

# Guide to Using the URMC Web Ticketing System

Access to the ticketing system is located at

<http://sqlsh01.urmc-sh.rochester.edu/otrs/customer.pl>

The ticketing system is available only on the URMC network. If you are trying to access from home, you'll need to connect to the network through VPN. See <https://intranet-secure.urmc.rochester.edu/InfoSystems/HelpResources/Network/VPN/> (network log-in required) for instructions on downloading VPN.

Once connected to the ticketing system, you'll get to this screen:

**UNIVERSITY of ROCHESTER  
MEDICAL CENTER**

**Web Services Ticketing System**

Logout New Ticket MyTickets CompanyTickets Search Preferences

Welcome Janette Dauenhauer  
(Janette\_Dauenhauer@URMC.Rochester.edu)  
06/18/2008 10:47:08

**MyTickets**

Ticket 1-2 of 2 - Page: 1 - (Don't show closed Tickets)

Ticket#	Age	Subject	State	Queue	Owner
<a href="#">2008061710000041</a>	21 hours 2 minutes	Error Connecting	closed successful	Contribute Support[...]	chunt
<a href="#">2008041410000022</a>	65 days 0 hour	More information	closed successful	Contribute Support[...]	chunt

Powered by OTRS 2.2.2

Here you'll see menu options as well as a summary of any tickets you may have submitted.

## New Ticket Request

To request support on a new item, click the New Ticket menu item with the yellow star icon. You will get the following form:

The screenshot shows the 'new ticket' form in the University of Rochester Medical Center Web Services Ticketing System. The form is titled 'Options' and includes the following fields and controls:

- To:** A dropdown menu with a blue arrow icon.
- Subject:** A single-line text input field.
- Text:** A large multi-line text area for the ticket description.
- Attachment:** A 'Choose File' button, the text 'no file selected', and an 'Attach' button.
- Priority:** A dropdown menu showing '3 normal'.
- URL (if n/a type 'none'):** A single-line text input field.
- Submit:** A button at the bottom right of the form.

At the top of the page, there is a navigation bar with icons for Logout, New Ticket (with a yellow star), MyTickets, CompanyTickets, Search, and Preferences. A welcome message for Janette Dauenhauer is also visible in the top right corner.

Powered by OTRS 2.2.2

In the "To" pulldown, choose from the following options:

- Analytics & Reporting (to get stats for your site)
- Contribute Class Signup (to sign up for Contribute training)
- Contribute Support (to request help with Contribute)
- ECV Support (to request help with the online CV application)
- New Content (to file a new project request)
- Other
- Server Outages & Errors (to report that the URMC or Strong Health websites are down or to report errors with those sites)
- Upload Requests (to request files be moved from development to live servers)
- Website Changes (to request a change be made in a website)

Make sure you include a subject describing your request. In the text field, please include details about specific error messages or needs that you have. If you have a screen shot of a problem, you can attach it using the "Choose File" and "Attach" features.

By default, all requests are assigned a priority of "normal". "High Priority" should be reserved for strategic content updates, server outages, or similar institutionally important requests.

Include the URL or web address of the site or file that is the subject of your ticket. This saves us time in trying to figure out where issues are occurring.

When all the information on this form is complete, click "Submit."

You will see your ticket appear in the list of tickets that you have submitted in the past. Your ticket has now been assigned a unique identifying number, such as 2008061710000041.

## Ticket Responses

Once a member of Web Services responds to your ticket, you will get an email with a subject line, "Web Services: [Ticket#2008061710000041]" and the subject you entered in your original ticket. We may have resolved your request and closed the ticket, or we may have a question for you. To respond to any questions, simply click the link at the bottom of the email:

```
The Web Services Team
To reply to this message, please log into the Ticketing System and fill out
the form for this ticket:
http://sqlsh01/otrs/customer.pl?Action=CustomerTicketZoom&TicketID=527
Christine Hunt
```

You will automatically be taken back to your ticket, where you can respond to our questions.

**Important: Do not use your email's "Reply" feature, as this will not reply to our group. You must log into and send replies through the ticketing system.**

Once back in your ticket, you can respond to our questions. To view the history of the ticket, you can click one of the links at the top of your ticket:

```
Zoom Ticket#: 2008061710000041
Print
I-> 1. customer \(webrequest\) Janette Dauenhau[.]: Error Connecting - 06/17/2008 13:44:48
I-> 2. system \(email-external\) OTRS System <otr[.]: Error Connecting - 06/17/2008 13:44:48
I-> 3. agent \(email-external\) OTRS System <otr[.]: Error Connecting - 06/17/2008 13:48:01
```

The latest response will be the last link in the list. Fill out the subject and use the text area to provide information requested. If the situation is resolved, you may choose "Closed Successful" for the ticket state. Otherwise, leave the state set to "open."

**NOTE: Tickets that have not had a response for a period of 5 business days may be categorized as "closed unsuccessful." If this happens, you will need to submit a new ticket.**

## My Tickets

View the status of your ticket at any time, click the My Tickets menu item. All tickets that you have submitted are shown. Click the link associated with a particular ticket to view its status.

## FAQ

**Q: For what issues do I need to create a new ticket?**

**A:** Any request that you would normally send us an email for. This includes (but isn't limited to) problems connecting to Contribute, page errors, website changes, and connectivity problems with the URMC web servers.

**Q: Do I need to enter a ticket if I am publishing something in Contribute?**

**A:** Unless you have a problem, you can publish just as you normally would. No ticket is required.

**Q: How do I view the tickets I've already entered?**

**A:** Simply log back in to the ticketing system. All the tickets you have entered, along with all of their details, will be shown in the "My Tickets" section.

**Q: I entered a ticket that no longer shows up in the list. What happened?**

**A:** On the top of the ticket list click "Show closed tickets". This will also show all the problems that have already been fixed.

**Q: Should ISD problems be entered in this system?**

**A:** Please contact ISD directly with any issues they normally handle.

If you have any additional questions about the ticketing system or if you cannot connect to the system, you may write to the regular Web Services email address, [URMCWebCoreGroup@urmc.rochester.edu](mailto:URMCWebCoreGroup@urmc.rochester.edu).