



eTRIKS È CC-IN2P3

Ticket Reporting System

How to access and submit

Version 1.0

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VERSION HISTORY

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0. Introduction

We provide this document as a practical manual for any eTRIKS Platform user faced with a need of support from the community. We will focus mainly on the actions needed to access, register and submit a report on the ticketing system. We encourage the reader to contact us if a more in-depth explanation of the tool is felt needed.

1. Important links

No prerequisites are necessary to run the ticketing system web interface: the user just needs to have an up to date web browser from which access the interface; here are some useful links inside the eTRIKS platform

- eTRIKS ticket reporting system (eTRS): <http://usersupport.etriks.org>
- Operational portal: <https://portal.etriks.org>
- tranSMART public server: <https://public.etriks.org>

2. How to

2.1. ..access

To access the eTRIKS ticketing system to report a bug you encountered you have three solutions: you may 1) find the *Report a Bug* link in the eTRIKS portal, or 2) select the *Report a Bug* option in the *Utilities* drop down menu at the top right of your tranSMART interface, or 3) access directly the ticketing system through the link.

The image shows two screenshots of the eTRIKS platform. The top screenshot is the eTRIKS portal, and the bottom screenshot is the tranSMART interface. Three callout boxes provide instructions on how to report a bug:

- 1. From the eTRIKS portal:** *Report a Bug* link. This callout points to a red-bordered box in the top right of the portal navigation menu containing the text "Report a bug" and a "[Login]" button.
- 2. From the tranSMART interface:** open the *Utilities* menu and select *Report a Bug*. This callout points to a red-bordered box in the top right of the tranSMART interface, which is the "Utilities" dropdown menu containing "Help", "Report a Bug", "Contact Us", "About", and "Log Out".
- 3. access directly:** <http://usersupport.etriks.org>. This callout points to a blue-bordered box containing the URL.

2.2. ..register

At your first access to the ticketing system, you will need to register your email: left-click on *Sign up now* to access the registration form where you will need to fill the first 3 lines (First and Last Name, and e-mail).

Left-click on *Sign up now* to access the registration form

CC-IN2P3 Helpdesk at your service !

Not yet registered ?
[Sign up now](#)

CC-IN2P3 Helpdesk at your service !

← Back **Create Account**
Please fill out the form to receive login credentials.

* Firstname
* Lastname
Email
Groupname
Labname
AFSLogon
Create

Fill the first 3 lines and click **Create** to receive a randomly-created password
(passwords may be changed through user account preferences)

You will then be able to access the ticketing system using your email as a login, and entering the randomly-created password you will receive clicking the *Create* button.

2.3. ..submit a ticket

Upon login you will access your user interface. On the top right the *Preferences* link will allow you to manage your account (password, display, language); on the top left the *Tickets* drop down menu holds some interesting features as the internal¹ search engine and the ticket submission link *New Ticket*.

New Ticket opens the submission form

Choose your report Type

When adding an attachment (screenshot, output file,...) be sure that any sensitive data is hidden to avoid confidentiality breach

Select eTRIKS to be routed in the dedicated queue

Internal search engine (only personal tickets)

Account management

- Tickets are addressed within 24 hours, 5/7d ; 8-17:00 CET
- Tickets log available to agents
- Periodic report is to be made available for the community

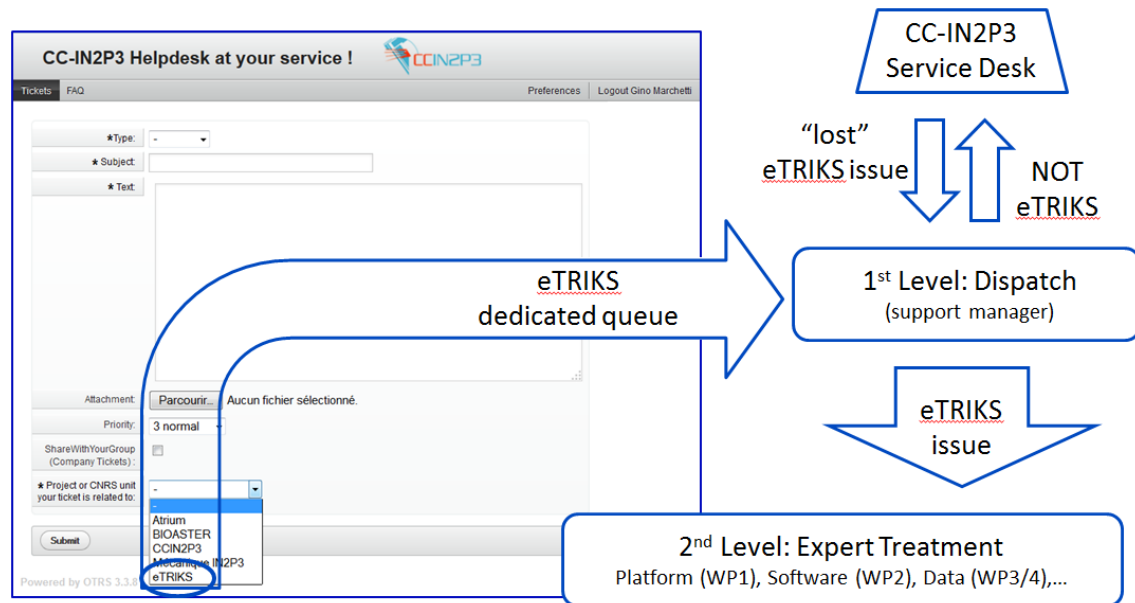
Powered by OTRS 3.3.8

When submitting a ticket you will need to specify the Type of your report: whether it is an incident report or a request; you may also attach a file (eg: a screenshot of your error), but you must be sure to hide any confidential data, since the ticketing system is in common with the CC-IN2P3 one. Before the submission, be sure that you selected *eTRIKS* in the project list to access the dedicated queue.

¹ a user may read only the tickets she/he submitted

3. eTRS pipeline

Selecting *eTRIKS* from the *Projects* list, your ticket will be routed directly in the dedicated queue, where on the 1st level of Support the support manager will evaluate it and a) answer it directly b) dispatch it to an *eTRIKS* expert (2nd level Support) depending on how the issue needs to be treated.



A dialog is in place between 1st level and the CC-IN2P3 Support Desk so that any not-eTRIKS ticket that may wander in the dedicated queue will be re-routed to Service Desk and, vice versa, any lost eTRIKS ticket will find again its dedicated queue.