



Remedy Web Submit Application Help

The Remedy Web Submit Application was developed to allow Fayetteville State University customers the ability to submit technical support tickets to the Campus Help Desk and other various IT Groups and Service Providers. This application will also allow customers to review existing open and solved tickets.

There are two versions of the application:

1. **Authenticated Web Submit** – Customers will select this option to obtain full access to the Web Submit application. Network/Email account login is required.
2. **Non-Authenticated Web Submit** - Customers will select this option only if they do **not** have access to their Network/Email account or password. This version of the application will only allow them to submit new tickets.

Authenticated Web Submit Walkthrough

1. **Select your Campus** – Your customer will select Fayetteville State University from this drop down in order to access the application.

Fayetteville State University
Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units

Home
About ITTS
ITTS Units
Policies
Services
Support
Smart Classrooms
Training
Forms
Staff
Residential Services

Please Login to Continue

To proceed with the login process, please select your campus from the options below.

Select Your Campus:

Fayetteville State University

Remember My Selection

Submit

2. **Log in to FSU Single Sign On server** – Customers will log in with their Email/Network username and password.

The screenshot shows the Fayetteville State University Information Technology and Telecommunications Services (ITTS) login page. At the top, there is a blue header with the university logo on the left and the text "Information Technology and Telecommunications Services" on the right. Below the header, a breadcrumb trail reads "FSU Home → ITTS → ITTS Units". On the left side, there is a vertical blue navigation menu with the following items: Home, About ITTS, ITTS Units, Policies, Services, Support, Smart Classrooms, Training, Forms, Staff, and Residential Services. The main content area features the Fayetteville State University logo and the text "A Constituent Institution of The University of North Carolina". Below this is a login form with two input fields: "UserID:" and "Password:". A "Sign In" button is positioned to the right of the password field. At the bottom of the form, there is a link: "Forgot Your Password? Unable to Login? [Click Here](#) for assistance."

3. **Home Page** - This is the main section of the application, from this page customers will be able to:
- a. Submit New Tickets
 - b. View Open Tickets – With the ability to contact the group working on the ticket
 - c. View Solved Tickets

The screenshot shows the home page of the Remedy Web Submit Application. At the top, there is a blue header with the Fayetteville State University logo on the left and the text "Information Technology and Telecommunications Services" on the right. Below the header, there is a navigation menu on the left with the following items: Home, About ITTS, ITTS Units, Policies, Services, Support, Smart Classrooms, Training, Forms, Staff, and Residential Services. The main content area has a light blue background with the text "Home Page. Remedy Web Submit" and "Welcome Clara Oswin Oswald!". Below this, there is a section titled "Please select one of the following:" with three numbered options: 1. New Ticket (Click here to create a New ticket), 2. Open Tickets (Click here to view your Open tickets), and 3. Solved Tickets (Click here to view your Solved Tickets). At the bottom of the page, there is a copyright notice: "© 2013 - Remedy Web Submit Application".

4. **New Ticket** – Customers will need to select a Primary Support Option before any other options appear on screen. Once they select the appropriate Type of Help Needed selections, relevant questions will appear on the Problem Description section.

The screenshot shows the Fayetteville State University Information Technology and Telecommunications Services (ITTS) help ticket form. The page has a blue header with the university logo and the text "Information Technology and Telecommunications Services". Below the header, there is a navigation menu on the left with options like Home, About ITTS, ITTS Units, Policies, Services, Support, Smart Classrooms, Training, Forms, Staff, and Residential Services. The main content area contains the following sections:

- Submit a Request for Help 24 hours a day via this online request form. Resolution times may vary since some technical groups only work business hours.**
- Your Contact Information:**
 - Name: Clara Oswin Oswald
 - Department: Department of Greek Studies
 - Location: h.l. cook
 - Email: *
 - Phone: *
- Select a Primary Support Option:**
 - General Campus IT Support ▾
- Type of Help Needed:**
 - Blackboard Issue ▾
 - 01. Log in error ▾
- Problem Description:**

Please provide the following information:

 - 1) Are you able to get to the Blackboard gateway page at <http://blackboard.unc.edu>?
 - 2) What username did you use?

At the bottom of the form is a "Submit" button.

5. **Confirmation screen** – Customers will be able to view their ticket number in this screen.

The screenshot displays the Fayetteville State University Information Technology and Telecommunications Services (ITTS) website. At the top, the university logo and name are on the left, and the department name is on the right. Below the header, a breadcrumb trail reads "FSU Home → ITTS → ITTS units". A vertical navigation menu on the left lists various services. The main content area features a confirmation message: "Your ticket number **FSU000000000524** has been created successfully! Click [Home](#) to get back to the Main Menu." A "Log Out" button is located in the top right corner, and a secondary navigation menu includes "Home", "About", and "Contact". A footer note at the bottom left of the main content area states "© 2013 - Remedy Web Submit Application".

6. **Open Tickets** – Customers will be able to view all their open tickets in this section, they can sort by any of the column headers and clicking on the ticket number will allow them to view more details regarding that ticket.

Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units

Log Out

Home About Contact

You have 3 Open Tickets

Click on any ticket number to view the ticket and/or contact the Group Assigned

Ticket	Group	Person Short Desc	Status
FSU000000000522	ITS-HELP	Blackboard Issue	Assigned
FSU000000000523	ITS-HELP	Network Issue	Assigned
FSU000000000524	ITS-HELP	Blackboard Issue	Assigned

© 2013 - Remedy Web Submit Application

7. **Ticket View** – Customers will be able to review the ticket. They can also contact the group assigned to this ticket by sending them an email from within the application.

The screenshot shows the 'Ticket View' page in the Information Technology and Telecommunications Services portal. The page header includes the Fayetteville State University logo and the text 'Information Technology and Telecommunications Services'. A navigation menu on the left lists various services, and a 'Log Out' button is in the top right. The main content area displays ticket details for ticket # FSU000000000522, created on 2/6/2013 at 7:43:57 PM, with a status of 'Assigned' and assigned to the 'ITS-HELP' group. The ticket description is 'Blackboard Issue' and the client's problem description is '01. Log in error'. A worklog entry from 2/6/2013 at 2:43:57 PM describes a login error on the Blackboard gateway page. A link at the bottom allows users to contact the support group.

Information Technology and Telecommunications Services

FSU Home → ITS → ITS Units

Home About Contact

Log Out

Ticket View

Ticket #: FSU000000000522

Create Date: 2/6/2013 7:43:57 PM

Status: Assigned

Group Assigned: ITS-HELP

Person Assigned:

Short Description: Blackboard Issue

Client's Problem Description: 01. Log in error

Work Log: (Click and drag the bottom-right hand corner of the worklog to expand it)

2/6/2013 2:43:57 PM::websubmitnet::Please provide the following information:

- 1) Are you able to get to the Blackboard gateway page at <http://blackboard.unc.edu>?
- 2) What username did you use?
- 3) What error message did you receive after submitting your

[Click here to contact the Support Group assigned to this ticket](#)

8. **Contact Group Assigned** – Customers can send a message to the group assigned to this ticket from this page.

The screenshot shows the Fayetteville State University Information Technology and Telecommunications Services (ITTS) portal. The header includes the university logo and the text "Information Technology and Telecommunications Services". A navigation menu on the left lists various services, and a "Log Out" button is in the top right. The main content area features a form titled "Fill out this form to contact the Support Group assigned to this ticket:". The form includes fields for Name, Email, Phone, and Ticket Number, along with a comments section and a "Submit" button. A note at the bottom of the form provides instructions regarding email delivery.

FSU Home → ITTS → ITTS Units

Information Technology and Telecommunications Services

Log Out

Home About Contact

Fill out this form to contact the Support Group assigned to this ticket:

Please make sure your contact information is correct.

Name: * Clara Oswin Oswald

Email: *

Phone: *

Ticket Number: * FSU000000000524

Comments:

Submit

Note: Your email may bounce back if the Remedy Group you are trying to contact is using a dosed email list. In this case, please contact the Help Desk and have them update the ticket manually.

9. Email Confirmation Screen

The screenshot shows a web page for Fayetteville State University's Information Technology and Telecommunications Services. At the top, there is a blue header with the university's logo and name on the left, and the text "Information Technology and Telecommunications Services" on the right. Below the header, a breadcrumb trail reads "FSU Home → ITTS → ITTS Units". On the left side, there is a vertical blue navigation menu with the following items: Home, About ITTS, ITTS Units, Policies, Services, Support, Smart Classrooms, Training, Forms, Staff, and Residential Services. In the top right corner, there is a "Log Out" button and a secondary navigation menu with "Home", "About", and "Contact" links. The main content area has a light gray background and contains the text: "Your email was submitted successfully! Click [Home](#) to get back to the Main Menu." At the bottom of the page, there is a copyright notice: "© 2013 - Remedy Web Submit Application".

10. **Solved Tickets** – Customers can view all their solved tickets here. They can click on a ticket number to view more details.

The screenshot shows the ITTS (Information Technology and Telecommunications Services) portal for Fayetteville State University. The page features a blue header with the university logo and the text "Information Technology and Telecommunications Services". Below the header, there is a navigation menu on the left with options like Home, About ITTS, ITTS Units, Policies, Services, Support, Smart Classrooms, Training, Forms, Staff, and Residential Services. The main content area displays "You have 1 Solved Tickets" and provides a table of ticket information. A "Log Out" button is visible in the top right corner.

FSU Home → ITTS → ITTS Units

Home About Contact

Log Out

You have 1 Solved Tickets

Click on any ticket number to view the ticket

Ticket	Group	Person	Short Desc	Status
FSU00000000524	ITS-HELP	esna	Listserv	Successfully Resolved

© 2013 - Remedy Web Submit Application

11. **Solved Ticket** - Customers will be able to review the ticket.

The screenshot shows the 'Ticket View' page on the Fayetteville State University Information Technology and Telecommunications Services (ITTS) website. The page features a blue header with the university logo and the text 'Information Technology and Telecommunications Services'. A navigation menu on the left lists various ITTS services, and a 'Log Out' link is in the top right. The main content area displays the following ticket information:

- Ticket #:** FSU000000000524
- Create Date:** 2/7/2013 4:35:06 PM
- Status:** Successfully Resolved
- Group Assigned:** ITS-HELP
- Person Assigned:** eslna
- Short Description:** Listserv
- Client's Problem Description:** 01. Log in error
- Work Log:** (Click and drag the bottom-right hand corner of the worklog to expand it)

The work log entry for 2/7/2013 11:35:06 AM from 'websubmitnet' contains the following text:

Please provide the following information:

- 1) Are you able to get to the Blackboard gateway page at <http://blackboard.unc.edu>?
- 2) What username did you use?
- 3) What error message did you receive after submitting your [Open Access request](#) and password?

Non-Authenticated Web Submit

Customers will be able to submit requests through this version of the application, however if they need to update or review an existing request they will need to use the Authenticated Web Submit or call the Help Desk at 910-672-HELP.



Submit a Request for Help 24 hours a day via this online request form. Resolution times may vary since some technical groups only work business hours. Contact the Help Desk by phone if this is a critical/urgent issue.

Fill out your Contact Information(All fields are Required):

First Name:

Last Name:

Email:

Phone:

Department:

Location:

Select a Primary Support Option:

Banner

Type of Help Needed:

Banner ID Issue

01. Log in error

Problem Description:

Please describe your problem:



Submit

Identifying Web Submit tickets

Web Submit tickets are easily identifiable by looking at the following RFS fields:

- Point of Contact
- Category
- Client's Problem Description
- Creator
- Group Created

FSU-Request for Service FSU000000001646 (Modify)

Information Technology and Telecommunications Services
Switch To: **UNC**

Ticket Number: FSU000000001646 | Type of Request: Service Request | Status: Cancelled
As: REMEDY-ADMIN

Customer Information

Affiliation	BannerID	Last Name	First Name	M.I.	Department	AD Account Name
	888000002	unc staff	unc staff	@		unc_staff

Point of Contact

Phone	Email	Location	Building	Additional Information
919-445-9317	glover@unc.edu			

Request Information

Group Assigned	Short Description	Client's Problem Description
ITS-HELP	Banner	Web Submit Ticket: Faculty/Staff

Category: Web Submit Ticket

Severity Menu: Important

Worklog & Attachments

3/7/2013 8:34:18 AM websubmitnet
Problem Selected: Banner INB (NON-Production) Password Reset
Problem Description: If you need immediate assistance, please call 910-672-Help.
Otherwise, please provide the following information regarding your Banner INB (NON-Production) Password Reset:
Customer's Name: Sharon Glover

FSU-Request for Service FSU000000001646 (Modify)

FAYETTEVILLE STATE UNIVERSITY FSU-Request for Service MODIFY Information Technology and Telecommunications Services Switch To: UNC

Ticket Number: FSU000000001646 Type of Request: Service Request Status: Acknowledge Ticket: Cancelled As: REMEDY-ADMIN

Creator: websubmitnet Group Created: WEBSUBMIT Create Date: 3/7/2013 8:34:18 AM
 Last Modified By: spglover Group Modified: ITS-HELP Modified Date: 3/7/2013 10:28:40 AM

Ticket Audit Trail Who Is? [] Type in the user's Email Address and press Enter.

Modified Date	Last Modified By	Group Assigned	Person Assigned	Short Description	Item Affected	Severity Label	Status	Follow-up Email	Ack-Tkt	Work L
3/7/2013 8:34:18 AM	websubmitnet	ITS-HELP		Banner		Important	Assigned	Yes	0	
3/7/2013 10:28:40 AM	spglover	ITS-HELP	spglover	Banner		Important	Cancelled	No	0	

Worklog & Attachments Attachments [] Worklog []

3/7/2013 8:34:18 AM websubmitnet
 Problem Selected: Banner INB (NON-Production) Password Reset
 Problem Description: If you need immediate assistance, please call 910-672-Help.
 Otherwise, please provide the following information regarding your Banner INB (NON-Production) Password Reset:
 Customer's Name: Sharon Glover

All information entered in the Problem Description field in Web Submit will be available in the ticket worklog. Including what kind of problem they selected from the drop down.

FSU-Request for Service FSU000000001646 (Modify)

FSU-Request for Service (remedy.unc.edu) -- Work

File Edit View

Diary History:

Thursday, March 07, 2013 8:34:18 AM websubmitnet
Problem Selected: Banner INB (NON-Production) Password Reset
Problem Description: If you need immediate assistance, please call 910-672-Help.

Otherwise, please provide the following information regarding your Banner INB (NON-Production) Password Reset:

Customer's Name: Sharon Glover
Banner ID: 4457876954
User Name: spglover

Banner instance (FSUTEST, FSUPPRD, FSUFIT, etc.): FSUTEST

Diary Editor:

OK Cancel

The Remedy Web Submit Application was developed to allow customers to submit requests (tickets) directly into the Remedy RFS Application. This application was developed by Efrain Santiago, ITS Remedy Team, UNC-Chapel Hill.

Any comments/questions please submit a ticket (or call) the Help Desk and ask to have the ticket routed to the Remedy Team.