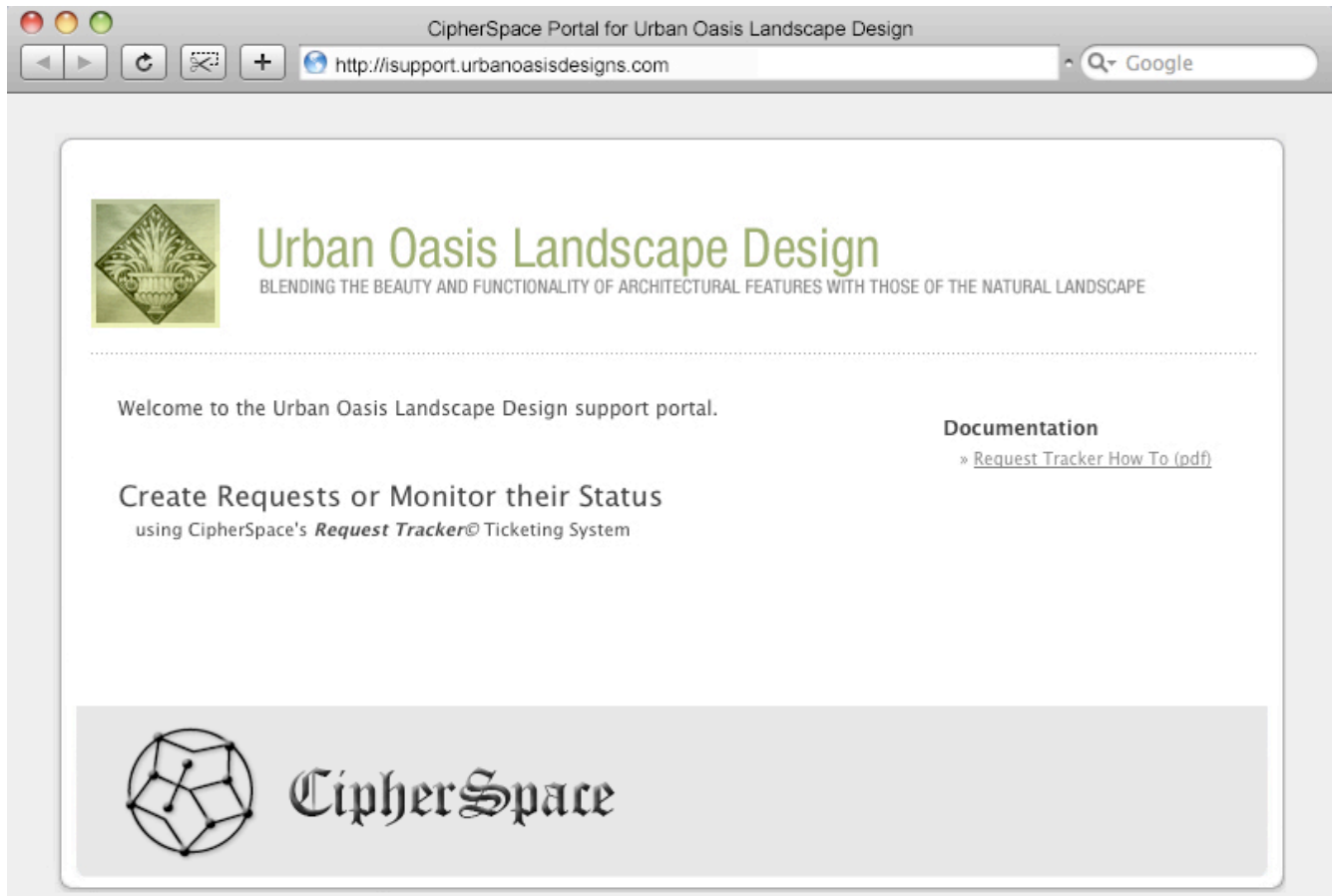
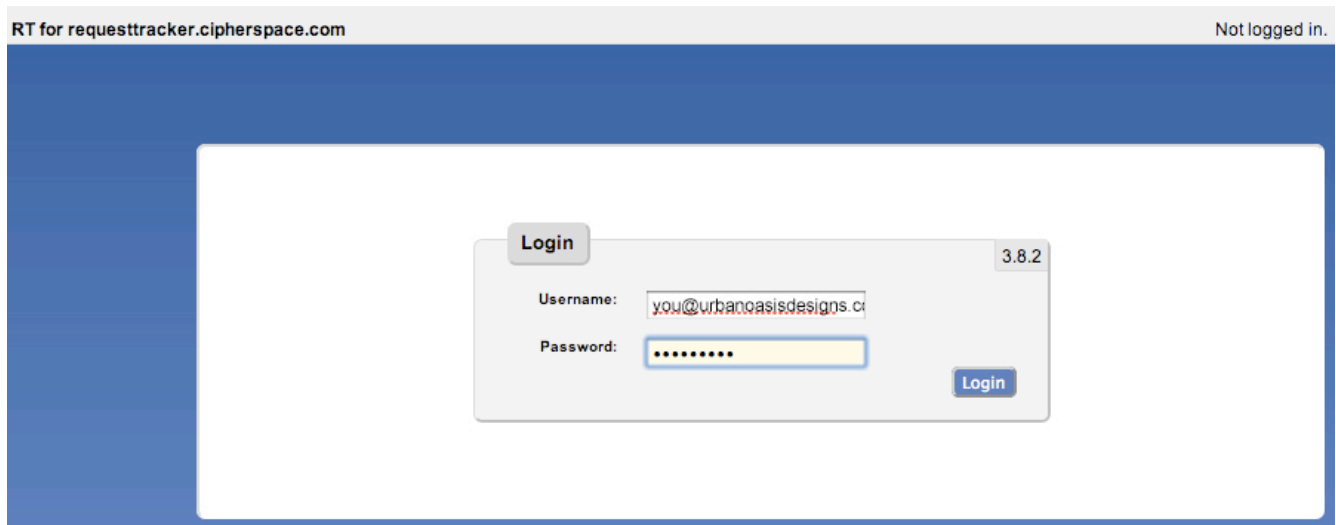


How to create an RT ticket

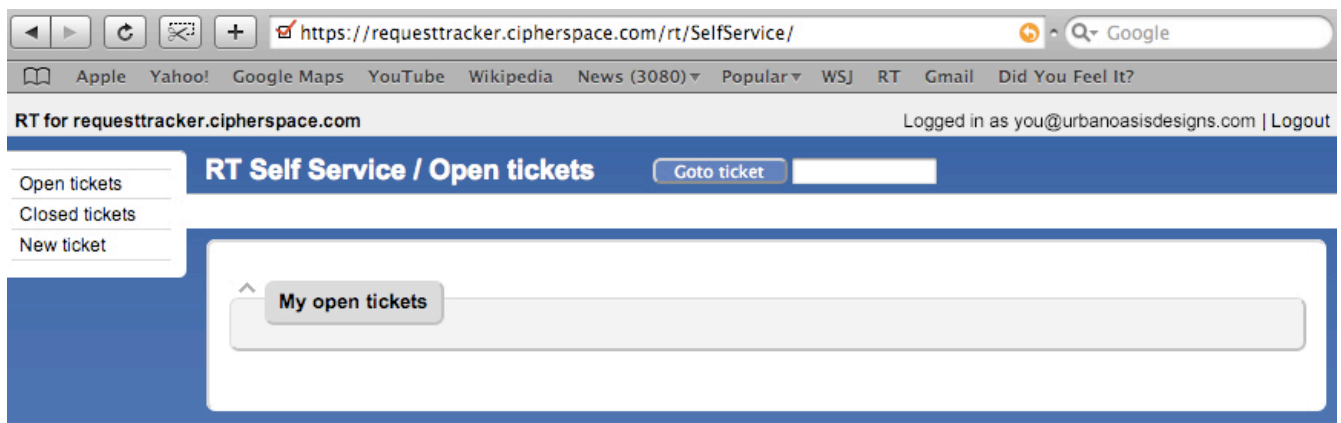
Step 1: Go to the support portal by going to the URL: **http://isupport.urban oasisdesigns.com**



Step 2: Click on the “**Request Tracker**” link to go to the Request Tracker login page. Login using your **urbanoasisdesigns.com** 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 **UrbanOasis** queue.

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

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

- Open tickets
- Closed tickets
- New ticket**

Queue: **UrbanOasis**

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@urbanoasisdesigns.com | Logout

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

Open tickets
Closed tickets
New ticket

Queue: **UrbanOasis**

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: