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.
2. **Log in to FSU Single Sign On server** – Customers will log in with their Email/Network username and password.
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
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.
5. **Confirmation screen** – Customers will be able to view their ticket number in this screen.
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.
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.
8. **Contact Group Assigned** – Customers can send a message to the group assigned to this ticket from this page.
9. Email Confirmation Screen
10. **Solved Tickets** – Customers can view all their solved tickets here. They can click on a ticket number to view more details.
11. **Solved Ticket** - Customers will be able to review the ticket.
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:

BannerID 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
### Ticket Audit Trail

<table>
<thead>
<tr>
<th>Modified Date</th>
<th>Created By</th>
<th>Last Modified By</th>
<th>Person Assigned</th>
<th>Start Description</th>
<th>End</th>
<th>Item Affected</th>
<th>Key</th>
<th>Status</th>
<th>Followup Email</th>
<th>Assigned To</th>
<th>Work Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/19/2013 10:23</td>
<td>spencer</td>
<td>ITSSHELP</td>
<td>spencer</td>
<td>Banner</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### WorkLog & Attachments

- 27/1/2013: 8:36 AM, webmin: Problem Selected Banner INB (NDG Production) Password Reset.
- Problem Description: If you need immediate assistance, please call 910-872-Help.
- Otherwise, please provide the following information regarding your Banner INB (NDG 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.
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.