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How to use ticketing system

In order to access to our ticketing system you have to login at <https://ticketing.cnaf.infn.it/checklist-new/>

Login page

- LOGIN PAGE:

username: password:

Login

Username:

Password:

[Secure Login](#)

[Lost Password?](#)

[Register now!](#)

Please login to your account to submit a ticket.

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If you haven't an account, create it by registering in our system

Registration page

- REGISTRATION PAGE:

username: password:

Login

Username:

Password:

[Secure Login](#)

[Lost Password?](#)

[Register now!](#)

User Registration

Username *

Email *

Allow other users to view my email address

Password *

Verify Password *

Website

Time Zone

(GMT+1:00) Amsterdam, Berlin, Rome, Copenhagen, B...

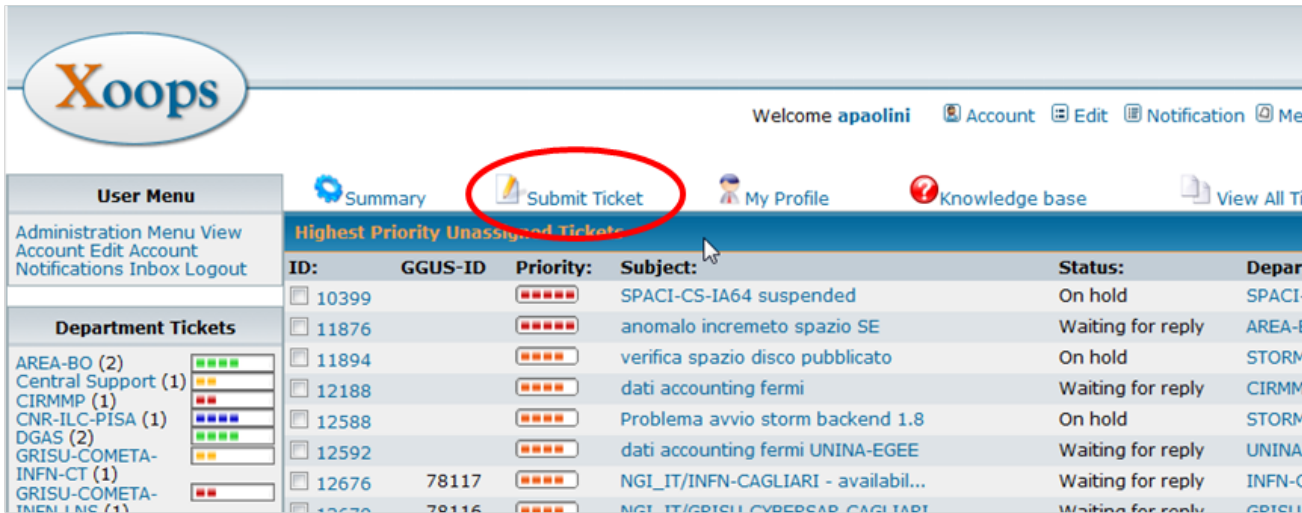
Yes No

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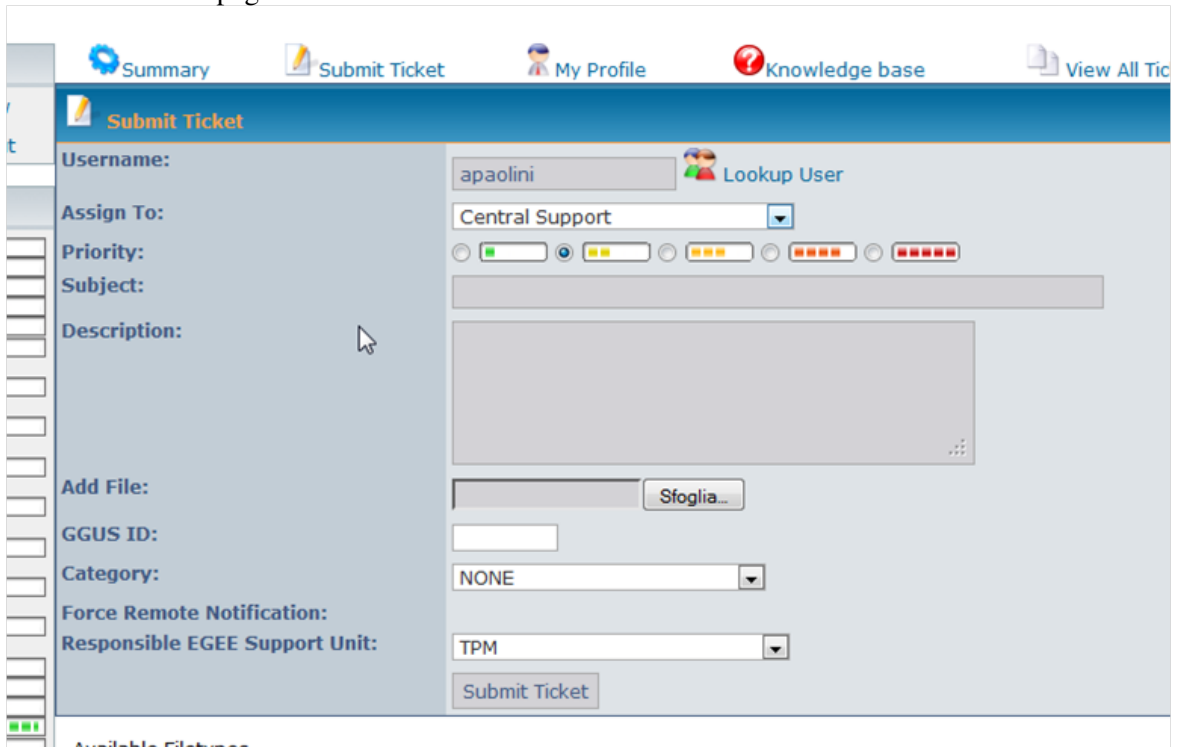
Open a new ticket

In order open a ticket, click on the "submit ticket" button of the home page:

• HOME PAGE:



• ticket submission page:



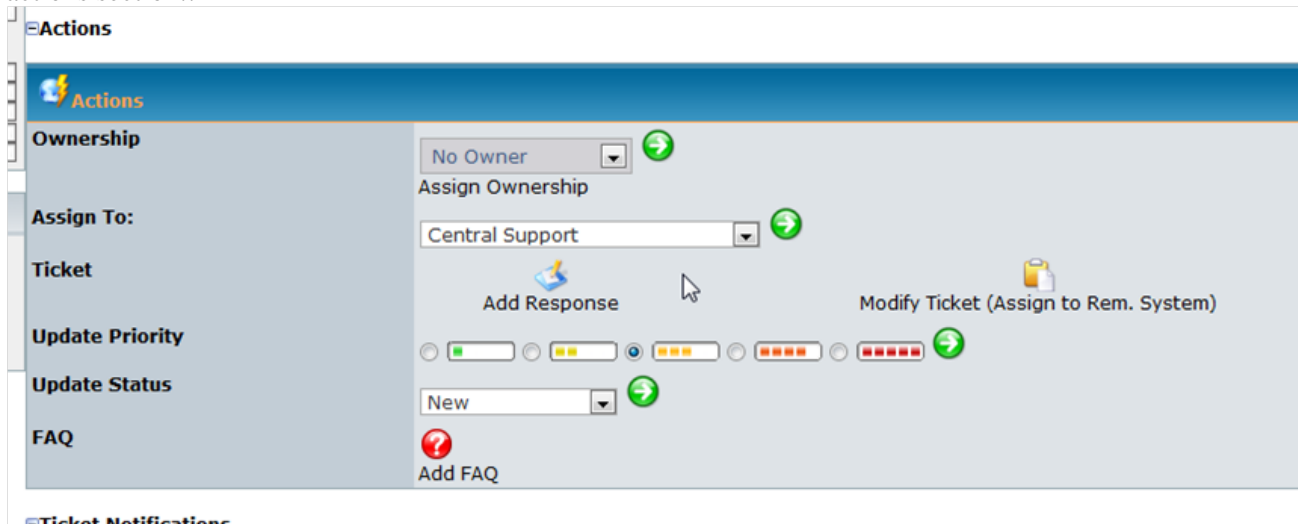
there are several fields to fill in:

- Assign to: select the support group to which assign the ticket. By default it is assigned to "Central support" group: you can address to it general questions, or if you are not sure about the right support group to which assign a ticket
- Priority: the priority of your ticket
- Subject: put a not-confusing title
- Description: the details of your problem. Add any information that can help the supporters to debug the problem, like:
 - ◆ command used and its output
 - ◆ VO used (past the output of "voms-proxy-info --all")
 - ◆ site or service contacted
 - ◆ middleware version
- Add file: the attached file
- GGUS ID: ignore it

- Category: select a category in the menu
- Force Remote Notification: this field is active when you add a response to a ticket come from GGUS: you can decide whether send your response to GGUS or not
- Responsible EGEE Support Unit: ignore it

In order to answer to a ticket, click on the "add a response" button:

- actions section::



This topic: GridOversight > UsingTickets

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