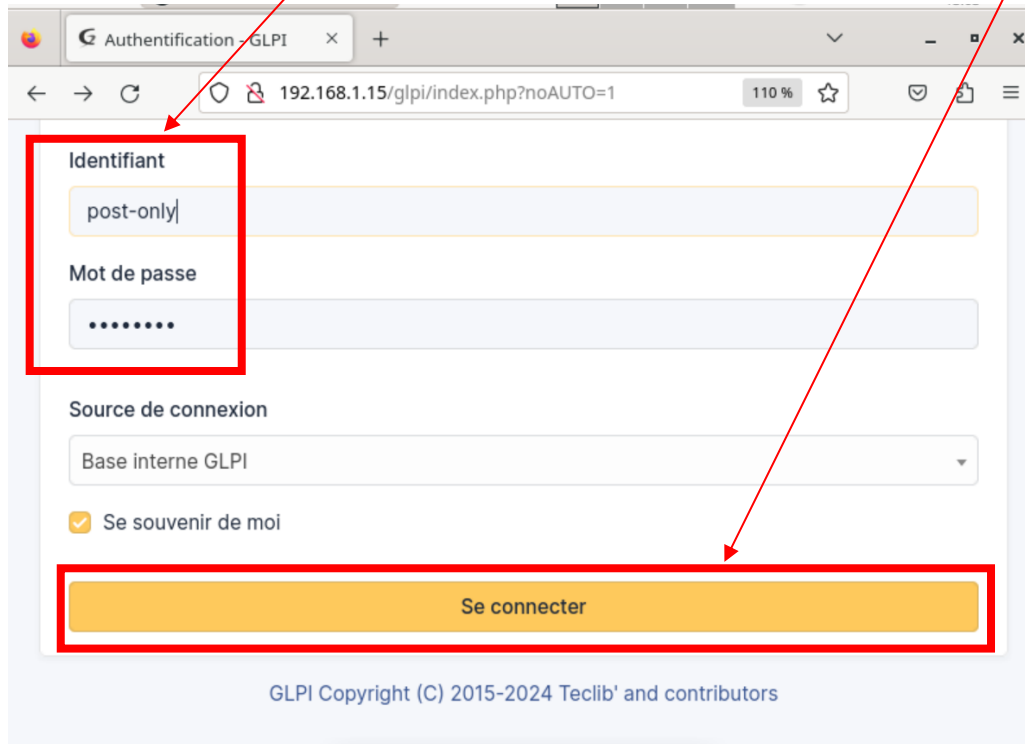


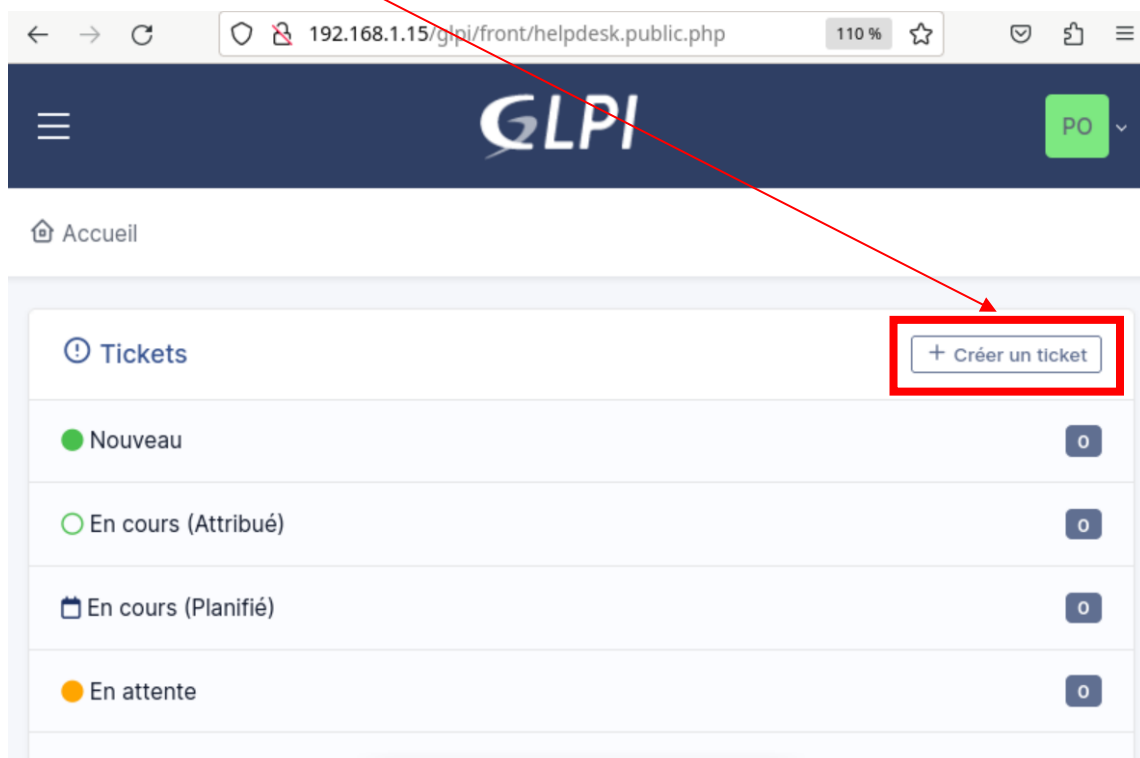
Procédure Utilisateur

Tout d'abord tapez l'identifiant et le mot de passe qui vous ont été fourni et connectez-vous :



The screenshot shows the GLPI authentication page in a web browser. The browser's address bar displays '192.168.1.15/glipi/index.php?noAUTO=1'. The page contains two input fields: 'Identifiant' (Username) with the text 'post-only' and 'Mot de passe' (Password) with masked characters. Below these fields is a dropdown menu for 'Source de connexion' (Connection source) set to 'Base interne GLPI', and a checked checkbox for 'Se souvenir de moi' (Remember me). A large yellow button labeled 'Se connecter' (Log in) is at the bottom. Red boxes highlight the login fields and the button, with red arrows pointing from the text above to them. The footer text reads 'GLPI Copyright (C) 2015-2024 Teclib' and contributors'.

Une fois connecté créer un ticket :



The screenshot shows the GLPI dashboard after login. The top header features the GLPI logo and a green 'PO' button. Below the header is a navigation bar with 'Accueil' (Home). The main content area is titled 'Tickets' and includes a table with ticket status categories: 'Nouveau' (New), 'En cours (Attribué)' (In progress (Assigned)), 'En cours (Planifié)' (In progress (Planned)), and 'En attente' (Waiting). Each category has a corresponding count in a blue box (all are 0). A red box highlights the '+ Créer un ticket' (Create a ticket) button in the top right corner of the tickets section, with a red arrow pointing from the text above to it.

Remplissez le ticket selon **vos besoins** puis **soumettez votre demande** :

The image shows two screenshots of the GLPI helpdesk interface. The top screenshot shows the 'Description de la demande ou de l'incident' section with the following fields highlighted by red boxes and arrows:

- Type**: A dropdown menu with 'Incident' selected.
- Catégorie**: A dropdown menu with '-----' selected.
- Urgence**: A dropdown menu with 'Moyenne' selected.
- Éléments associés**: A section with a '+' icon and 'Observateurs' listed below it.

The bottom screenshot shows the 'Observateurs' field, the 'Titre' field, the 'Description *' field (which includes a rich text editor with a toolbar), and the '+ Soumettre la demande' button at the bottom. Red arrows point from the 'vos besoins' text to the 'Type', 'Catégorie', 'Urgence', and 'Description *' fields. A red arrow points from the 'soumettez votre demande' text to the '+ Soumettre la demande' button.

Vous n'avez plus qu'à patienter jusqu'à ce qu'un technicien réponde.