

How To Request Technical Support

Using The TSSWCB IT Support Issue Tracker

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General Overview

The TSSWCB IT Support Issue Tracker is a web-based application that provides agency technology users an additional option for making feature requests or reporting problems. The application allows users to self-report issues and requests during and outside of normal business hours.

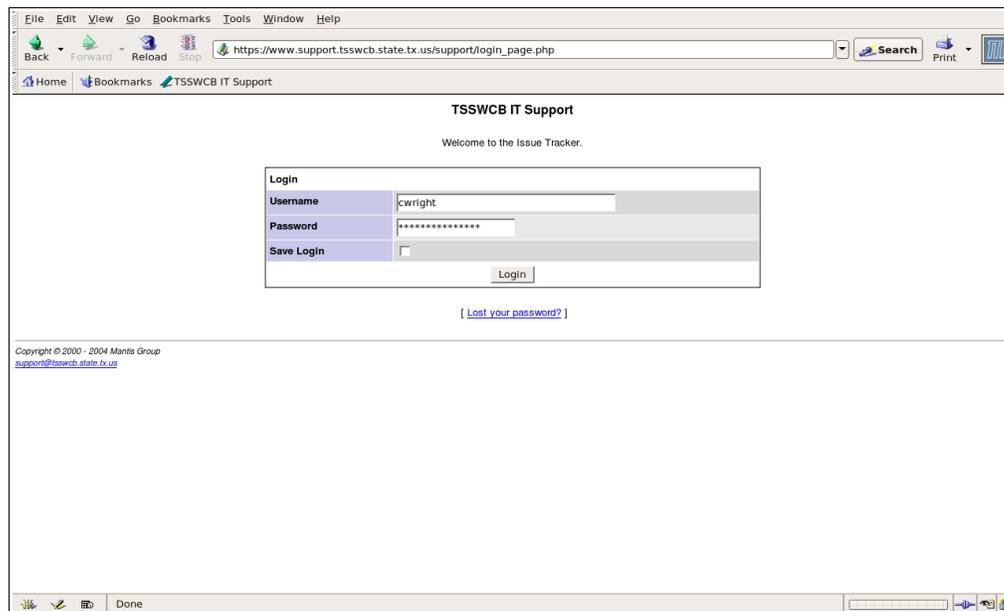
Once an issue is reported by a user, emails will be sent to the user each time action is taken on the issue, keeping the user up-to-date on the status of a request.

Use of this system is completely voluntary and is being offered as an adjunct to existing methods of seeking technical support.

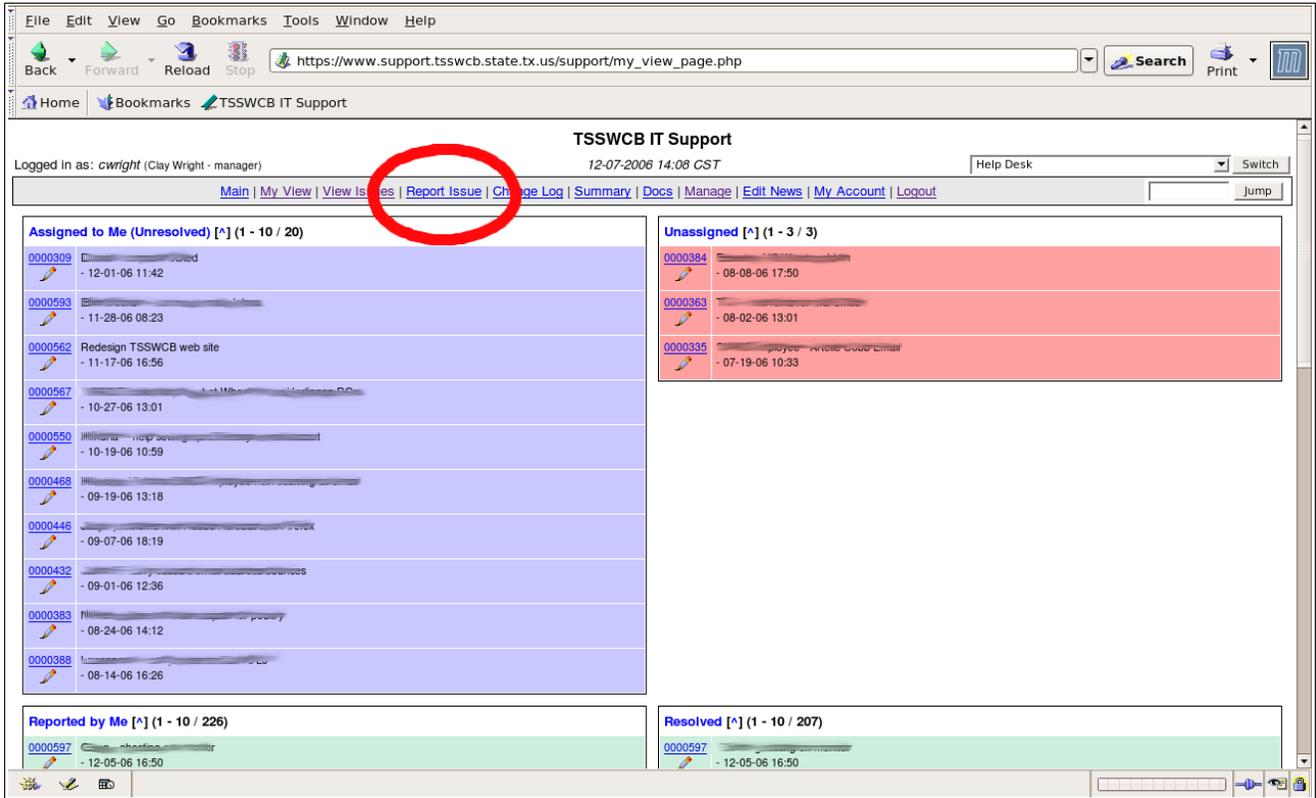
Using the Application

1) Login to the Issue Tracker at <https://www.help.tsswcb.state.tx.us/> (a link to the Issue Track is available from the Intranet, under the Information Technology heading).

(Note: It is normal to receive security certificate warnings when your web browser connects to this site. Accept the certificate to continue.)



2) Once logged in, users will be presented with the “My View” page, which will show previously entered tickets in different states of processing. To report a new request or issue, click on the “Report Issue” link from the options across the top of the screen.



3) On “Report Issue” page, you can write a description of the request or issue. The format is similar to what might be entered into an email. A good description of the request will ensure efficient handling of the request.

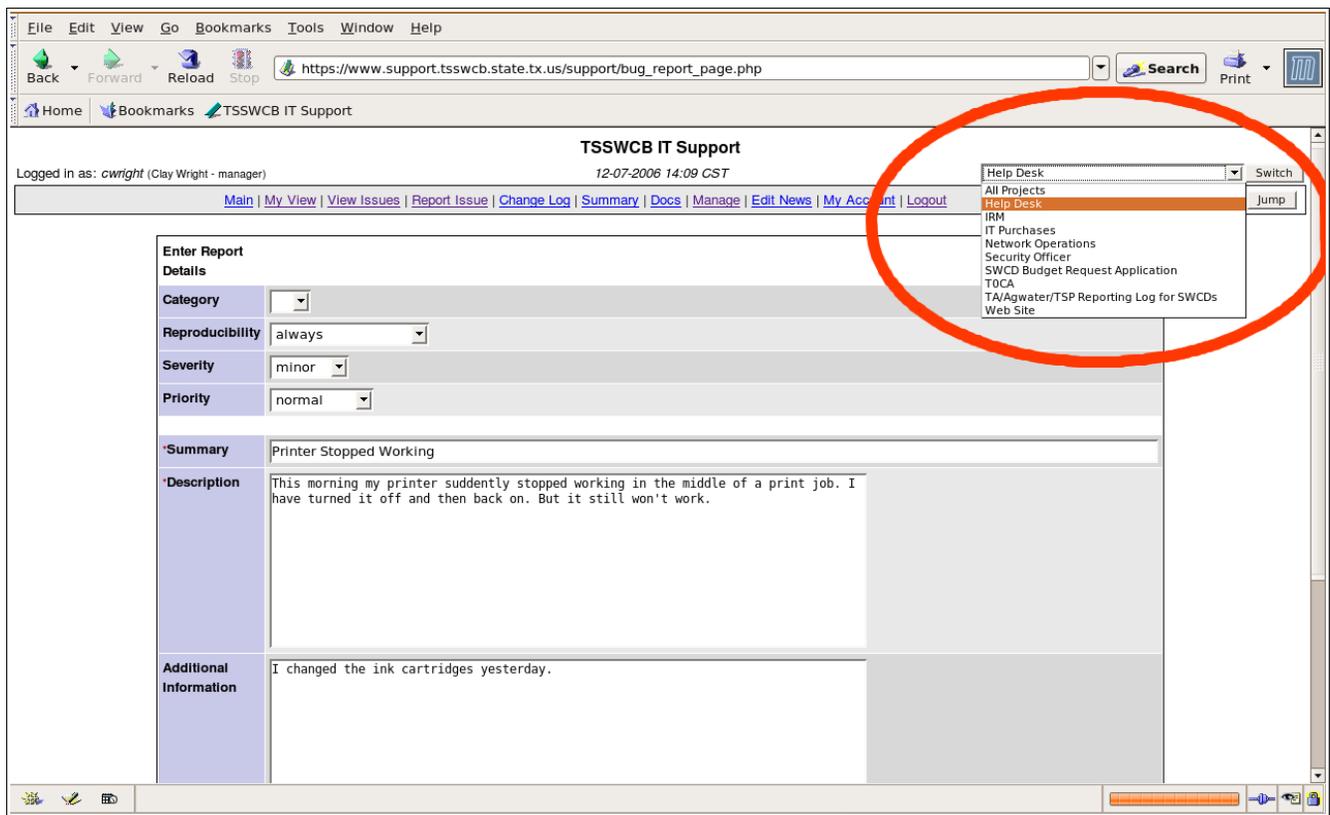
The screenshot shows a web browser window with the following elements:

