



Manual for using the new Ticketing system

GLPI 11

Date: April 20, 2026

Systems

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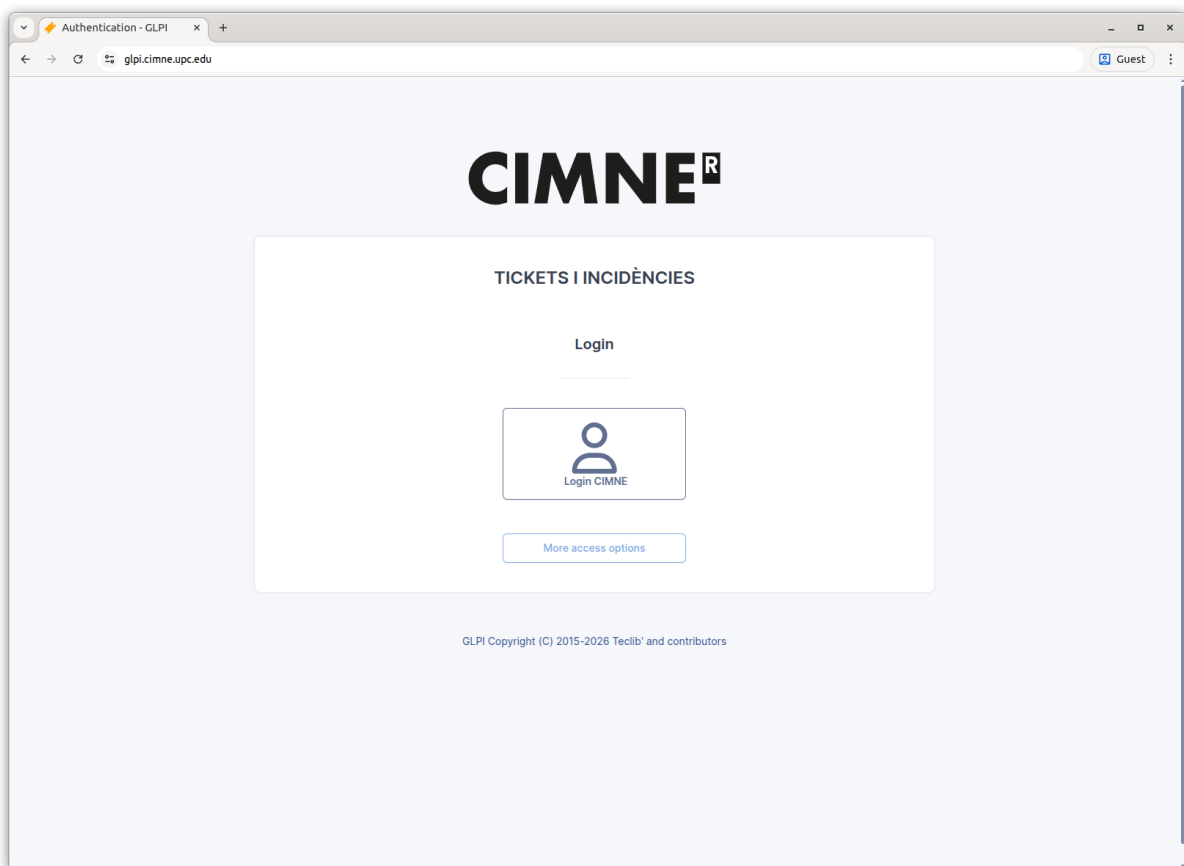
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1. Access to Tickets

It is **important** to note that the new ticketing system will only allow access to individual users, and not to generic department or group accounts. Therefore, from now on tickets cannot be created from generic department or group email addresses, but must be done from individual accounts.

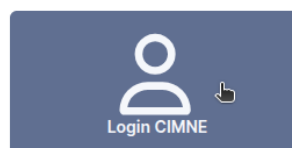
1.1. Web access

Access the ticket portal through your browser using the following link: <https://tickets.cimne.upc.edu>

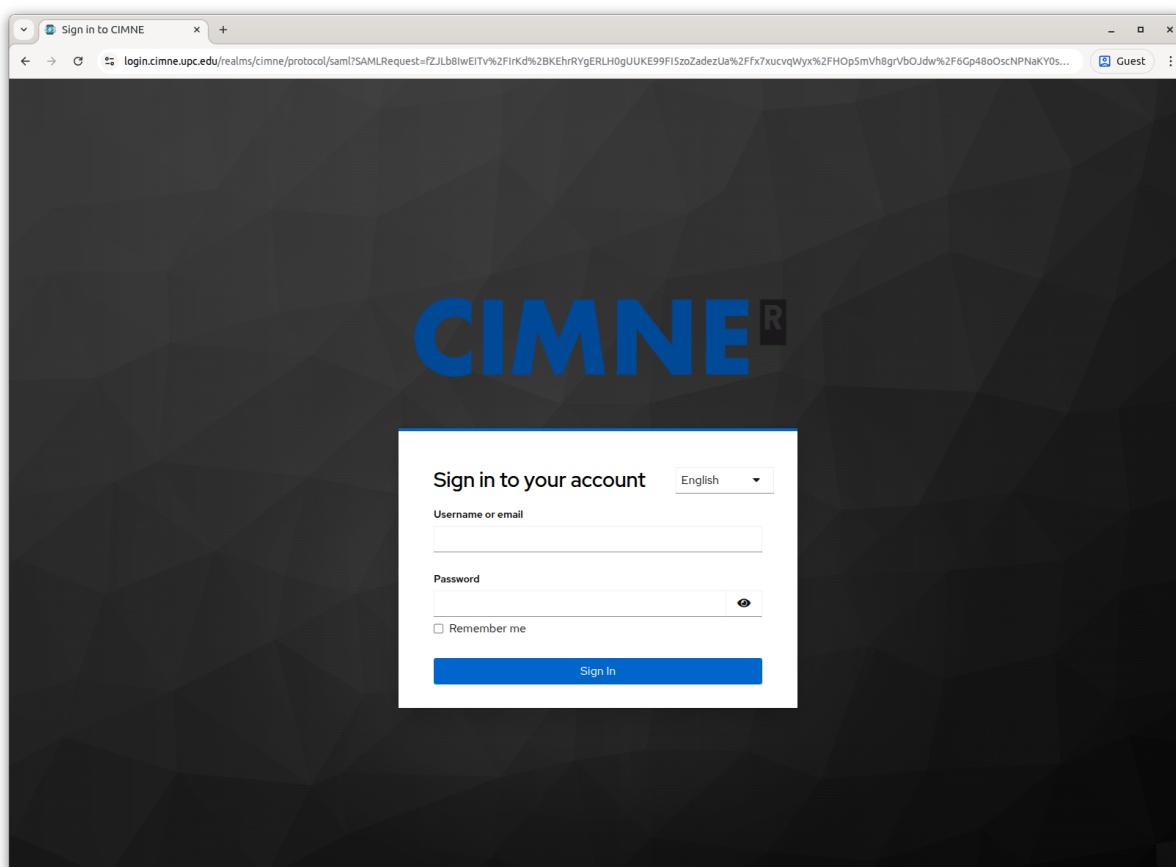


1.2. New authentication

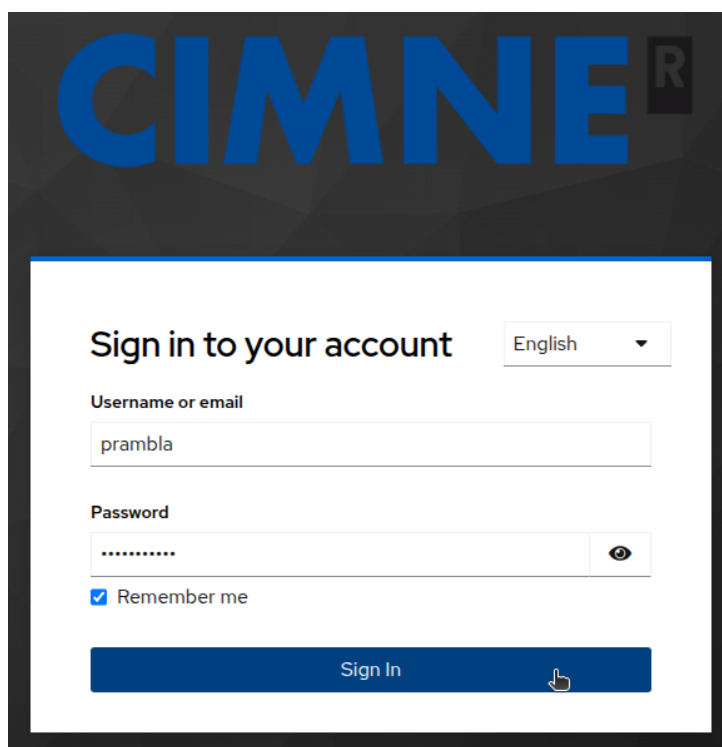
The ticketing system uses a centralized authentication system (*SSO*). To log in, use the **Login CIMNE** button:



You will be redirected to the *SSO* authentication page (Keycloak), which looks like this:



You will need to enter your CIMNE credentials:

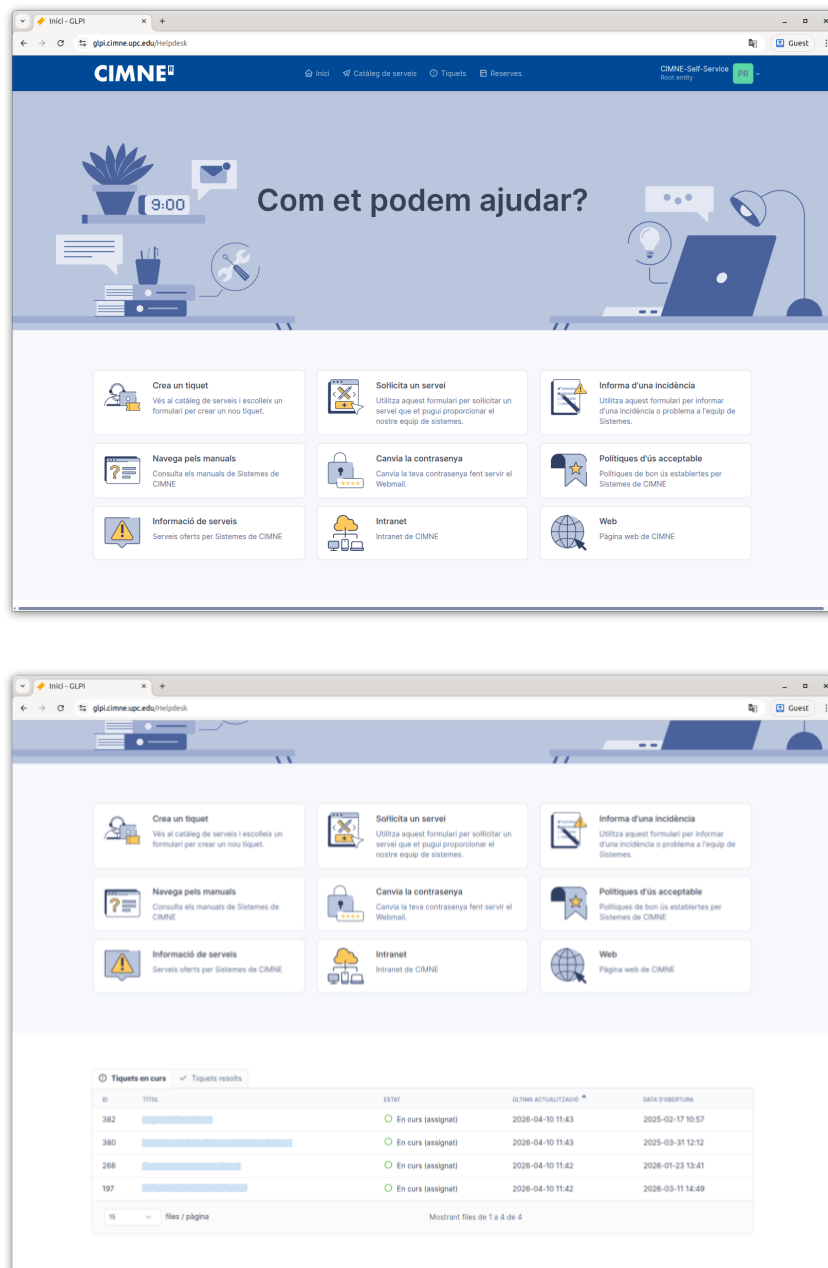


2. Create a ticket

If everything goes well and you have successfully logged in, you will access the home page of the ticketing system.

2.1. Home page

The new home page that appears after logging in is the following:

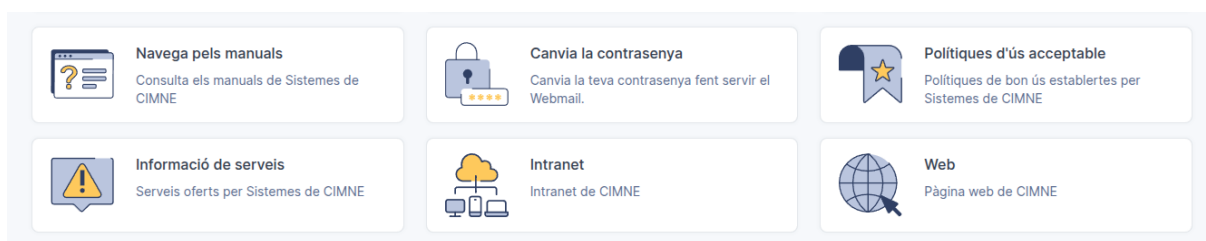


On this home screen you will be able to choose between different options. The first 3 options allow you to:

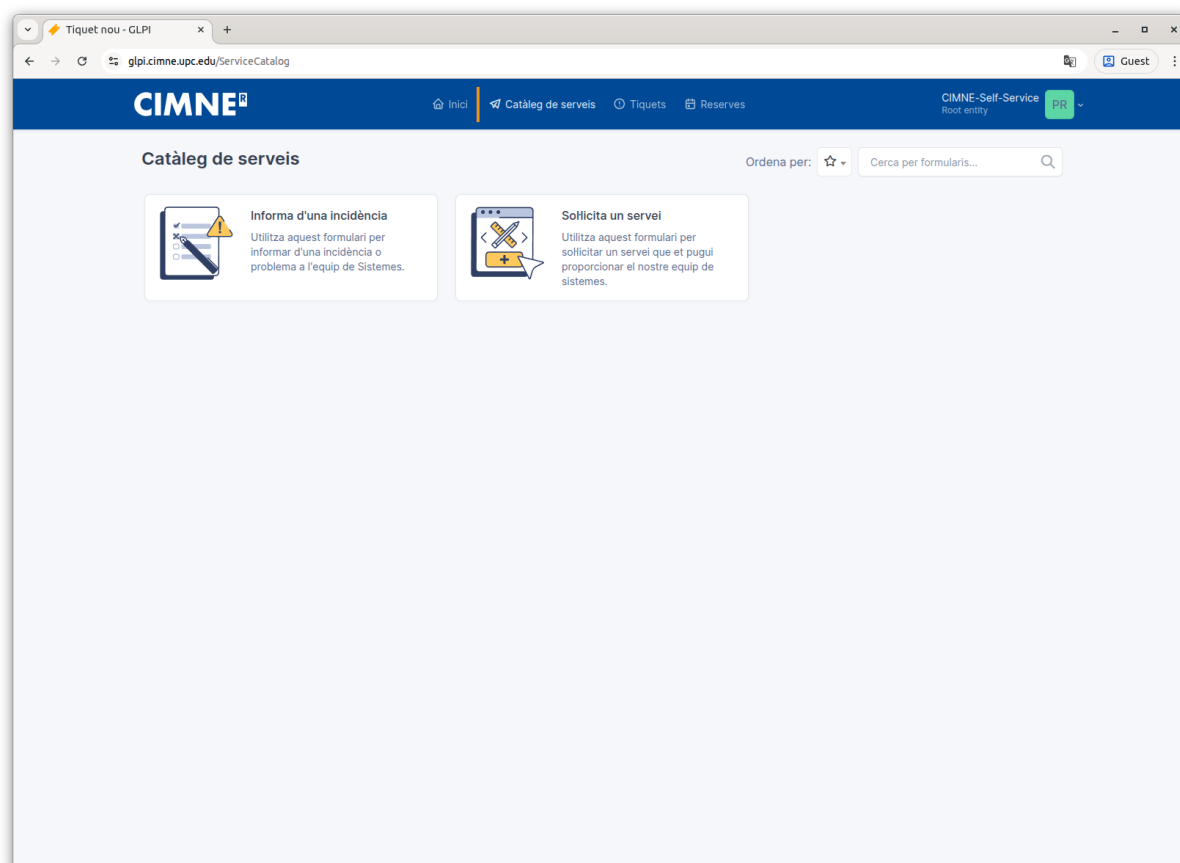


- **Create a new ticket.** It will take you to the services page [2.1](#).
- **Request a service.** It will redirect you directly to the service request form [2.2](#). This form is used to submit any request to Systems that is not an incident. It includes different categories that you can select to classify your request.
- **Report an incident.** It will redirect you directly to the incident report form [2.2](#). This form is used to submit any request to Systems that is an incident. It includes different categories that you can select to classify your request depending on the issue you are experiencing.

The other options allow you to access other system or CIMNE links (see [5](#)):



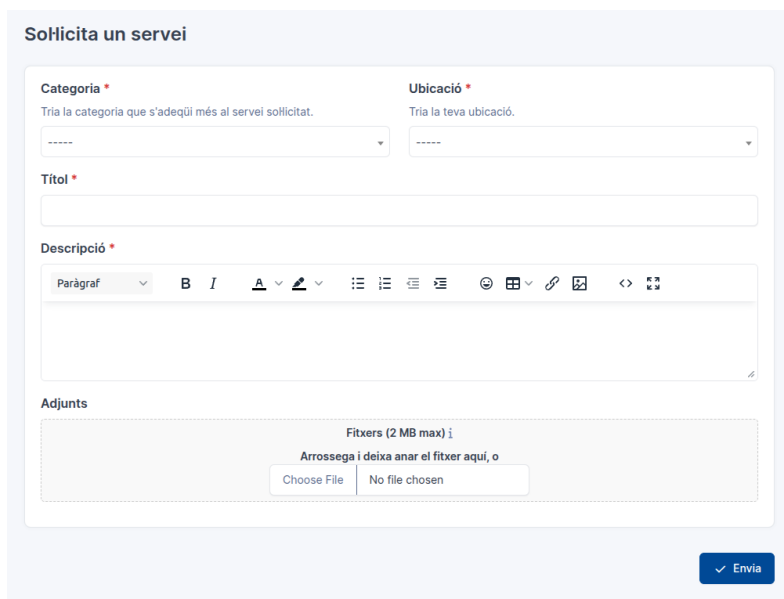
This is the services page, where you can again choose between different forms to create a ticket:



2.2. New forms

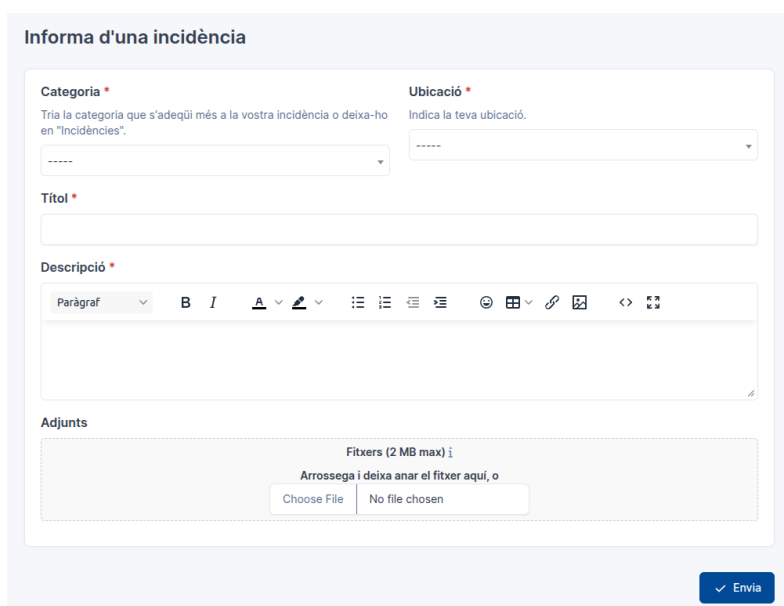
The new ticket forms are simpler and more intuitive, and include updated categories and locations to classify requests.

Form *Request a service* This form is used to request actions such as modifying permissions of shared folders, requesting email accounts or distribution lists, hardware or software upgrades, VPN credentials, requests related to virtual servers or HPC, among others.



The screenshot shows the 'Solicita un servei' form. It has a light blue header with the title 'Solicita un servei'. Below the header, there are two dropdown menus: 'Categoria *' with the hint 'Tria la categoria que s'adeqüi més al servei sol·licitat.' and 'Ubicació *' with the hint 'Tria la teva ubicació.'. Below these is a text input field for 'Títol *'. Then is a rich text editor for 'Descripció *' with a toolbar containing options like 'Paràgraf', bold, italic, text color, background color, bulleted list, numbered list, decrease indent, increase indent, link, unlink, insert image, and source code. Below the editor is a file upload section for 'Adjunts' with a limit of 'Fitxers (2 MB max)'. It includes a dashed box for dropping files, a button 'Arrossega i deixa anar el fitxer aquí, o', and two buttons: 'Choose File' and 'No file chosen'. At the bottom right is a blue button with a checkmark and the text 'Envia'.

Form *Report an incident* With this form you can report incidents related to the services provided by the Systems department, such as incidents with email, hardware (PCs, laptops, peripherals, printers, etc.), network and VPN, HPC, security or access issues, among others.



The screenshot shows the 'Informa d'una incidència' form. It has a light blue header with the title 'Informa d'una incidència'. Below the header, there are two dropdown menus: 'Categoria *' with the hint 'Tria la categoria que s'adeqüi més a la vostra incidència o deixa-ho en "Incidències".' and 'Ubicació *' with the hint 'Indica la teva ubicació.'. Below these is a text input field for 'Títol *'. Then is a rich text editor for 'Descripció *' with a toolbar containing options like 'Paràgraf', bold, italic, text color, background color, bulleted list, numbered list, decrease indent, increase indent, link, unlink, insert image, and source code. Below the editor is a file upload section for 'Adjunts' with a limit of 'Fitxers (2 MB max)'. It includes a dashed box for dropping files, a button 'Arrossega i deixa anar el fitxer aquí, o', and two buttons: 'Choose File' and 'No file chosen'. At the bottom right is a blue button with a checkmark and the text 'Envia'.

The summary of the forms is as follows:

- **Form *Request a service***: to request actions from Systems.
- **Form *Report an incident***: to report incidents to Systems.

2.3. Tickets by email

Tickets can also be created by sending an email to <mailto:cau@cimne.upc.edu>. We recommend using this option only occasionally, since the web form is more complete and allows us to better classify incoming requests.

3. View tickets

You can view your tickets from the Tickets section, where you can check the status of your requests and the responses from the Systems department.:

The screenshot shows the 'CIMNE Self-Service' portal. The main content area displays 'My assigned tickets' with a table of ticket information. The table has columns for ID, TITOL, ESTAT, ÚLTIMA ACTUALITZACIÓ, DATA D'OBERTURA, and ASSIGNADA A - TÈCNIC. There are 4 tickets listed, all with the status 'En curs (assignat)'. The pagination shows '15' items per page and 'Mostrant files de 1 a 4 de 4'.

ID	TITOL	ESTAT	ÚLTIMA ACTUALITZACIÓ	DATA D'OBERTURA	ASSIGNADA A - TÈCNIC
382		En curs (assignat)	2026-04-10 11:43	2025-02-17 10:57	Pau Rambla
380		En curs (assignat)	2026-04-10 11:43	2025-03-31 12:12	Pau Rambla
266		En curs (assignat)	2026-04-10 11:42	2026-01-23 13:41	Pau Rambla Gullem Llongariu
197		En curs (assignat)	2026-04-10 11:42	2026-03-11 14:49	Pau Rambla Gullem Llongariu

4. Other services

4.1. Notification emails

You will receive email notifications with the status of your tickets, as in the previous system, but with a more modern and visual format.

Títol: Títol problema

[View Ticket in GLPI](#)

Sol·licitants:	Pau Rambla
Estat:	Nou
Origen de les sol·licituds:	Helpdesk
Categoria:	Incidències > Maquinari > Impressora
Data d'obertura:	2026-04-20 07:19

