

Service Ticket popup window

Users can create Service Tickets by clicking on the toolbar button.

The screenshot shows a 'Ticket' popup window. The 'Ticket Reference Info' section contains the following data:

Owner	Email	Date
AS1dverla	dverla@adsystech.com	11/12/2008
Application	Library	Page
Security(100024)	securitymanager	organizations

The 'User Input' section has a 'Comments' text area with the text: 'Describe the error in this space; describe the procedure as completely as possible'. At the bottom, there are checkboxes for 'FeedBack', 'System Request', and 'ScreenShot', a 'Severity' dropdown menu, and a 'TestCase' dropdown menu.

Create Service Ticket

1 Click Ticket toolbar button to open popup window

In popup window, Information will appear automatically in top fields, including:

- o Owner = user's login ID
 - o Email = email address entered when Login ID was created
 - o Date = date service ticket is created
 - o Application = module active at that time (HMIS, Head Start, CSBG, etc.)
 - o Library & Page = The page and library open at the time of ticket
- 2 Enter description of problem in Comments field
- a The more clear and thorough the description, the easier it will be for support to find the solution
- 3 If User wants email feedback in response to this issue, click to create checkmark in Feedback checkbox
- 4 If the issue is not related to a specific page, click to create checkmark in System Request checkbox
- 5 If User wants to attach a screenshot of the issue, click to create checkmark in Screen Shot checkbox
- a The screen shot will automatically appear on the bottom part of the ticket window
- 6 Select Severity Level
- a 1 is the most severe – the issue is preventing you from doing your job
 - b 4 is the least severe and is the default
- 7 If related to a Test Case, select it in the Test Case dropdown
- 8 Click SEND button
- a A message will appear saying the Ticket has been sent and will show the Ticket Number
- 9 Click CLOSE button

The ticket will go to the Agency's Local Administrator, who will respond to the issue. If you have requested feedback, you will receive an email. If they cannot resolve the issue, they will escalate the ticket to your System Administrator, who will respond to the issue.