

## UniDesk Junk Mail guidance

When you need to remove an incident which has been created by Junk Mail from your queue:

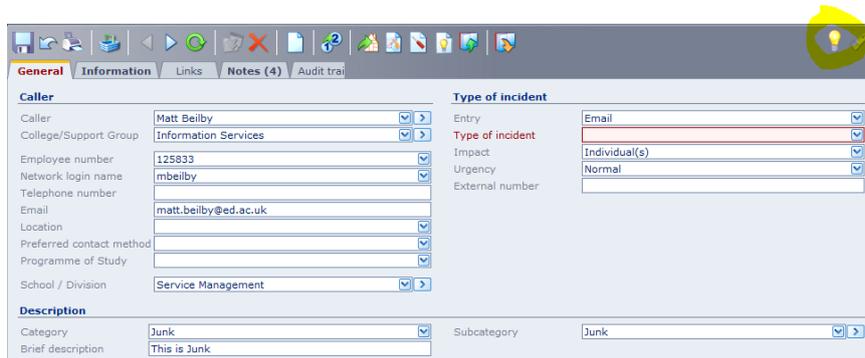
1. Set the Category to Junk. (Set the Subcategory to Junk also, if required, although this will probably auto-complete.)



**Description**

Category:  Subcategory:

When the Category and Subcategory are set to Junk, a little lightbulb will appear at the top right of the incident card, to indicate that there is a standard solution available.



**General** | **Information** | Links | Notes (4) | Audit trail

**Caller**

Caller:   
College/Support Group:   
Employee number:   
Network login name:   
Telephone number:   
Email:   
Location:   
Preferred contact method:   
Programme of Study:   
School / Division:

**Type of incident**

Entry:   
Type of incident:   
Impact:   
Urgency:   
External number:

**Description**

Category:  Subcategory:   
Brief description:

2. Click the lightbulb, and choose the 'Junk' standard solution.

This will fill in the remaining mandatory fields for you\*, mark the incident as closed, and also assign the incident to another Operator Group



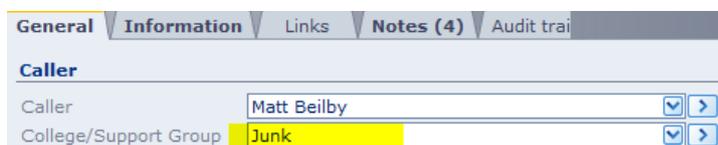
**Processing**

Operator group:   
Operator:   
Time taken:   
Status:   
Completed:  02 December 2010 15:36  
Closed:  02 December 2010 15:36

3. Don't forget to click Save, when you've finished!

From that point on, the Junk incident will no longer appear in your queue. These Junk incidents will be cleared from the system by our staff, at regular intervals.

\* Note: In many cases, you may also need to fill in a College/Support Group. If so, pick 'Junk'.



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**Caller**

Caller:   
College/Support Group: