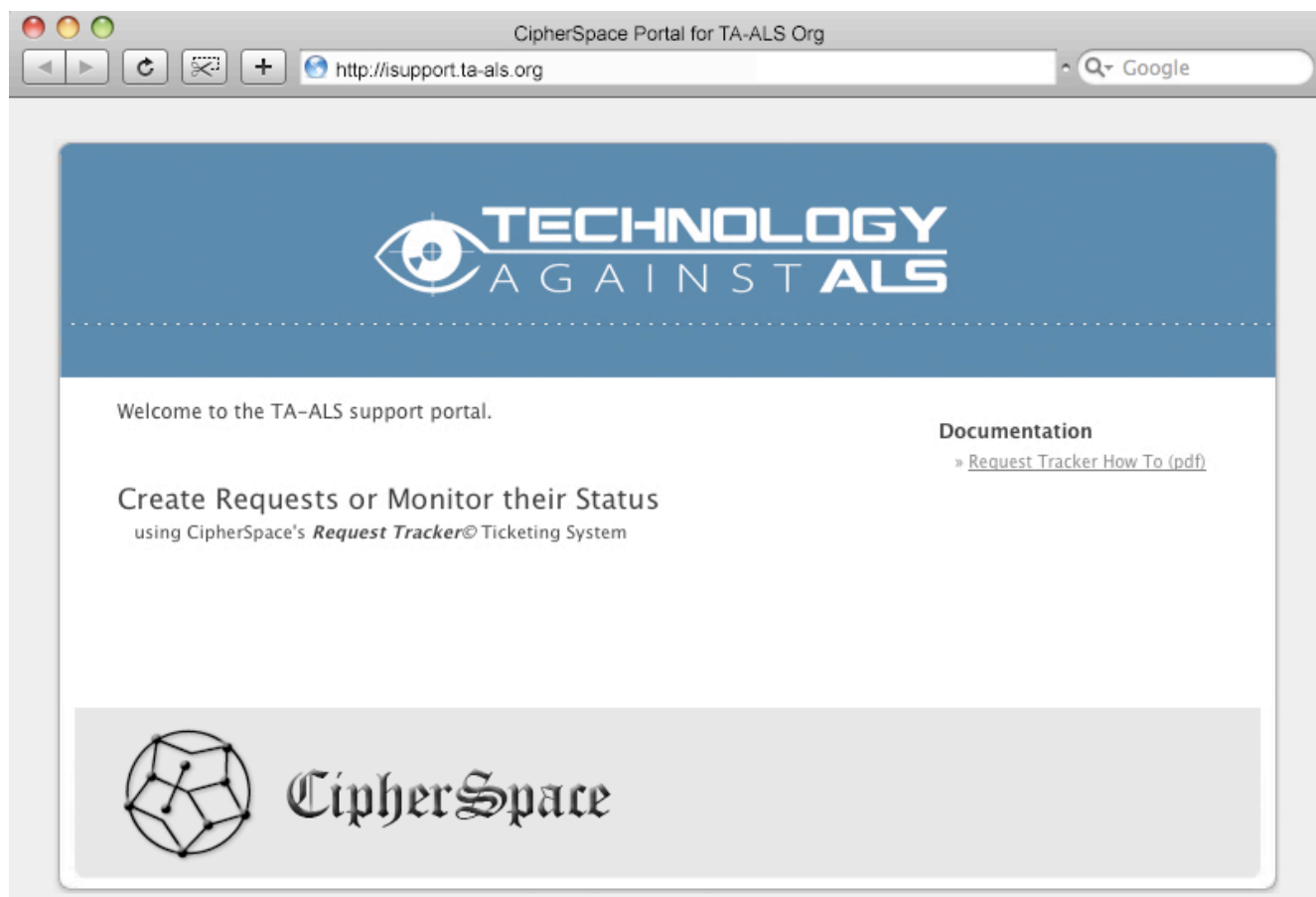
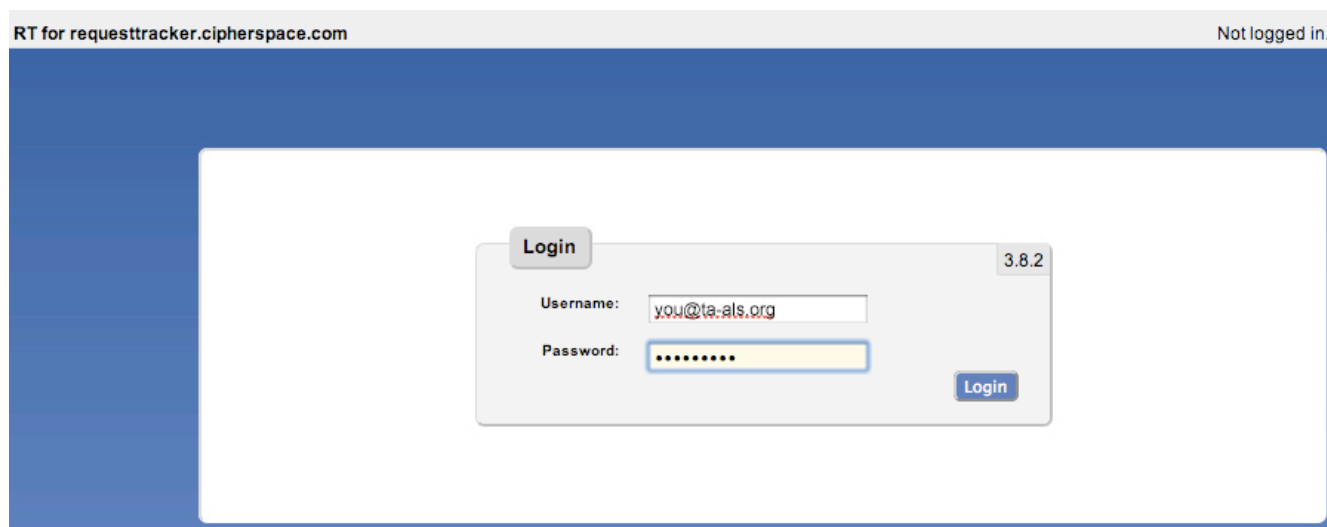


How to create an RT ticket

Step 1: Go to the support portal by going to the URL: **<http://isupport.ta-als.org>**

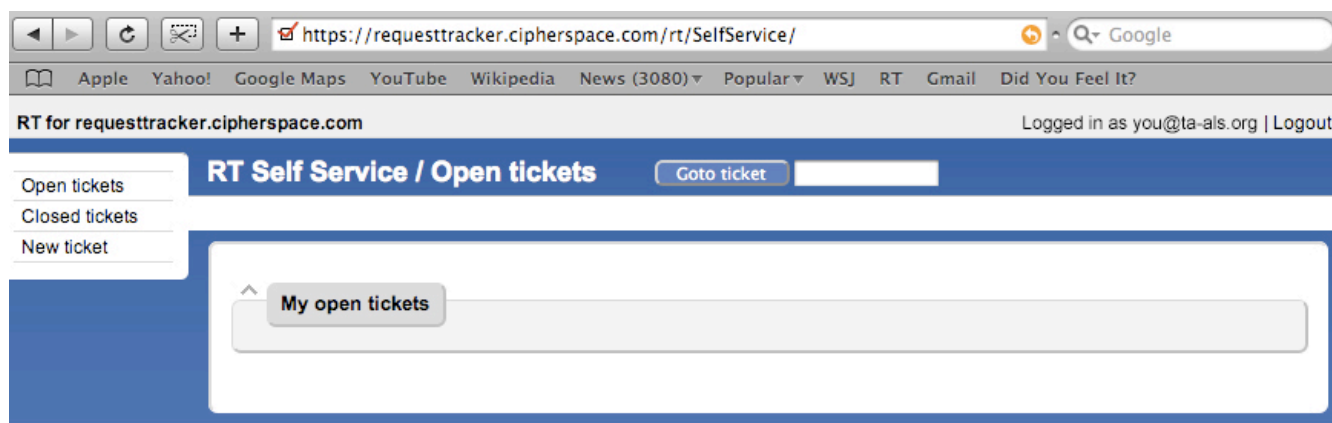


Step 2: Click on the “**Request Tracker**” link to go to the Request Tracker login page. Login using your **ta-als.org** email address and your email password.



The screenshot shows the Request Tracker login page for requesttracker.cipherspace.com. The page has a blue header with the text "RT for requesttracker.cipherspace.com" on the left and "Not logged in." on the right. The main content area is white and contains a login form. The form has a "Login" tab and a version number "3.8.2" in the top right corner. It includes fields for "Username:" (containing "you@ta-als.org") and "Password:" (masked with dots). A "Login" button is located at the bottom right of the form.

Step 3: Request Tracker Home page



The screenshot shows the Request Tracker Self Service Home page. The browser address bar displays "https://requesttracker.cipherspace.com/rt/SelfService/". The page has a blue header with the text "RT for requesttracker.cipherspace.com" on the left and "Logged in as you@ta-als.org | Logout" on the right. The main content area is white and contains a sidebar on the left with links for "Open tickets", "Closed tickets", and "New ticket". The main content area has a blue header with the text "RT Self Service / Open tickets" and a "Goto ticket" button. Below this is a section titled "My open tickets" with a list of tickets.

Step 4: Click on the “**New ticket**” link on the left to create a new ticket and choose the **TA-ALS Org** queue.

RT for requesttracker.cipherspace.com Logged in as you@ta-als.org | Logout

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[Open tickets](#)  
[Closed tickets](#)  
[New ticket](#)

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

---

Queue: **TA-ALS Org**

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)

*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@ta-als.org | Logout

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

Open tickets  
Closed tickets  
New ticket

Queue: **TA-ALS Org**

Requestors:

Cc:

Subject:

Severity:   
Select one value  
(no value)  
Show Stopper  
Critical  
High  
Medium  
*Input must match [Mandatory]*

Attach file:  no

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

Describe the issue below: