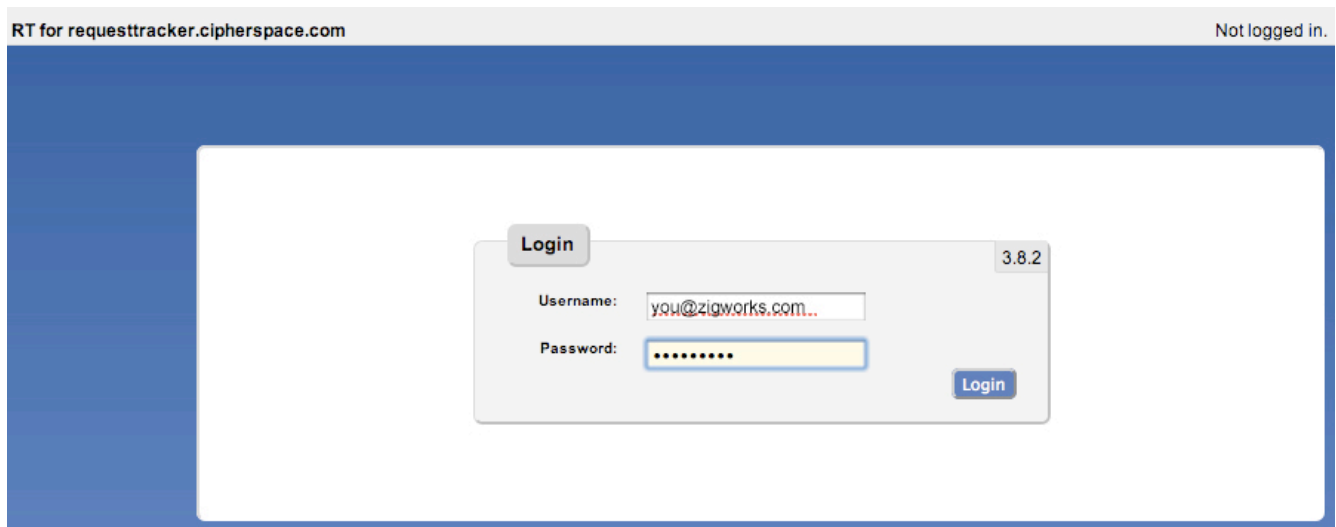


How to create an RT ticket

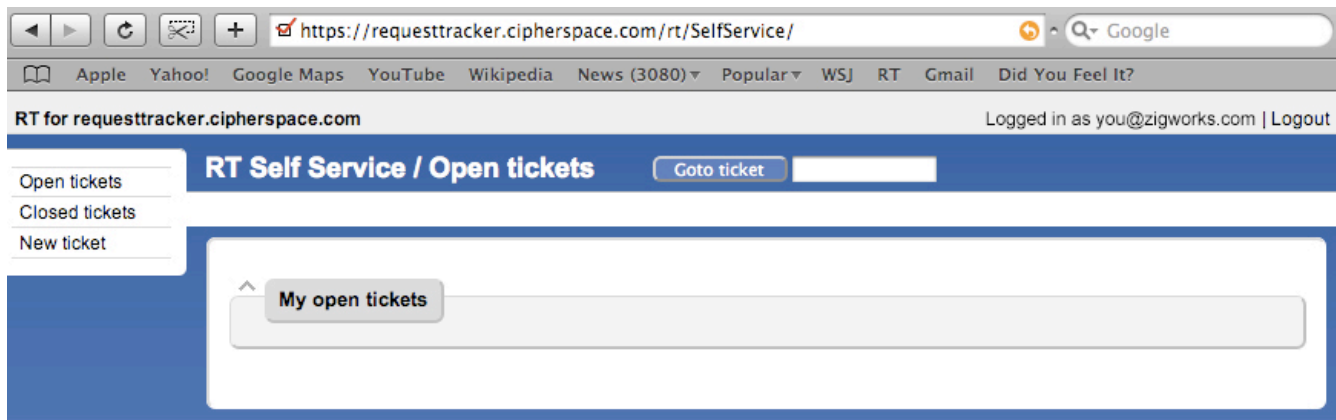
Step 1: Go to the support portal by going to the URL: <http://isupport.zigworks.com>



Step 2: Click on the “Request Tracker” link to go to the Request Tracker login page. Login using your zigworks.com 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 ZigWorks queue.

RT for requesttracker.cipherspace.com Logged in as you@zigworks.com | Logout

---

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

Open tickets

Closed tickets

**New ticket**

Queue: **ZigWorks**

Requestors:

Cc:

Subject:

Severity Select one value  
  
  
  
  
  
*Input must match [Mandatory]*

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@zigworks.com | Logout

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

Open tickets  
Closed tickets  
New ticket

Queue: **ZigWorks**

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: