

Submitting Trouble Tickets with Supporting Documents Images

To better assist all of you, we need you to provide detailed information when you submit a trouble ticket. You need to provide EMPLIDs, what the error is, what you are changing, updating, and/or entering, etc. Screen shots would be EXTREMELY helpful. Screen shots will give us a better picture of which component you are in and the error that you are getting. Providing detailed information with screen shots will help us resolve tickets at a much faster pace and ultimately get your members paid quicker.

Use this link <http://cglink.uscg.mil/PPCticket> when submitting trouble tickets with screen shots or other supporting documentation. Do not include screen shots in the body of an e-mail message to PPC Customer Care. The images will not be imported into our tracking system.

Note: The attachment link can only be accessed from within the Coast Guard data network. If you do not have access to the network, e-mail your attachments to PPC-DG-CustomerCare@uscg.mil. Do not include images in the body of the message, attach them as ".jpg" files.

Follow these steps to take a screen shot:

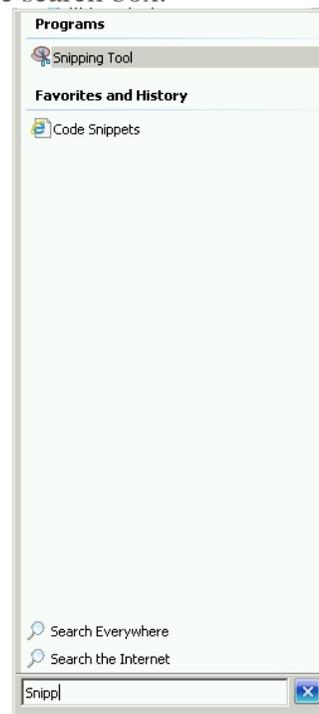
With the browser open and logged into DA with the error message showing;

1. Start the "Snipping Tool".

A. It's under "Accessories" in your program menu (Start button > All Programs > Snipping Tool).

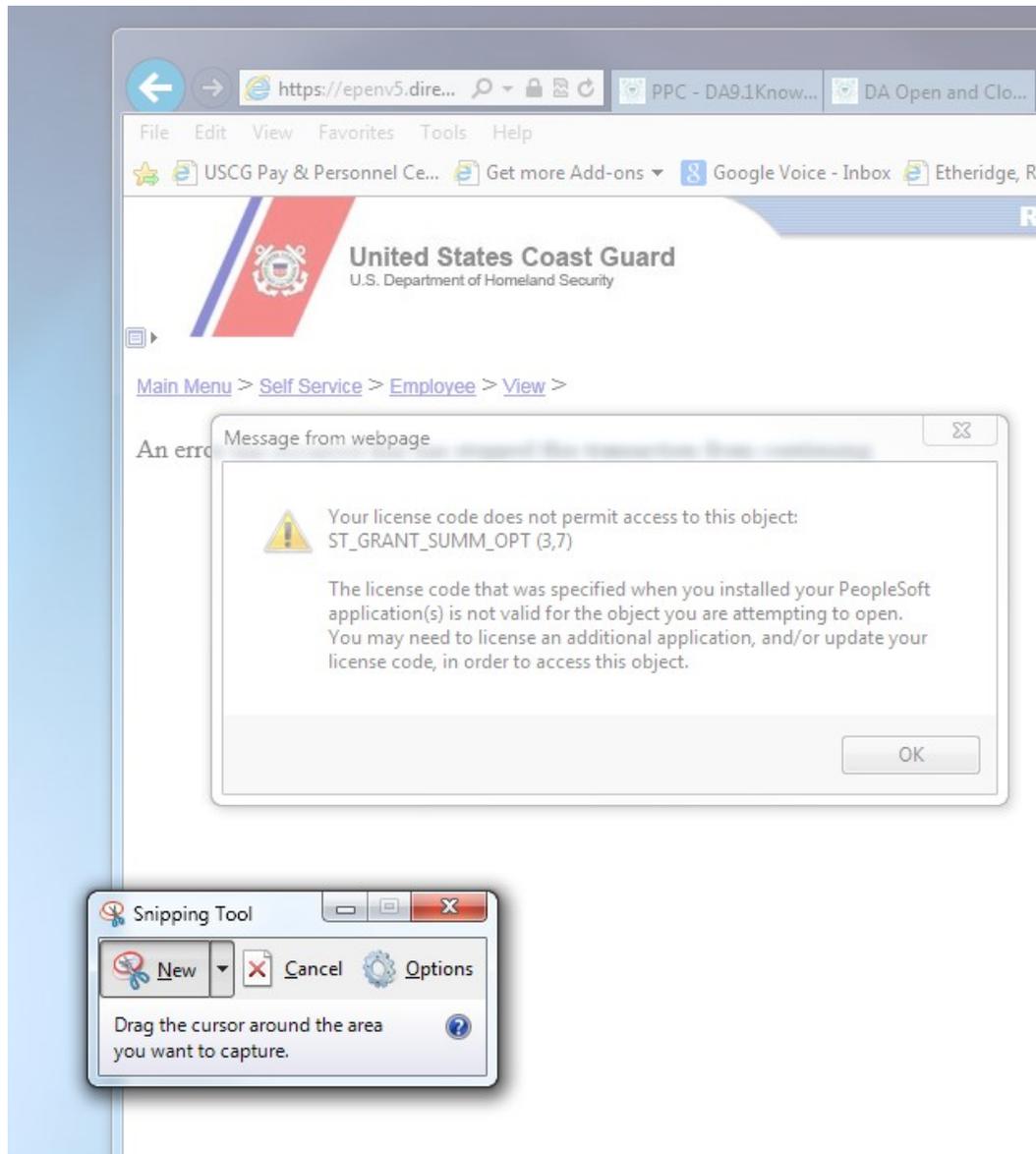


B. Or click the Start button and type "Snipping Tool" in the search box.



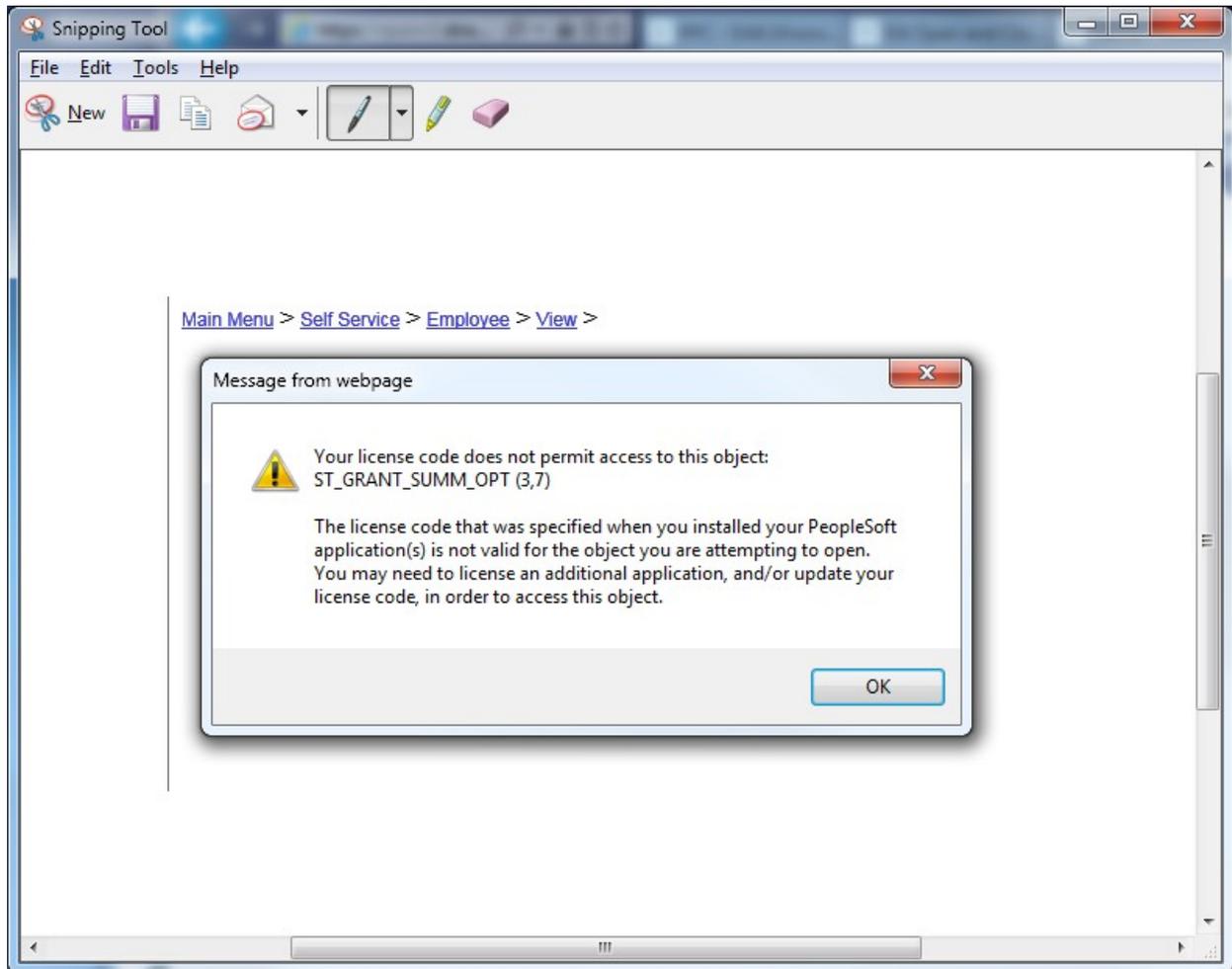
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2. When the Snipping Tool opens your screen will dim and the cursor will change to a cross.

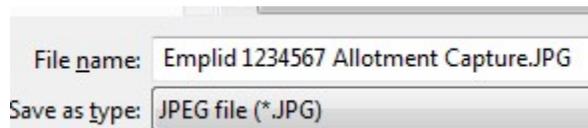


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3. While holding down the left mouse button drag the cursor around the area you want to capture. Release the mouse button and the area in will be capture. A window will open with the image.

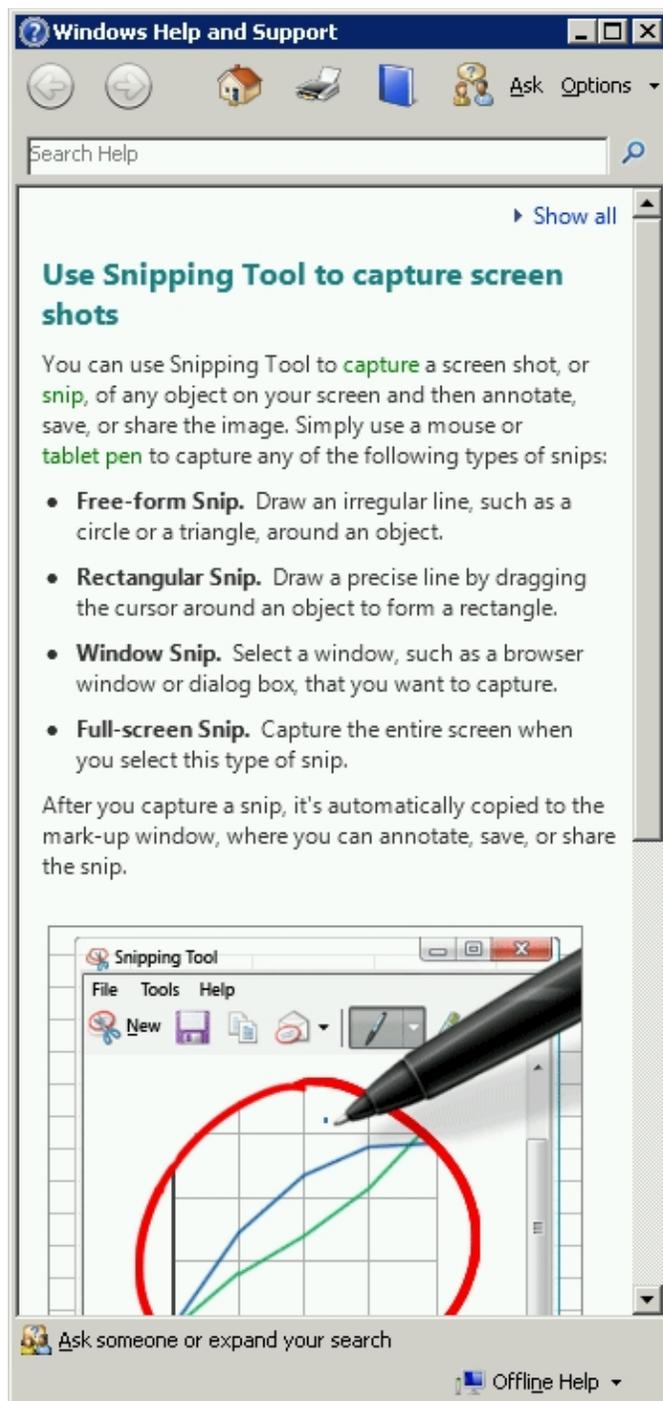


4. Click the save icon (picture of a disk) and save the image with a meaningful name (e.g. "Emplid 1234567 Allotment Error.jpg").



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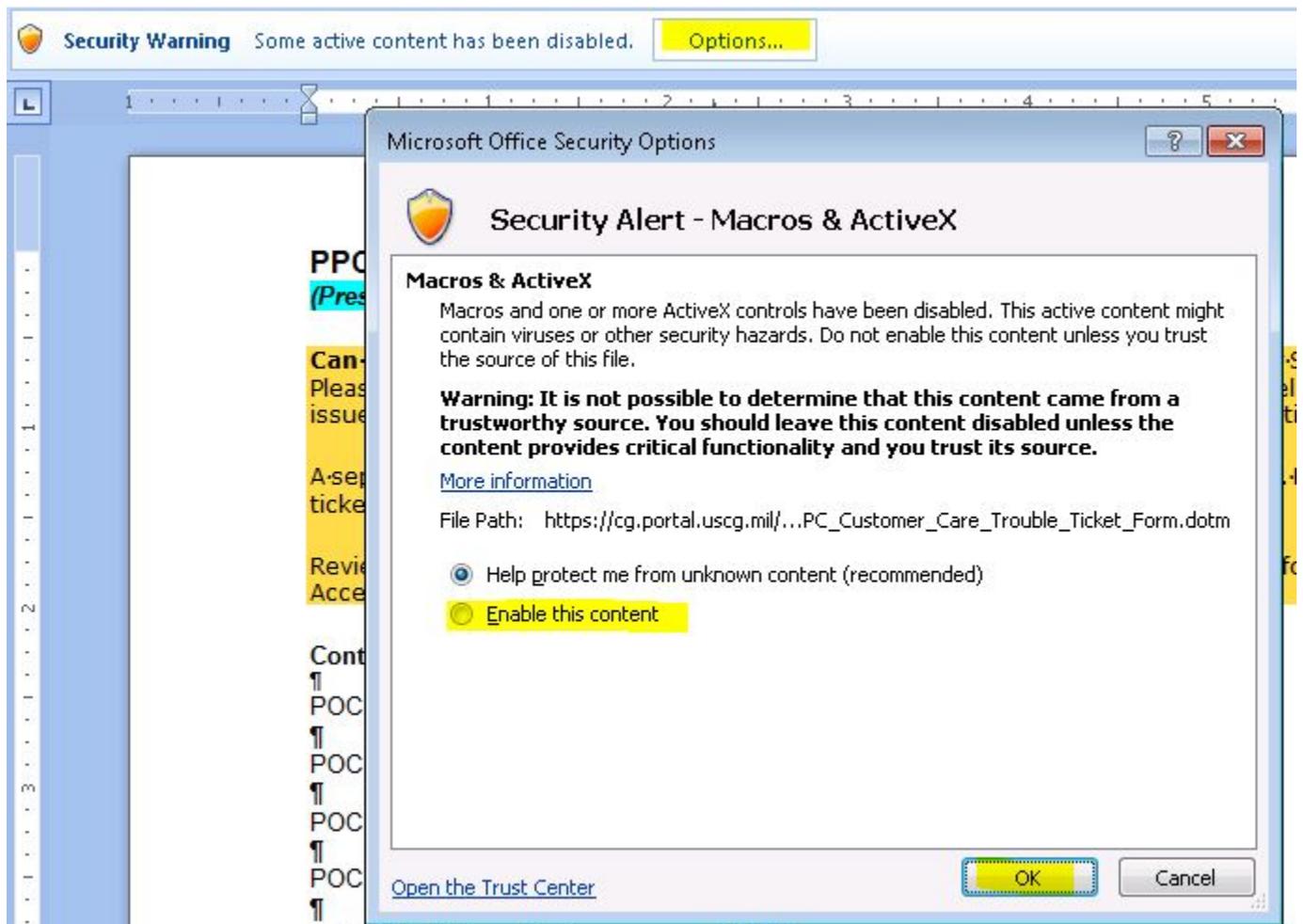
Note: To learn more about the Snipping Tool, just click the help icon at the top of the application window.



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With your image now saved. Proceed to <http://cglink.uscg.mil/PPCticket> to submit the ticket.

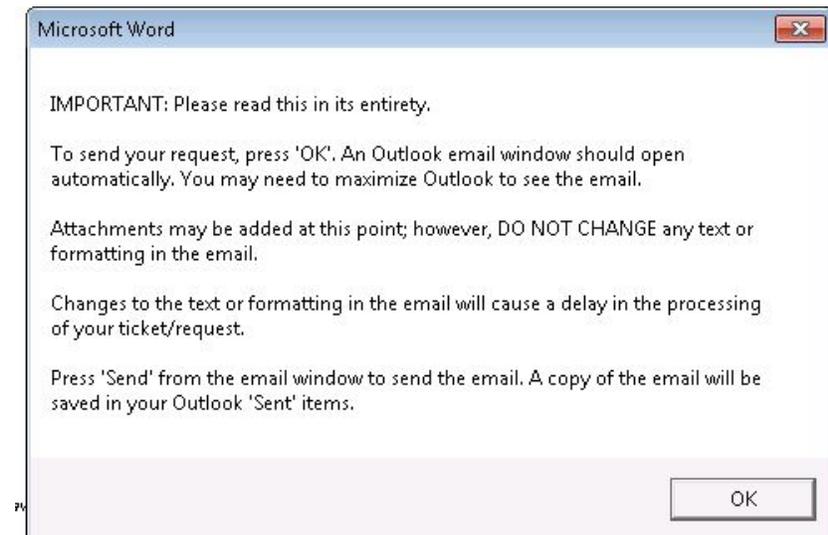
1. Open the MS word template at <http://cglink.uscg.mil/PPCticket>.
2. You will be prompted to open or save the file. Choose "Open"
3. MS word will open with the template form. **You may see a security warning at the top of the window.** If so, click "Options" and then click "Enable this content" and "OK" as shown in the image below.



4. Fill out the ticket as you have filled out the web ticket in the past.
5. Click the "Submit" button.

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6. Review the information in the warning message (show below) and click "OK"



7. If you have MS Outlook open, the icon in the task bar will blink. Click it and you will see you have a new message in draft form.



8. Open the draft message by clicking on the icon in the task bar. The message is addressed to PSC-bpam@uscg.mil this is the correct address for our tracking system. **Do not change it.**

9. You can now add attachments. **Do not make any other changes to the message.**

10. Click "Send" and **cancel the spell check.**

11. Click "Yes" when prompted to send the message.

12. Your ticket will be loaded into our tracking system. You may close the MS word document. A copy of the message is available in your "sent items" folder in Outlook.

Thank You,

CWO2 David Cota
Branch Chief, Procedures and Development Branch & Customer Call Center Branch Pay and
Personnel Center Admin