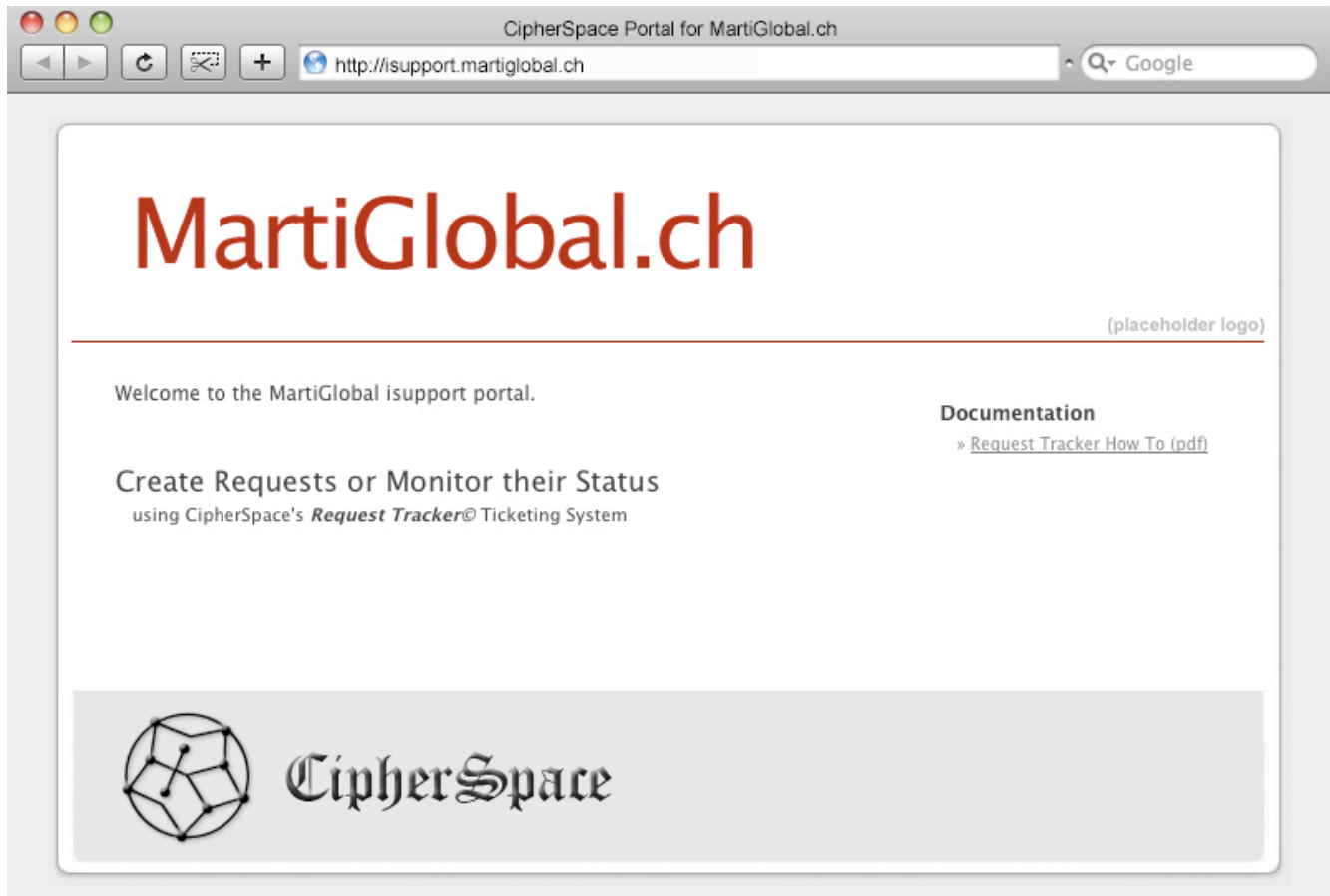
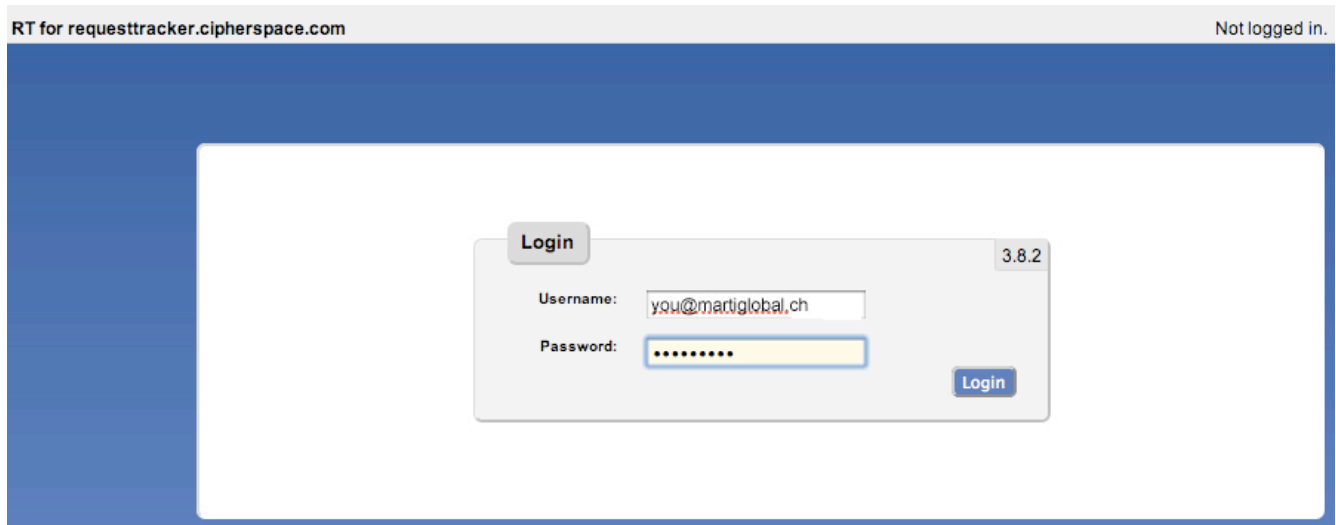


How to create an RT ticket

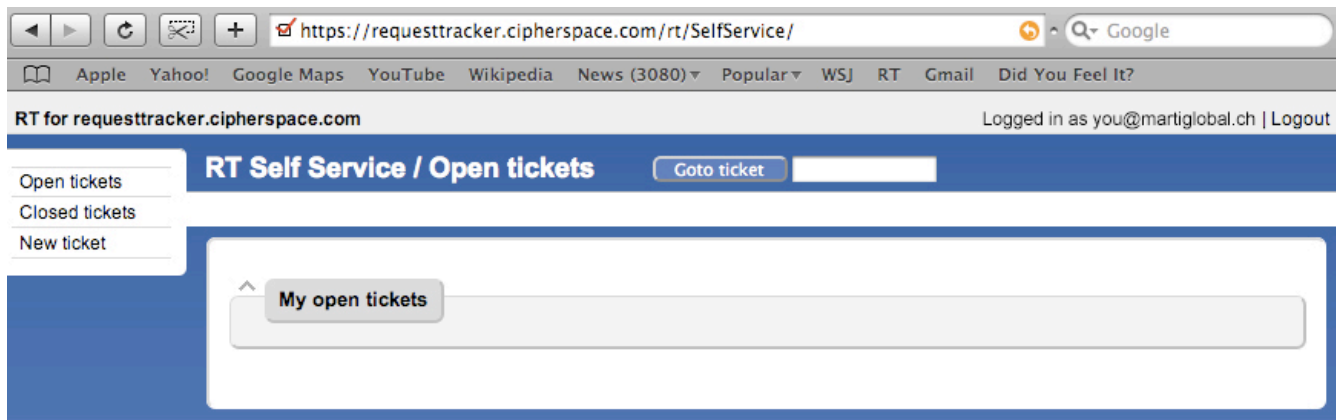
Step 1: Go to the support portal by going to the URL: <http://isupport.martiglobal.ch>



Step 2: Click on the “Request Tracker” link to go to the Request Tracker login page. Login using your martiglobal.ch 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 MartiGlobal queue.

RT for requesttracker.cipherspace.com Logged in as you@martiglobal.ch | Logout

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

- Open tickets
- Closed tickets
- New ticket**

Queue: **MartiGlobal**

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.

RT for requesttracker.cipherspace.com Logged in as you@martiglobal.ch | Logout

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

Open tickets  
Closed tickets  
New ticket

Queue: **MartiGlobal**

Requestors:

Cc:

Subject:

Severity:   
Select one value  
(no value)   
Show Stopper   
Critical   
High   
Medium   
*Input must match [Mandatory]*

Ticket Type:   
Select one value  
-   
✓ (no value)   
Email Support   
Email: (Outlook|Calendar|Contacts|LDAP) setup|maintenance|support   
Desktop Support   
Employee/Contractor: User initial setup or termination   
Hardware: (Printer/Scanner/Workstation components) setup|maintenance|support   
Network: (Security/Folders/VPN/Internet) setup|maintenance|access|permissions   
Software: (Workstation) setup|upgrade|maintenance|support   
Workstation: (Desktop/Laptop) rebuild|setup|maintenance|support   
Server Support   
Server: rebuild|setup|maintenance|support   
Phone(VoIP) Support   
VoIP: (Phone/voicemail) setup|maintenance|support   
Procurement Support   
Buy New: (Hardware/Software/Equipment/Service)   
Handheld/Mobile Support   
Mobile: (PDA/Handheld/Smartphone) support|sync   
Customized   
Customized: (Website/Systems/Projects) design|develop|deploy|document|support

Attach file:

Describe the issue below: