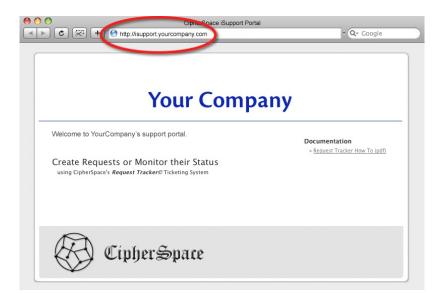
This document has instructions on how to Log In to Request Tracker (RT) through iSupport, Change Your Password, Create an RT ticket and how to Check your ticket when there are comments or questions about it.

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

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| 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.

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| 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.

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| 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: | |
| | |
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| | |
| | 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 >>> |
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| 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 |