HOW TO USE
TICKET RUNNER

Medscape

Version 1.0
9 September 2020
Number of Pages: 75

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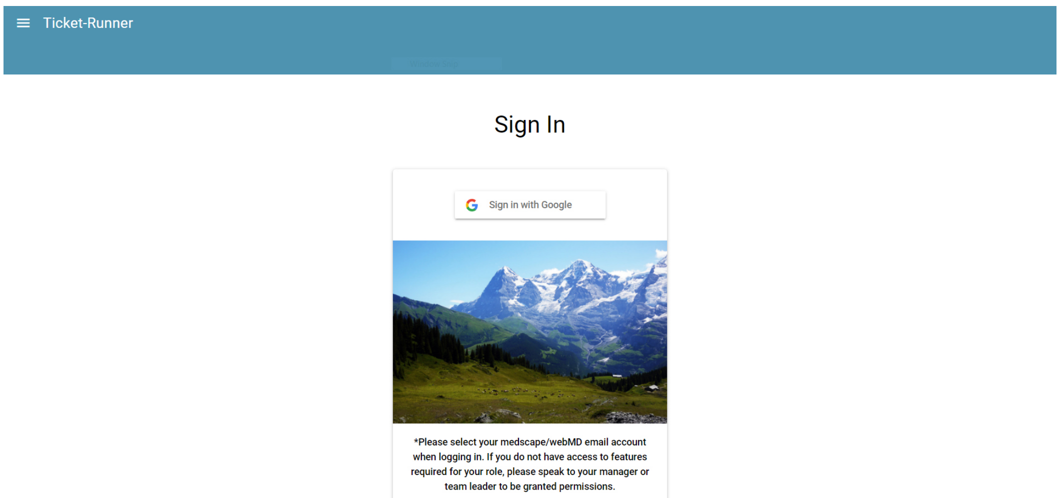
GETTING STARTED

You do not need to create an account in Ticket Runner. Instead, your manager will add you as a User and assign your role. This role will give you certain permissions within Ticket Runner.

You will use your Medscape/WebMD credentials to log in to Ticket Runner.

LOG IN

When you land on the Ticket Runner website, you will be prompted to sign in using your Google credentials.

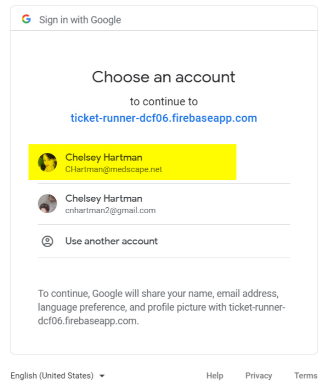


Click **Sign in with Google**.

A new page will load asking you to choose an account.

This page will show all of your Google accounts.

If you have more than one, make sure you **select your Medscape/WebMD email address**. If you do not select this, you will be unable to edit or create new ProdTickets.



If you are asked for a password, it will be the same as your computer password.

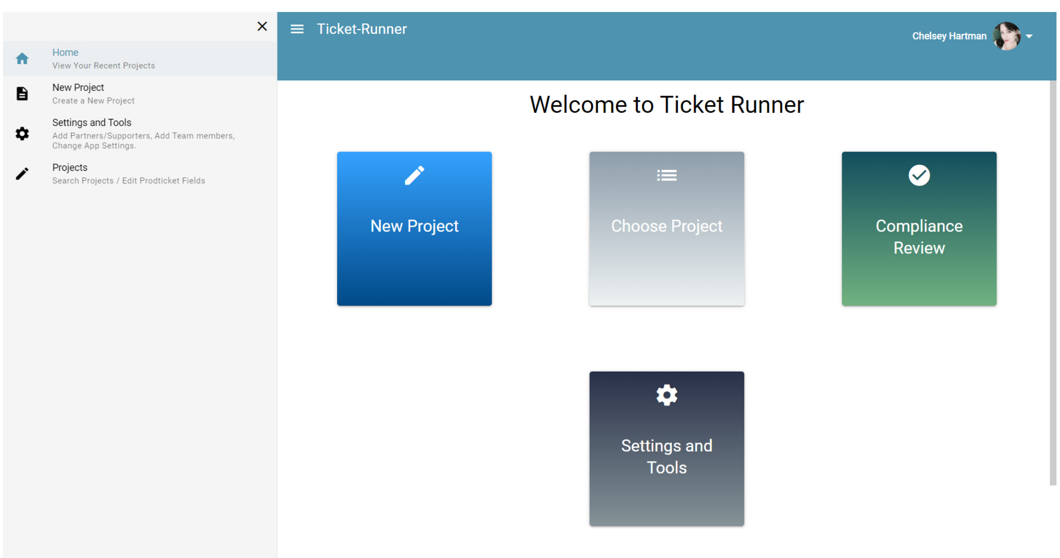
A new page will load.

In the top-right corner, you should see your name and picture. This indicates that you are logged in.

LOG OUT

To log out, click on your picture.

A drop-down will appear.



Click **Logout**.

The sign-in page will reload.

After logging in, if some expected features are not available to you, please speak to your manager/team leader. They may need to add you to the system.

Managers: If you do not have access to expected features, please speak to a developer in Online Production (OP).

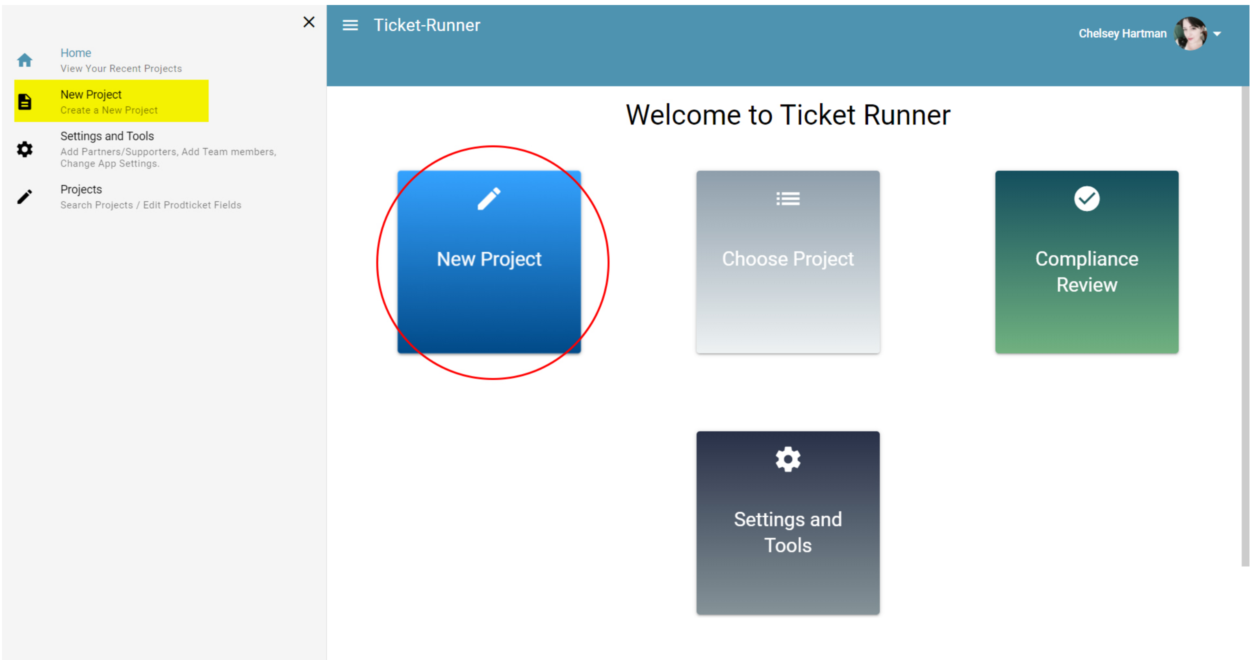
CREATING AND ACCESSING PRODTICKETS

CREATE A NEW PRODTICKET

From the home page, click on **New Project**.

OR

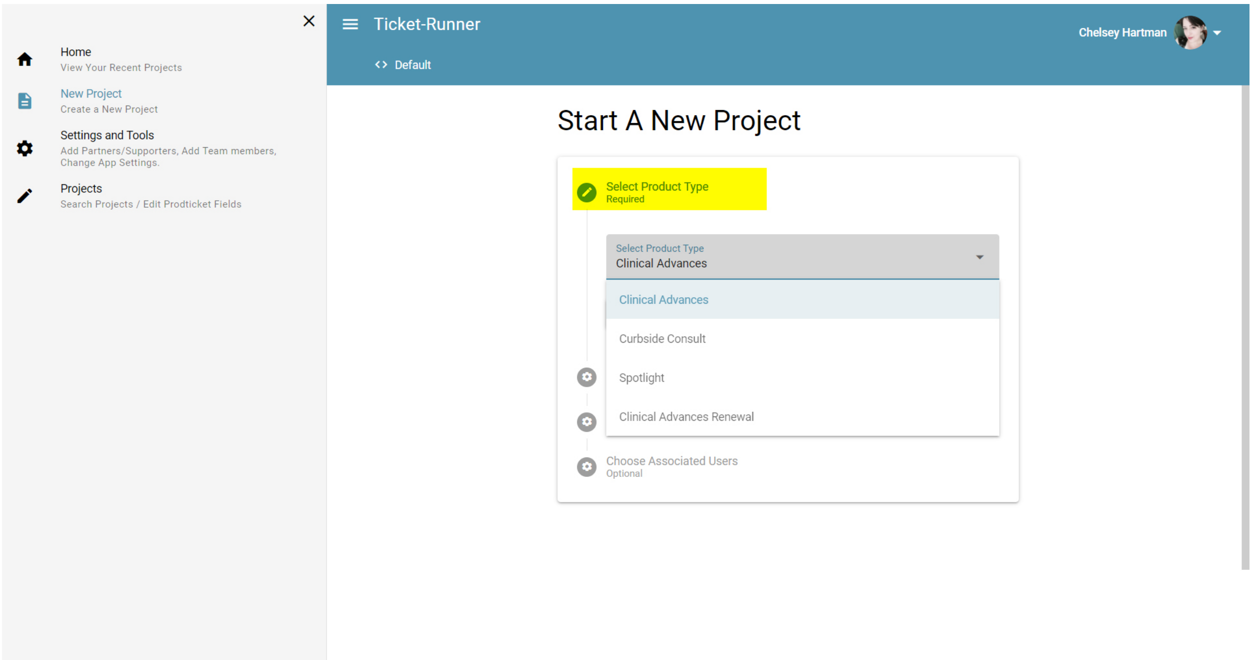
Under the navigation, click **New Project.**



A new page will load.

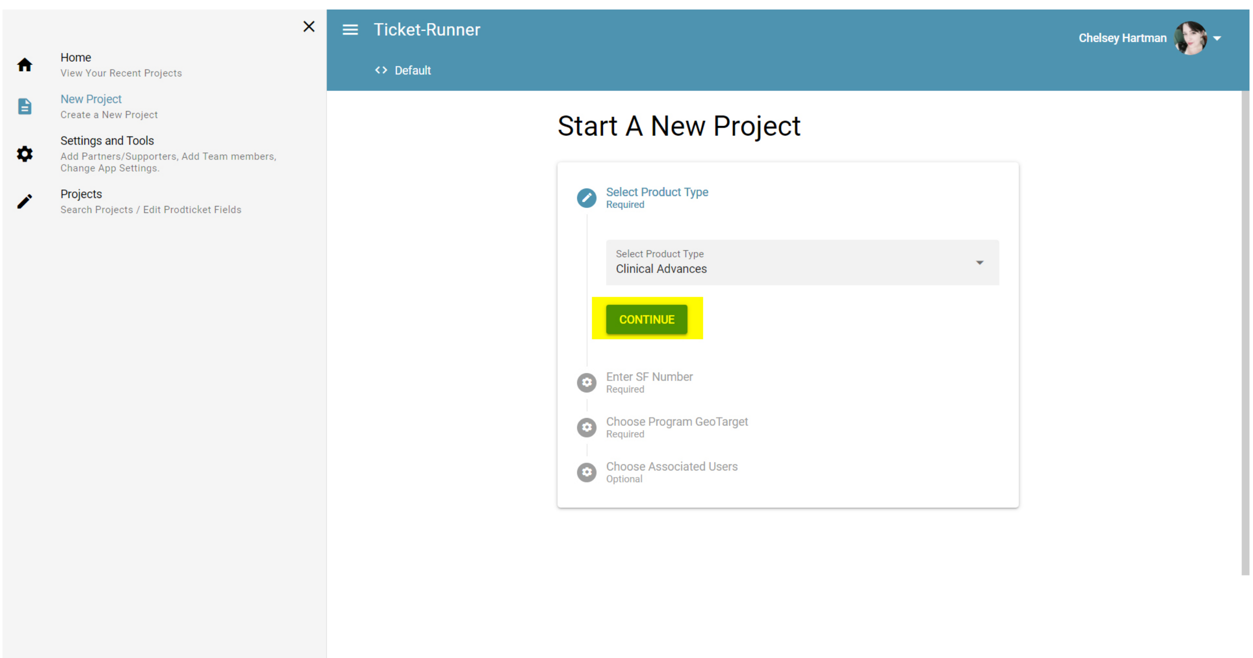
First, under Select Product Type, click the **drop-down menu** to see what you have to select from.

