

How to create a Support Ticket for WITS help:

1. Click on Add New Support Ticket

The screenshot shows the 'Support Ticket List' application running in Internet Explorer. The browser title is 'Support Ticket List - Windows Internet Explorer' and the address bar shows 'https://ar.witsweb.org/System.aspx'. The application header includes the WITS ARKANSAS WITS logo, user information (User: Sockwell, LaTunja; Loc: DBHS, DBHS Admin; Client:), a 'Print View' icon, the 'MedlinePlus' logo, and the date 'July 2011, Rev 4' with a 'Logout' link.

The main content area is divided into two sections:

- Support Ticket Search:** This section contains search filters: 'Support Ticket ID' (text input), 'Created Date' (text input), 'Reporting User' (dropdown menu with a search icon), and 'Agency' (dropdown menu). To the right, there are 'Work Item Number' (text input) and 'Status' (dropdown menu). 'Clear' and 'Go' buttons are located at the bottom right of this section.
- Support Ticket List (Export):** This section displays a table with the following columns: 'Created Date', 'Occurrence Date', 'Status', 'Reporting User', 'Screen', 'Support Ticket ID', 'Work Item Number', and 'Actions'. The table is currently empty. An 'Add New Support Ticket' link is located at the top right of this section.

The Windows taskbar at the bottom shows the 'start' button, several open applications (Inbox - Microsoft Out..., Access Denied - Wind..., Support Ticket List - ...), and the system tray with the time '12:21 PM'.

- Fill in all highlighted areas (be very detailed in information given). If it is a client specific problem, click the search icon (magnifying glass) next to client name and a client list will be populated for you to select the client name. Make sure to add the exact steps to reproduce the error message. Click on the SAVE button.

Support Ticket Profile - Windows Internet Explorer
https://ar.witsweb.org/System.aspx

WITS ARKANSAS WITS
User: Sockwell, LaTunja
Loc: DBHS, DBHS Admin
Client:
Print View
MedlinePlus
July 2011, Rev 4
Logout

Home Page
Agency
Client List
System Administration
My Settings
Reports
Support Ticket

Support Ticket Profile

No Protected Health Information should be entered in this module. The only exception is the Client Name field, which will not be sent when this ticket is submitted. Please make sure all screen shots have the client name removed (or blacked out).
Please fill in this form as completely and thoroughly as possible. Missing information may impact our ability to effectively investigate and resolve this issue.

Support Ticket ID [] Work Item No [] Status Pending User []

Agency [] Facility []

Client Name [] Unique Client No []

Specific Screen(s) Involved? [] Specific Field(s) Involved? []

Button/Action Link Involved? []

Occurrence Date [] Occurrence Time (HH:MM) []

Description []

Steps to Reproduce []

Does this happen every time in the same situation? []

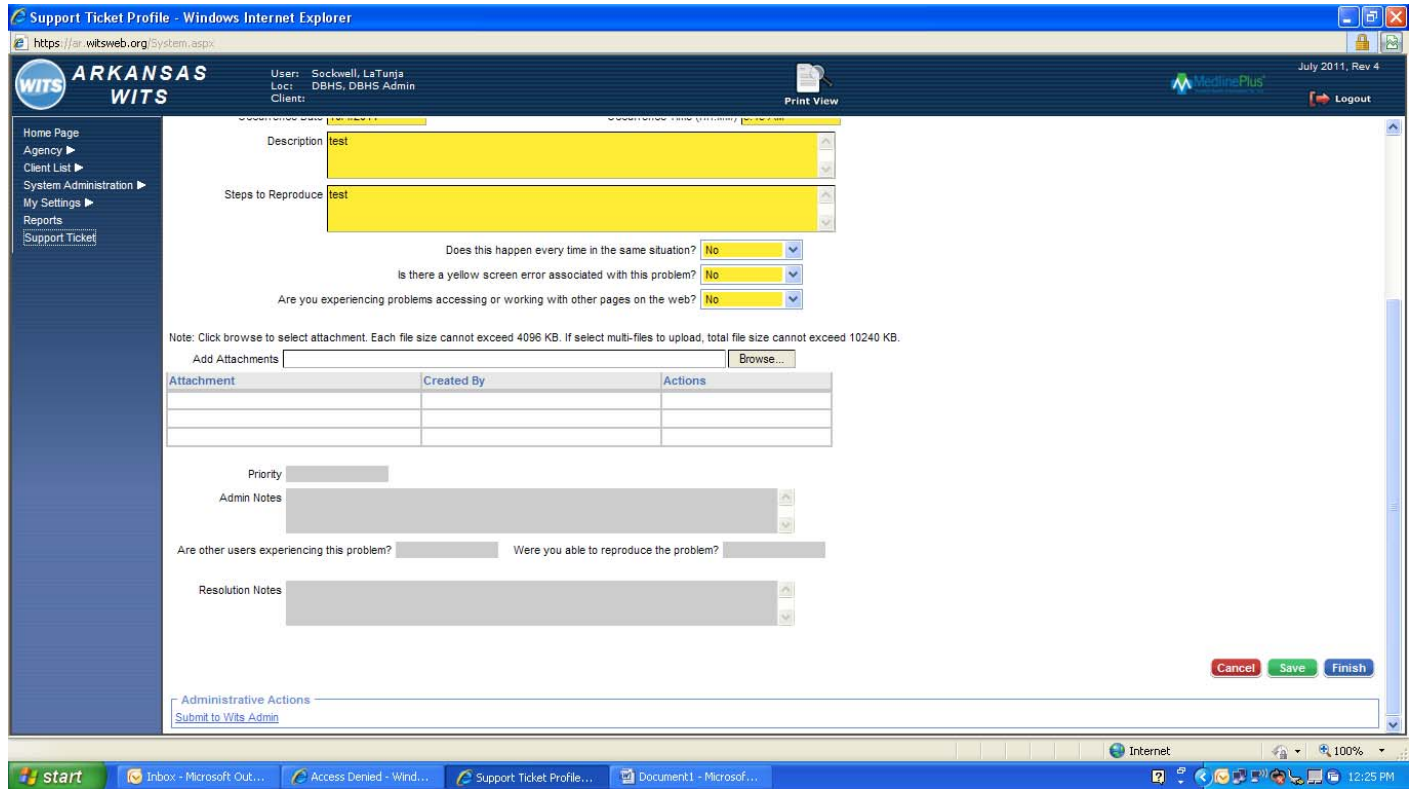
Is there a yellow screen error associated with this problem? []

Are you experiencing problems accessing or working with other pages on the web? []

Cancel Save Finish

Done
start
Inbox - Microsoft Out...
Access Denied - Wind...
Support Ticket Profile...
Document1 - Microsof...
Internet
100%
12:21 PM

3. Add any attachment of screen shots by clicking on the browse button to locate them and click add. Click Save and Submit to WITS Admin.



To create a screenshot, hold the function (Fn) key and click the F11 button on laptop. On a keyboard connected to a desktop, hold the Ctrl button and click the Print Screen key at the top of the keyboard by the function keys. Open a word document and hold the CTRL button and click "v". This will paste the screen shot into the word document. Save the document in a location that you will be able to find when you browse for the attachment.

Once your support ticket has been received, you will still be able to go in and add additional information and the support team will get an email that you have updated your ticket.

We will work to resolve your ticket in a timely manner and may request additional information. You will be notified via a WITS alert as information is added or when your ticket has been resolved.

Thanks!