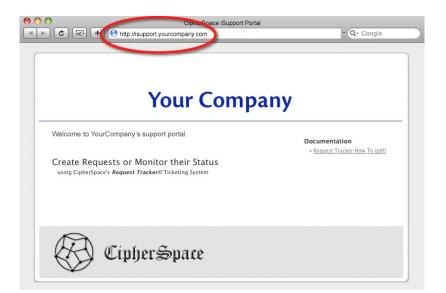
This document has instructions on how to Log In to Request Tracker (RT) through iSupport, Change Your Password, Create an RT ticket and how to Check your ticket when there are comments or questions about it.

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., <u>jennblack@widgetfactory.com</u>) and the password you were given for RT. You will change this password the first time you log in.

RT for requesttracker.cipherspace.com				Not logged in.
	Login Username: Password:	you@yourcompany.com	3.8.2 Login	

Request Tracker Home page

< ► 0	Image: state									
💭 Apple	Yahoo!	Google Maps	YouTube	Wikipedia	News (3080) 🔻	Popular ▼	WSJ	RT	Gmail	Did You Feel It?
RT for requesttracker.cipherspace.com Logged in as you@yourcompany.com Preferences Logout										
Open tickets	F	RT Self Ser	vice / O	pen ticke	ets Goto	o ticket				
Closed tickets										
New ticket										· · · · · · · · · · · · · · · · · · ·
Preferences		My oper	n tickets							

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.

							🗿 • 📿 Google				
💭 Apple	Yahoo!	Google Maps	YouTube	Wikipedia	News (3080) 🔻	Popular ▼	WSJ	RT	Gmail	Did You Feel It?	
RT for requesttracker.cipherspace.com							Logged in as you@yourcompany.com Preferences Logout				
Open tickets	Open tickets RT Self Service / Open tickets Goto ticket										
Closed tickets											
Preferences		My open	tickets								

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.

 <th colspan="8">▲ ► C = Mathematical Action of the second secon</th><th colspan="4">S • Q- Google</th>	▲ ► C = Mathematical Action of the second secon								S • Q- Google			
C Apple Yaho	o! Google Maps	YouTube	Wikipedia	News (3080) 🔻	Popular ▼	WSJ	RT	Gmail	Did You Feel It?			
RT for requesttracke	r.cipherspace.com	ı –				Log	ged in	as you@	gyourcompany.com Preferences Logout			
Open tickets Closed tickets	RT Self Serv	vice / Op	en ticke	ets Goto	ticket							
New ticket Preferences	Change New passw	password ord:		Confirm:								
									Save Changes			

RT How To 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**.

RT for requesttracker.cipherspace.com	Logged in as you@yourcompany.com Preferences Logout
Open tickets RT Self Service / Create a ticket Goto ticket	
Closed tickets	
New ticket	
Preferences Queue: YourCompany	
Requestors: you@yourcompany.com	
Cc:	
Subject:	
(no value) Show Stopper	
Severite Critical Ticket	
Select High Select (no value)	\$
value Input must value Input must match [Mandatory]	
match	
[Mandatory]	
Attach file: Choose File no file selected	
Describe the issue below:	
	Create ticket
	ortate texter

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 requesttracke	r.cipherspace.com	Logged in as you@yourcompany.com Preferences Logout
Open tickets	RT Self Service / Create a	ticket Goto ticket
Closed tickets		
New ticket		
	Queue: Your Company Requestors: you@yourcompany.c Ce: Subject: Subject: Severity Select one value Input must match [Mandatory] Attach file: Choose File no Describe the issue below:	om (no value) Email Support 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 support Network: (Security/Folders/VPN/Internet) setup maintenance support Workstation: (Desktop/Laptop) rebuild setup maintenance support Server: rebuild setup maintenance support Phone(VoiP) Support VoIP: (Phone/voicemail) setup maintenance support Phone(VoiP) Support VoIP: (Phone/voicemail) setup maintenance 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
		Create ticket

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.

PLEASE DO NOT REPLY TO THIS MESSAGE
Wed Apr 09 10:55:01 2014: Request 23718 was created. Transaction: Ticket created by you@yourcompany
Queue: Default Subject: Password no longer working Owner: Nobody Requestors: you@yourcompen., Status: pe:. Ticket: <turl: <u="">https://requesttracker.cipherspace.com:443/rt/Ticket/Display.html?id=23718 ></turl:>
Hi,
I can no longer log in with VPN. I believe my password may have expired, can you reset my password?
Thanks.

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.

		Logged in as you@yourcompany.com	Preferences Logout
Open tickets	RT Self Service / Open tickets	Goto ticket Search Artic	les
Closed tickets			
New ticket Preferences	A My open tickets		
	# Subject	Status Requestors	Owner
	13730 Password no longer working	new you@yourcompany.com	Nobody
			BEST PRACTICAL ™

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

		L	Logged in as you@yourcompany.com Preferences Logout
Open tickets RT Self	Service / #13730: Fake ticket for	Goto ticke	et Search Articles
Closed tickets			
New ticket			
Preferences	e Basics	^ Dates	
Id	: 13730	Created:	Thu Apr 17 14:43:07 2014
Status	new		Not set
Priority	: 0/	Started:	Not set
Queue	Default	Last Contact:	
Se	verity: High		Not set
Ticket	Type: Network: (Security/Folders/VPN/Internet) setup maintenance access permissions	Closed:	Not set
Ticke	t Type egory: Desktop Support	Updated:	Thu Apr 17 14:43:08 2014 by you@yourcompany.com
	tory nu Apr 17 14:43:07 2014 RT Development Tester - Subject: Password no longer working	Ticket created	Brief headers — Full headers Reply
			1 2507
			» ≪ BEST PRACTICAL ™
		» «	RT 3.8.7 Copyright 1996-2009 Best Practical Solutions, LLC.

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

000		- 12 C	late ticket #13730		
CipherSpac	e Links ×	🗹 #13730: Fake ticket for in	struct × 🗹 🛛	Update ticket #13730	× [+]
A https://reque	esttracker. cipherspac	.com/rt/SelfService/Update.l	html?id=1373 ☆ 🔻 C] 🛃 - Gc🍳 📕 🖪	
Nervous System	Cloud Hosting	💁 The 23 stranges	🧾 Optimis – Optim	Multi-Service an	Rootstrikers >>>
				Logged in as you@	yourcompany.com Preferences Logout
Open tickets	RT Self Servic	e / Update ticket #13	730	oto ticket	Search Articles
Closed tickets					
New ticket					
Preferences	Status new (Unch	anged) 🗘			
	Subject Password	no longer working			
	Attach Browse	No file selected.			
	Severity Select one value	(no value) Show Stopper Critical High Medium	Ticket Type Select one value	•	
	Ticket Type category Select one value	(no value) Email Support Desktop Support Server Support Phone(VoIP) Support			
	On Thu Apr 17	Add your Reply Add your Reply then click Submit.		e:	Submit
					BEST