

How to Enter a Trouble Ticket

- Only one problem should be described per Trouble Ticket. Therefore if you have the same problem on two different computers or two different problems on the same computer two tickets should be created.
 - If all the computers within your organization fail to access our Trouble Ticket System use our Fax form as a backup. Note: You will still need to enter the ticket once access is resumed. Emails and phone calls are not accepted as Trouble Ticket Requests.
- 1> Go to www.LibertyComputingCenter.com
 - 2> Click on **Client** from the menu.
 - 3> Click on **Trouble Ticket System**.
 - 4> Enter your company's **user name** and **password**.
 - 5> Click on **Log a Ticket**.
 - 6> Replace your company's name with your name in **Contact**.
 - 7> Enter the inventory number of the computer you are requesting support for.
 - 8> Enter the building in which the computer is located.
 - 9> Enter the Room number in which the computer is located.
 - 10> Replace the current email address with your email.
 - 11> Select a Priority number based on the urgency of the request. **NOTE** selecting Priority of one will constitute and emergency and a technician will be dispatched immediately. Your organization will also be billed at double rate for this ticket with a minimum of seven hours.
 - 12> Select the Category for the type of help that you need.
 - 13> Enter a descriptive subject line. (i.e. "CD rom drive door is not opening", "Outlook not sending email.") The following are **not** good subject lines "CD not working", "Email is down."
 - 14> Enter a descriptive comment on how you came to the conclusion of needing support. (i.e. "I am able to receive email via Outlook but the "Outbox" has been holding 4 email since yesterday") The following are **not** good comments "Is the email server down?", "The email is not working."
 - 15> Do not attach any files. The entire request should be typed in as text within the comments area.
 - 16> Review your entry.
 - 17> Click on **Submit**.
 - 18> Your request will receive a Call ID number / Trouble Ticket number. Mark this number down in case you need to review, append, or re-open a resolved request.