

END USER GUIDE

IBS TICKET SYSTEM HOW-TO

Document Control

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Version Log

The version log describes the changes between versions of this document.

Version	Date	Changes
1.0	2010-09-16	Initializing GG
1.1	2010-09-20	First Release GG
1.2	2010-10-15	Small adjustments GG

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IBS TICKET SYSTEM HOW-TO

PURPOSE

This document will explain to you how to successfully take advantage of the IBS Ticket System. The following tasks are explained in detail within the next chapters:

- Open a new ticket
- Check ticket status
- Post reply on ticket thread

SUPPORT

In case you need any support with the IBS Ticket System you may contact IBS Support Team over the phone +41 41 455 22 66 (Monday – Friday, 08:00 – 12:00 and 13:30 – 17:00 (UTC + 01:00))

OPEN A NEW TICKET

Users can create tickets via several ways:

Web Site	http://ticketing.ibscl.ch
E-Mail	ticketing@ibscl.ch
Phone	+41 41 455 22 66 Monday – Friday, 08:00 – 12:00 and 13:30 – 17:00 (UTC + 01:00)

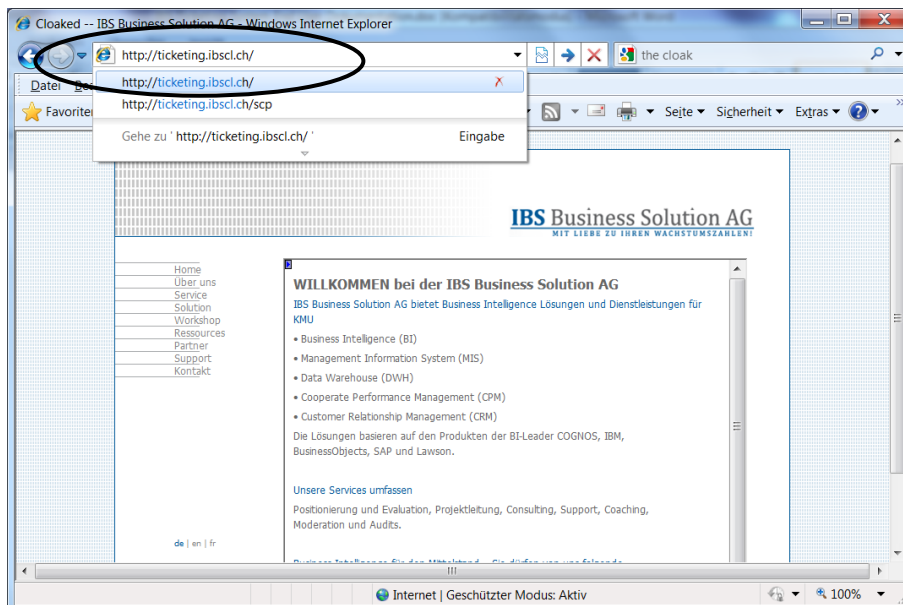
WEB SITE

STEP 1 – LAUNCH BROWSER

Launch your browser (e.g. IE, Firefox, Safari).

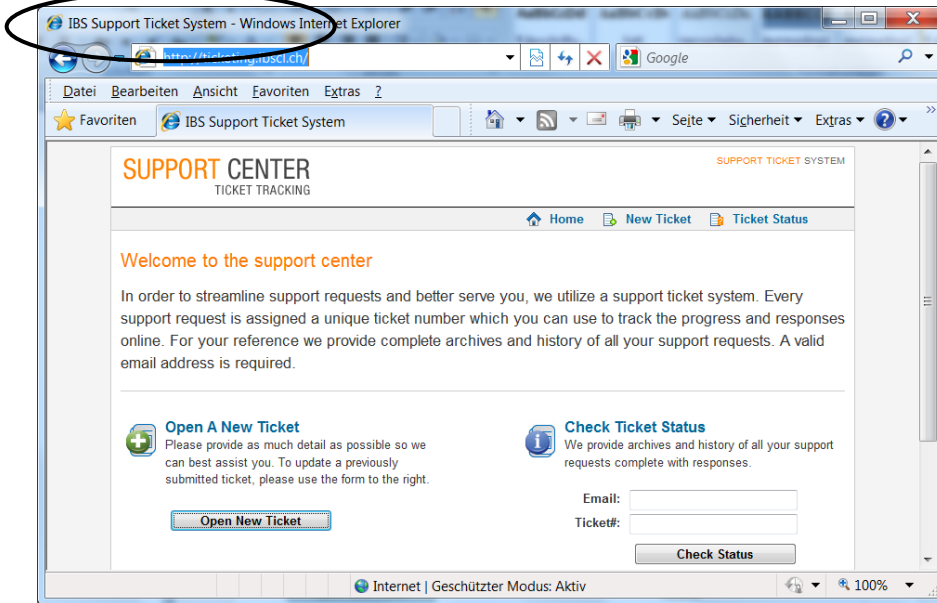
STEP 2 – ENTER ADDRESS

In your browser enter and/or select the following address: <http://ticketing.ibscl.ch>. Then press the Enter key.



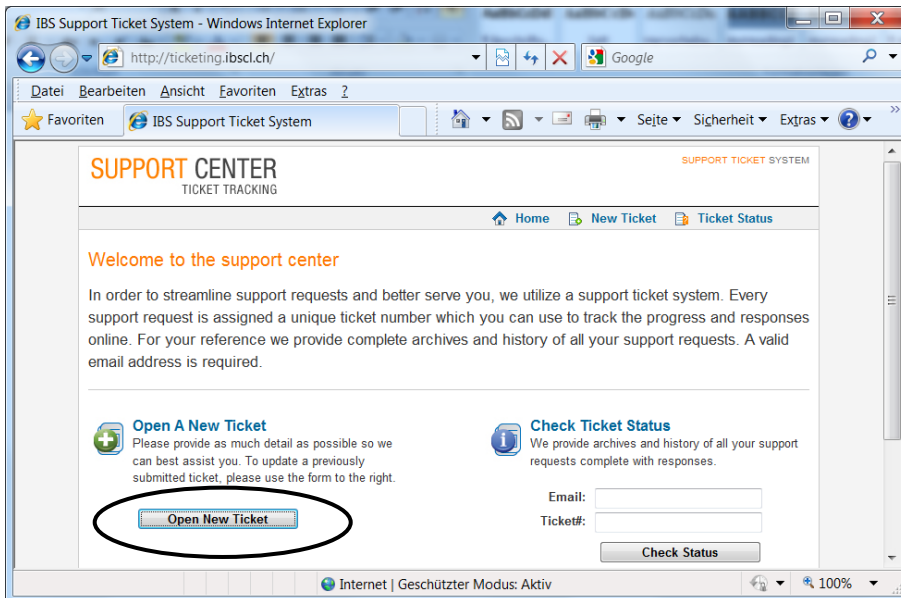
STEP 3 – IBS SUPPORT TICKET SYSTEM

You will be redirected to the IBS Support Ticket System.



STEP 4 – OPEN A NEW TICKET

Click Open New Ticket button.



STEP 5 – ENTER TICKET INFORMATION AND SUBMIT

Fill in the requested information (notice that fields marked with a red star are mandatory), then click Submit Ticket button.

The screenshot shows a web browser window displaying the 'SUPPORT CENTER' form. The form fields are as follows:

- Full Name: John Smith *
- Email Address: js935043@gmail.com *
- Telephone: +41 41 999 80 55 Ext: 8055
- Help Topic: IBM Cognos BI 8.x *
- Subject: IBM Cognos Connection Login Issue *
- Message: Dear IBS Support Team
I am not able to log into the IBM Cognos Cognos Connection. Please support me in this matter.
Kind regards,
John Smith

At the bottom of the form, there are three buttons: 'Submit Ticket', 'Reset', and 'Cancel'. The 'Submit Ticket' button is circled in red. The form also includes a copyright notice for osTicket.com and a message encouraging users to use osTicket link to help spread the word.

STEP 6 – CONFIRMATION

You will be informed that a support ticket request has been created.

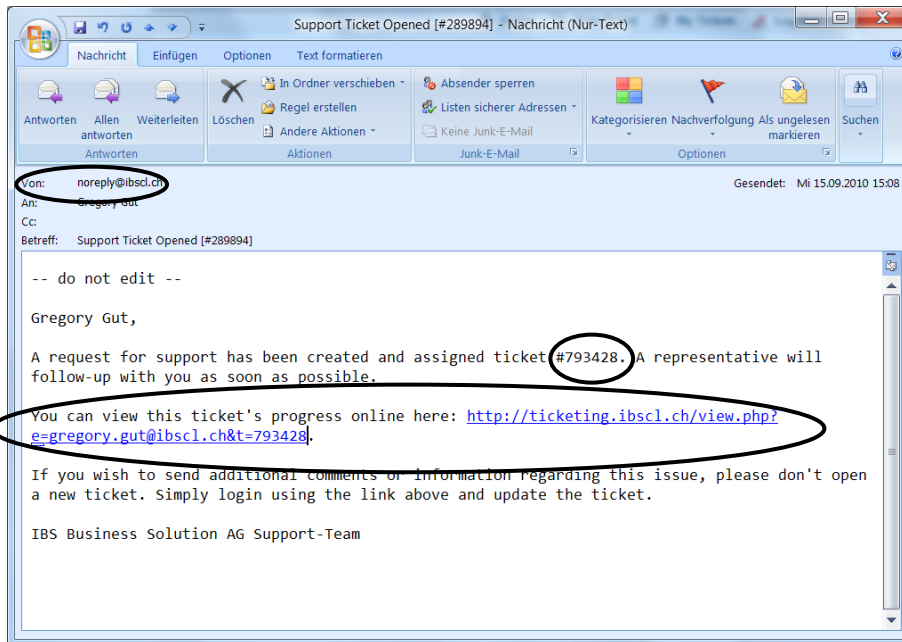
The screenshot shows the confirmation page of the IBS Support Ticket System. A green banner at the top of the message area contains the text 'Support ticket request created', which is circled in red. Below the banner, the message reads:

John Smith,
Thank you for contacting us.
A support ticket request has been created and a representative will be getting back to you shortly if necessary.
An email with the ticket number has been sent to js935043@gmail.com. You'll need the ticket number along with your email to view status and progress online.
If you wish to send additional comments or information regarding same issue, please follow the instructions on the email.
Support Team

The page also includes a copyright notice for osTicket.com and a message encouraging users to use osTicket link to help spread the word.

STEP 7 – EMAIL CONFIRMATION

You also will receive a confirmation by e-mail from noreply@ibsc1.ch that a request for support has been created and assigned a ticket with a unique number (e.g. #793428). This message contains a link that allows you to follow the support request's progress.



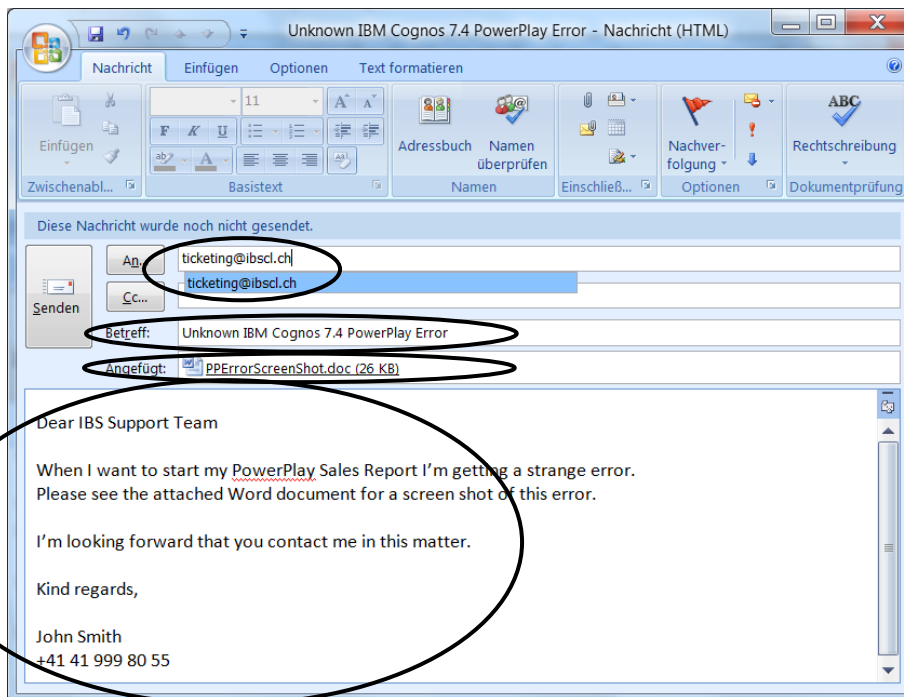
EMAIL

STEP 1 – CREATE NEW MESSAGE

In your e-mail client or via webmail create a new message.

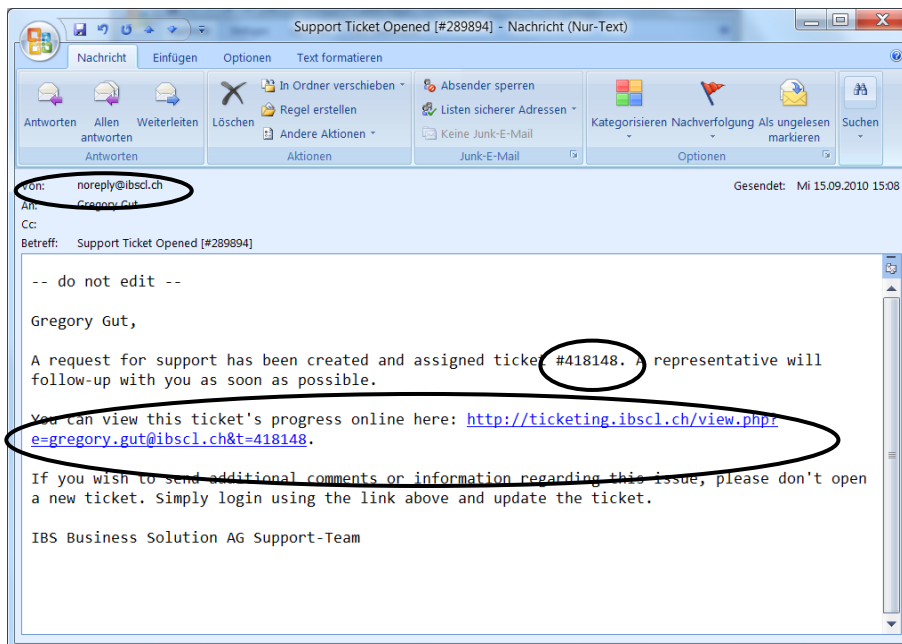
STEP 2 – EDIT MESSAGE AND SEND

As the e-mail address use ticketing@ibsc1.ch, in the subject field enter the actual subject for your new ticket and in the body enter a detailed description of your issue. You may attach a file up to the size of one megabyte of the following type: .doc, .pdf, .xls, .log, .txt. Proceed and send the e-mail.



STEP 3 – EMAIL CONFIRMATION

You should as well receive a confirmation by e-mail from noreply@ibsc.ch that a request for support has been created and assigned a ticket with a unique number (e.g. #793428). This message contains a link that allows you to follow the support request's progress.



