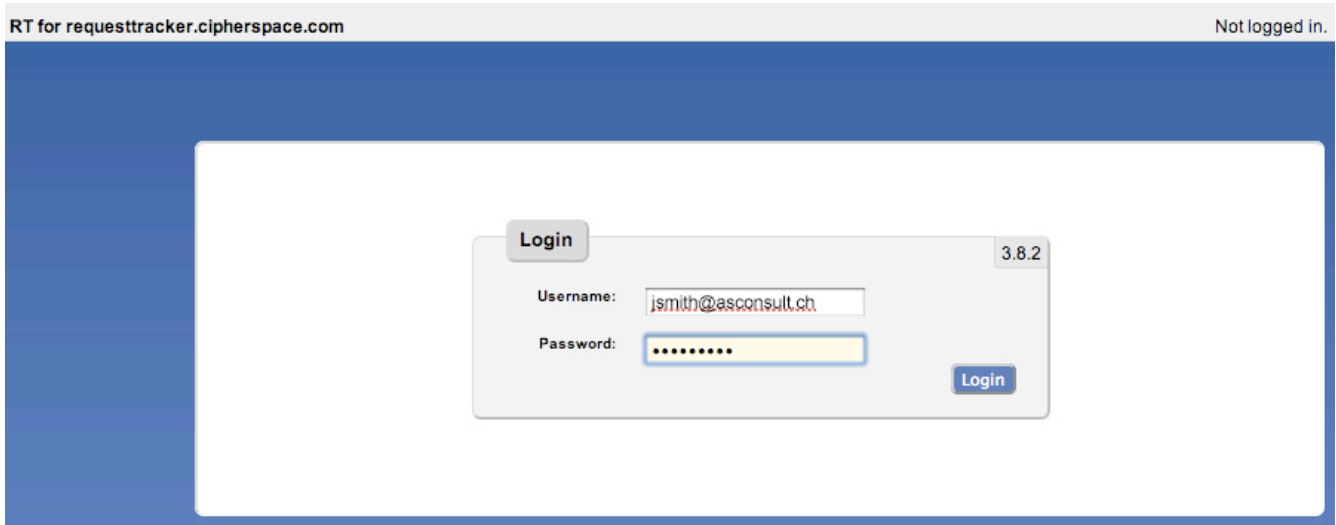


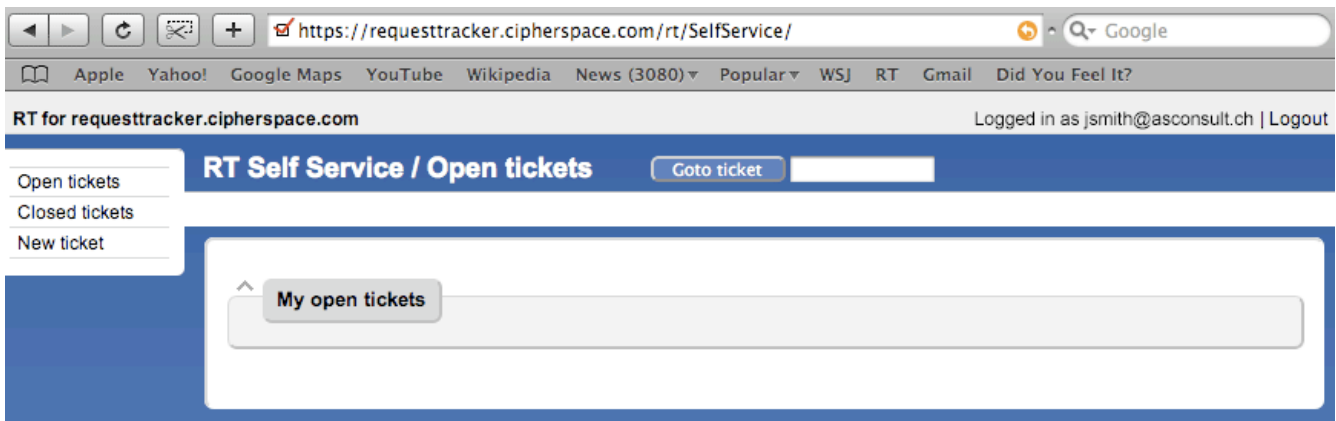
How to create an RT ticket

Step 1: Go to the support portal by going to the URL: <http://isupport.asconsult.ch>

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



Step 3: Request Tracker Home page



Step 4: Click on the “New ticket” link on the left to create a new ticket and choose the ASConsult queue

RT for requesttracker.cipherspace.com Logged in as jsmith@asconsult.ch | Logout

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

[Open tickets](#)

[Closed tickets](#)

[New ticket](#)

Queue: **ASConsult**

Requestors:

Cc:

Subject:

Severity Select one value
Show Stopper
Critical
High
Medium

Ticket Type Select one 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.

