Support

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This document is intended to give users an overview of opening a new support case (ticket) with Phase3 Solutions.

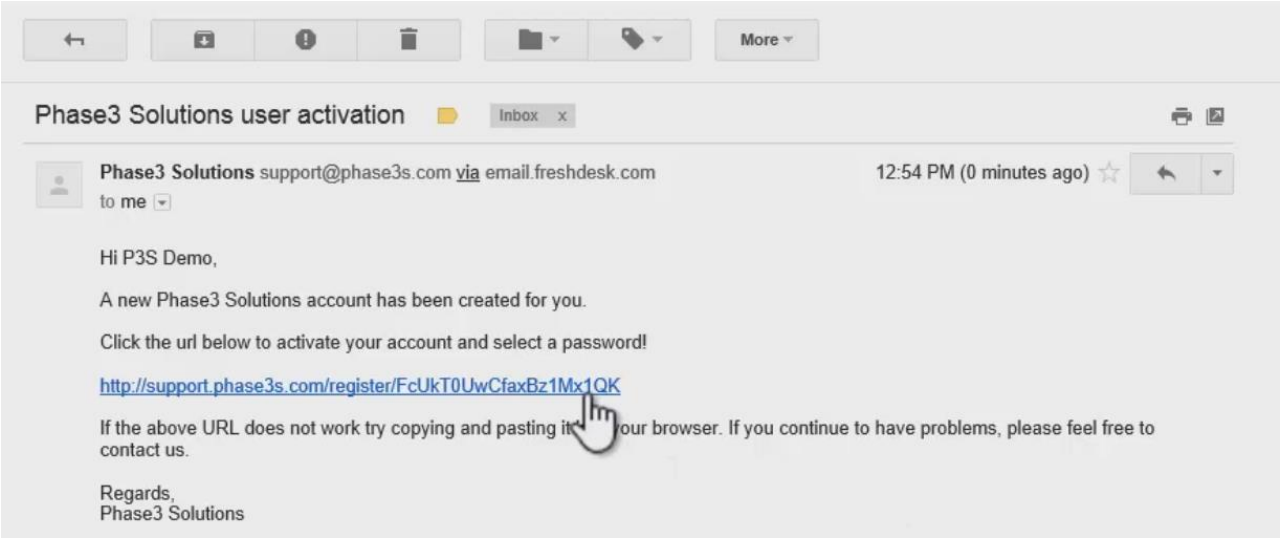
This document will outline the steps involved with creating, interacting and completing tickets raised with our Solution Architects via the Phase3 Solutions ticketing system.

Revision History:

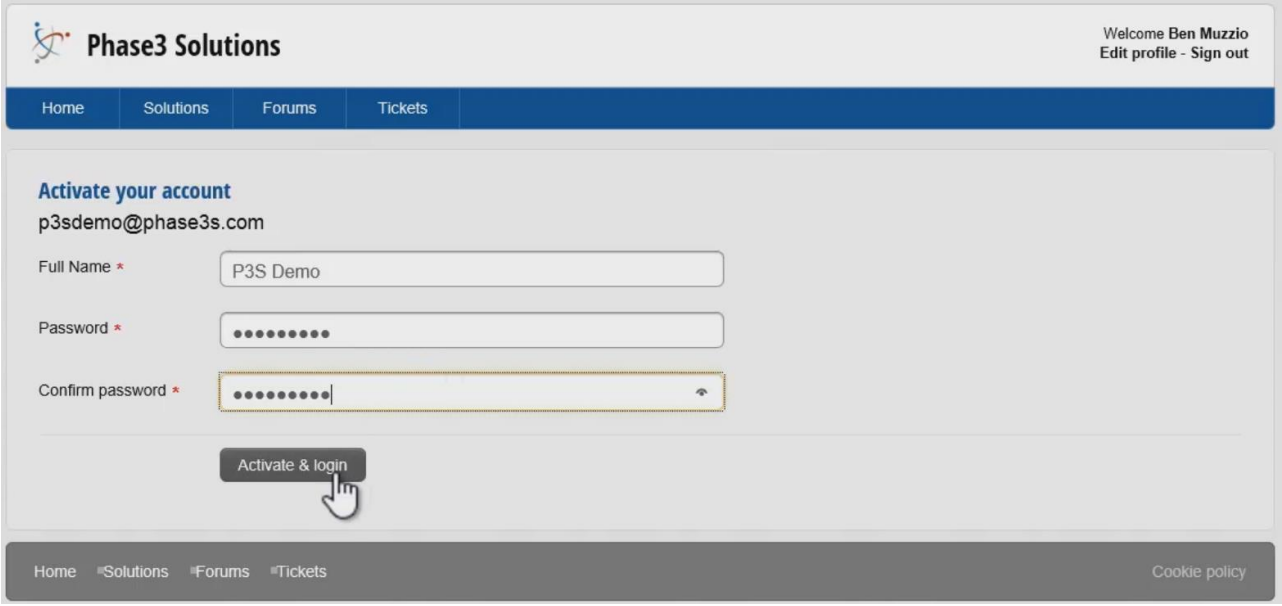
Date	Author	Revision
3/1/2013	TB	Initial Document Creation
8/7/2013	TB	Update to screenshots

1. Creating/Verifying Your Account

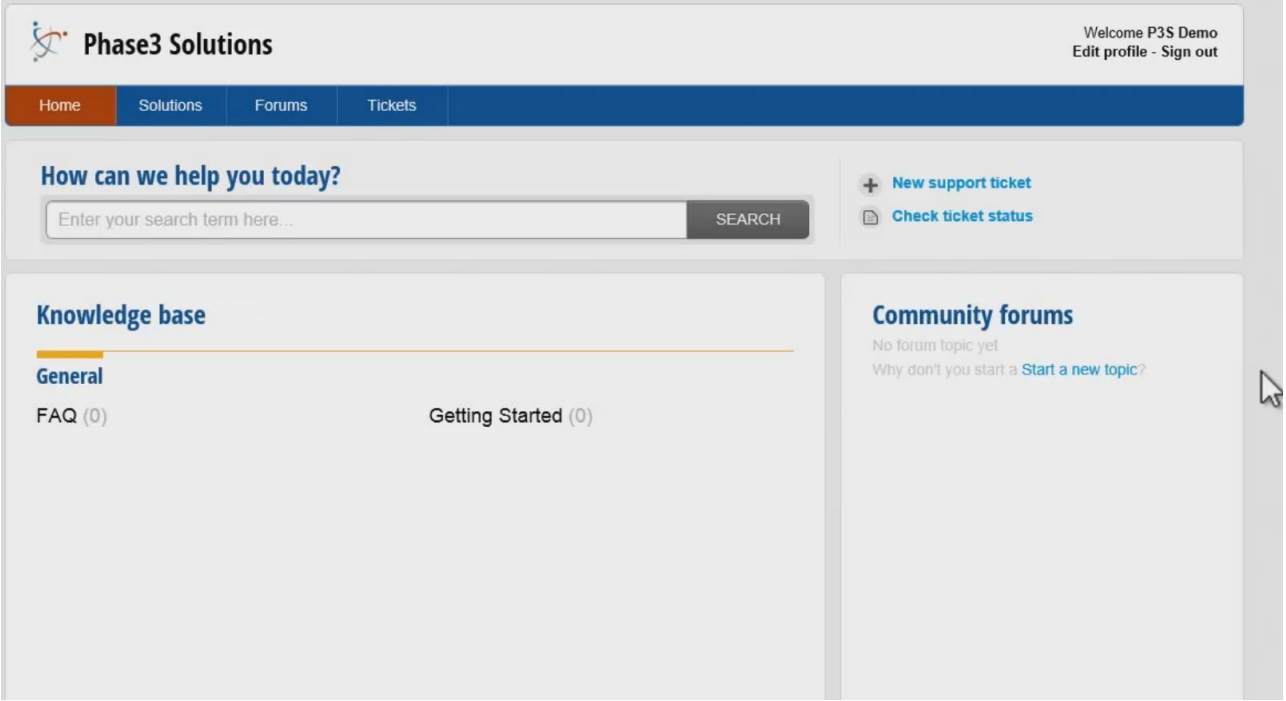
Once you have been entered in the support system, you will receive a welcome email with a link to verify your account and set your initial password.



Clicking the link will bring you to the account verification page.



Once you have set your initial password, you will be able to initiate new tickets via email and will also have access to the support portal to see your existing tickets and open new ones.

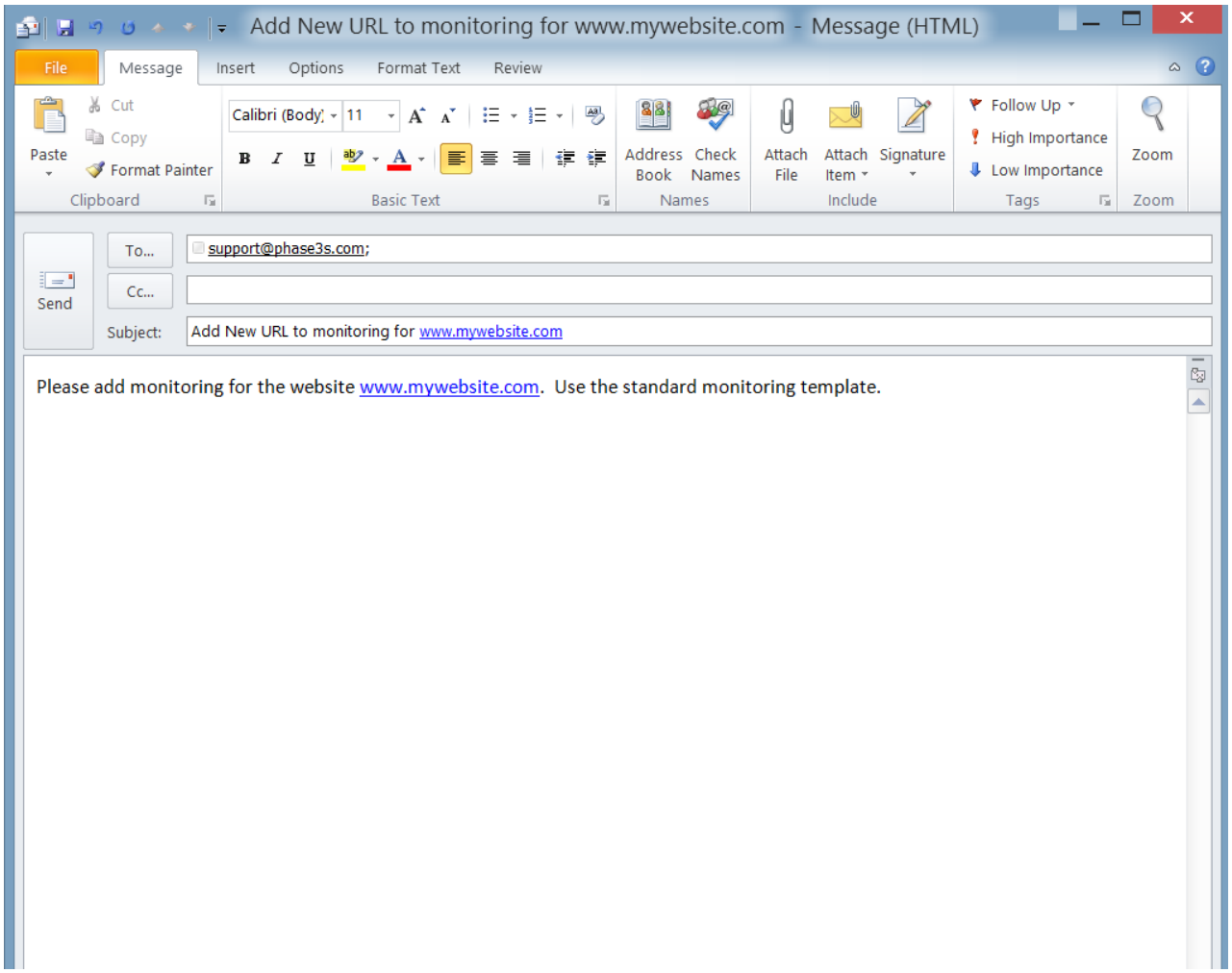


2. Creating New Tickets

Once your account has been activated, tickets can be created via two methods.

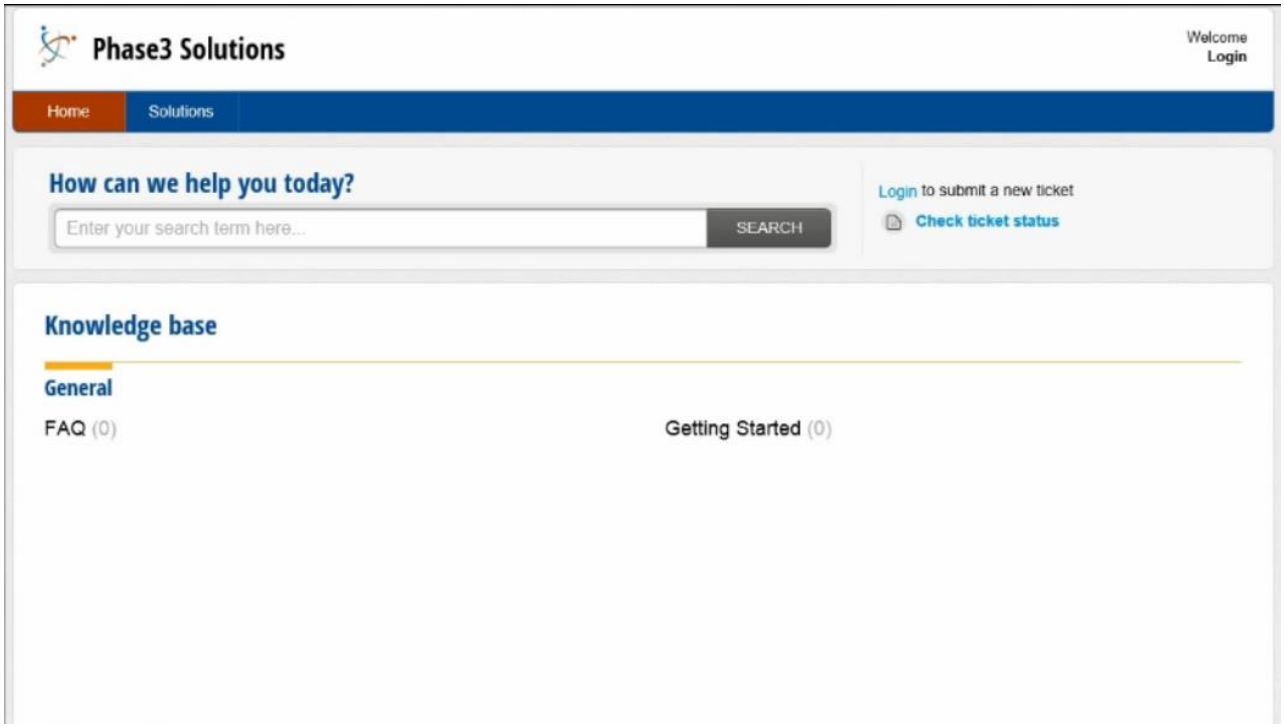
1. Sending an email to support@phase3s.com
2. Logging into the portal and creating a ticket

Submitting a ticket via email is the most popular as it is the easiest and most direct method:

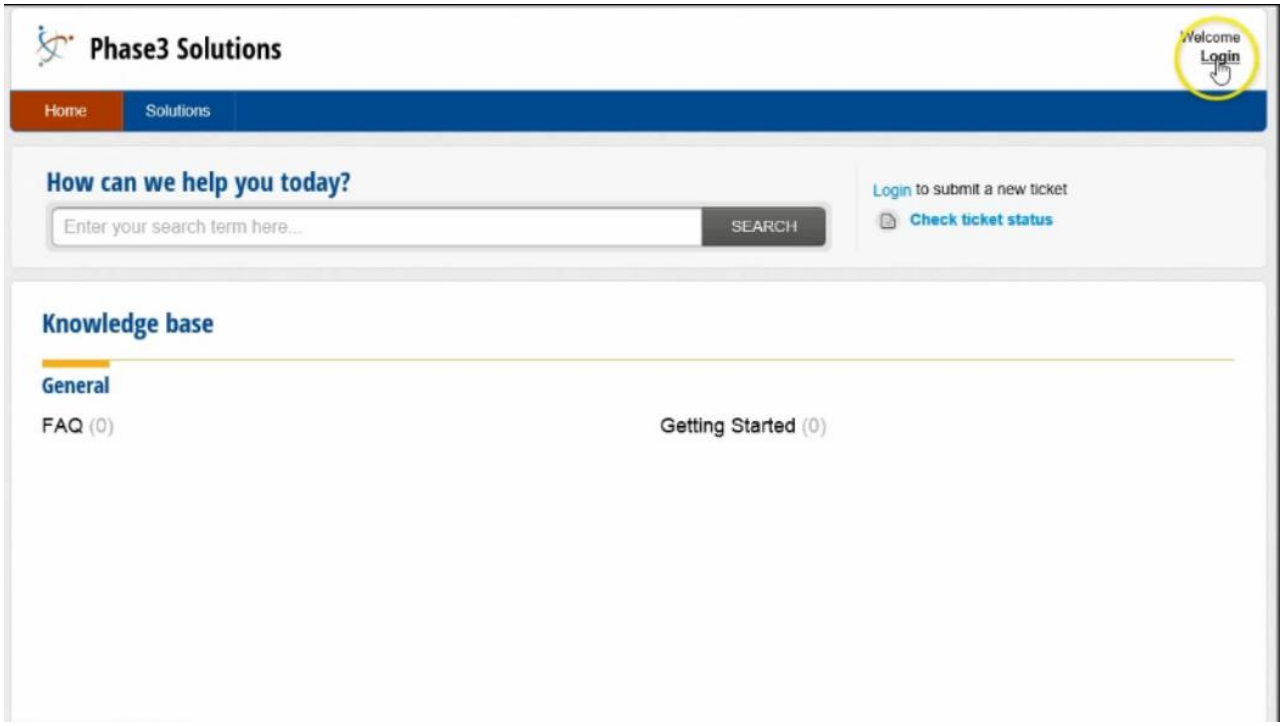


Opening a ticket from the support portal is also simple and gives you easy access to past and current pending tickets.

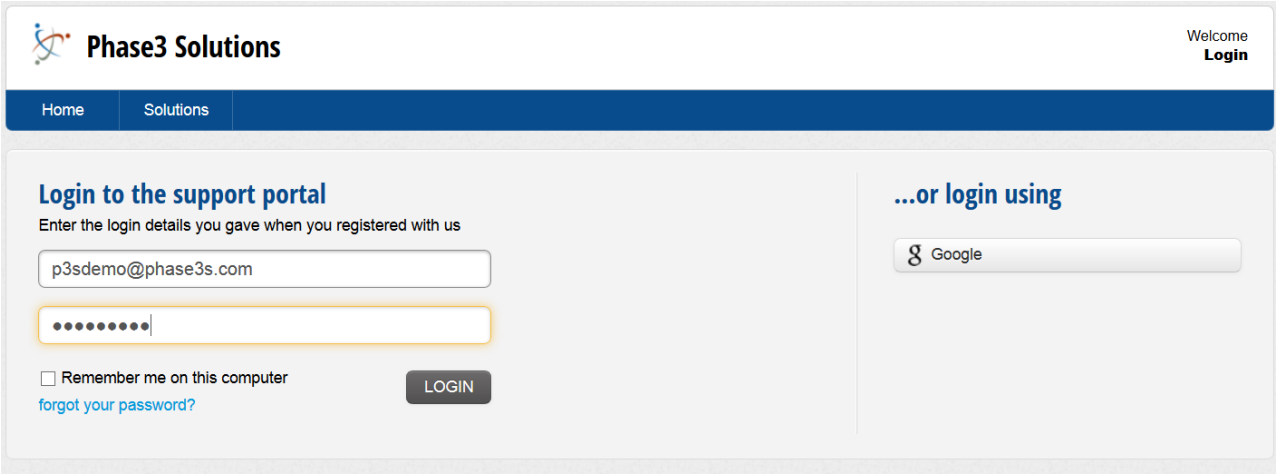
Accessing the portal:
Point your web browser to http://support.phase3s.com



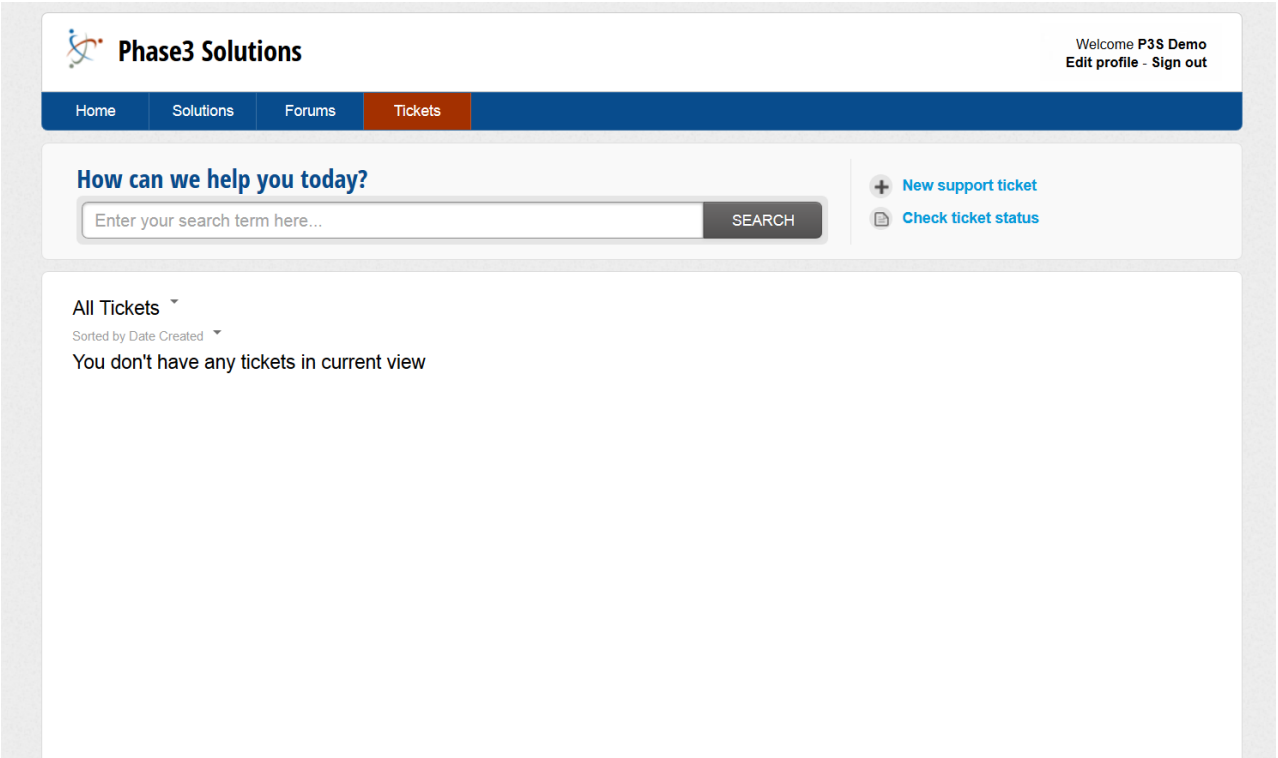
Once at the initial welcome screen, select the "Login" link at the top right



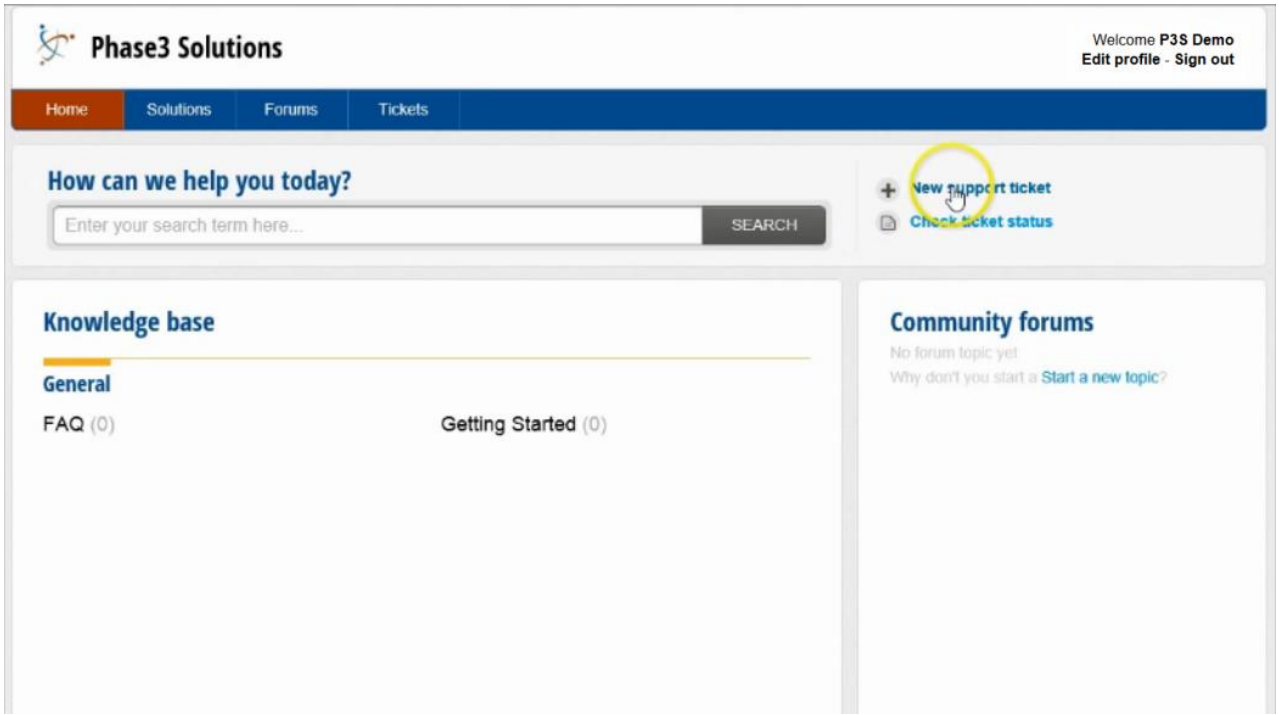
Enter your login details



Once you have logged in, you will be at the "Home" screen of the portal. By clicking on the "Tickets" tab at the top, you will be shown any tickets that are currently pending for your user account. If this is the first time you are logging in, there will be nothing listed here.



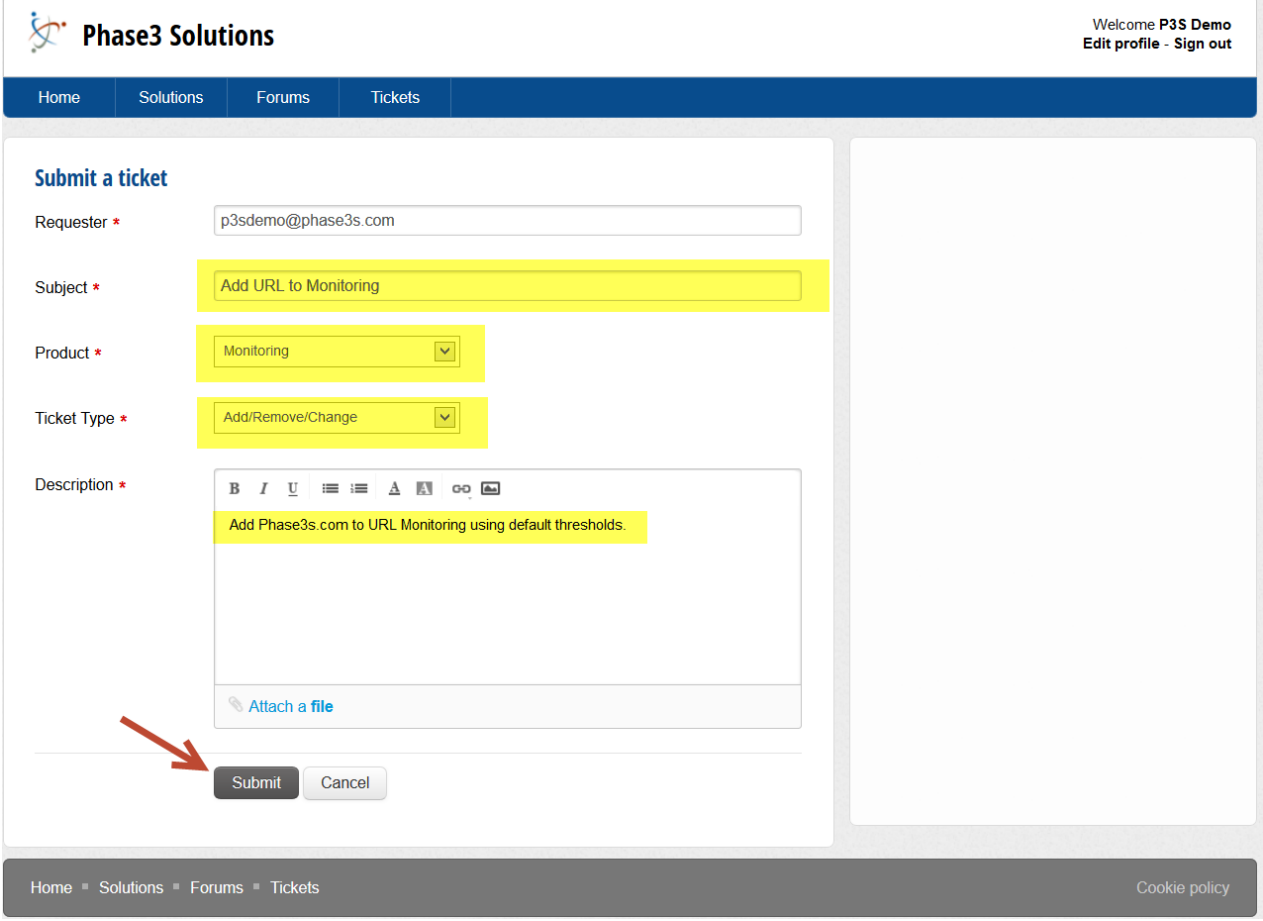
To create a new ticket from the portal, click on the "New Ticket" link at the top right of the screen.



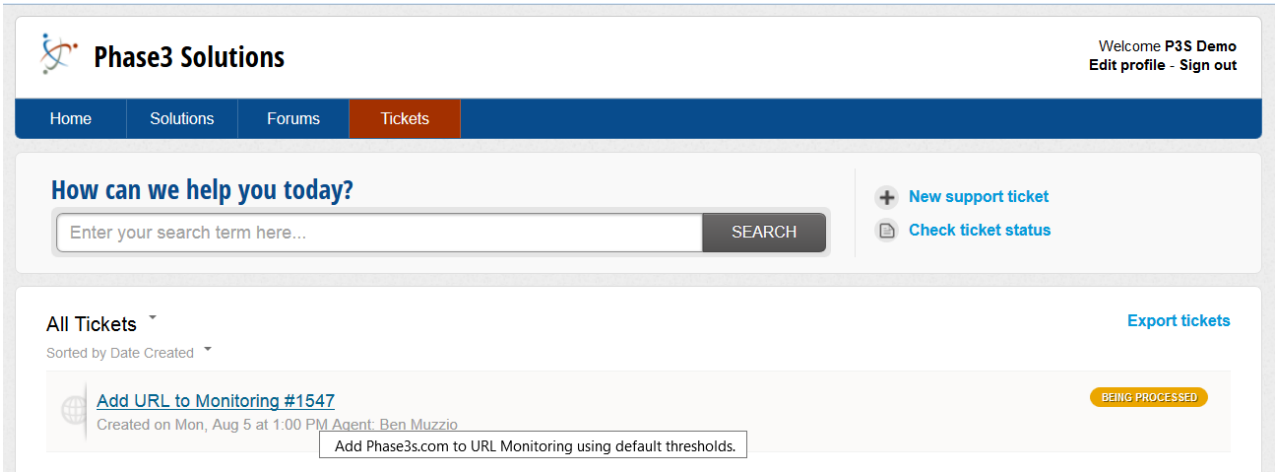
Enter the appropriate information and click on the "Submit" button at the bottom.

Fields:

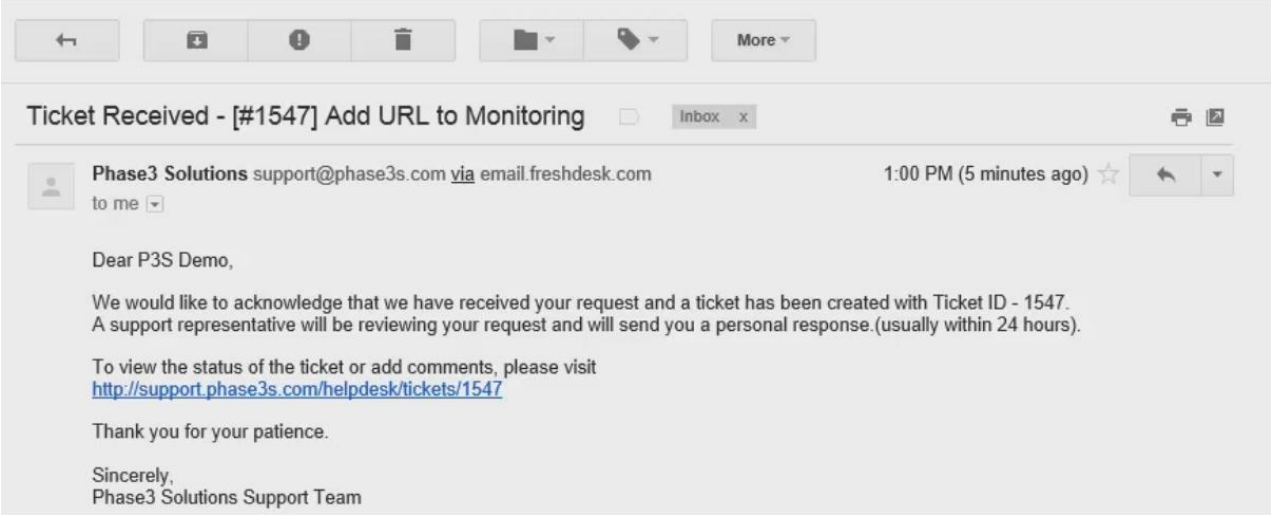
- Subject -- Brief description of the ticket
- Product -- Select the type of ticket this request is for (Monitoring or Service Desk)
- Ticket Type -- Add/Remove/Change or Question.
- Description -- Detailed information about the ticket (try to be as detailed as possible to help avoid any requests for additional information).



This will bring you back to the ticketing portal where you will see your new and any pending tickets.

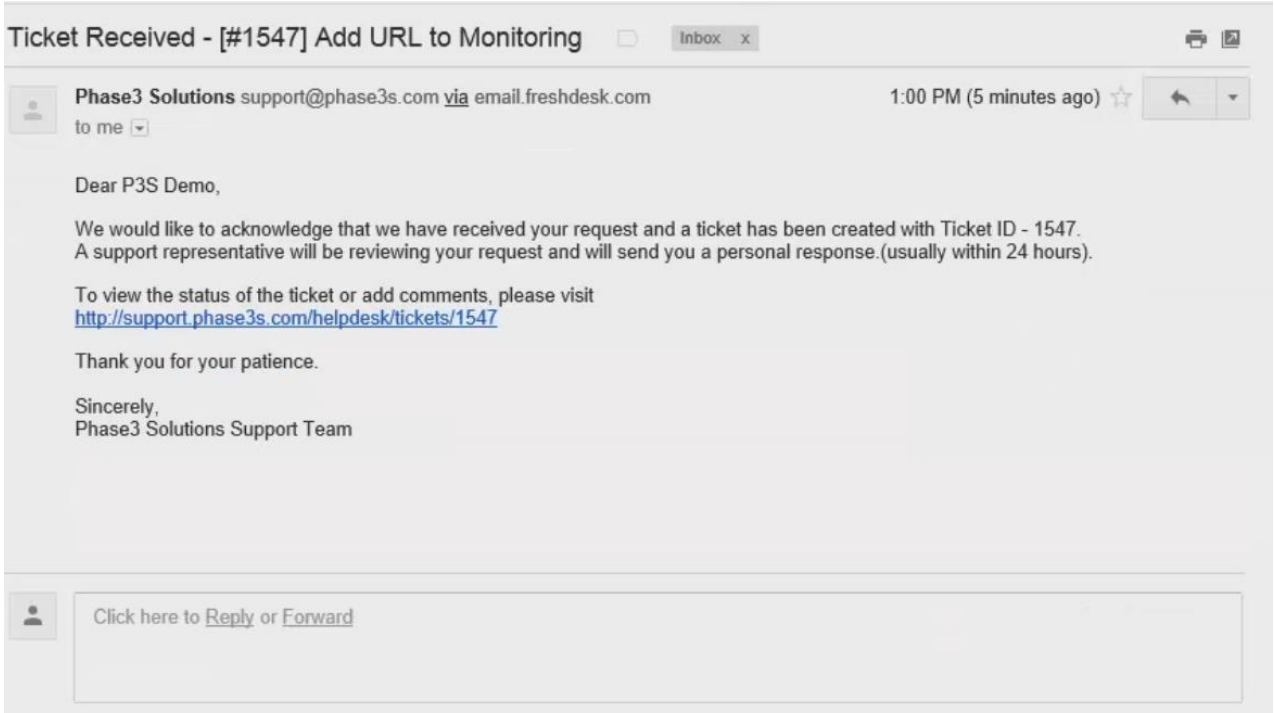


With either method of ticket creation, you will receive a notification via email that your ticket has been successfully submitted.

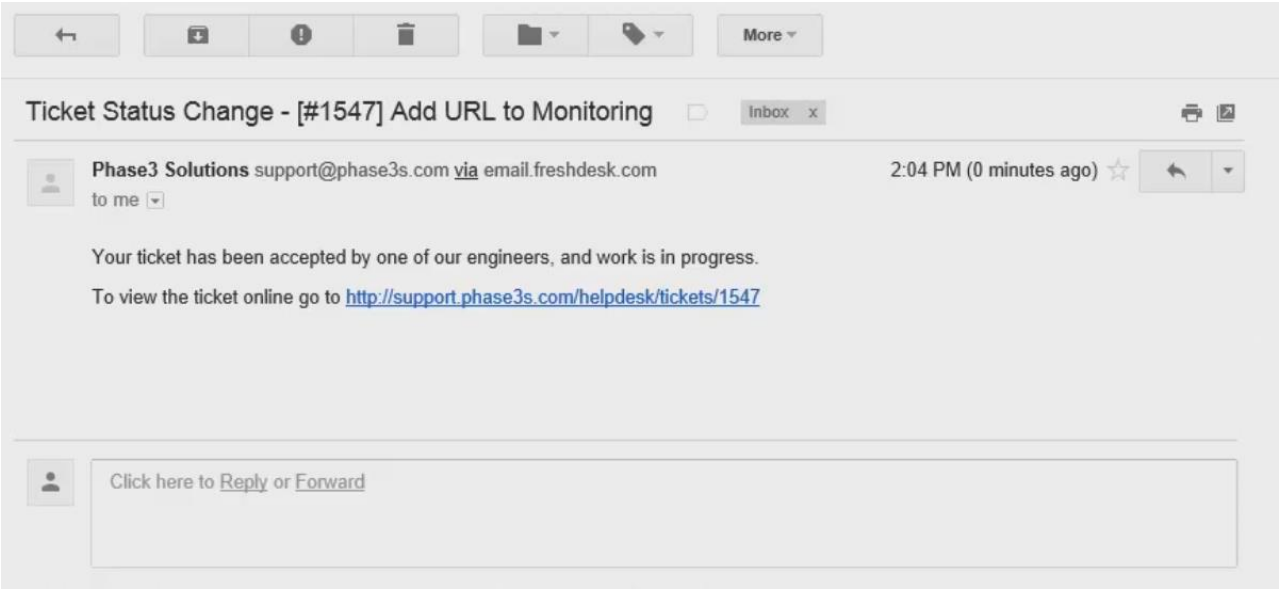


3. Notifications and Updates

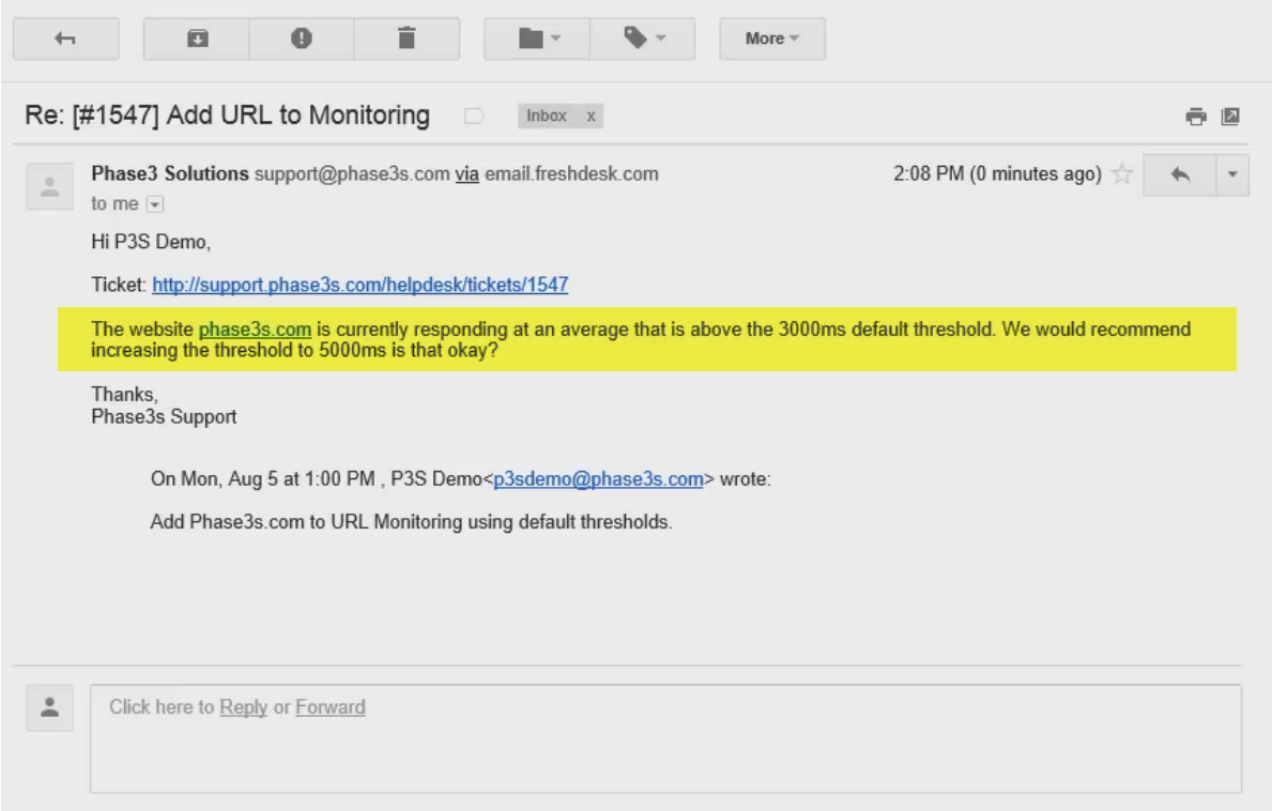
Once you have created your ticket, a confirmation email will be sent which will give you a link to the ticket in our support portal and a ticket number.



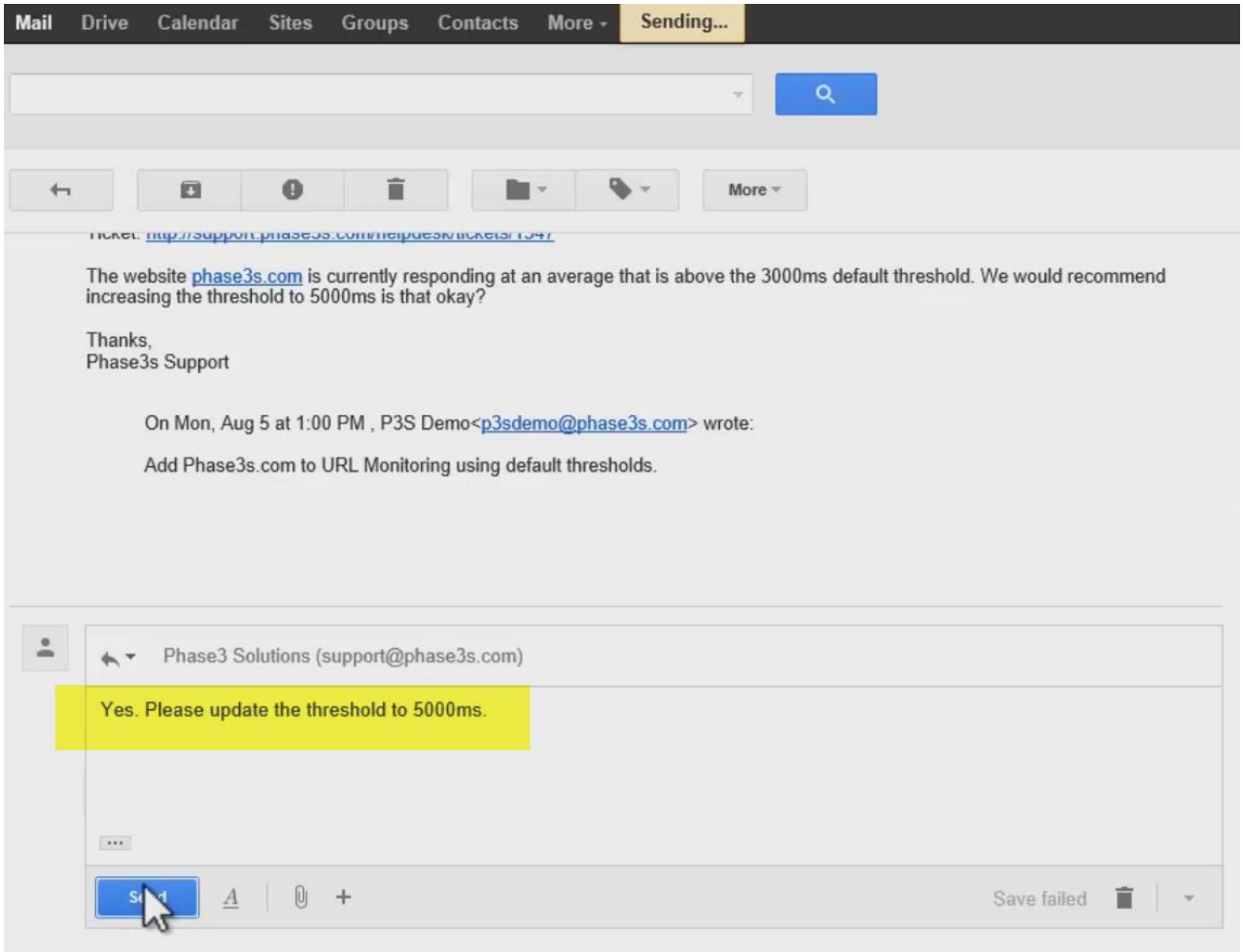
When one of our engineers begins working on your issue, you will also be notified



During the course of the work being performed, our engineers may need to request additional information. These will be sent to you via email as notes to the ticket you submitted.

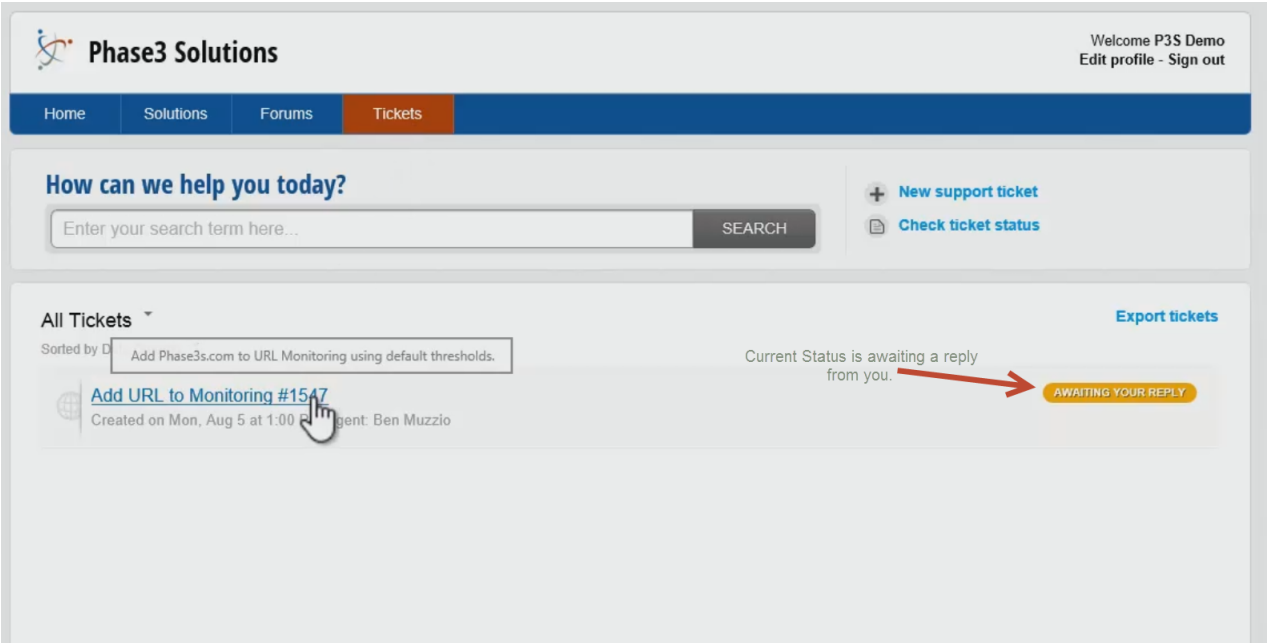


Replying to this email or any of the subsequent notifications, will be added as a comment to your existing ticket.

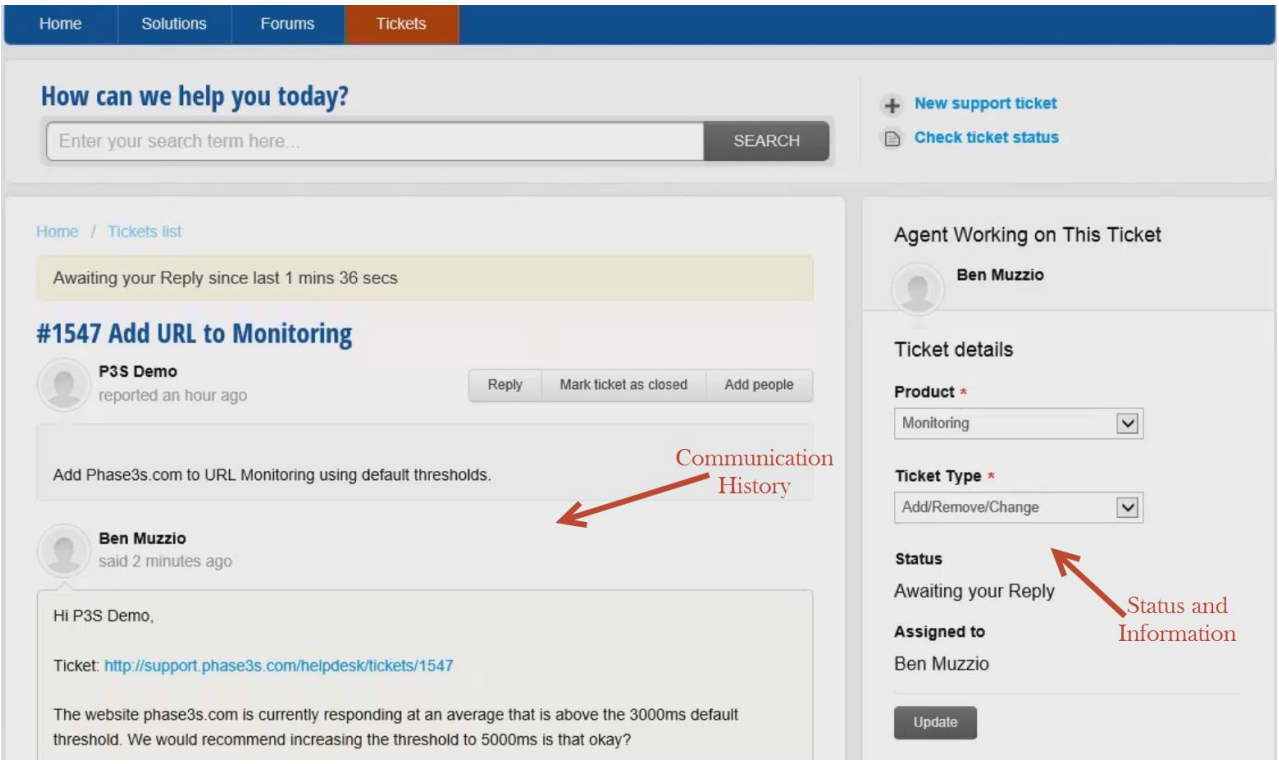


If you prefer, you can also use the online portal to interact with the solution engineers.

Once logged in and after selecting the "Tickets" area, you will see your ticket(s) that is being worked on.



Selecting the link to your ticket will open the full status screen for that issue

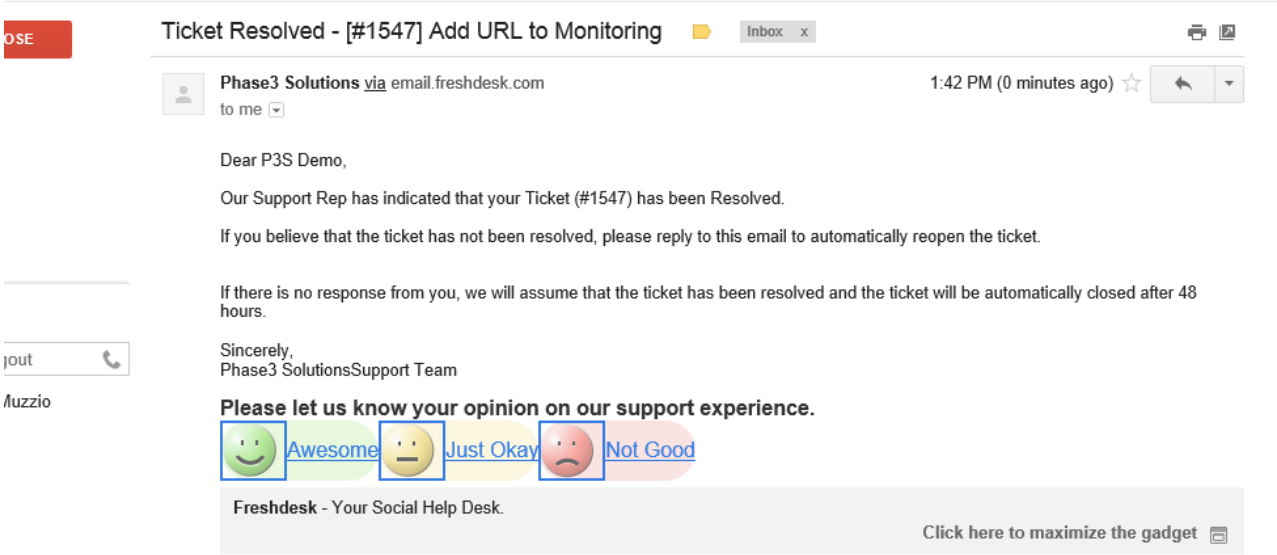


This view will give you all of the information to date on what has been done with your request. The right-hand pane will show you status information as well as who is working on your request. Scroll down to the bottom part of the screen to add any comments.

Next, we will move on to when tickets are resolved and closed.

4. Resolving and Closing Tickets

When your issues has been completed, the engineer will then put your ticket into a "resolved" status. The ticket will remain in this status for 48 hours when it will automatically close.



If the issue is not resolved, all you need to do is reply to this email and the issue will automatically re-open and the engineer will be notified.

Note
Any reply at all to this email will re-open the ticket.

One final note:
Your opinion is very important to us, so please give us your feedback on the support level provided by clicking the links at the bottom of the email.