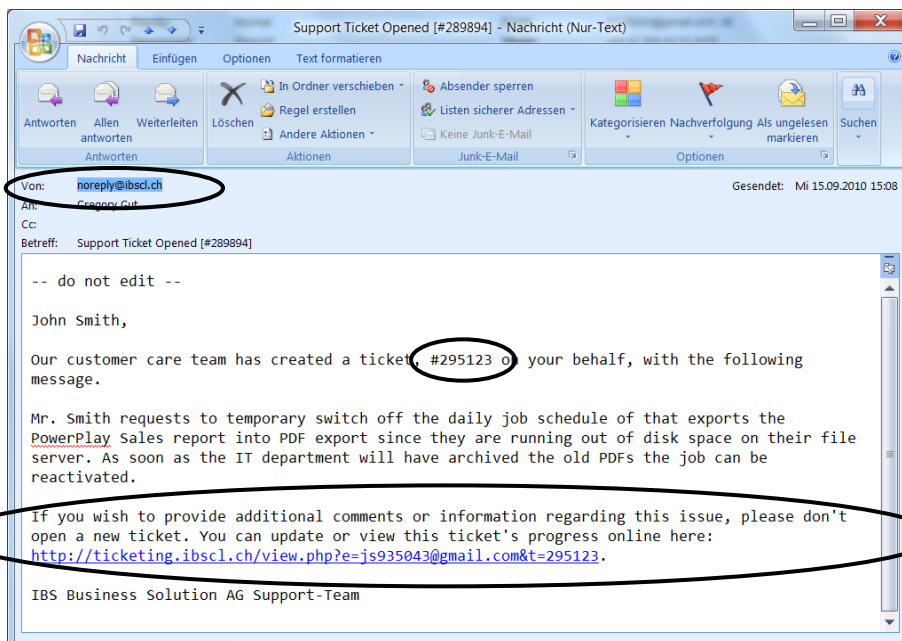
PHONE

STEP 1 – CALL

You may create a ticket over the phone. Call IBS Support Team @ +41 41 455 22 66. Make sure you have the appropriate information ready for your conversation.

STEP 2 – EMAIL CONFIRMATION

You should receive a confirmation by e-mail from noreply@ibsc1.ch that a ticket has been created with a unique number (e.g. #295123) and a certain message. This message contains a link that allows you to follow the support request's progress.



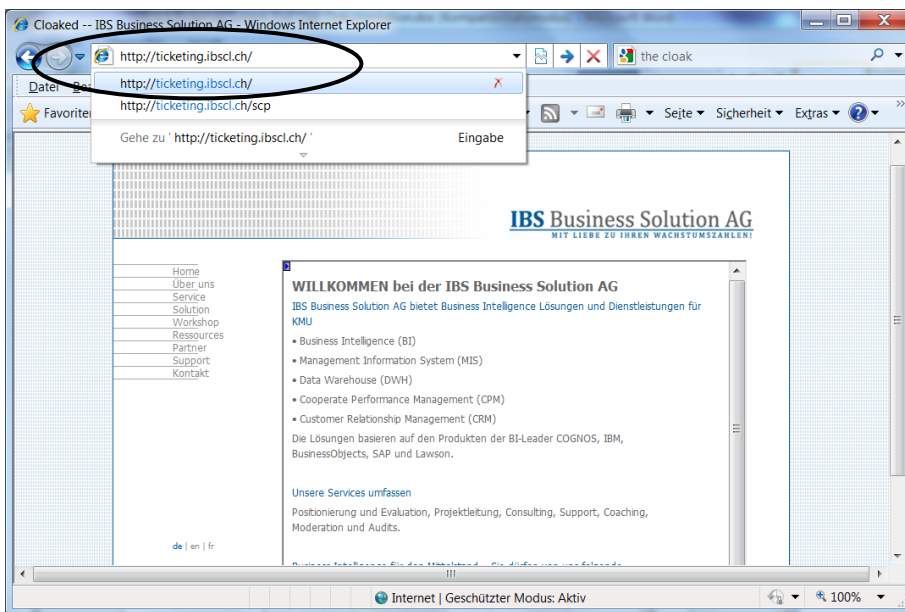
CHECK TICKET STATUS

STEP 1 – LAUNCH BROWSER

Launch your browser (e.g. IE, Firefox, Safari).

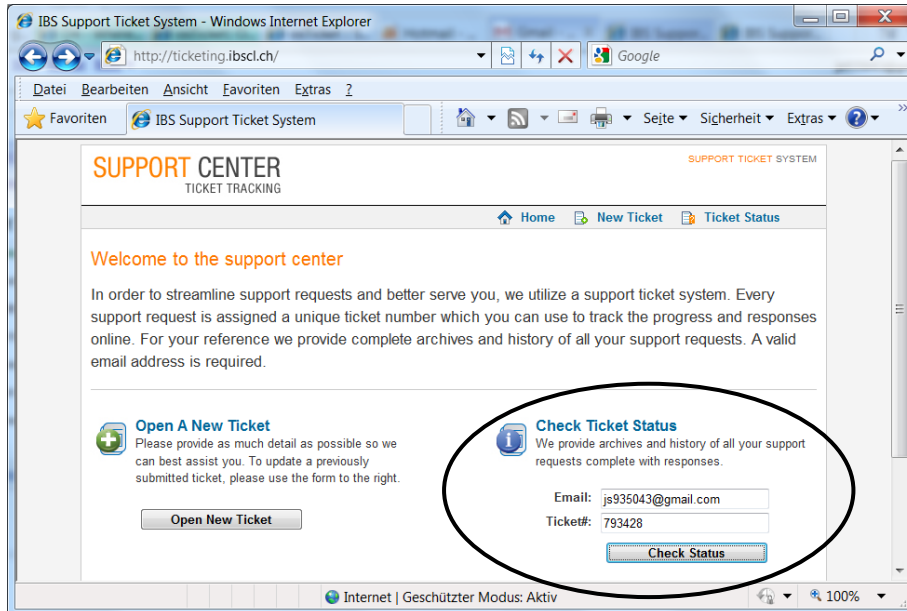
STEP 2 – ENTER ADDRESS

In your browser enter and/or select the following address: <http://ticketing.ibscl.ch>. Then press Enter key:



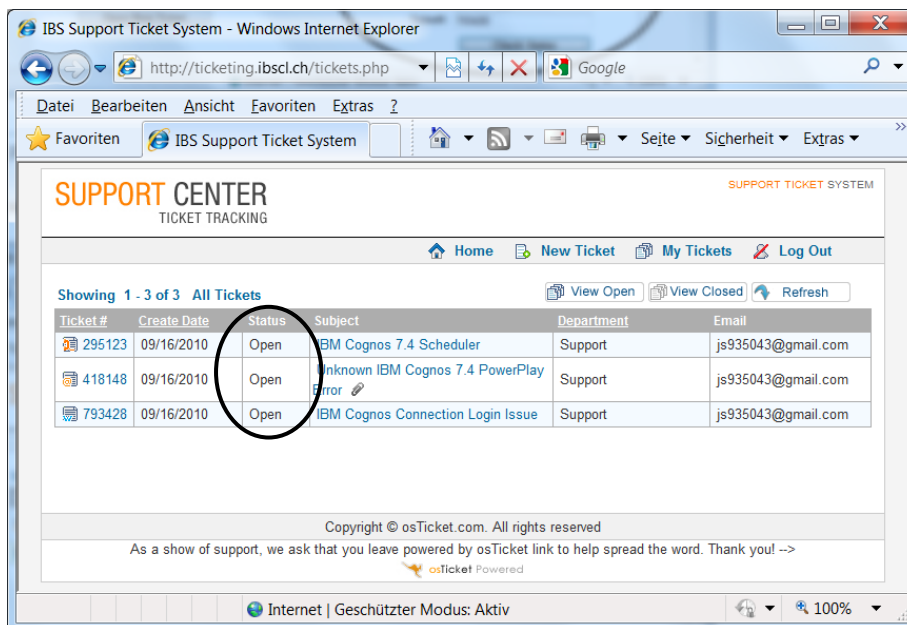
STEP 3 – LOGIN

Enter your e-mail address and the number of ticket you want to check the status for then click Check Status.



STEP 4 – MY TICKETS

You will get to an overview with all your current tickets of any status (open and closed).



Remark: as quick alternative to directly navigate to your tickets you may click on the link contained in the confirmation e-mail received from noreply@ibscsl.ch (see chapter "Step 7 – Email Confirmation" on page 8).

POST REPLY ON TICKET THREAD

STEP 1 – CHECK TICKET STATUS

Follow the instructions given in chapter “Check ticket status” on page 12 to get to the overview with all your open tickets.

STEP 2 – CHOOSE AND CLICK TICKET YOU WANT TO REPLY

Click the Ticket # or Subject column of the ticket you want to reply.

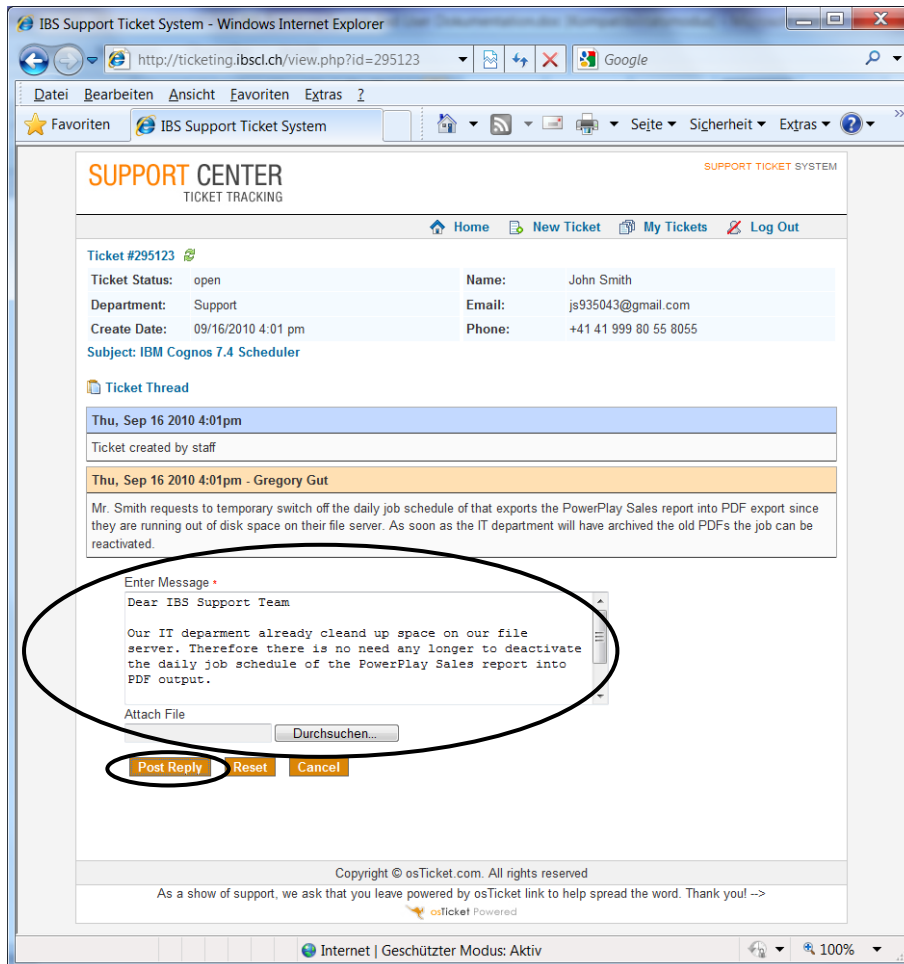
The screenshot shows a web browser window titled "IBS Support Ticket System - Windows Internet Explorer". The address bar shows "http://ticketing.ibscl.ch/tickets.php". The page content includes a navigation menu with "Home", "New Ticket", "My Tickets", and "Log Out". Below the menu, it says "Showing 1 - 3 of 3 All Tickets". A table lists three tickets:

Ticket #	Create Date	Status	Subject	Department	Email
205123	09/16/2010	Open	IBM Cognos 7.4 Scheduler	Support	js935043@gmail.com
418148	09/16/2010	Open	Unknown IBM Cognos 7.4 PowerPlay Error	Support	js935043@gmail.com
793428	09/16/2010	Open	IBM Cognos Connection Login Issue	Support	js935043@gmail.com

The first ticket's ID (205123) and subject (IBM Cognos 7.4 Scheduler) are circled in black. The footer of the page contains copyright information for osTicket.com and a note about support.

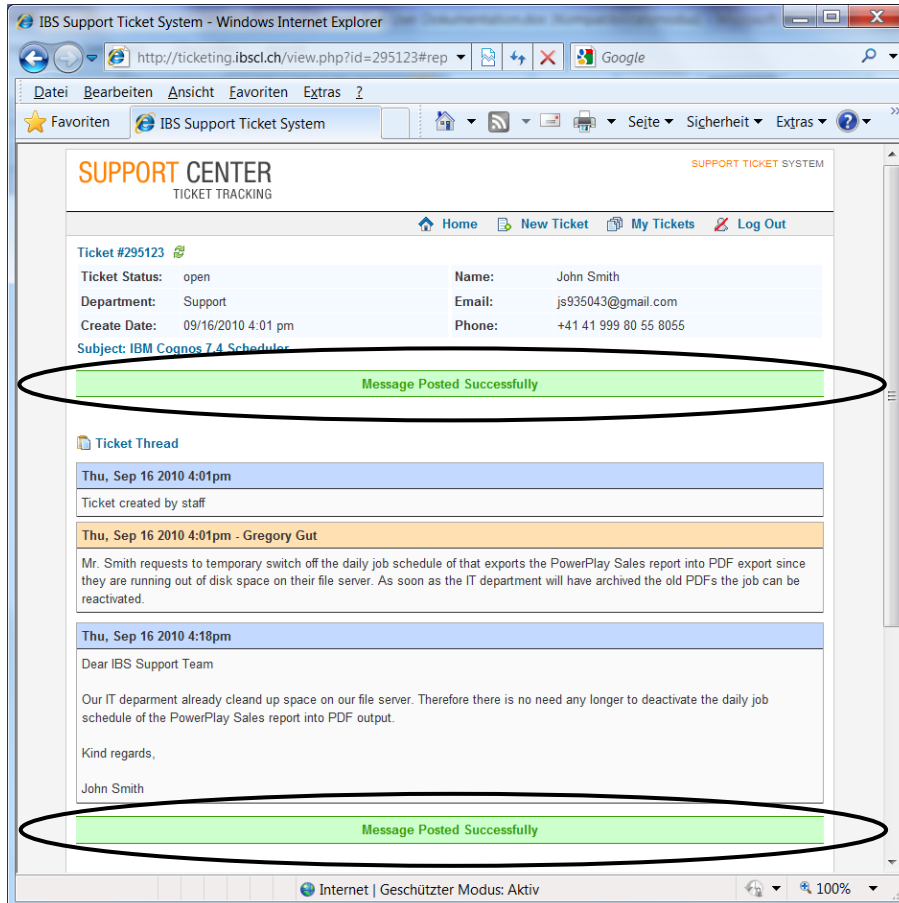
STEP 3 – ENTER AND POST REPLY

Fill in the requested information (notice that fields marked with a red star are mandatory). You may attach a file up to the size of one megabyte of the following type: .doc, .pdf, .xls, .log, .txt. Proceed and click the Post Reply Button.



STEP 4 – CONFIRMATION

You will be informed that the message has been posted successfully.



STEP 5 – EMAIL CONFIRMATION

You should as well receive a confirmation by e-mail from noreply@ibsc.ch that your reply to the support request has been noted (e.g. #295123). This message contains a link that allows you to follow the support request's progress.

