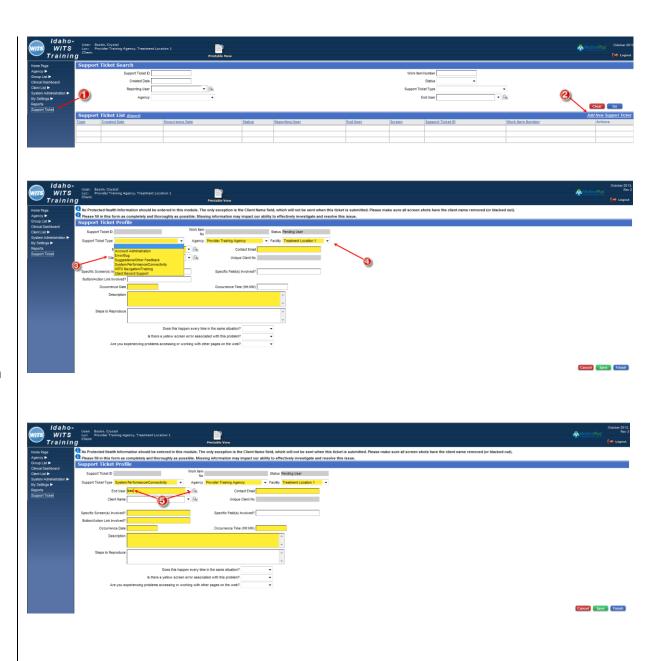
## **Creating Support Tickets**

## **System Performance/Connectivity Support Tickets**

These are created when the WITS System is running slow and individual computer and network issues have been ruled out or when the GAIN ABS bridge is not functioning.

- **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 <u>System Performance/Connectivity</u> from the drop down menu.
- 4. Select the correct Facility, if necessary.
- 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 <u>Specific Screen(s)</u>, <u>Button/Action Link</u> <u>Involved</u>, <u>Occurrence Date</u>, and <u>Occurrence Time</u>.
- 7. Optional: Enter the Specific Field(s).
- 8. Enter the **Description** of the issue.
- **9. Optional:** Enter the instructions for how to perform the activity you were working on in **Steps to Reproduce**.
- **10. Optional:** Select the appropriate answers from the drop down menu's. Click **Save**.
- **11. Optional:** Click on <u>Browse</u> and attach any supporting documentation, such as a screenshot, etc. Click <u>Save</u>.
- 12. Click on Submit to WITS Admin.