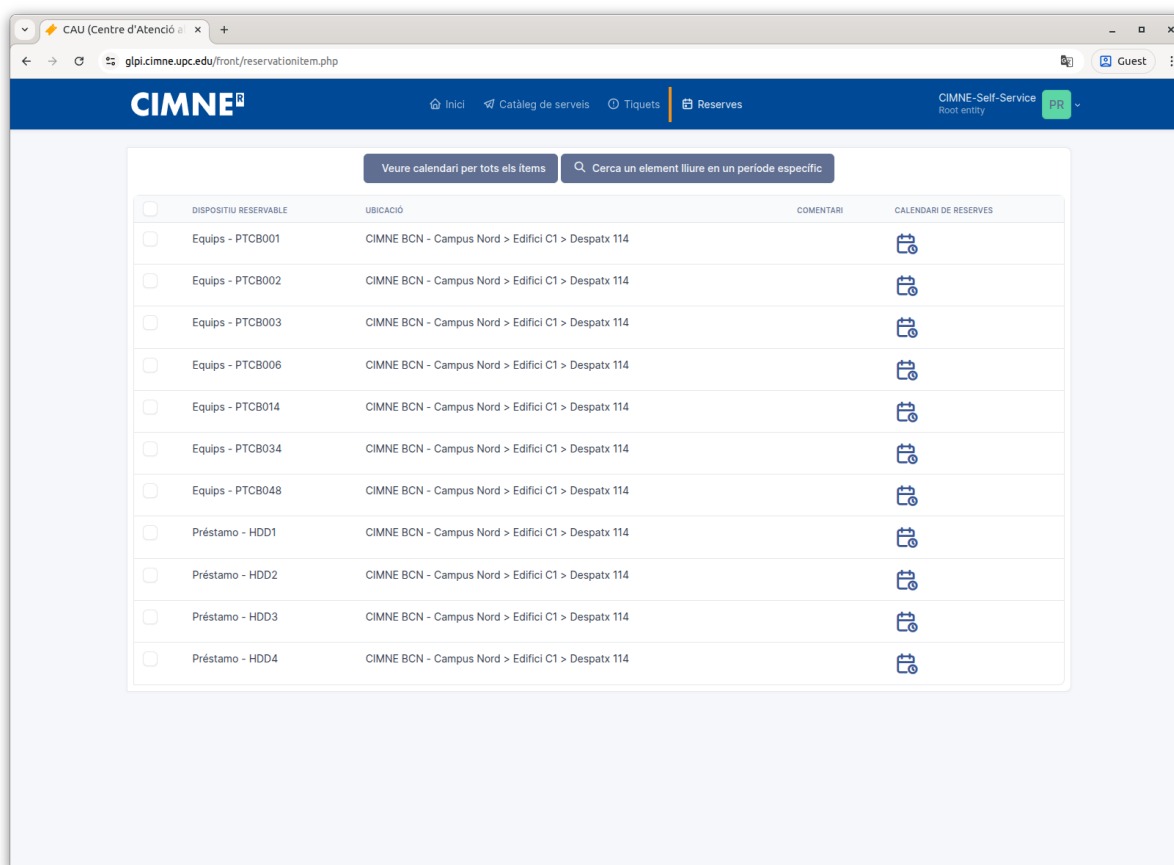
Tiquet: Descripció

Descripció problema

Nombre de seguiments : 0 | Nombre de tasques : 0

4.2. Reservations

The ticketing system also allows viewing equipment reservations. Reservations will be managed by the Systems department, but they can be consulted from the same ticket portal:



The screenshot displays the CIMNE Self-Service web application. The browser address bar shows the URL `glpi.cimne.upc.edu/front/reservationitem.php`. The page header includes the CIMNE logo, navigation links (Inici, Catàleg de serveis, Tiquets, Reserves), and user information (CIMNE-Self-Service, Root entity, Guest, PR).

Below the header, there are two buttons: "Veure calendari per tots els ítems" and "Cerca un element lliure en un període específic".

The main content area features a table with the following columns: **DISPOSITIU RESERVABLE**, **UBICACIÓ**, **COMENTARI**, and **CALENDARI DE RESERVES**.

DISPOSITIU RESERVABLE	UBICACIÓ	COMENTARI	CALENDARI DE RESERVES
☐ Equips - PTCB001	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Equips - PTCB002	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Equips - PTCB003	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Equips - PTCB006	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Equips - PTCB014	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Equips - PTCB034	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Equips - PTCB048	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Préstamo - HDD1	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Préstamo - HDD2	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Préstamo - HDD3	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		
☐ Préstamo - HDD4	CIMNE BCN - Campus Nord > Edifici C1 > Despatx 114		

5. Useful links

Other useful links from the Systems department or CIMNE that you may find interesting.

- Manuals: <https://web.cimne.upc.edu/groups/sistemas/>
- Webmail: <https://webmail.cimne.upc.edu/>
- Password change: <https://registme.cimne.upc.edu/>
- HPC: <https://hpc.cimne.upc.edu/>
- GitLab: <https://gitlab.cimne.upc.edu/>
- Intranet: <https://intranet.cimne.com/>
- Website: <https://www.cimne.com/>