Your Appointment for the Transition to KSUmail Service Ticket

The following information in this guide explains how to make your appointment for the Transition to KSUmail.

1. In your Zimbra email, click in the Search field.
2. In the Search field, type Transition to KSUmail (See Figure 1).
3. Click the magnifying glass (See Figure 1).

![Figure 1 - Search for Transition to KSUmail](image)

4. Under Advanced Filters, click Received from ... (See Figure 2).
5. Click Address (See Figure 2).
6. Type service (See Figure 2).
7. Click “Service Desk” service@kennesaw.edu (See Figure 2).

![Figure 2 - Click Service Desk](image)
In the *message list* pane, click the email (See Figure 3).

8. Click the email (See Figure 3).
9. Click *Reply* (See Figure 3).

![Figure 3 - Click Reply](image)

10. Following the instructions in the email when replying.

11. When you are finished typing your reply, click **Send** (See Figure 4).

![Figure 4 - Click Send](image)