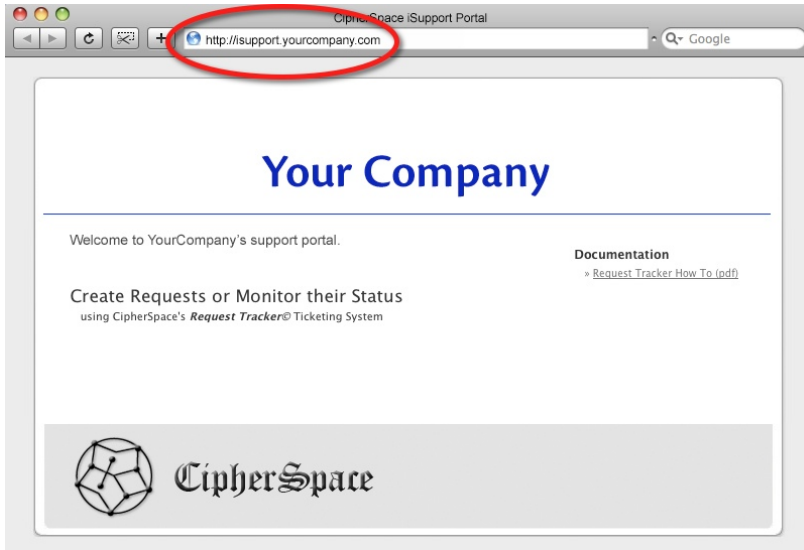


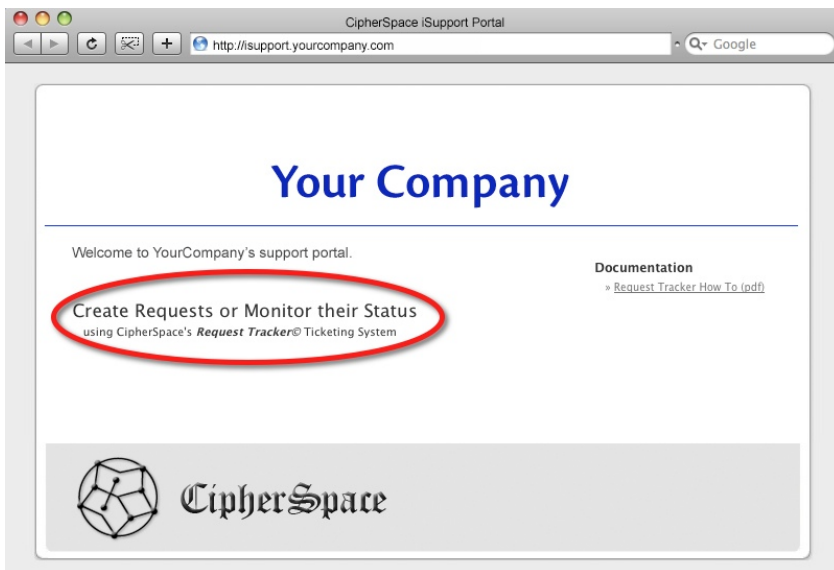
This document has instructions on how to Log In to Request Tracker (RT) through iSupport, Change Your Password, Create an RT ticket and how to Check your ticket when there are comments or questions about it.

Logging in to iSupport

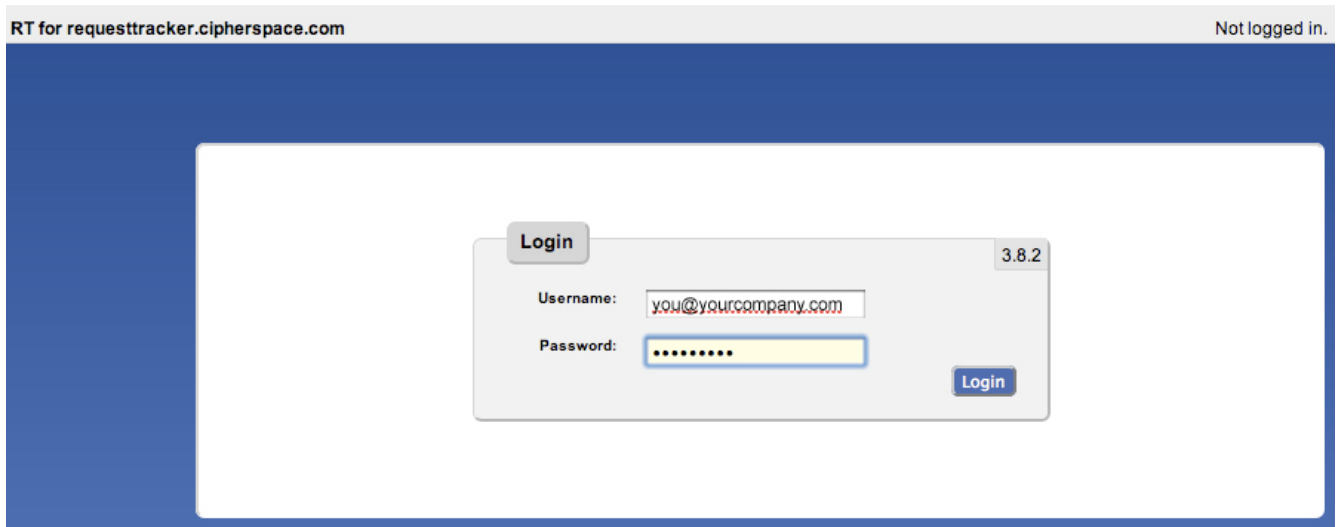
Step 1: Go to the support portal by typing the URL: <http://isupport.yourcompany.com> in your browser's address bar. (For example - <http://isupport.widgetfactory.com>)



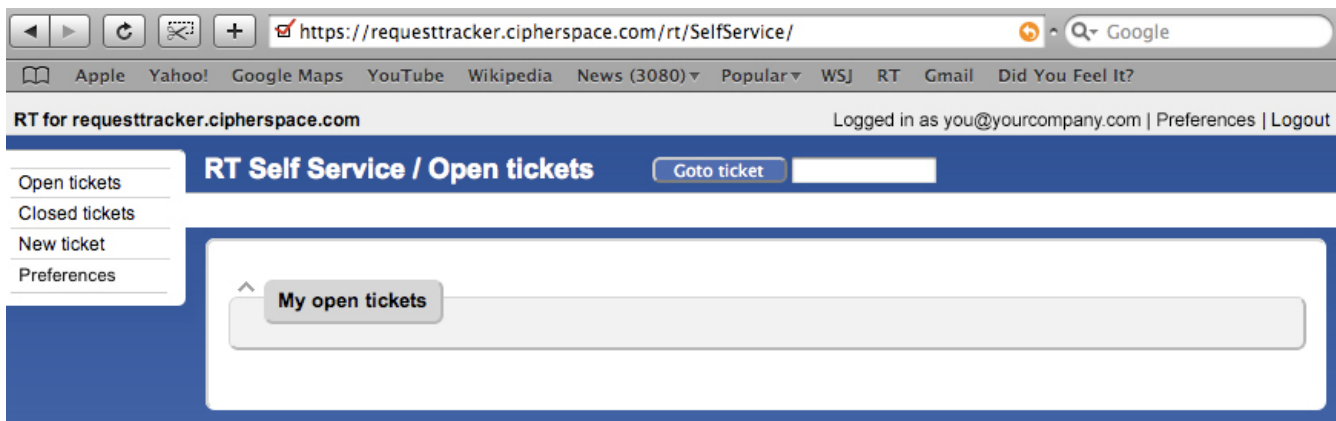
Step 2: Click on the “Request Tracker” link to go to the Request Tracker login page.



Step 3: Log in using your regular company email address (ie., jennblack@widgetfactory.com) and the password you were given for RT. You will change this password the first time you log in.



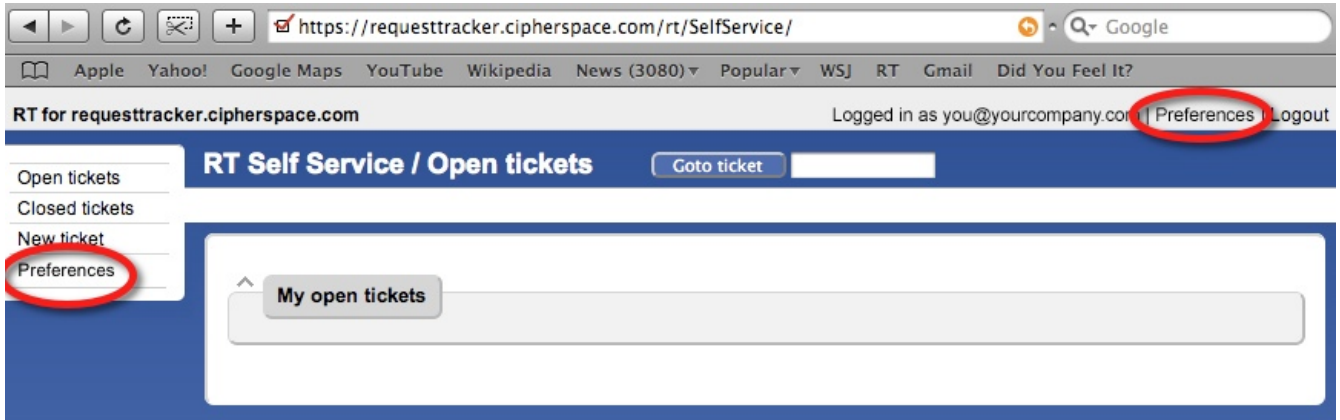
Request Tracker Home page



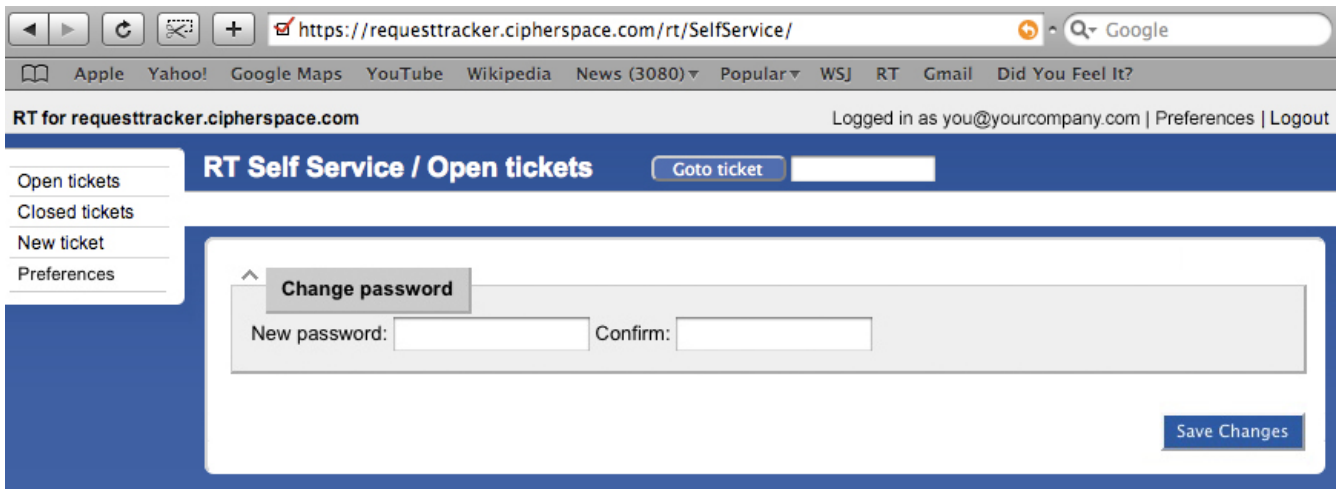
Changing your Password

The first time you log in you will use the temporary password that you were given. You should immediately change this password to one of your own.

Step 1: In the menu on the left, or on the top right side of the screen, you'll find a link to **Preferences**. Click either link.



Step 2: You will see the **Change password** area with a box to type in your **New Password** and a second box **Confirm**, to re-type that same password. After you have entered in your password in both boxes, be sure to click on the **Save Changes** button.



Creating a new ticket.

Step 1: Click on the “**New ticket**” link in the left menu to create a new ticket. The Queue will be labeled “**Default**” or it will have your Company’s name listed. Your email address will appear as the **Requestor**.

The screenshot shows the 'RT Self-Service / Create a ticket' interface. At the top, the URL is 'RT for requesttracker.cipherspace.com' and the user is logged in as 'you@yourcompany.com'. The main header contains 'RT Self-Service / Create a ticket' and a 'Goto ticket' button. A left sidebar menu includes 'Open tickets', 'Closed tickets', 'New ticket', and 'Preferences'. The main form area contains the following fields and controls:

- Queue:** YourCompany
- Requestors:** you@yourcompany.com
- Cc:** (empty text box)
- Subject:** (empty text box)
- Severity:** A dropdown menu with options: (no value), Show Stopper, Critical, High, Medium. Below the menu is the text 'Input must match [Mandatory]'.
- Ticket Type:** A dropdown menu with options: -, (no value). Below the menu is the text 'Input must match [Mandatory]'.
- Attach file:** A 'Choose File' button followed by 'no file selected'.
- Describe the issue below:** A large empty text area for the ticket description.
- Create ticket:** A blue button at the bottom right of the form.

Step 2: Enter the required information. Be sure to choose the appropriate Ticket Type and an appropriate “Severity” for what you are reporting. Be sure to click the “Create ticket” button – otherwise your entry will be lost. Subsequently, you will be able to come back to this same ticket and track its progress. Finally, click “Create ticket” otherwise your ticket won’t be saved.

RT for requesttracker.cipherspace.com Logged in as you@yourcompany.com | Preferences | Logout

RT Self Service / Create a ticket Goto ticket

- Open tickets
- Closed tickets
- New ticket
- Preferences

Queue: **Your Company**

Requestors:

Cc:

Subject:

Severity: (no value)
Select one value

- Show Stopper
- Critical
- High
- Medium

Input must match [Mandatory]

Ticket Type: -
Select one value

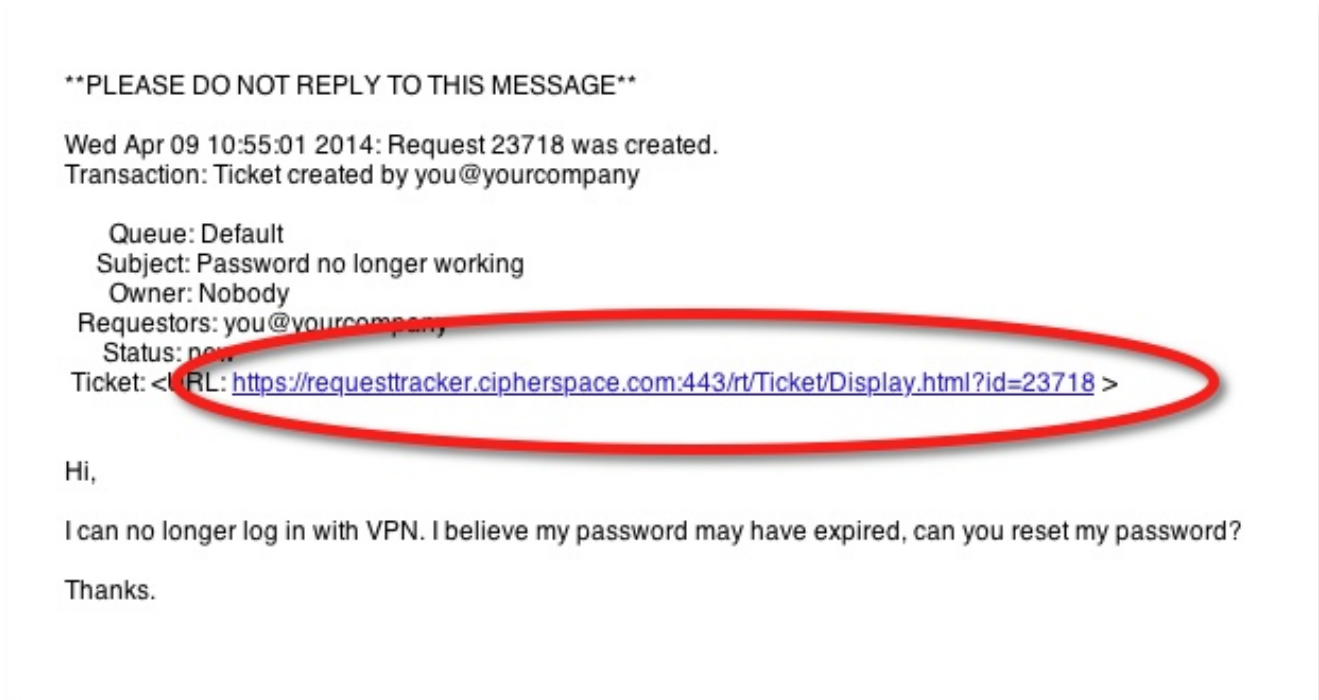
- ✓ (no value)
- Email Support
 - Email: (Outlook|Calendar|Contacts|LDAP) setup|maintenance|support
- Desktop Support
 - Employee/Contractor: User initial setup or termination
 - Hardware: (Printer/Scanner/Workstation components) setup|maintenance|support
 - Network: (Security/Folders/VPN/Internet) setup|maintenance|access|permissions
 - Software: (Workstation) setup|upgrade|maintenance|support
 - Workstation: (Desktop/Laptop) rebuild|setup|maintenance|support
- Server Support
 - Server: rebuild|setup|maintenance|support
- Phone(VoIP) Support
 - VoIP: (Phone/voicemail) setup|maintenance|support
- Procurement Support
 - Buy New: (Hardware/Software/Equipment/Service)
- Handheld/Mobile Support
 - Mobile: (PDA/Handheld/Smartphone) support|sync
- Customized
 - Customized: (Website/Systems/Projects) design|develop|deploy|document|support

Attach file:

Describe the issue below:

Checking your ticket.

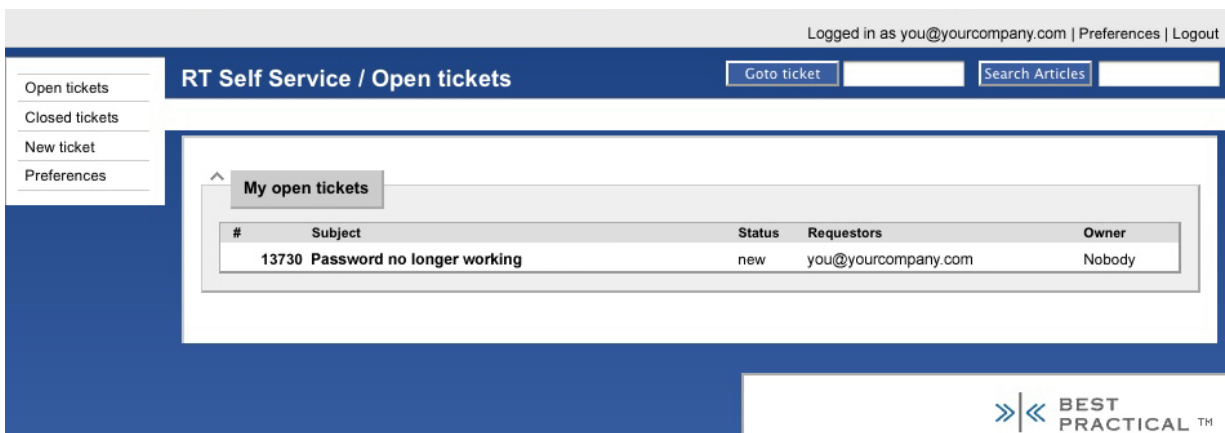
After you submit a ticket you will receive an email from RT. It will show the information in your ticket. You will get another email when a technician works on your ticket and makes comments or asks you more questions. If you need to reply, **click on the blue link in the email** (circled in red below). Don't be tempted to reply to the email directly (it will go nowhere). That link will take you directly to your ticket.



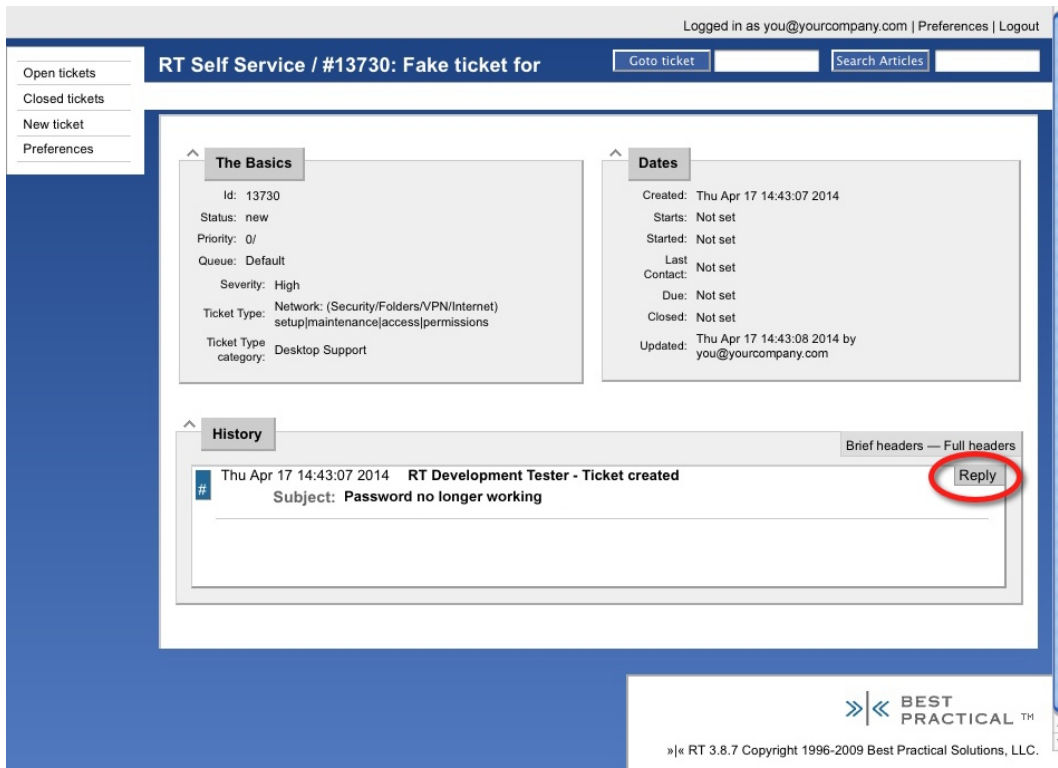
Replying to a ticket.

Step 1) Go to your ticket(s) in RT (either by clicking on the link in your email or navigating there through your company's isupport portal – see Logging in).

Step 2) Open the ticket by clicking on it's number or subject.



Step 3) You'll see details about the ticket listed. Click **Reply**.



Step 4) Add your message and be sure to click **Submit** at the bottom right.

