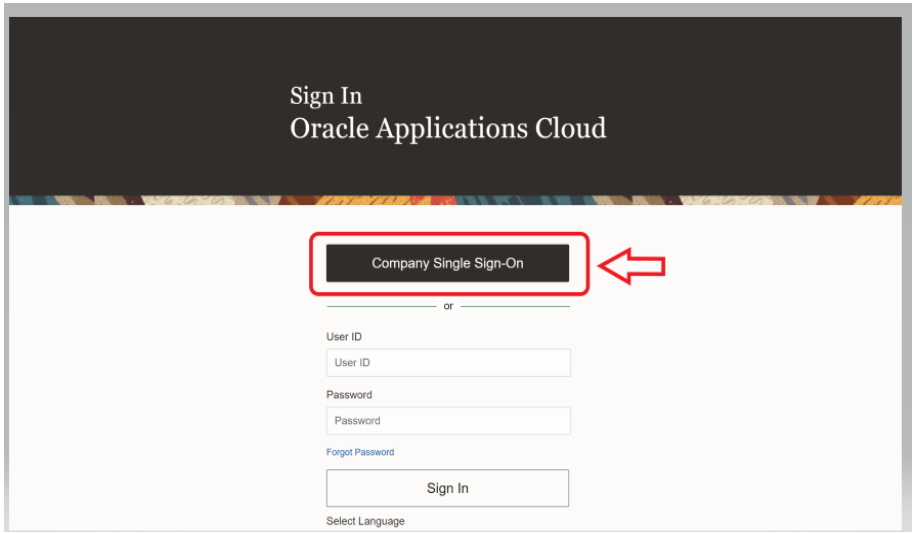
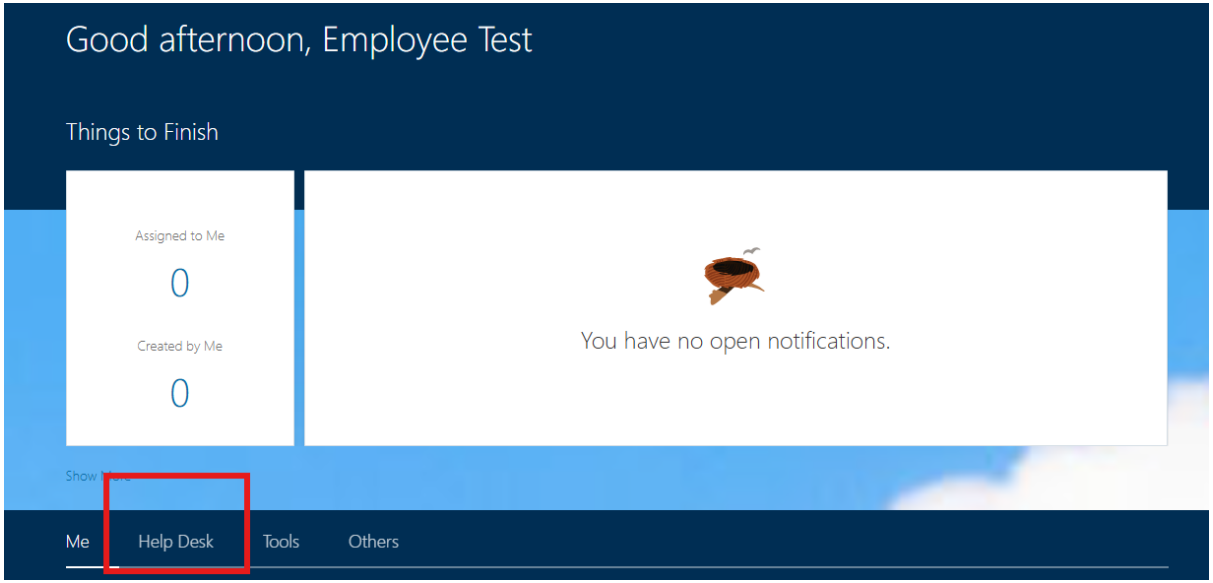
Walsall Council

Raise a Helpdesk Ticket

This Guide is for Line Managers and Employees

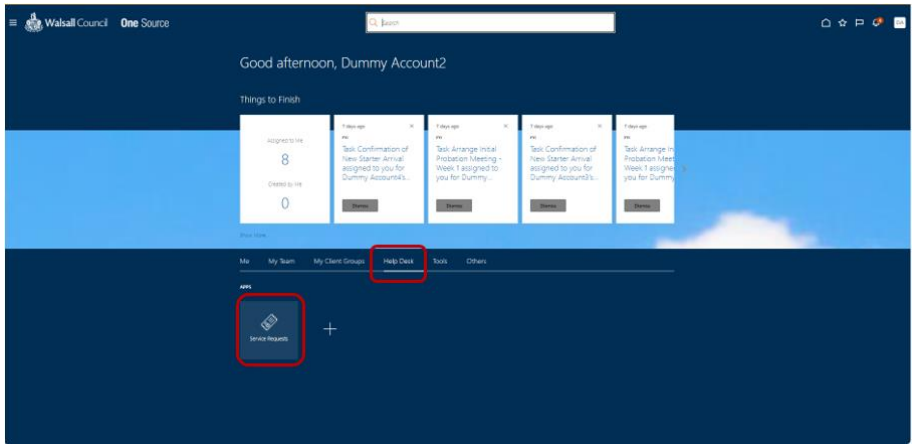
Author	Version	Edit Date
Sophie Neale	1.0	09/09/24
Jenny Felton	2.0	17/07/2025

Walsall Council

Step Number	Step Description	Step Image
1	Sign into OneSource with your username and password or use Single Sign On.	
2	From the homepage, find and select the helpdesk area	

Walsall Council

3 Select the Service Request tile

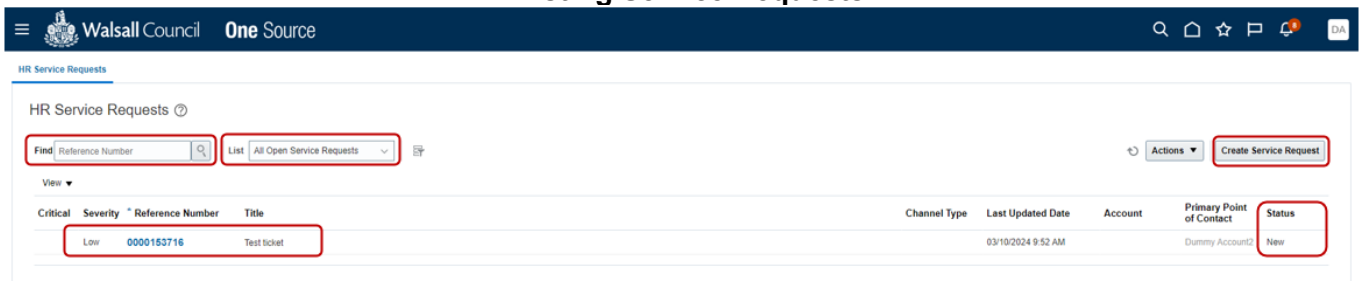


Existing Service Requests

4 All existing Service Requests will show on this page in a list in the lower part of the screen.

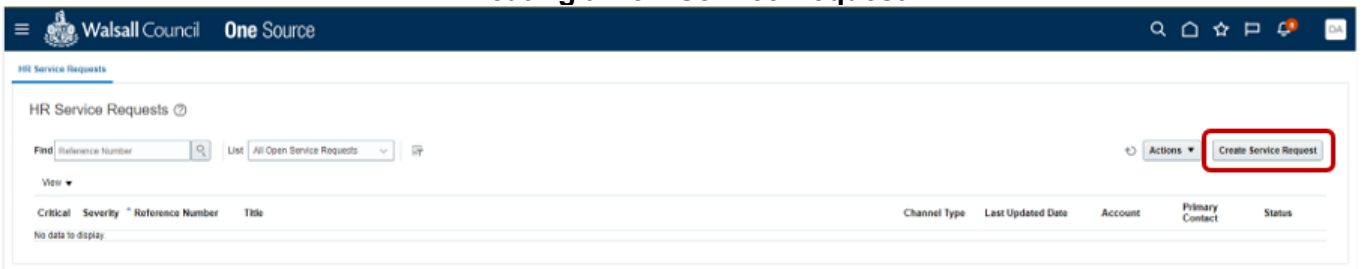
Use the search function to find a service request if you know the reference number

The status is shown on the right-hand side of the service request



Creating a New Service Request

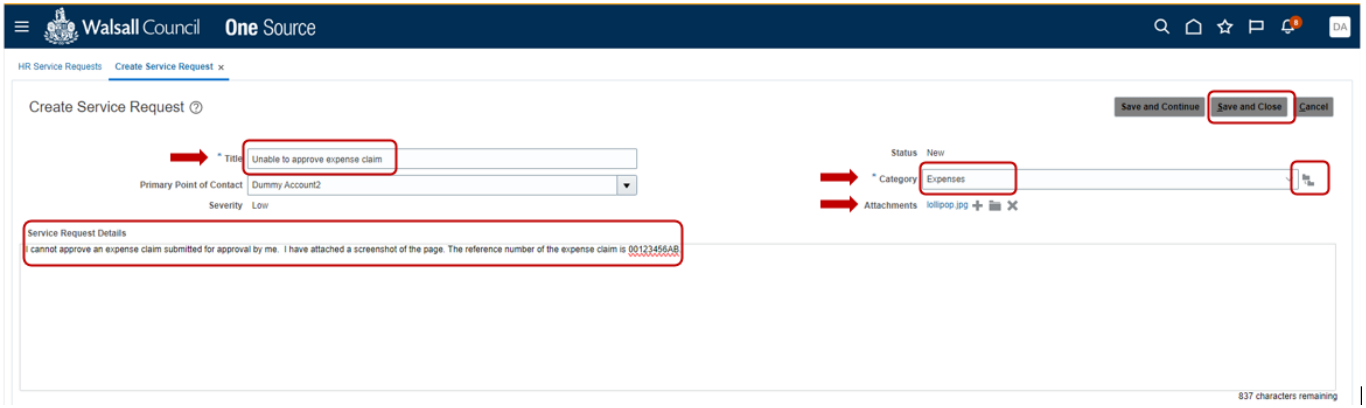
5 To create a new Service Request, select Create Service Request in the top right of the screen



6 Input information for the ticket

- Title: Short description about the issue.
- Category: Select or search relevant category for the issue.
- Attachment: Attach relevant screenshot if required.
- Service Request Details: Enter more information about the issue, if required, which could help Service Agents resolve the issue.

The severity is defaulted as Low and can only be changed by the Admin/Agent based upon the details contained in their request.
Select Save and Close when complete



Walsall Council

Searching and Selecting Categories

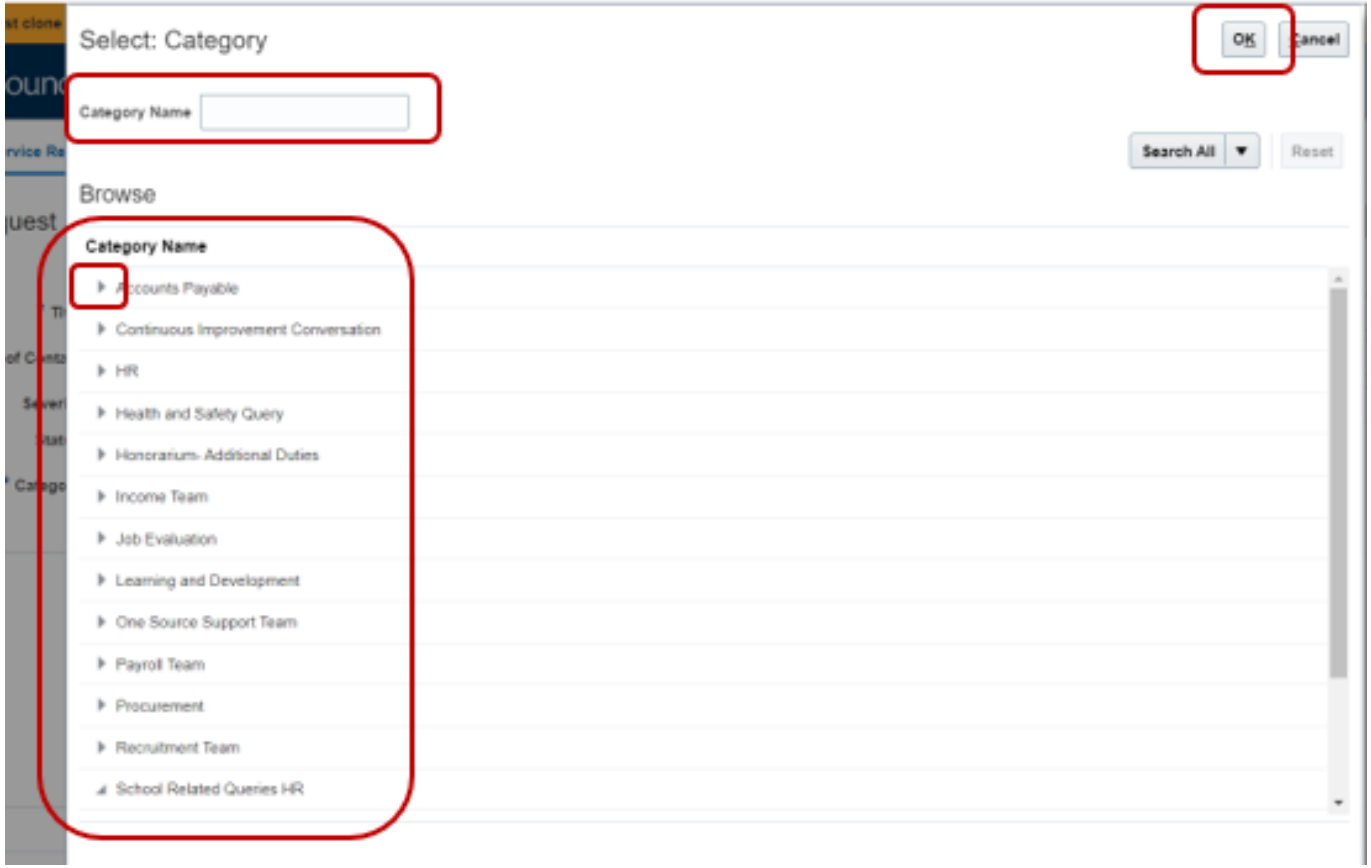
7 Select the Category based on the type of service request you are raising by typing and it will auto suggest based on your input.
Alternatively, you can select the dropdown to view all categories or select the folder icon to view in the hierarchy list.

Walsall Council

8 If you select the folder icon it will open new window where you can drilldown by area by selecting to arrow

You can also search in the category name field.

When the correct category has been selected,
Click “OK” to proceed.



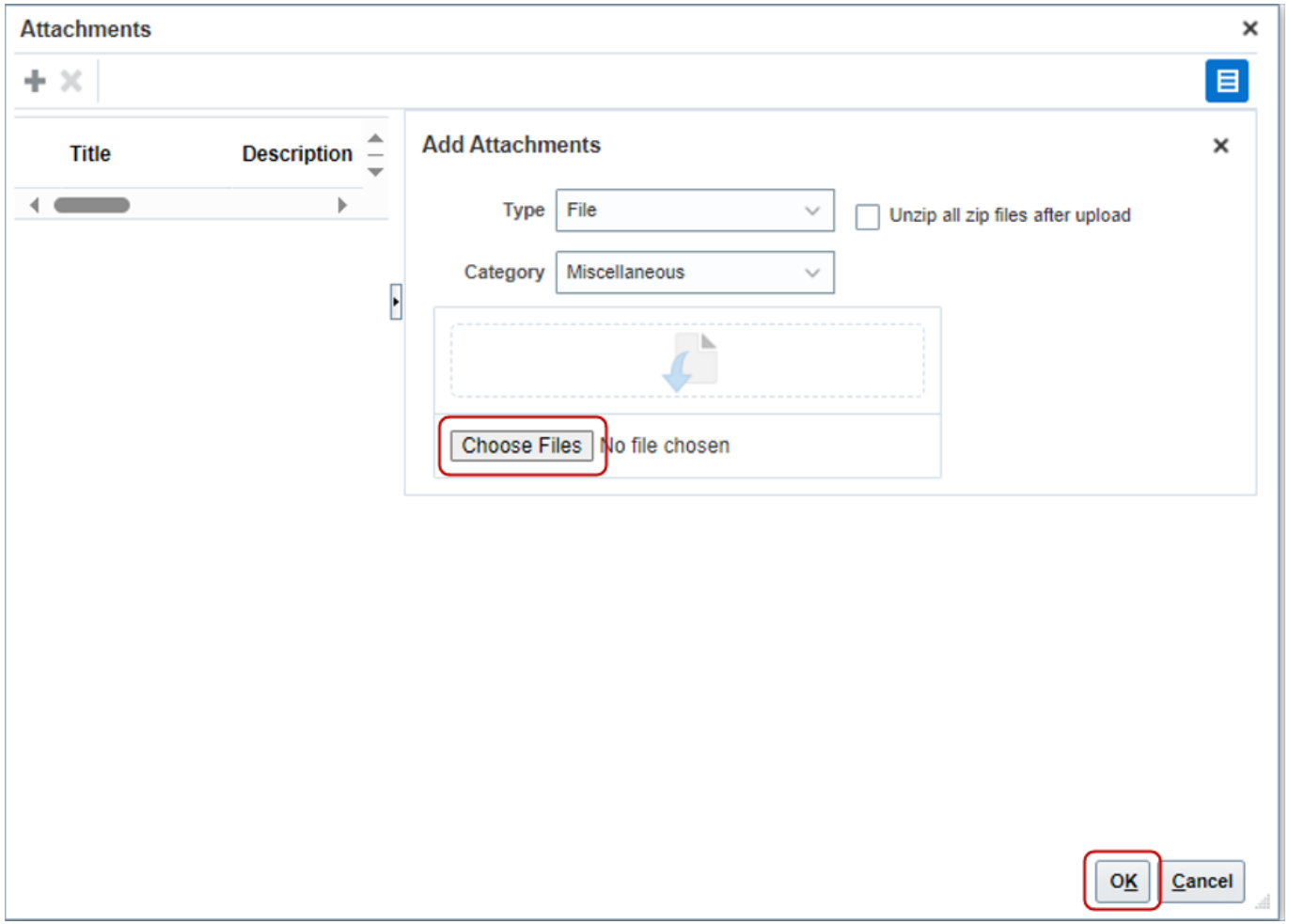
Walsall Council

Adding Attachments to Service Requests

9 Add attachments if you have any using the + symbol.

Walsall Council

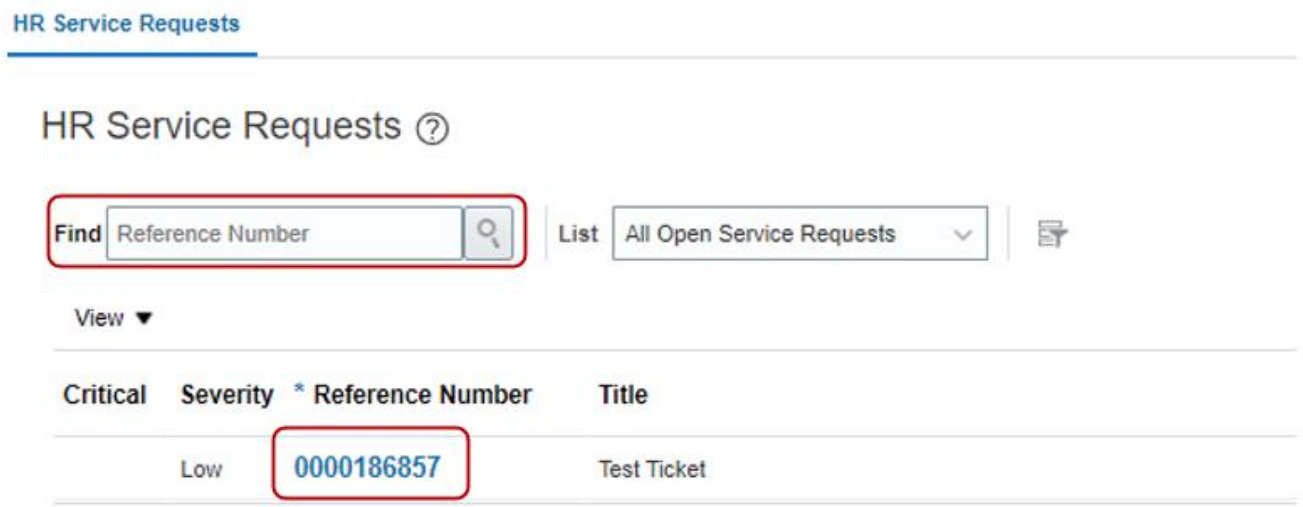
10 A new window will open, select choose file to upload attachment from your device. Select OK when uploaded and it will attach to your service request



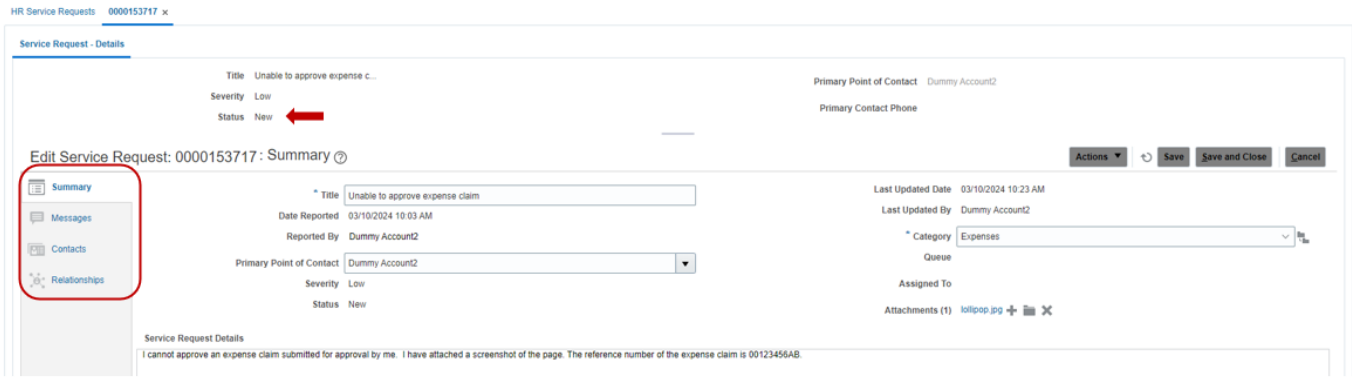
Walsall Council

Updating/Responding to a Service Request Ticket

11 On the Helpdesk Homepage select the reference number of the Service Request to view or edit or use the Find Search function. This will open the service request details

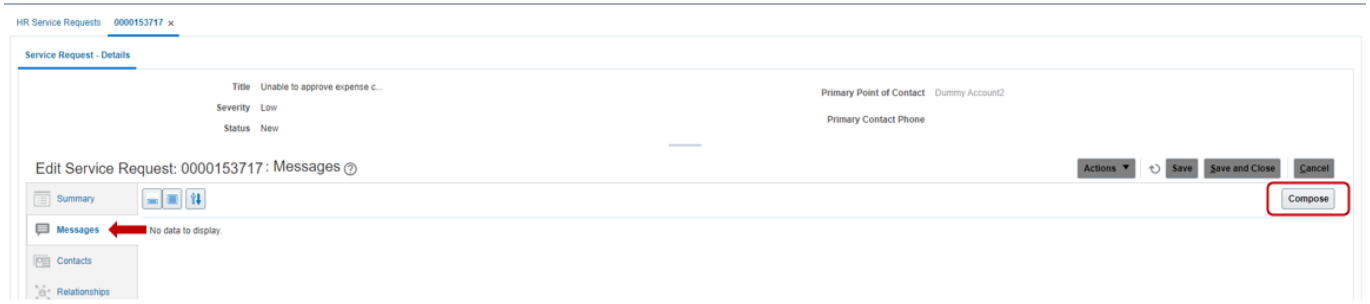


12 This will open the service request summary.
The status may be changed if this had been picked up by the category team.

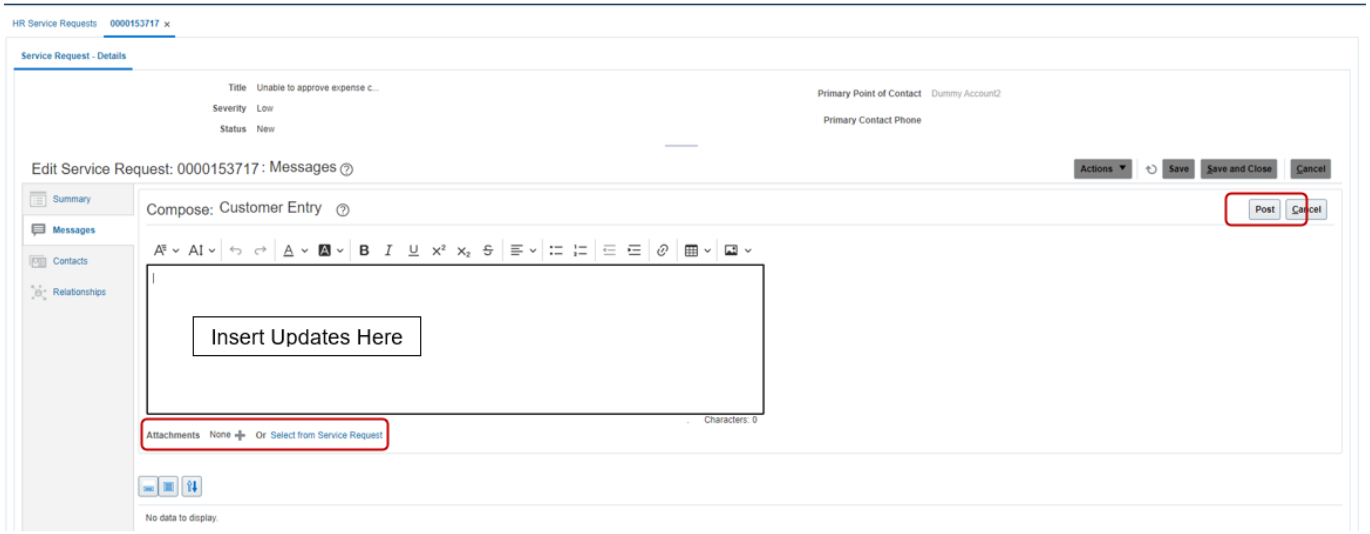


Walsall Council

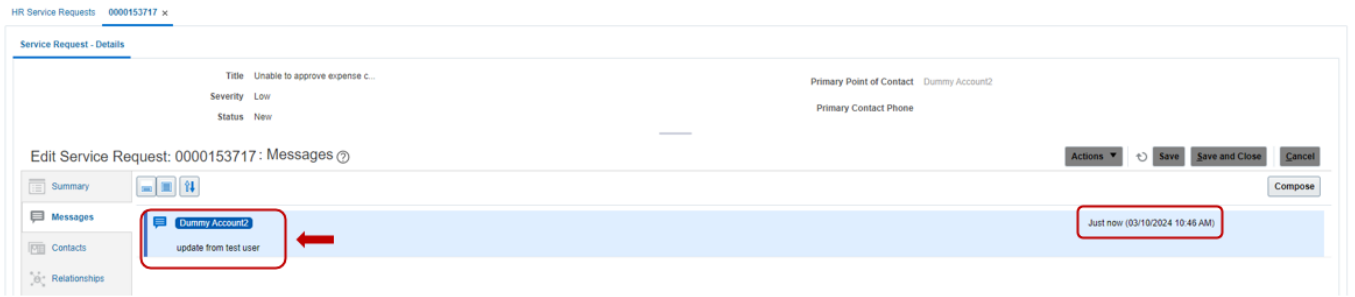
13 Select messages on the left-hand side of the screen. Select compose on the right-hand side of the screen to update the ticket.

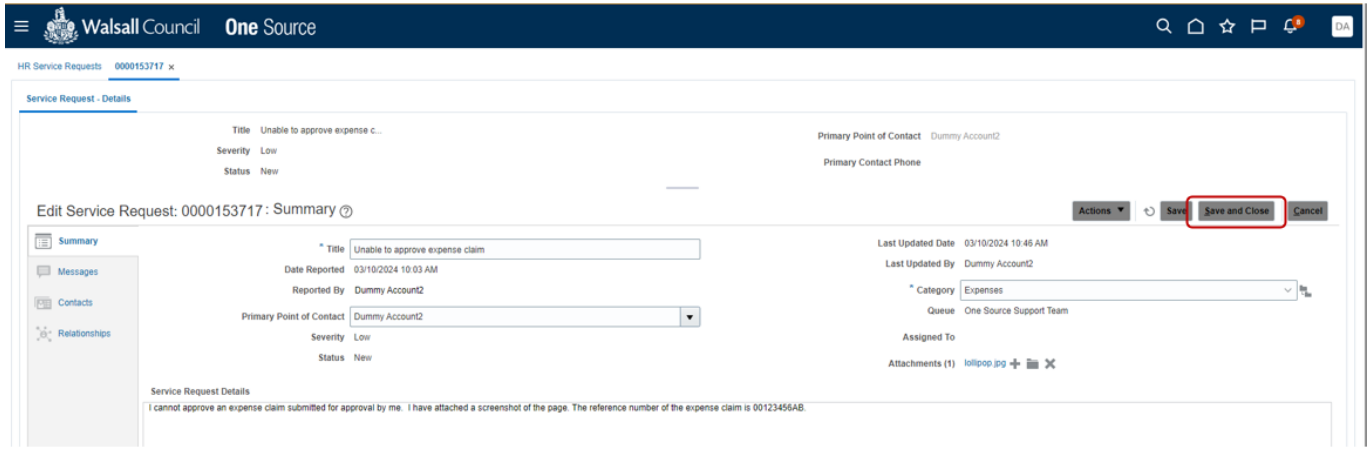


14 A text box will appear. Type updates in this field and add attachments if needed. You can reference attachments already uploaded to this ticket. Select Post once complete to save the message.



15 New messages will show here. The message will have a time and date stamp on the right-hand side.



Walsall Council

16 Once all updates have been made, Select Save and Close.