Once you have done that select send



You can monitor all forms and tickets that you have requested by clicking the form tab as the screenshot shows above.

Once we have resolved your query, we will respond to you with an email

Any issues with GLPI please email IT@fairfield.ac