Reporting issues in Self Service Portal

You can create a ticket using the **New Ticket** form option. You can also update a ticket by adding a note or an attachment, track your ticket status, or cancel your ticket.

To create a ticket

You can create a new ticket by entering details on the **New Ticket** form or selecting an option from the list of common requests.

To create a ticket, perform these steps:

- On the Self Service Home page, click **Create New Ticket**.
    - In the **Summary** field, enter a brief description of the issue.
    - In the **Note** field, enter details about the issue.
    - In the **Callback Number** field, enter a number on which the technician can contact you.
    - From the **Priority** list, select an appropriate priority for the issue.
    - From the **Category** list, select a category for of the issue.
- *(Optional)* If you want to attach a file, click **Browse**.
  The attachment size must not exceed 29 MB.
- *(Optional)* In the **Additional Information** field, enter more information about the issue.
- Click **Submit Ticket**.

To update a ticket

1. On the Self Service Home page, click **My Tickets**.
2. From the list of tickets logged by you, click the ticket you want to update.
3. In the **Notes** section, enter a brief note and click **Add Note**. To add an attachment to the ticket, in the **Attachments** section, click **Add Attachment**.
   The attachment size must not exceed 29 MB.

4. In the Add Attachment dialog box, click **Browse**.
5. Navigate to the location of the attachment that you want to upload.
6. Click **OK**.

To cancel a ticket

To cancel the ticket, click **Cancel Ticket**.
Based on the configurations by the system administrator, it might be mandatory to add a note to state the reason for cancelling the ticket.