

Creating Support Tickets

Account Administration Support Tickets

These are created when there are staff member access activities that need to be changed in WITS, such as add/remove roles or permissions.

1. **Getting here in WITS:** Login, select the Facility, select **Support Ticket** on the navigation pane.
2. Click on **Add New Support Ticket**.
3. Select **Account Administration** from the drop down menu.
4. Select the correct **Facility**.
5. **Enter the first couple of letters of the End User's last name and click on the magnifying glass.** Select the correct name from the drop down menu. The Contact Email will auto populate.

Note: End user is the person who will receive questions regarding this support ticket.

6. Enter the date and time of the change in **Occurrence Date** and **Occurrence Time**, as well as a brief description of the change, including the staff's name, in **Description**. Click on **Save**.

7. Click on **Browse** and attach the appropriate supporting document. Click **Save**.

8. Click on **Submit to WITS Admin**.