

Service Requests Using CG Help (Remedy Action Request System)

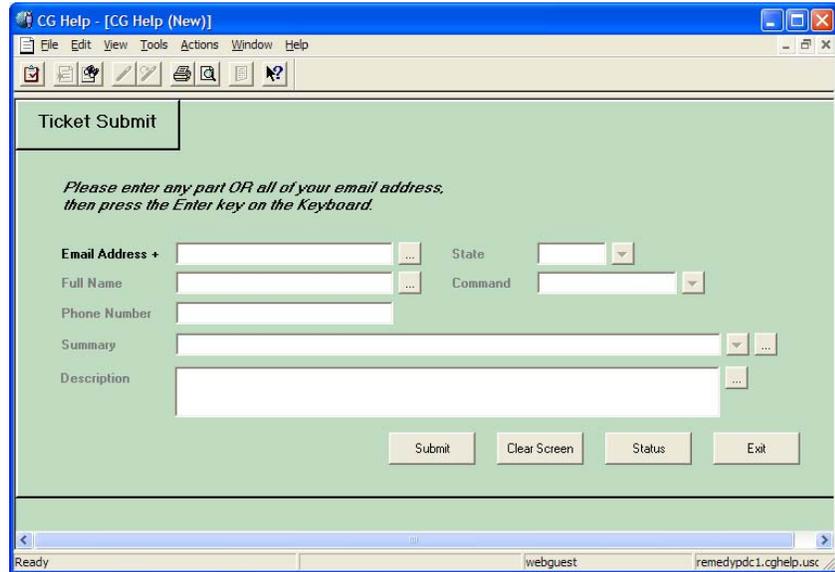
CG Help is a trouble ticket (service request) system used to help ESU's and ESD's manage work requests and trouble calls. Users can electronically submit and track the progress of work requests via any Standard Workstation

Ticket Submission

This job aid will show you how to submit a service request (ticket) using CG Help (Remedy Action Request System).

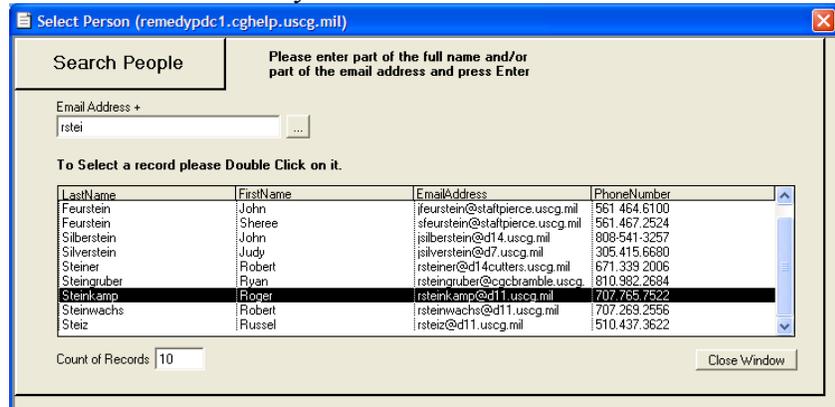
Step	Action				
1.	<p>Click on the CG Helpdesk Icon on your desktop</p>  <p>CG Helpdesk</p> <p>OR click Start, Programs, USCG Apps, Action Request System, CG Help.</p>				
2.	<table border="1" data-bbox="589 835 1356 1241"> <thead> <tr> <th data-bbox="589 835 935 888">If...</th> <th data-bbox="935 835 1356 888">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="589 888 935 1241"> <p>You get a dialog box titled "Not Logged On To All Servers – Remedy User..."</p>  </td> <td data-bbox="935 888 1356 1241"> <p>Click the OK button. The system will connect and the Login screen will open.</p> </td> </tr> </tbody> </table>	If...	Then	<p>You get a dialog box titled "Not Logged On To All Servers – Remedy User..."</p> 	<p>Click the OK button. The system will connect and the Login screen will open.</p>
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<p>You get a dialog box titled "Not Logged On To All Servers – Remedy User..."</p> 	<p>Click the OK button. The system will connect and the Login screen will open.</p>				
3.	<p>Enter the user name Webguest (it may already be there by default).</p>				
4.	<p>Enter the password Webguest.</p> 				

5. Click the **OK** button. Wait for the server to log you in. The Ticket Submit window will open.



6. Enter your e-mail address in the E-mail Address field and press **Enter**.

Note: This is a searchable field. If you enter only the first few letters of your email address then press enter, the remaining profile fields will be populated for you, or a list will come up that you can choose from. Double-click your name to populate the fields automatically.



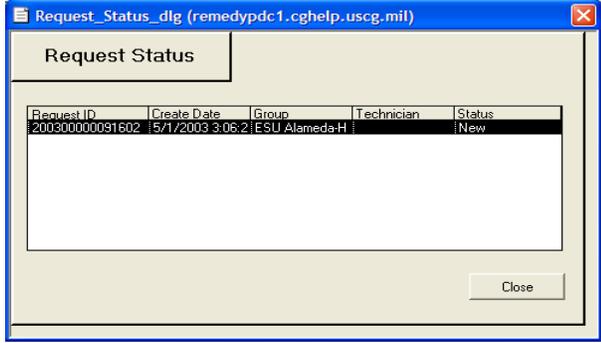
- 7.

If...	Then
The wrong information populates the user profile fields...	Click the Clear button and return to step 6.

8.	Enter a brief summary of the request or problem in the Summary field. (E.g. E-mail Not Working)						
9.	<p>Enter a detailed description of the request or problem in the Description field. (E.g. I cannot find all the files and folders I was saving in my e-mail or my inbox.)</p> <p>Note: Be as <u>descriptive</u> as possible. Include any error codes/messages or unusual dialogue boxes. The more information you provide, the faster the technicians can address the request and take action.</p>						
10.	<p>Click the Submit button. The Request Created dialogue box will open (it may take a few seconds to appear).</p> <div data-bbox="743 716 1222 1052" data-label="Image"> </div> <p>You do not need to write down any of this information. Confirmation e-mail will be sent to you containing the request ID.</p>						
11.	Click the Close button. You will be returned to a blank Ticket Submit form.						
12.	<table border="1"> <thead> <tr> <th data-bbox="591 1308 937 1360">If...</th> <th data-bbox="937 1308 1354 1360">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="591 1360 937 1472">You want to submit another ticket...</td> <td data-bbox="937 1360 1354 1472">Return to step 6.</td> </tr> <tr> <td data-bbox="591 1472 937 1562">You are finished submitting tickets...</td> <td data-bbox="937 1472 1354 1562">Click the Exit button.</td> </tr> </tbody> </table>	If...	Then	You want to submit another ticket...	Return to step 6 .	You are finished submitting tickets...	Click the Exit button.
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You want to submit another ticket...	Return to step 6 .						
You are finished submitting tickets...	Click the Exit button.						
13.	Once the ticket has been assigned to a technician and the request completed, you will receive a notification of ticket-closed e-mail. The technician will contact you if additional information is required to complete the request.						

Checking Ticket Status

This job aid will show you how to check the status of a service request (ticket) using CG Help (Remedy Action Request System). This portion of the job aid assumes you have logged into CG Help before and are familiar with the Ticket Submit screen.

Step	Action
1.	Start CG Help as normal using the Webguest account.
2.	Fill in the profile information starting with your e-mail address.
3.	Click the Status button.  <p>Any tickets that are still open will be listed, showing to whom it was assigned and the current status.</p>
4.	Click the Close button to close the status window.
5.	Click the Exit button on the Ticket Submit form to exit the system.