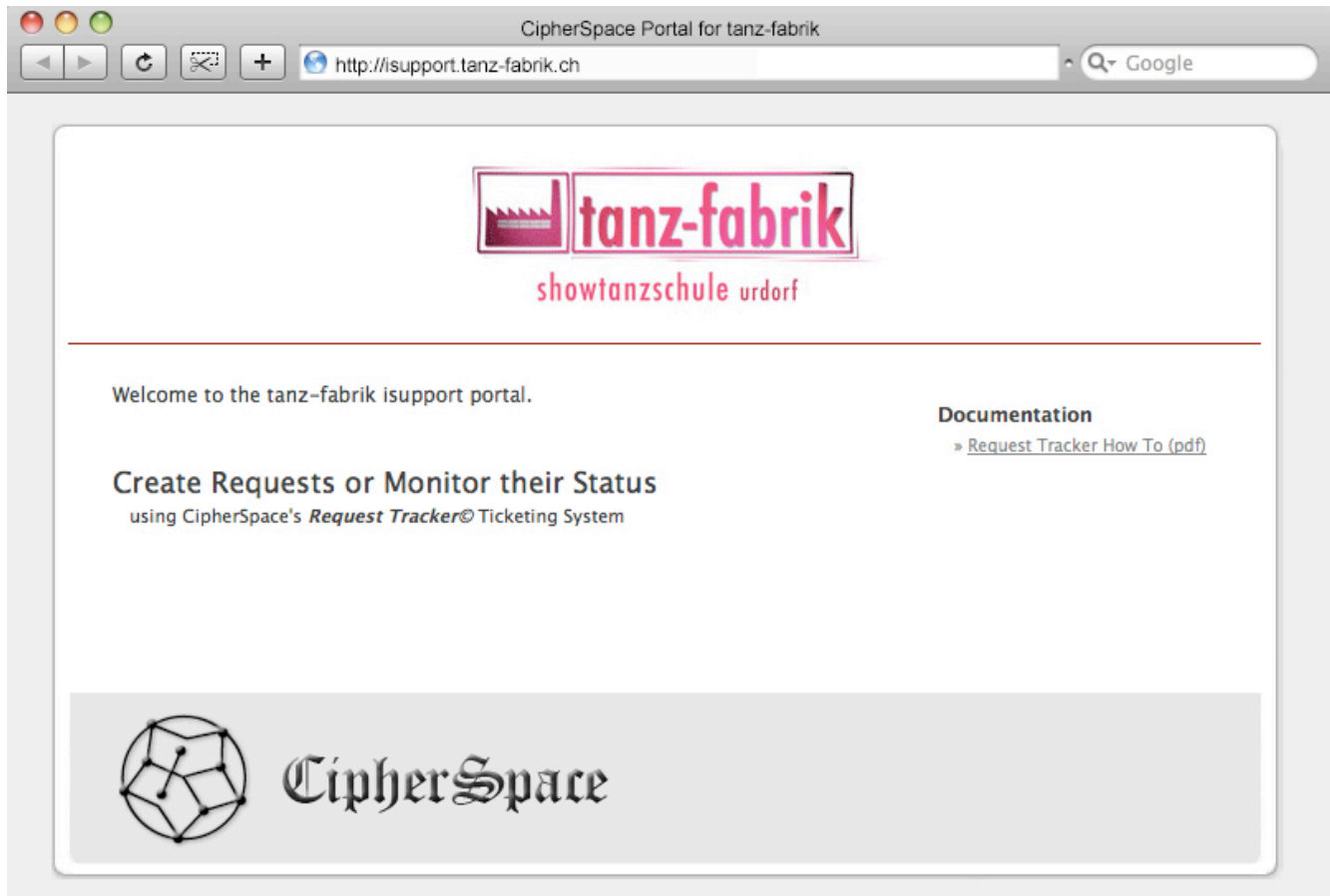
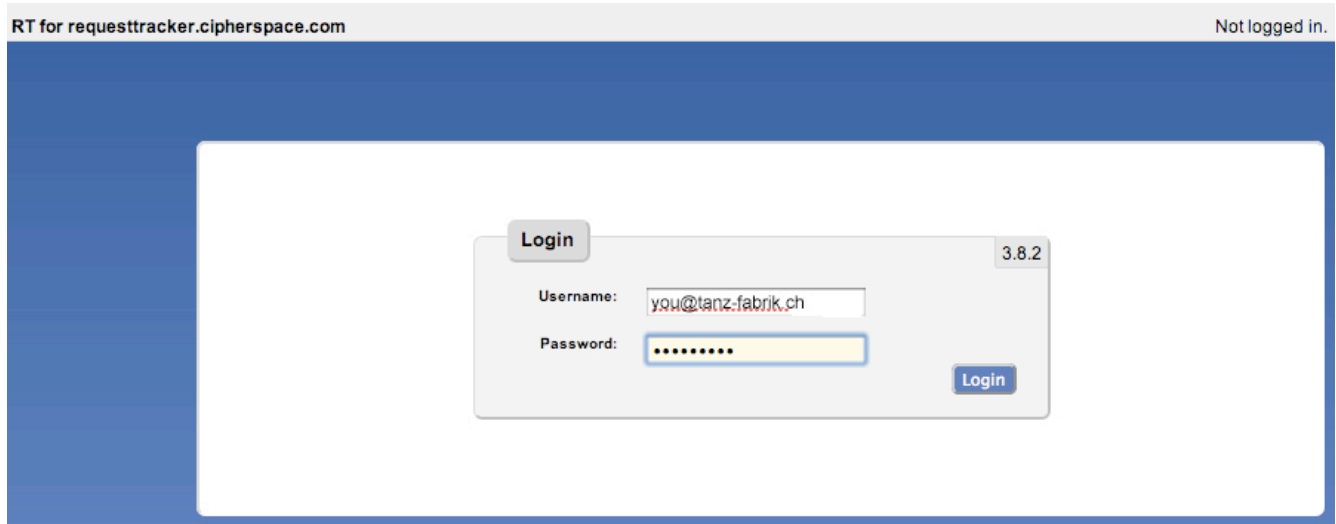


How to create an RT ticket

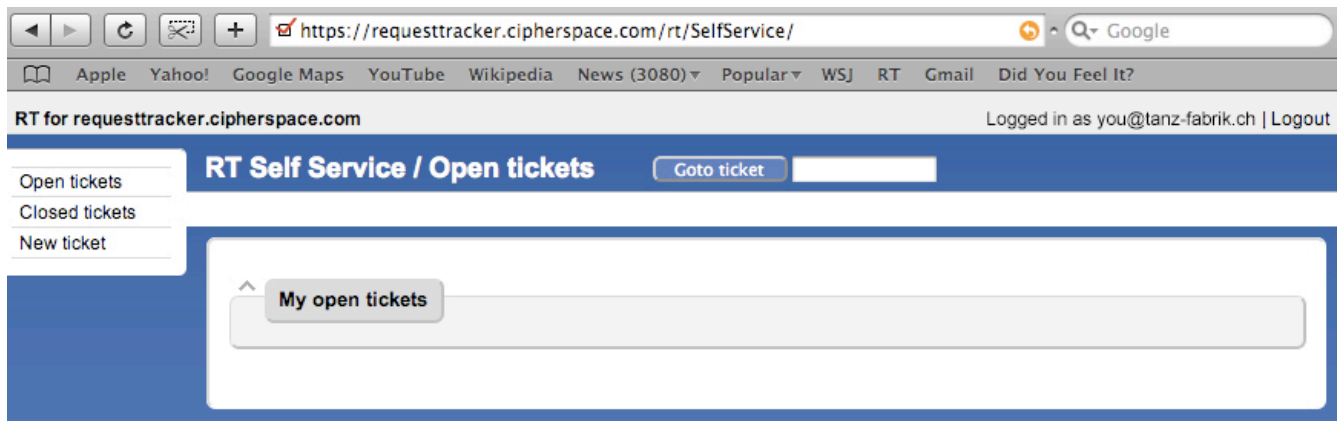
Step 1: Go to the support portal by going to the URL: <http://isupport.tanz-fabrik.ch>



Step 2: Click on the “Request Tracker” link to go to the Request Tracker login page. Login using your tanz-fabrik.ch email address and your email password.



Step 3: Request Tracker Home page



Step 4: Click on the “New ticket” link on the left to create a new ticket and choose the Tanz-Fabrik queue.

RT for requesttracker.cipherspace.com Logged in as you@tanz-fabrik.ch | Logout

RT Self Service / Create a ticket

-
-
-

Queue: **Tanz-Fabrik**

Requestors:

Cc:

Subject:

Severity Select one value
Show Stopper
Critical
High
Medium

Ticket Type Select one value

Input must match [Mandatory]

Attach file: no file selected

Describe the issue below:

Step 5: Enter the required information and click on the “Create” button. Be sure to choose the appropriate Ticket Type and an appropriate “Severity” for what you are reporting. Subsequently, you will be able to come back to this same ticket and track its progress.

RT for requesttracker.cipherspace.com Logged in as you@tanz-fabrik.ch | Logout

RT Self Service / Create a ticket [Goto ticket](#)

Open tickets
Closed tickets
New ticket

Queue: **Tanz-Fabrik**

Requestors:

Cc:

Subject:

Severity:
Select one value
(no 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: