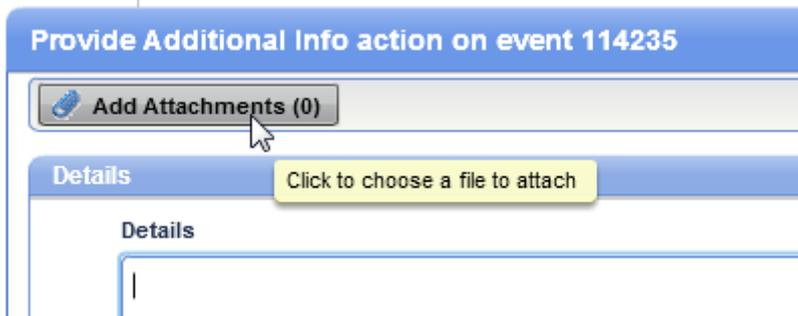


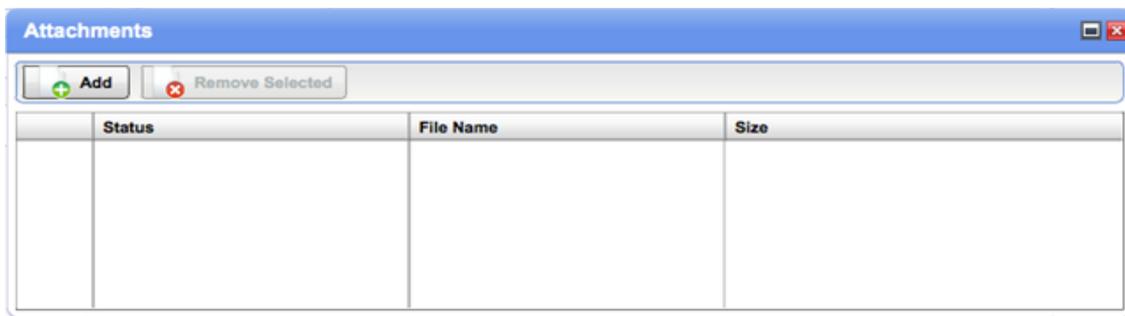
8. How to Add Attachments to your Call in the Ask IT Customer Portal

To add an attachment to your open call:

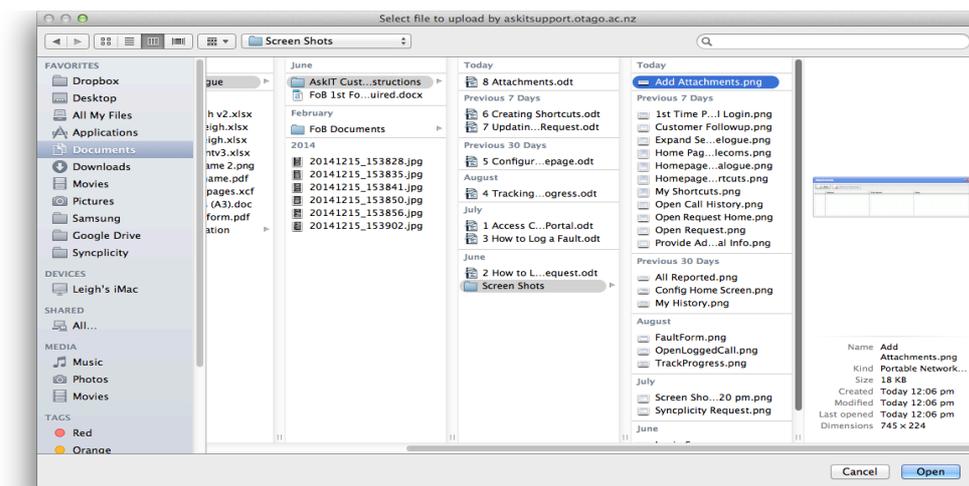
1. Click on either the **Customer Follow Up** or **Provide Additional Info** button. (See section/document 5. *How to Update an Open Call in the Ask IT Customer Portal* for information on finding the call.) This example used the **Provide Additional Info** action.



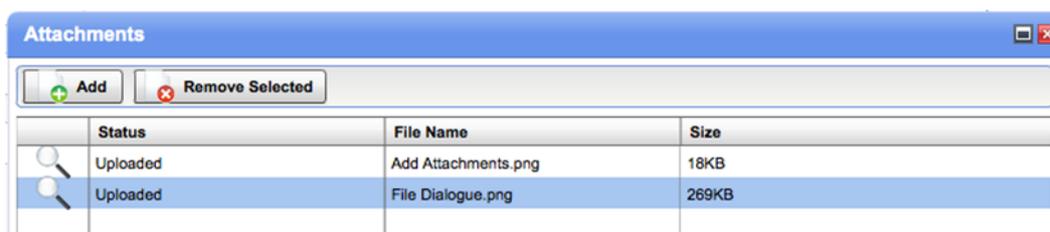
2. Click on the **Add Attachments** button. A second pop up window will appear:



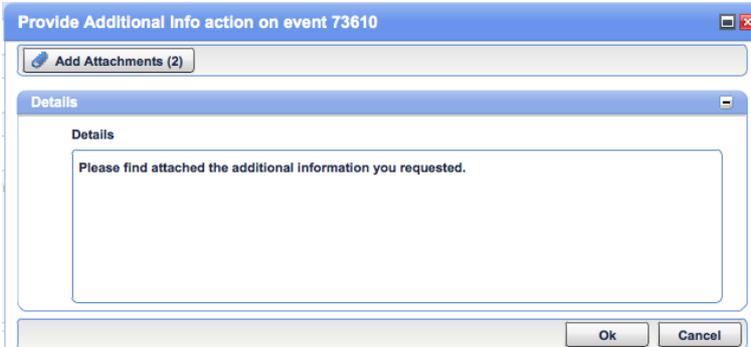
3. Click on the **Add** button to open a file dialogue window where you can browse to the file you wish to attach, then click the **Open/Save/OK** (depending on your web browser) button to attach the file.



4. Once your file is attached, you will be returned to the **Add Attachments** window, which will now display your attached file.



5. Repeat this process if you need to add more attachments.
6. Remove an attachment by clicking on it to select it, then clicking the **Remove Selected** button.
7. Once you have finished adding your attachments, close the **Attachments** window by clicking on the cross symbol (✖) at the top right of this window. You will be returned to the **Provide Additional Info** dialogue box.
8. Add some information here to explain what you have added and then click on the **Ok** button.



Your message should explain why you have attached the file(s), as the staff member assigned your call will be notified by email that the **Provide Additional Info** action has occurred and your message will be part of that notification.

Your message will also be displayed in the call **History**. The **History** is a record of actions that have been taken on your call and call will help anyone reviewing it to understand what work has been performed so far and why.

When attachments are added to a call, you'll see that a button is added alongside the action allowing the attachments to be reviewed.

| History | | | |
|---|---------------------|-------------------------------|---|
| | Date Actioned | Action | Details |
| | 11/03/2015 12:53 PM | Attachment Added | File Dialogue.png Action: [Add Additional Information** - ZANET - 3/11/15 12:53 PM] |
| | 11/03/2015 12:53 PM | Attachment Added | Add Attachments.png Action: [Add Additional Information** - ZANET - 3/11/15 12:53 PM] |
|  2 | 11/03/2015 12:53 PM | Provide Additional Info | Please find attached the additional information you requested. |
| | 10/30/2015 11:42 AM | Attachment Added | ITS Service Desk signature[1].png - ITS Service Desk signature[1].png Action: [Mailbox Reader Email Update * - BATLE28P - 30/10/15 11:42 AM] |
| | 10/30/2015 11:42 AM | Mailbox Reader Email Update * | Subject: Re: Ask IT Call #R73610 update - \$\$SUMMARY_DESC From: "Leigh Bateup" <leigh.bateup@otago.ac.nz> To: "ITS Service Desk" <its.servicedesk@otago.ac.nz> Cc: Date: Fri, 30 Oct 2015 11:39:01 +1300 |

For more information about using the Ask IT Customer Portal, see the following sections/documents:

1. [How to Access the Ask IT Customer Portal](#)
2. [How to Log a Service Request](#)
3. [How to Log a Fault](#)
4. [How to Track the Progress of your Calls](#)
5. [How to Update an Open Call](#)
6. [How to Configure Your Home Page](#)
7. [How to Create Shortcuts](#)