Click on the **product type**.



The drop-down menu will disappear and the product type you chose will show up in the field.

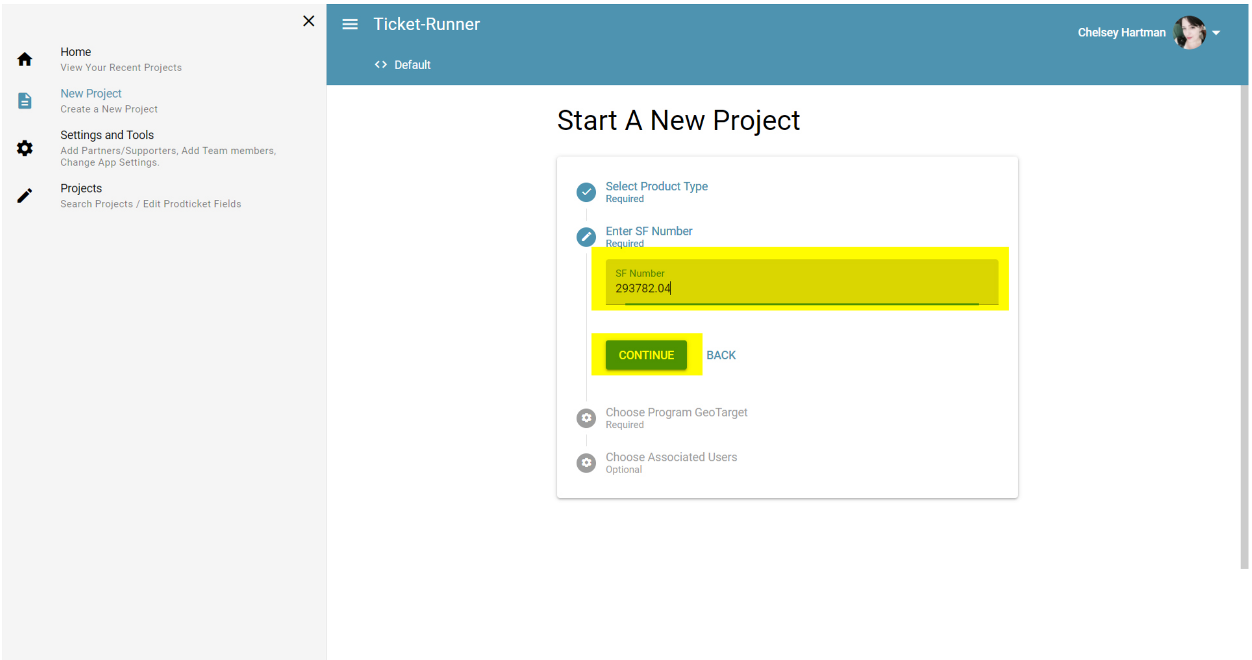
Click **Continue**.



The Enter SF Number field will load.

In the text field called **SF Number** enter the SF number assigned to this program.

