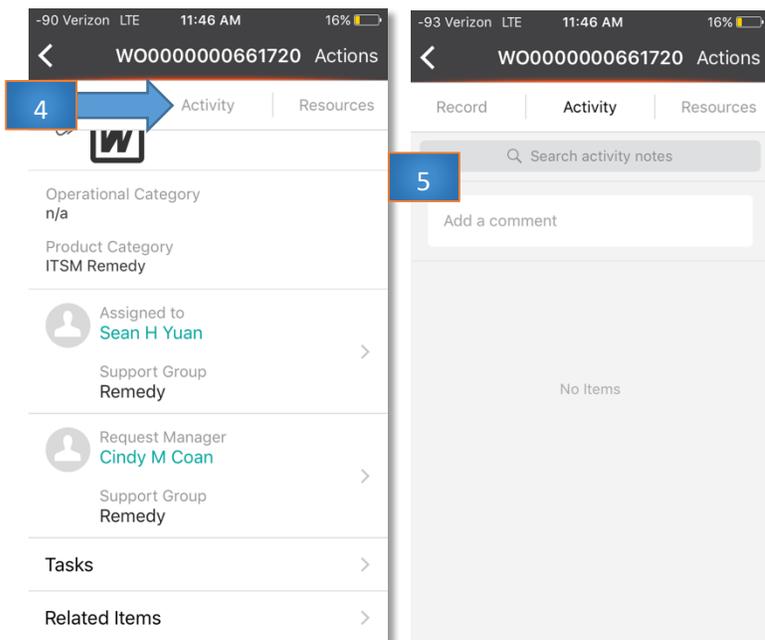
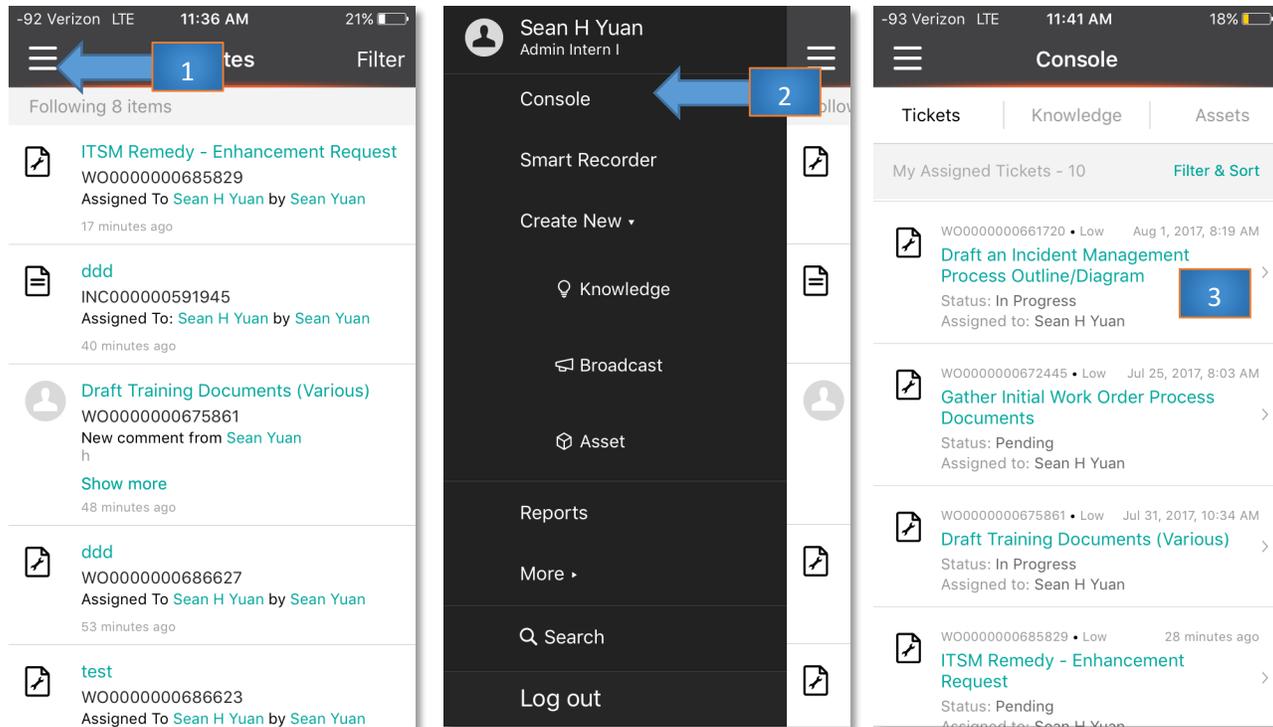


Adding Activity Notes

- After you create a ticket, you can change the details or add new information to it.
 - Keeping the information in a ticket up-to-date helps you to make better informed decisions about how to manage the ticket, keeps your personal and group statistics up-to-date, and helps keep the affected customer informed about the progress of the ticket.
1. Open the SmartIT Mobile application and select the main menu at the top left-hand corner.
 2. Click on the Console.
 3. Select the ticket to add activity notes to.



4. Press the **Activity** tab at the top of the ticket.
5. Tap on the Add a comment field to begin typing the activity note.

Press the Post button when done

Type a comment to provide feedback

The comment field is required

Set comment visibility

Public



Type

General Information >

Set note type

