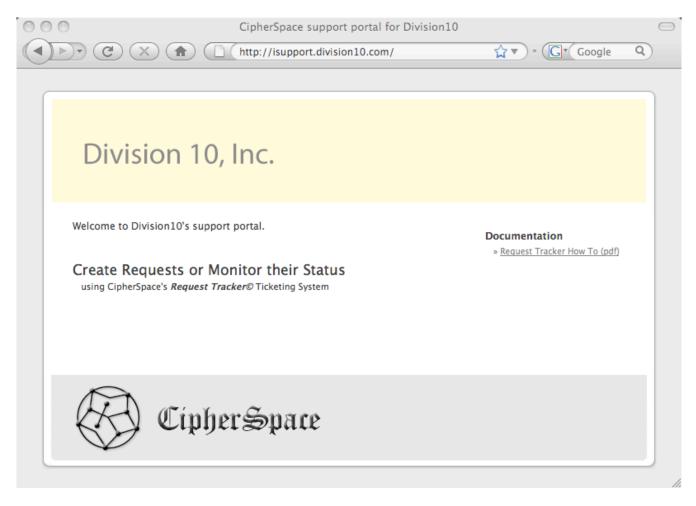
RT How To

How to create an RT ticket

Step 1: Go to the support portal by going to the URL: <u>http://isupport.division10.com</u>



CipherSpace, LLC.

RT How To

Step 2: Click on the "Request Tracker" link to go to the Request Tracker login page. Login using your Division10 email address and your email password.

RT for requesttracker.cipherspace.com	Not logged in.
Login Username Password	Jannen gewinnsnammer in der stellter ste

Step 3: Request Tracker Home page

 C 		+ 🗹 https:	//requesttra	acker.ciphers	pace.com/rt/Se	lfService/				S • Q- Google
💭 Apple	Yahoo!	Google Maps	YouTube	Wikipedia	News (3080) *	Popular 🔻	WSJ	RT	Gmail	Did You Feel It?
RT for request	tracker.c	ipherspace.con	n						Log	ged in as jsmith@division10.com Logou
Open tickets Closed tickets		RT Self Ser	vice / Op	oen ticke	ts Goto	o ticket				
New ticket		^ My oper	n tickets							

RT How To

Step 4: Click on the "New ticket" link on the left to create a new ticket and choose the Division10 queue

RT for requesttracker.cipherspace.com	Logged in as jsmith@division10.com Logout
Great licket Goto ticket	
Closed tickets	
New ticket	
Cueue: Division10 Requestor: jmith@division10.com Ce:	
	Create ticket

RT How To

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 jsmith@division10.com Logout
Open tickets Closed tickets New ticket	_
Network: (Security/Folders/VPN/Internet Software: (Workstation) setup upgrade m Workstation: (Desktop/Laptop) rebuild s Server: rebuild setup maintenance support Server: rebuild setup maintenance support VolP: (Phone/VoiCemail) setup maintenan Procurement Support Buy New: (Hardware/Software/Equipmen Handheld/Mobile Support Mobile: (PDA/Handheld/Smartphone) sup	or termination components) setup maintenance support t) setup maintenance access permissions maintenance support setup maintenance support ort nce support nt/Service)