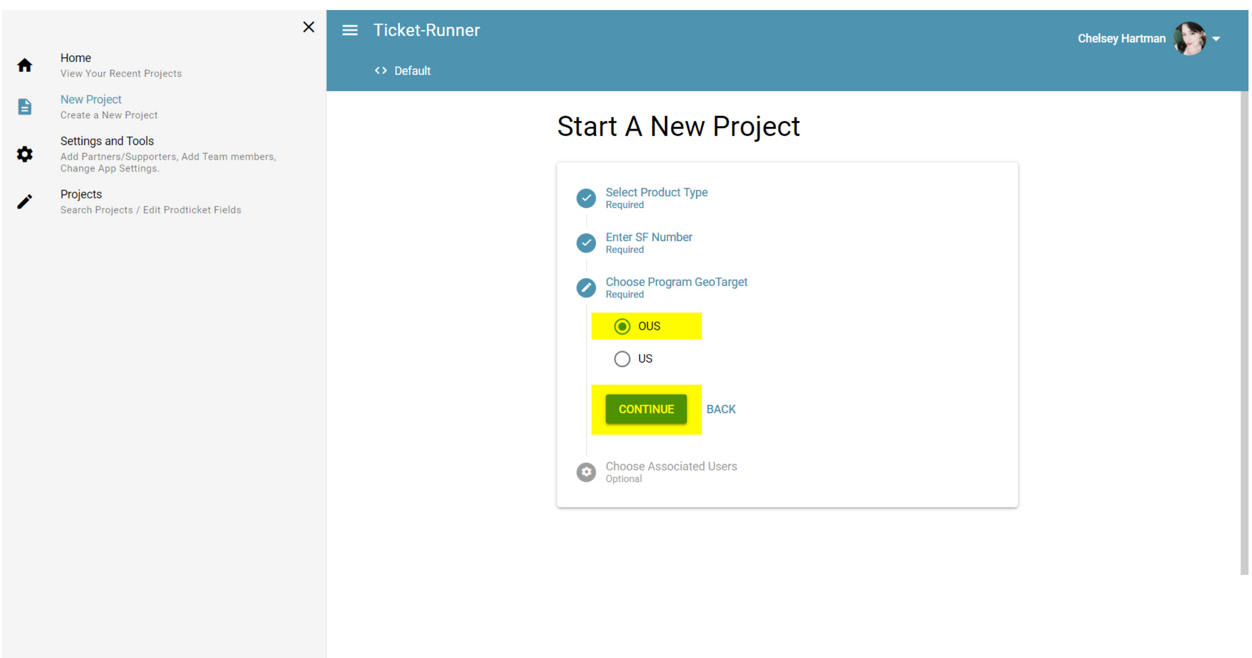
Click **Continue**.



The Choose Program GeoTarget field will load.

Select either **OUS** or **US**.

Click **Continue**.

