

How do I access my old tickets from the IT Helpdesk?

Article Number: 1077 | Last Updated: Tue, Oct 27, 2020 at 4:18 PM

On **November 2, 2020**, UBC IT Okanagan will be moving to the [UBC Self-Service Portal](#) along with the Integrated Services Centre with the launch of Workday. However you can still view tickets submitted prior to November 2, 2020 to the previous IT Helpdesk - [Helpdesk.ok.ubc.ca](#).

Read-only Access After November 2, 2020

Please note, tickets within [helpdesk.ok.ubc.ca](#) will only be accessible in a **read-only state** (this applies to open tickets as well). To update or request support on a ticket within [helpdesk.ok.ubc.ca](#) please reference the Ticket or Work Order Number and contact the Technician assigned to the ticket directly or submit a request to the UBC Self-Service Portal. For information on how to use the UBC Self-Service Portal to submit new tickets view [this article](#).

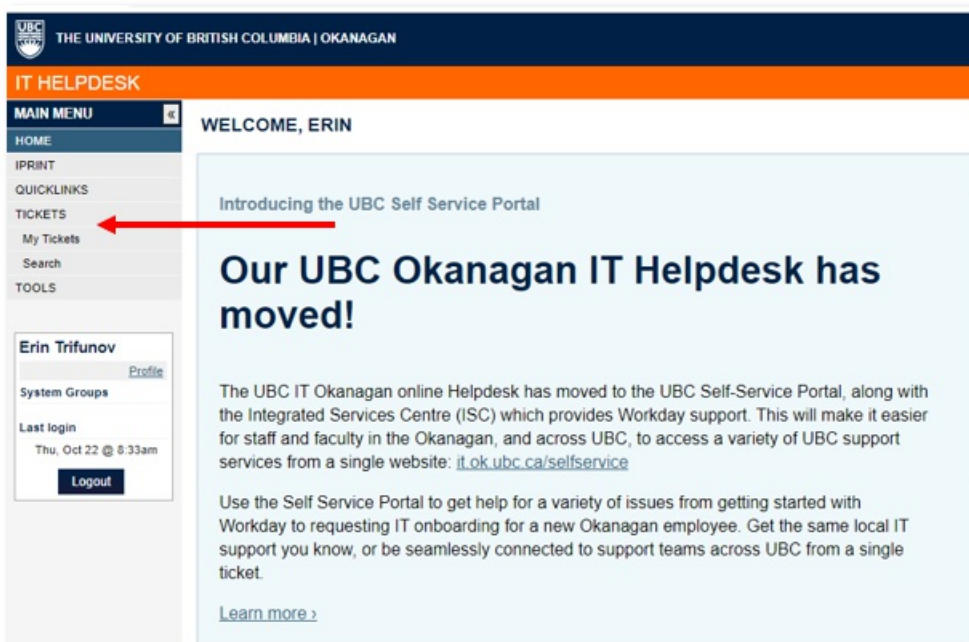
How to view historical tickets

1. Login in to the Okanagan IT Helpdesk at <https://helpdesk.ok.ubc.ca/itmdb/>

To login to the IT Helpdesk system, use your UBC Okanagan Novell credentials (sometimes referred to as your "NDS" username and password). This is the username and password you use to login to any of the Windows computers on campus. For Apple users, this is the password you use to access the files on the campus file server.

If you encounter difficulties logging in, please call the IT Helpdesk at 250.807.9000 (toll-free 855.807.9001).

2. Click on Tickets > My Tickets



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IT HELPDESK

WELCOME, ERIN

Introducing the UBC Self Service Portal

Our UBC Okanagan IT Helpdesk has moved!

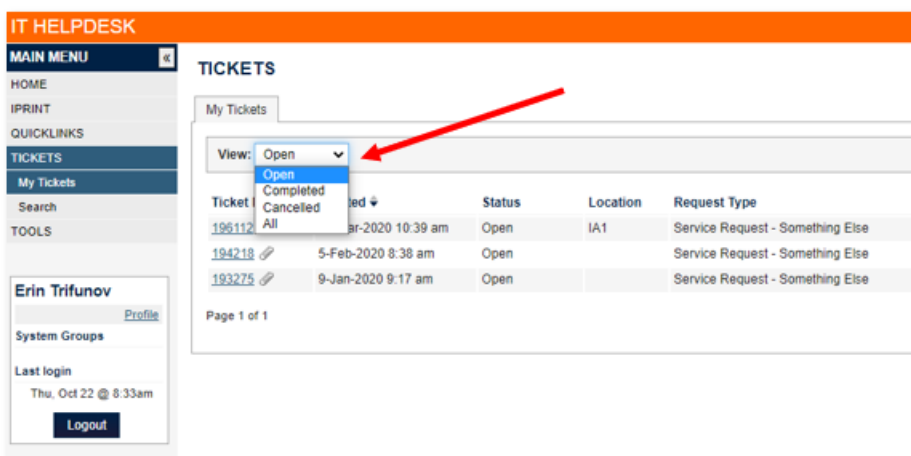
The UBC IT Okanagan online Helpdesk has moved to the UBC Self-Service Portal, along with the Integrated Services Centre (ISC) which provides Workday support. This will make it easier for staff and faculty in the Okanagan, and across UBC, to access a variety of UBC support services from a single website: it.ok.ubc.ca/selfservice

Use the Self Service Portal to get help for a variety of issues from getting started with Workday to requesting IT onboarding for a new Okanagan employee. Get the same local IT support you know, or be seamlessly connected to support teams across UBC from a single ticket.

[Learn more >](#)

Erin Trifunov
System Groups
Last login Thu, Oct 22 @ 8:33am
Logout

3. Select from the drop down menu next to "View" at the top left side of the screen, choose "All" to see tickets in all states, or "Open" to view only active tickets.



IT HELPDESK

TICKETS

My Tickets

View: Open

Ticket	Completed	Cancelled	Status	Location	Request Type
196112			Open	IA1	Service Request - Something Else
194218			Open		Service Request - Something Else
193275			Open		Service Request - Something Else

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You can view all historical tickets submitted by you however as noted in the green box at the top of this article you will not be able to open, modify or respond to any tickets from this website.

To update or request support on a ticket within helpdesk.ok.ubc.ca please reference the Ticket or Work Order Number and contact the Technician assigned to the ticket directly or submit a request to the UBC Self-Service Portal. For information on how to use the UBC Self-Service Portal to submit new tickets view [this article](#).

Posted by: Erin Trifunov - Tue, Oct 27, 2020 at 11:18 AM. This article has been viewed 481 times.

Online URL: <https://knowit.ok.ubc.ca/article/how-do-i-access-my-old-tickets-from-the-it-helpdesk-1077.html>