

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.

New Submitted Help Desk Ticket:

If you want to submit a new ticket (problem/project) and attach a file, please follow the steps below:

Step 1: Log onto BOSS (Enter your problem description and all required fields and click “Submit Problem” – this will assign your problem with an ID.)

Step 2: Click on the “[No attached files](#)” (see diagram 1).

B.O.S.S.

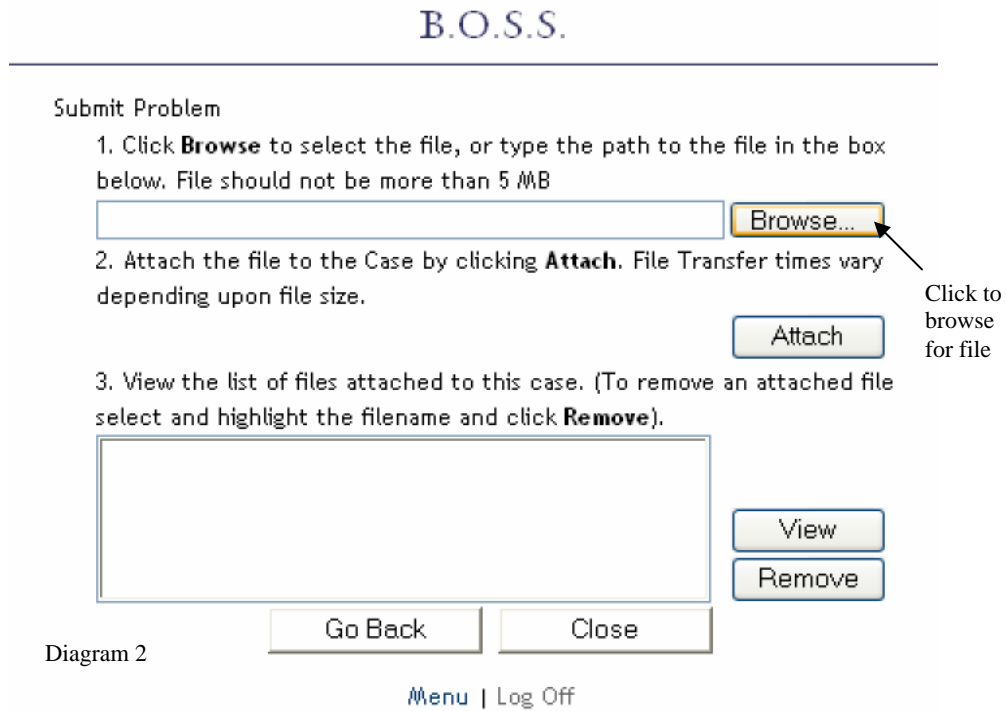
PROBLEM 11181 SUBMITTED

| | |
|---------------------|--|
| Problem ID: | 11181 |
| User Name: | zparra |
| E-Mail: | zparra@uh.edu |
| Phone: | 713-743-4871 |
| Location: | Suite 102 |
| Start Date: | 11-06-2006 15:15 |
| Department: | RICS |
| Category: | Hardware |
| Assigned To: | Rics Support |
| Attachment: | No attached files ← Click to attach file |
| Title: | ATTACH1 - TEST |

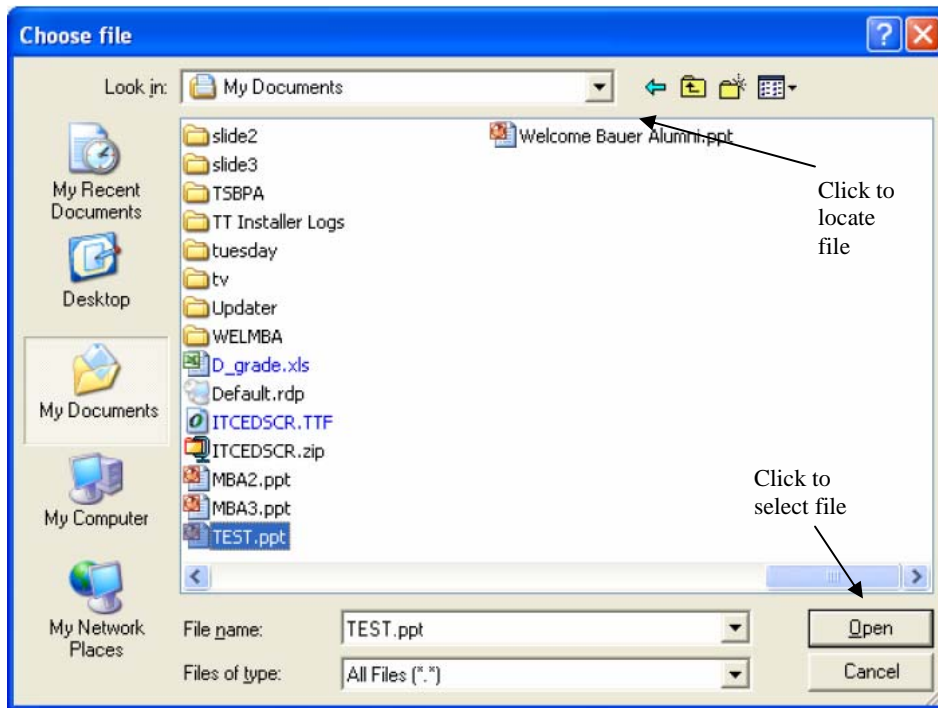
DESCRIPTION:

ATTACH1

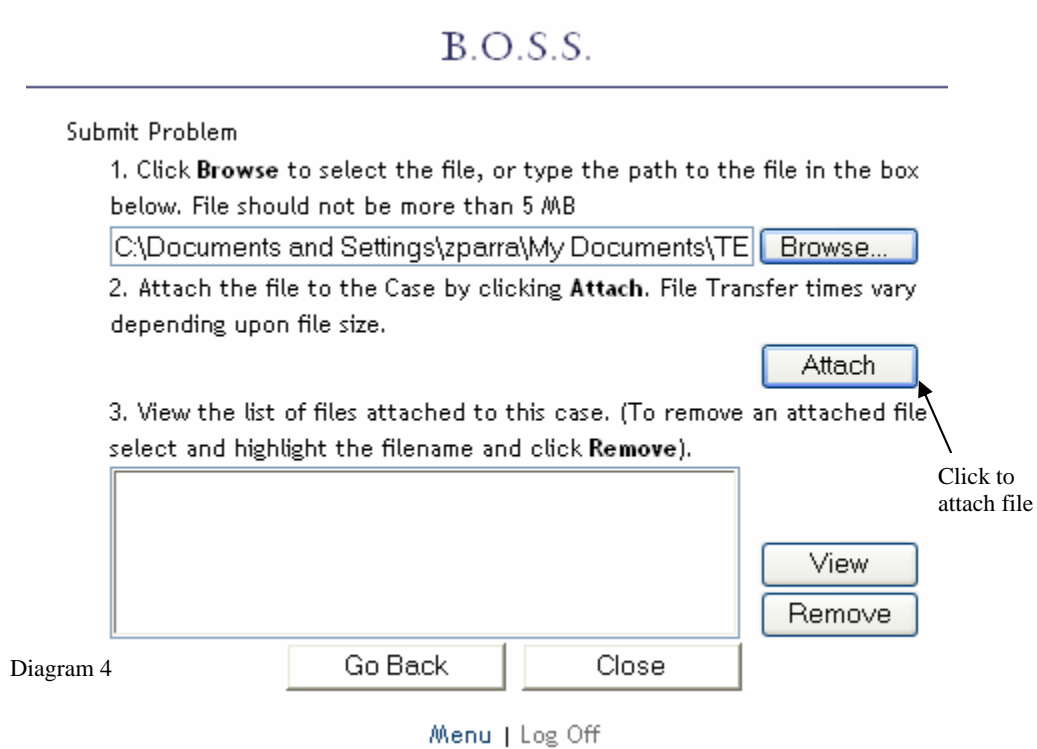
Step 3: Click on the Browse button (see diagram 2).



Step 4: Locate and select the file(s) you wish to attach by clicking on the drop down box (see diagram 3). Once you have selected the file, click on the Open button. (see diagram 3)



Step 5: Last click on the Attach button – as shown below in diagram 4:



Step 6: 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. (see diagram 5)

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

