

Guide: How to use RTX ticket system

Information

Project: RTX Ticket system
Last updated Date: 2019-02-07

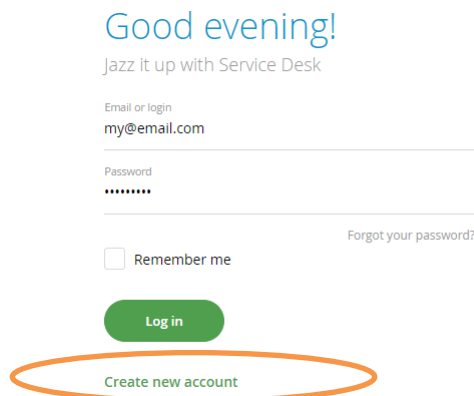
Description

Welcome to this short HOW-TO on using RTX support ticket system. In this guide you will find the most common use cases for the ticket system at RTX.

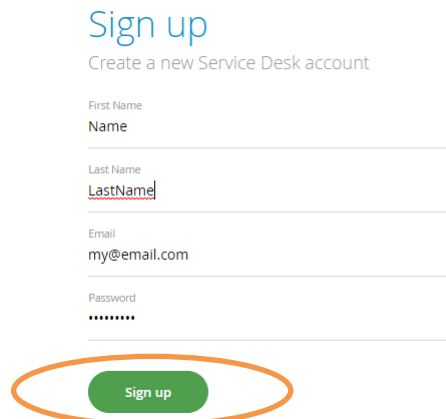
Create an account

To create an account please follow these steps:

- 1) Access the URL: <http://projecthelpdesk.rtx.net>
- 2) Press: "Create new account", see image



- 3) Enter your credentials:

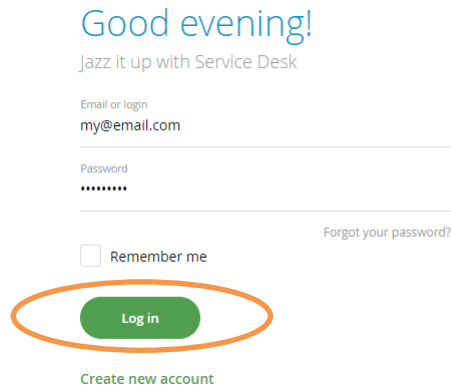


- 4) You will now receive a mail and have access the ticket system

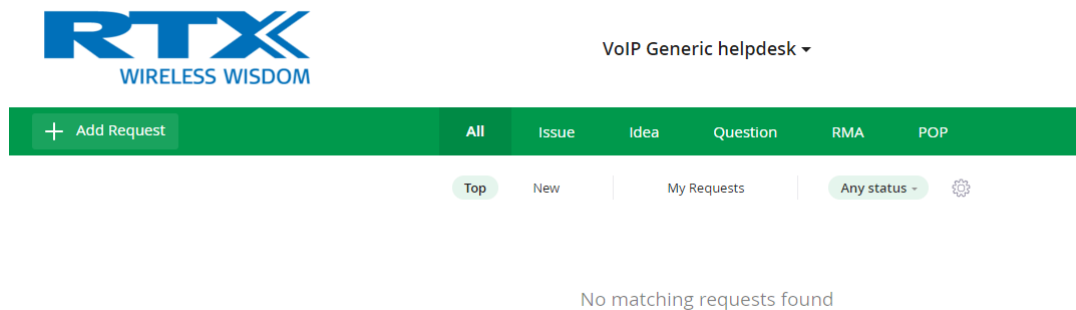
Login to the ticket system

To login to the ticket system please follow these steps:

- 1) Access the URL: <http://projecthelpdesk.rtx.net>
- 2) Enter your credentials and press "Log in", see image



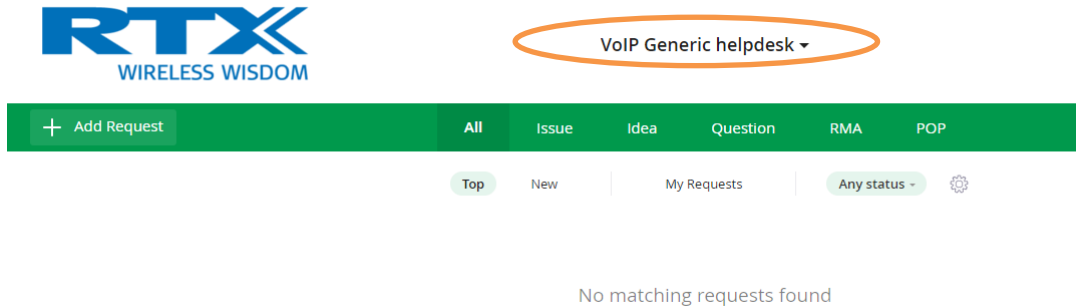
- 3) You should now get logged in and see something like this:



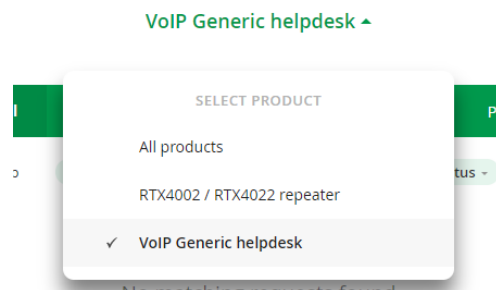
Submit a ticket

To submit a ticket in the system please follow these steps:

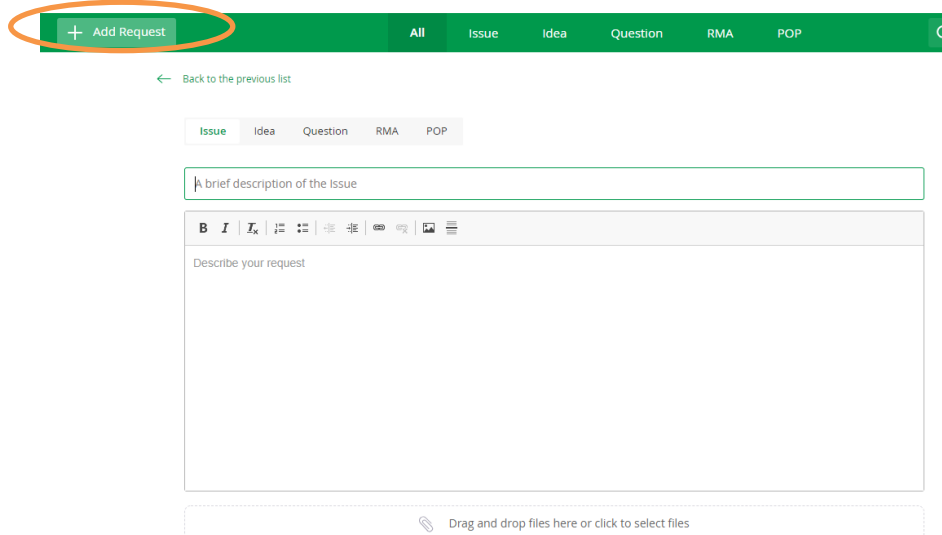
- 1) Login to the ticket system
- 2) Select the project where you want to submit a ticket. See image.



- 3) Depending on your account different projects will be available, as shown in the image below.
 - a. Note: Please inform your RTX contact if you cannot see your project in the list.



- 4) To add a ticket please click the “+ Add Request” button.



- 5) Select the category that best fits your request.
 - a. Issue: A problem you have encountered with the product.
 - b. Idea: A improvement you would like to have added.
 - c. Question: Any question related to the product you might have.
 - d. RMA: Points related to Return Merchandise Authorization.
 - e. POP: Production related issues or requests.
- 6) Fill in form
- 7) Select Priority and select Private. See image below.
 - a. Please note:

- i. All tickets are default private and can only be viewed by RTX staff, unless you deselect private.
- ii. We recommend keeping tickets private at all time, if you post on generic projects, but on your dedicated project you might want to share access.

Priority **TBD - Not selected** Product **VoIP Generic helpdesk** Private (only admins can see it)

- 8) To post the ticket press the "Post" button.
- 9) Now your ticket has been added to our system and you can see the ticket number.
 - a. Note: You will receive an email with your ticket number and link to the request.

In this case: 148632

1 **Issue headline** NEW

Vote #148632 · ▲ · Henrik Daugaard · a few seconds ago [Edit](#)

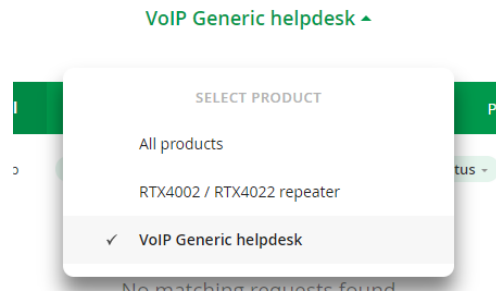
Here goes the Issus description.

📎 Drag and drop files here or click to select files

See tickets

To see tickets in the system please follow these steps:

- 1) Login to the ticket system.
- 2) Select the project. See image.



- 3) All tickets accessible for you should now be shown as a list as shown below.

All products ▾

+ Add Request All Issue Idea Question RMA POP 🔍 Search

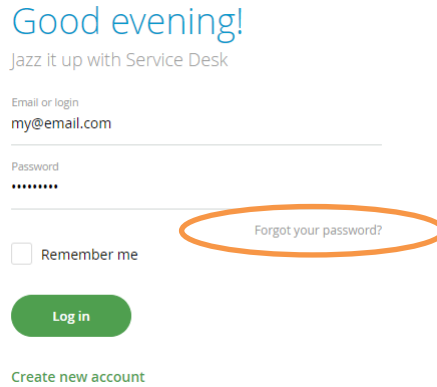
Top
New
My Requests
Any status ▾
⚙️

2	press * to lock keypad, but 0 has the lock icon DONE
Votes	#209680 · ▲ · ravi Sengottaiyan 14 days ago · 2 comments
2	Save contact from recents doesn't work ACTIVE
Votes	#209677 · ▲ · ravi Sengottaiyan 14 days ago · 5 comments
2	text entry from keypad does not display "menu" of characters in a usable fashion ACTIVE
Votes	#209670 · ▲ · ravi Sengottaiyan 14 days ago · 5 comments
2	Multicell messages on Welcome/Status page need a space ACTIVE
Votes	#209224 · ▲ · ravi Sengottaiyan 18 days ago · 3 comments

Forgot my password

To reset your password please follow these steps:

- 1) Access the URL: <http://projecthelpdesk.rtx.net>
- 2) Press: "Forgot your password?", see image



Good evening!
Jazz it up with Service Desk

Email or login
my@email.com

Password
.....

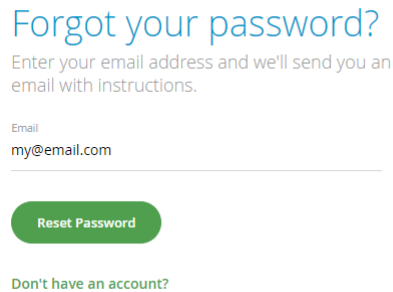
Remember me

[Forgot your password?](#)

[Log in](#)

[Create new account](#)

- 3) Enter your email and press reset password



Forgot your password?
Enter your email address and we'll send you an email with instructions.

Email
my@email.com

[Reset Password](#)

[Don't have an account?](#)

- 4) You will receive an email with a link to reset your password. (Press that link)
- 5) Enter you new password