

## TECH TIP

## CREATING AND SUBMITTING A SUPPORT TICKET DRMCNATTY HOSTING

1) From your portal page click on "Submit a Support Ticket"



These tech tips are offered free of charge in the spirit of sharing knowledge with others. They do not include technical support, should you have a problem with them. We are always interested in how they can be improved, please do not hesitate to email us your comments. These tips have been thoroughly tested by our consultants in a variety of environments. Please read these tech tips thoroughly and be sure that you understand them before trying to use them. We can not be responsible for issues that evelop because of the configuration of your hardware, technical support consultant for assistance. environment or application of the tech memos. If you are not sure, then we urge you contact Oracle technical support or your local support consultant for assistance. 2) Log in by putting your e-mail and password that you created

| D. R. McNatty & Associat∈ ×         → C          ∴ www.drmcnatty.com/ | (upport/index.php?                    |                       | ☆ =              |  |  |  |  |
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| 👔 Home 🛷 Submit a Ticl  | ket 🛑 Knowledgebase 🗊                 | News 😘 Troubleshooter | English (U.S.) 💌 |  |  |  |  |
| Login Gubecribe example@example.com                                   | Rease type your question I            | nere                  | SEARCH O         |  |  |  |  |
| Remember me   | <b>B</b> Register                     | Submit a Ticket       | Knowledgebase    |  |  |  |  |
| Uive Support<br>OFFLINE   | News                                  | Troubleshooter        | )                |  |  |  |  |
| Live Chat Software by Kayako  | Latest Updates                        |                       | <b>a</b>         |  |  |  |  |
|   | No information available in this view |                       |                  |  |  |  |  |
|   |                                       |                       |                  |  |  |  |  |
| Help Desk Software by Kayako Fusion                                   |                                       |                       |                  |  |  |  |  |
|   |                                       |                       |                  |  |  |  |  |
| www.drmcnatty.com/support/index.php?#                                 |                                       |                       |                  |  |  |  |  |

3) Once logged in, click on "Submit a Ticket"

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| ← → C 🗋 www.drmcnatty.com          | /support/index.php?/Core/Default/Index                        | ☆ =            |
| ᅇ fusior                           | 1   |                |
| 👔 Home 斗 View Ticket               | s 🖉 Submit a Ticket 🔋 🖡 Knowledgebase 👘 News 🔅 Troubleshooter | English (U.S.) |
| Account                            | Rease type your question here                                 |                |
| Preferences Change Password Logout | View Tickets Submit a Ticket                                  |                |
| Live Support<br>OFFLINE            | Knowledgebase   | E              |
| Live Chat Software by Kayako       | Troubleshooter  |                |
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|                                    | No information available in this view                         |                |
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|                                    | Help Desk Software by Kayako Fusion                           |                |



4) Since you are a hosted client click on "Hosted Client" and then hit "next"

| <ul> <li>Www.dtmcnatty.com/support/index.php?/Tickets/Submit</li> <li>         www.dtmcnatty.com/support/index.php?/Tickets/Submit</li> <li>         www.dtmcnatty.com/submit a ticket by selecting the appropriate lefw.         with a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate lefw.         with a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate lefw.         with a solut</li></ul> | Select a department - Pow ×                             |  |                             |                |                                  |                   |
|--|---|--|-----------------------------|----------------|----------------------------------|-------------------|
| My Profile Preferences Change Password Logout Live Support OFFLINE We Chat Software by Kayako Kayako Kayako Select a department If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below. Departments I vot chat Software by Kayako OFFLINE We Chat Software by Kayako <   | Home View Tickets                                       | Submit a Ticket  | 🗃 Knowledgebase             | 🛱 News         | ・: Troubleshooter                |                   |
| Help Desk Software by Kayako Fusion  | Preferences Change Password Logout Live Support OFFLINE | Select a department<br>If you can't find a solution t<br>department below.<br>Departments<br>Hosted Client<br>Consulting Client<br>Other | t                           | ledgebase, you | can submit a ticket by selecting | ) the appropriate |
|  |   |  | Help Desk Software by Kayal | to Fusion      |                                  |                   |

5) Enter the details of your problem then hit submit

| Your ticket details - Power × |  |     |
|-------------------------------|--|-----|
| → C  www.drmcnatty.com        | /support/index.php?/Tickets/Submit/RenderForm  | ☆   |
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| Account                       |  | _   |
| ] My Profile                  | R Please type your search query here   |     |
| Preferences                   |  |     |
| Change Password               | Your ticket details  |     |
| Logout                        | Enter your ticket details below. If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible. |     |
| Live Support                  |  |     |
| OFFLINE                       | General Information  |     |
| Live Chat Software by Kayako  | Priority Normal 🔻  |     |
|                               | Message Details  |     |
|                               | Subject this is an example   |     |
|                               |  | -   |
|                               | EXAMPLE DETAILS  |     |
|                               |  |     |
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|                               |  | 3   |
|                               | Knowledgebase suggestions  |     |
|                               |  |     |
|                               | No relevant knowledgebase articles found.  |     |
|                               | Upload File(s) (🖶 Add File]  |     |
|                               | $\frown$   |     |
|                               | Submit   |     |
|                               |  |     |



6) Your ticket has been created

| Tour request has been rec ×         |                               |  |   |                  |                |  |  |  |
|-------------------------------------|-------------------------------|--|---|------------------|----------------|--|--|--|
| ← → C 🗋 www.drmcnatty.com/          | /support/index.php?/Tickets/S | ubmit/ConfirmationMessa  | ge/RIR-571-58                           | 203/wp9hij96sjbu | ☆ <b>=</b>     |  |  |  |
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| 2 Account                           | Rease type your sea           | arch query here  |   |                  | SEARCH 0       |  |  |  |
| My Profile                          |                               |  |   |                  |                |  |  |  |
| Preferences                         |                               |  |   |                  |                |  |  |  |
| Change Password                     | Your request has be           | en received  |   |                  |                |  |  |  |
| 🗾 Logout                            |                               | We have received your request and will get back to you with further details shortly. You can login to the support center or check your mailbox for further |   |                  |                |  |  |  |
| Live Support                        |                               | updates.   |   |                  |                |  |  |  |
| OFFLINE                             | General Information           | 1010 534 50000   |   |                  |                |  |  |  |
|                                     | Ticket ID<br>Full Name        | #RIR-571-58203<br>example example  |   |                  |                |  |  |  |
| Live Chat Software by Kayako        | Email                         | gkulbarsh@gmail.con  | n                                       |                  |                |  |  |  |
|                                     |                               |  |   |                  |                |  |  |  |
|                                     | Subject: this is an example   |  |   |                  |                |  |  |  |
|                                     | EXAMPLE DETAILS               |  |   |                  |                |  |  |  |
|                                     |                               |  |   |                  |                |  |  |  |
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| Help Desk Software by Kayako Fusion |                               |  |   |                  |                |  |  |  |
| 2                                   |                               |  |   |                  |                |  |  |  |
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7) You can check and update your ticket by click on "View Tickets" and then clicking on your ticket

| <ul> <li>Piew Tickets - Powered by ×</li> <li>← → C</li> <li>Piewww.drmcnatty.com/s</li> </ul> | and and Parks       | ViewList               |                   |                  |      |        | ×                |  |  |
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| Account My Profile   | Please type your se | earch query here       |                   |                  |      |        | SEARCH O         |  |  |
|  |                     |                        |                   |                  |      |        |                  |  |  |
| Live Support   | Ticket ID           | Last Update 🗸          | Last<br>Replier   | Department       | Туре | Status | Priority         |  |  |
| OFFLINE (  | this is an exan     | nple                   |                   |                  |      |        |                  |  |  |
| Live Chat Software by Kayako   | RIR-571-58203       | 11 March 2013 04:24 PM | Grant<br>Kulbarsh | Hosted Client    |      | Open   | Normal           |  |  |
|  |                     |                        |                   |                  |      |        |                  |  |  |
|  |                     |                        |                   |                  |      |        |                  |  |  |
| Help Desk Software by Kayako Fusion  |                     |                        |                   |                  |      |        |                  |  |  |
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