

Web Strategies Support Center Guide

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WEB STRATEGIES SUPPORT CENTER

1

Username/Novell ID

Password

Note: You must be an OHSU employee to submit a ticket*.
Please email webadmin@ohsu.edu with any questions.

2

*You will receive an email with a summary of the ticket that contains a link to our ticketing system.
Your **network login** will allow you access to this system as well.

[Forgot Password?](#)

Login to Web Strategies Support Center

1. Enter your network login in the Username and Password fields.
2. Click the Login button.

WEB STRATEGIES SUPPORT CENTER

[Create New Request](#) [View My Requests](#)

Network Login
sprick

Name Dedrick Sprick	Phone 4-2140 1
Department IT.WEBX-Web Strategies & Enginee	Email sprick@ohsu.edu

Short Description of Issue (required) **2**
Showing how support center works

User Type (required) **3** **URL** **4**
Content Contributor **5**
http://www.ohsu.edu/webstrategies/

Issue (required) **5**
This is just a test to show you how the support center works.

6
[Save Request](#) [Logout](#)

Create New Request

1. Add a phone number in extension format (i.e. 4-1234) or full format (i.e. 503 494-1234).
2. Provide a short description, or subject, for your ticket.
3. Select your user type.
4. Add the link address in the URL field of the site you are helping with.
5. Add more description about the issue including the steps you took, the expected result, the actual result, or similarly detailed information regarding the issue.
6. Click the Save Request link at the bottom to log the issue in the system.

WEB STRATEGIES SUPPORT CENTER

Create New Request

If you saved the issue correctly, you will see a confirmation message. If you forgot something, you will see an error message and notification of what needs to be corrected.

[Create New Request](#) [View My Requests](#)

Network Login
sprick

Name Dedrick Sprick	Phone 4-2140
Department IT.WEBX-Web Strategies & Enginee	Email sprick@ohsu.edu

Short Description of Issue
Showing how support

User Type (required)
Content Contributor

Complete Description of Issue
XXXXXXXXXXXXXXXXXXXXXXXXX This is just a test to show you how the support center works.

[Save Request](#) [Logout](#)

WEB STRATEGIES SUPPORT CENTER

[Create New Request](#) [View My Requests](#)

My Tickets

Issue Summary	Date Submitted	Current Status
Showing how support center works	3/11/2011 2:52 PM	Open

Details for ticket **HELP-3193** **B** Last Updated: 3/11/2011 2:52 PM **C**

URL: <http://www.ohsu.edu/webstrategies/>

Issue Description

XXXXXXXXXXXXXXXXXXXXXXXXX This is just a test to show you how the support center works.

[Logout](#)

View Your Requests

You can see requests you submit on the View My Requests tab.

A. Watch the Current Status column to see what is happening with your issue. Status can be Open (no one has started working on it), In Progress (a support member has started investigating the issue), Awaiting Feedback (a support member needs information from you to continue), On Hold (there is something prevent further progress on the issue) or Closed (there is nothing more to do with the issue, usually because it is resolved). You can double click the Issue Summary for a ticket to open it up.

B. The support center tickets use an identifier (e.g. HELP-3193) to uniquely log the issue. This is how a support member will identify any issue sent. You can click on the identifier to open up the issue.

C. You can see when an issue was last updated.

From: (JIRA) webadmin@ohsu.edu [webadmin@ohsu.edu]
To: Dedrick Sprick
Cc:
Subject: [JIRA] Created: (HELP-3193) Showing how support center works




Email Notification

You should receive notification in your email that summarizes the issue in the support center format. Keep this email until the issue is closed.

A. You can click on the unique issue id (e.g. HELP-3193) which links to the ticket system.

B. You can click on the summary title of the issue, which links to the ticket system.

Issue ([View Online](#))

Key: [HELP-3193](#) **A**
Issue Type:  Question
Status:  Open
Priority:  Average
Assignee: [Web Admin assignee](#)
Reporter: [Dedrick Sprick](#)

[Showing how support center works](#) **B**

Updated: 11/Mar/11 02:52 PM Created: 11/Mar/11 02:52 PM

Project: [HelpDesk](#)

Description


XXXXXXXXXXXXXXXXXXXXXXXXX This is just a test to show you how the

Operations

- [View all](#)
- [View comments](#)
- [View history](#)

This message was automatically generated by [Atlassian JIRA](#) Enterprise Edition, Version: 3.12.2-300 -
If you think it was sent incorrectly, contact one of this server's [administrators](#).

Login Required

 You are not logged in.

You cannot view this URL as a guest. You must [log in](#). **B**

If you think this message is wrong, please consult your administrators about getting the necessary permissions.

Bug tracking and project tracking for software development powered by Atlassian JIRA (v4.2.4-b591#591) | [Report a problem](#)

Login to JIRA

Login Address:
<https://webtools.ohsu.edu/jira/>

When you first arrive at the ticket system, you will likely be asked to login.

A. You can click on the login link in the upper right of the screen to get to the login screen, OR

B. You can click on the login link in the body of the message to get to the login screen.

1. Use your network ID and password in the Username and Password fields.

2. Click the Log In button to login.

ir team track and deliver

User's Guide.

Login

Username **1**

Password

Remember my login on this computer

Not a member? [Contact an Administrator to request an account.](#)

2



Spotlight feature not working

Edit Assign Comment More Actions Re-Open this Issue Workflow Views

Details

Type:	Question	Status:	Closed
Priority:	Average	Resolution:	Unresolved
Labels:	None		
User Name:	Robert West		
User Phone:	5034947642		
User Email:	westrob@ohsu.edu		
User Department:	SM.Dean Administration		
URL:	www.ohsu.edu/som		
User Novell Login:	westrob		

Description

When I add new content to the spotlight feature, it no longer updates in the element. This appears to be an issue since the upgrade.

People

Assignee: Dedrick Sprick
Reporter: Rob West
Vote (0) Watch (0)

Dates

Created: Tuesday 8:54 AM
Updated: Wednesday 3:43 PM

View Ticket in JIRA

When you see the ticket, you will notice the title of the issue at the top with the menu and details down below.

A. You can see a lot of ticket details, including all of the information you submitted and what the status of the ticket is.

B. You can see who is assigned to help out with the issue.

View Ticket in JIRA



HelpDesk / HELP-3809

12 of 3238

Return to search

Spotlight feature not working

Edit Assign Comment More Actions Re-Open this Issue Workflow Views

Details

Type:
Priority:
Labels: None
User Name: Rob
User Phone: 5034
User Email: west
User Department: SM.I
URL: www
User Novell Login: west

- Log Work
- A** Attach Files
- Attach Screenshot
- Add Vote
- Voters
- Watch Issue
- Watchers
- Create Sub-Task
- Convert to Sub-Task
- Move
- Link
- Clone

Status: Closed
Resolution: Unresolved

People

Assignee: Dedrick Sprick
Reporter: Rob West
Vote (0) Watch (0)

Dates

Created: Tuesday 8:54 AM
Updated: Wednesday 3:43 PM

Description

When I add new content to the spotlight feature, it no longer updates in the element. This appears to be an issue since the upgrade.

Description

When I add new content to the spotlight feature, it no longer updates in the element. This appears to be an issue since the upgrade.

Thoughts?

Activity

All Comments Work Log History Activity Subversion Commits Source Reviews

Dedrick Sprick added a comment - 02/Aug/11 11:51 AM

Rob,

Can you tell me what updates you made?

Thanks,

Dedrick

Comment

A. You can add files and screenshots to help better show what the issue is.

B. You can reply to questions in the Comments section and track the conversation that has gone on between others.

B