- Browser Address Bar:** https://www.support.tsswcb.state.tx.us/support/bug_report_page.php
- Page Title:** TSSWCB IT Support
- Navigation Menu:** [Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [Change Log](#) | [Summary](#) | [Docs](#) | [Manage](#) | [Edit News](#) | [My Account](#) | [Logout](#)
- User Information:** Logged in as: cwright (Clay Wright - manager) | 12-07-2006 14:09 CST | Help Desk [Switch]
- Form Fields:**
 - Category:** [Dropdown menu]
 - Reproducibility:** always [Dropdown menu]
 - Severity:** minor [Dropdown menu]
 - Priority:** normal [Dropdown menu]
 - Summary:** Printer Stopped Working
 - Description:** This morning my printer suddently stopped working in the middle of a print job. I have turned it off and then back on. But it still won't work.
 - Additional Information:** I changed the ink cartridges yesterday.

4) *** This is an optional step. ***

The Issue Tracker has several “projects”, which are like categories that are used to sort requests. The default project is Help Desk. All TSSWCB employees can change their ticket to another project if it is more appropriate than Help Desk. For example, all users can also choose Web Site and T0CA application users can choose T0CA. Other projects are available only to a very limited number of users.

Again, this is an optional step. All tickets can be submitted without any changes here.



5) When the request description has been entered, scroll to the bottom of the page.

*** If the issue contains confidential information, change the View Status to Private. (By default, all tickets can be viewed, but not modified, by other users.) ***

Click on the “Submit Report” button at the bottom of the page to begin processing the request.

The screenshot shows a web browser window with the URL https://www.support.tsswcb.state.tx.us/support/bug_report_page.php. The browser's address bar and navigation buttons (Back, Forward, Reload, Stop) are visible. The page content is a form for reporting a bug. The form has several sections:

- Priority:** A dropdown menu set to "normal".
- Summary:** A text input field containing "Printer Stopped Working".
- Description:** A large text area containing "This morning my printer suddently stopped working in the middle of a print job. I have turned it off and then back on. But it still won't work."
- Additional Information:** A text area containing "I changed the ink cartridges yesterday."
- Upload File:** A text input field with a "Browse..." button next to it.
- View Status:** Two radio buttons, "public" and "private". The "private" button is circled in red.
- Report Stay:** A checkbox with the text "(check to report more issues)".
- Submit Report:** A button at the bottom right, circled in red.

At the bottom left of the browser window, there is a small red asterisk and the word "required".

6) A few moments after submitting the request, the Issue Tracker will redirect to the “View Issues” page, where the new request will be viewable. Unless requested otherwise, submitters will be contacted by automatically generated emails when the issue is acknowledged, acted upon and resolved. These emails may be followed up with the usual personal contacts that would be made in addressing the request.

When finished, click the “Logout” link from the options across the top of the screen to exit the Issue Tracker.

TSSWCB IT Support

Logged in as: cwright (Clay Wright - manager) 12-07-2006 14:15 CST Help Desk [Switch]

[Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [Change Log](#) | [Summary](#) | [Docs](#) | [Manage](#) | [Edit News](#) | [My Account](#) | [Logout](#)

Reporter:	Monitored By:	Assigned To:	Category:	Severity:	Resolution:
any	any	any	any	any	any
Status:	Hide Status:	Product Build:	Product Version:	Fixed in Version:	Priority:
any	closed (And Above)	any	any	any	any
Show:	View Status:	Changed:(hrs):	Use Date Filters:		
50	any	6	No		

Search: [] Search [] Reset Filter [] Save Current Filter []

Viewing Issues (1 - 50 / 231) | [Print Reports](#) | [CSV Export](#) [First Prev 1 2 3 4 5 Next Last]

	P	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>		0000610			minor	new	12-07-06	Printer Stopped Working
<input type="checkbox"/>		0000597	2		minor	resolved (cwright)	12-05-06	Client - graphics monitor
<input type="checkbox"/>		0000603			minor	resolved (cwright)	12-04-06	Client - [redacted] from husband
<input type="checkbox"/>		0000602	1		minor	resolved (cwright)	12-01-06	Client - [redacted] Med/Center networking servers
<input type="checkbox"/>		0000601	1		minor	resolved (cwright)	12-01-06	Education - [redacted] email
<input type="checkbox"/>		0000309	19		minor	assigned (cwright)	12-01-06	David - computer issues
<input type="checkbox"/>		0000596	1		minor	resolved (cwright)	11-29-06	[redacted] image PDF filing
<input type="checkbox"/>		0000595			minor	resolved (cwright)	11-28-06	Mail - [redacted] formatting mail servers
<input type="checkbox"/>		0000593			minor	assigned (cwright)	11-28-06	Enterprise - [redacted] [redacted]
<input type="checkbox"/>		0000560	3		minor	resolved (cwright)	11-20-06	[redacted] [redacted] [redacted]