

ATTACHING FILES TO BOSS

In order to attach a file you must submit a ticket or have an existing ticket with an opened Problem Id.

Existing Help Desk Tickets:

If you have an existing help desk ticket and need to attach a file, please follow the steps below:

Step 1: Click on [View Problem List](#) or [View Project List](#) to list all your submitted help desk tickets. (see diagram 1)

B.O.S.S.

User Name: zparra Normal User logged in
Most Recent: ATTACH1 - TEST

HELPDESK

[Submit New Problem](#)
[View Problem List](#)

[Submit New Project](#)
[View Project List](#)

Click to view list of problem(s)

The following are examples of a project:
Application Development
Web Development
New databases, new forms
Major changes to a section
New marketing materials (Posters, brochures, etc.)

The following are examples of a problem:
Basic Desktop Support:
○ Can't print, Not receiving email, Can't Log in
○ Purchasing Needs
○ Minor Web Changes

KNOWLEDGE BASE

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OTHER

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Diagram 1

Step 2: Click on the [Title](#) of the help desk ticket you wish to attach file. (see diagram 2)

B.O.S.S.

PROBLEM LISTING FOR ZPARRA				
ID	TITLE	ASSIGNED TO	DATE SUBMITTED	STATUS
11181	ATTACH1 - TEST	Rics Support	11/6/2006 3:15:00 PM	OPEN
10031	test	Rics Support	7/20/2006 4:29:00 PM	CLOSED
9050	TEST2	Rics Support	3/21/2006 10:59:00 AM	CLOSED
9008	TEST	Rics Support	3/10/2006 2:10:00 PM	CLOSED

Diagram 2

Menu | Log Off

Step 3: Click on [Attach a file](#). (see diagram 3)

DETAILS FOR PROBLEM 11181

Problem ID: 11181
User Name: zparra
E-Mail: zfparra@uh.edu
Phone: 713-743-4871
Location: Suite 102
Start Date: 11/6/2006 3:15:00 PM
Department: RICS
Category: Hardware
Assigned To: [Rics Support](#)
Status: OPEN
Attachment: [Attach a file](#) ← Click to attach file

PROBLEM INFORMATION:

Title:

Description:

Diagram 3

Step 4: Click on the Browse button (see diagram 4).

B.O.S.S.

Submit Problem

1. Click **Browse** to select the file, or type the path to the file in the box below. File should not be more than 5 MB

Browse...

2. Attach the file to the Case by clicking **Attach**. File Transfer times vary depending upon file size.

Attach

3. View the list of files attached to this case. (To remove an attached file select and highlight the filename and click **Remove**).

View

Remove

Go Back

Close

Click to browse for file

Diagram 4

[Menu](#) | [Log Off](#)

Step 5: Locate and select the file(s) you wish to attach by clicking on the drop down box (see diagram 5). Once you have selected the file, click on the Open button. (see diagram 5)

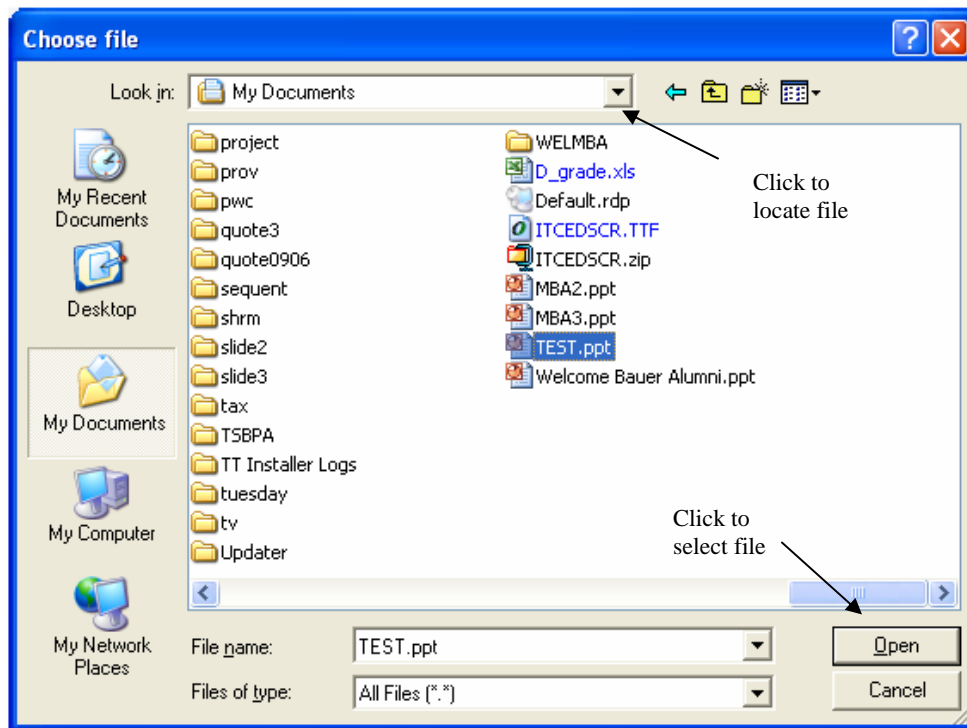


Diagram 5

Step 6: Lastly, click on the Attach button – as shown below in diagram 6:

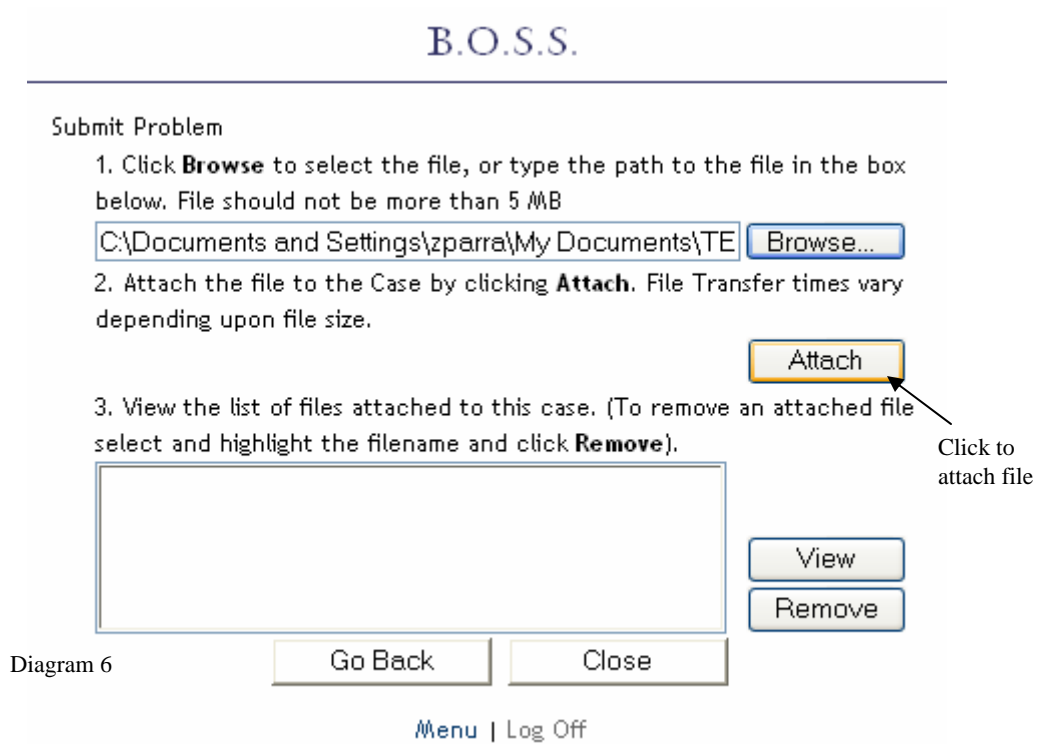


Diagram 6

Step 7: Click on the Go Back button when you have attached the file - it will take you back to your problem. The Close button will exit you from BOSS

Note: you may view or remove an attached file by selecting the filename and click either Remove or View. (see diagram 7)

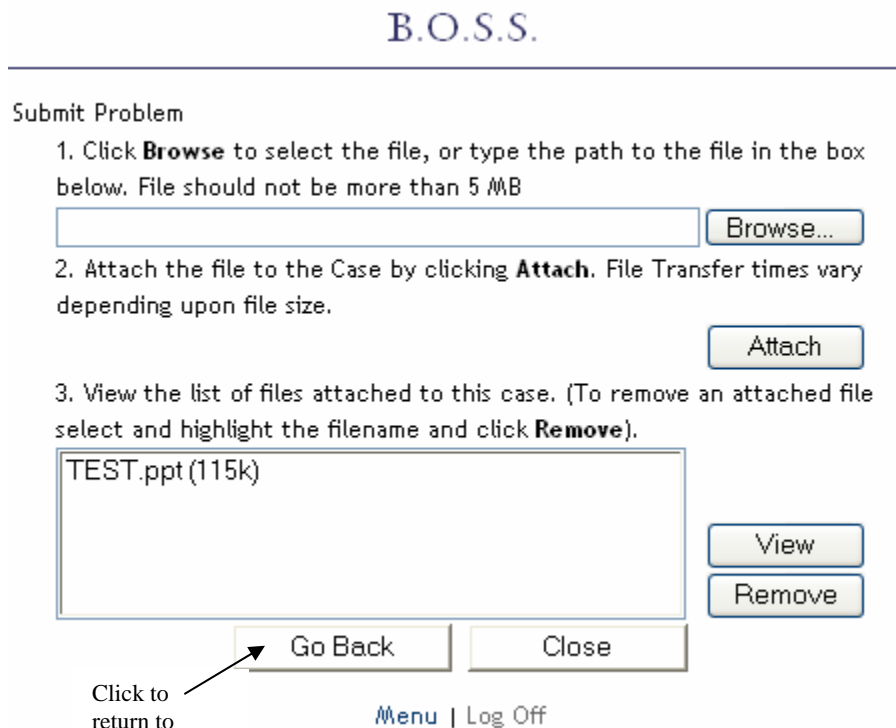


Diagram 7