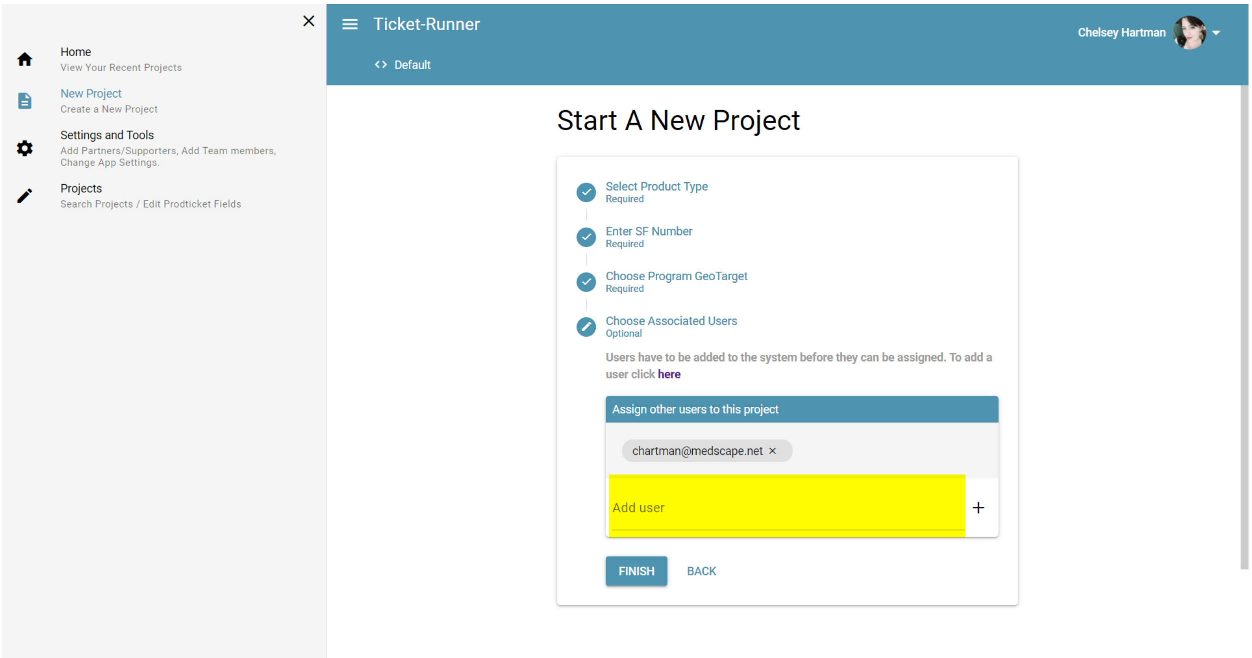


The Choose Associated Users field will load.

Click on the **text field** under **Add user**.

A list of users who are already in the system will appear.

- *If the user you want to add is in this list*, **click the user's name**. This will add them to the project.
- *If the user you want to add is not in this list*, go to the **Users** page to add them. Then return to the Start a New Project page and add them.



ALTERNATIVELY, you can type in a user's email address and click on the plus sign (+) to add the user to the project.

Click **Finish**.

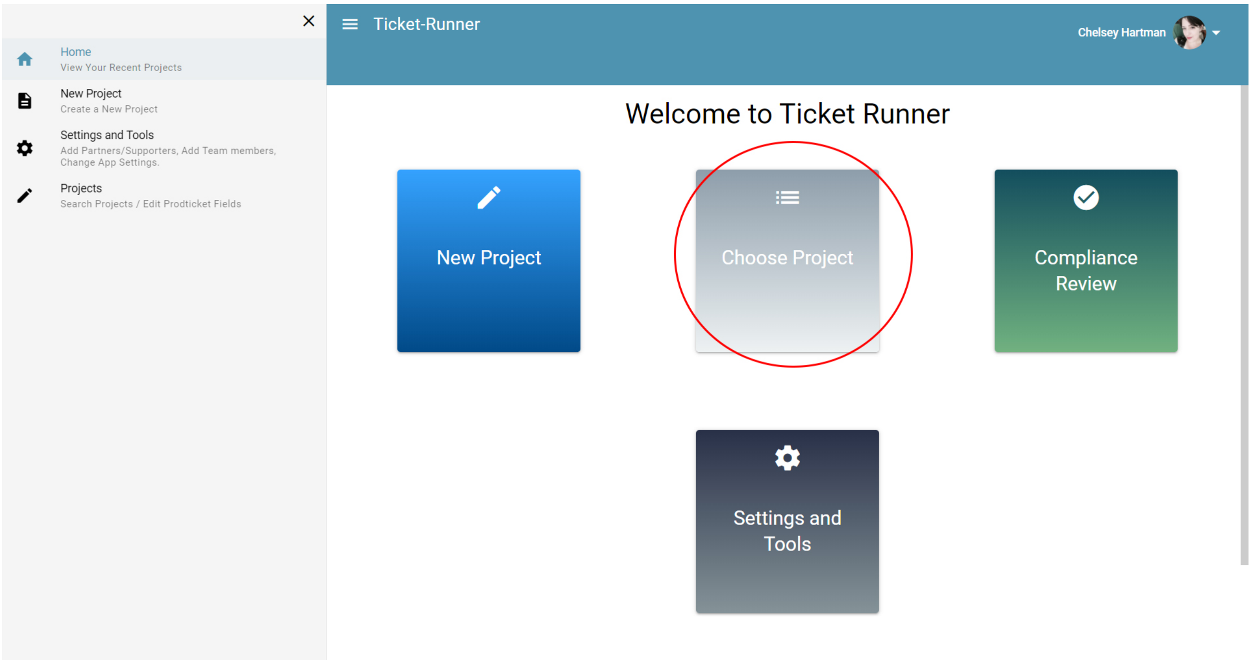
> If, at any time, you click **Back**, the page will return you to the first field (Select Product Type). This will happen no matter where you are in Start a New Project. However, the information you entered will remain. You will not need to re-enter it. Use the **Continue** button to navigate to the section you want to change.

FIND A PRODTICKET

All users have the ability to view the contents of a PT at any time.

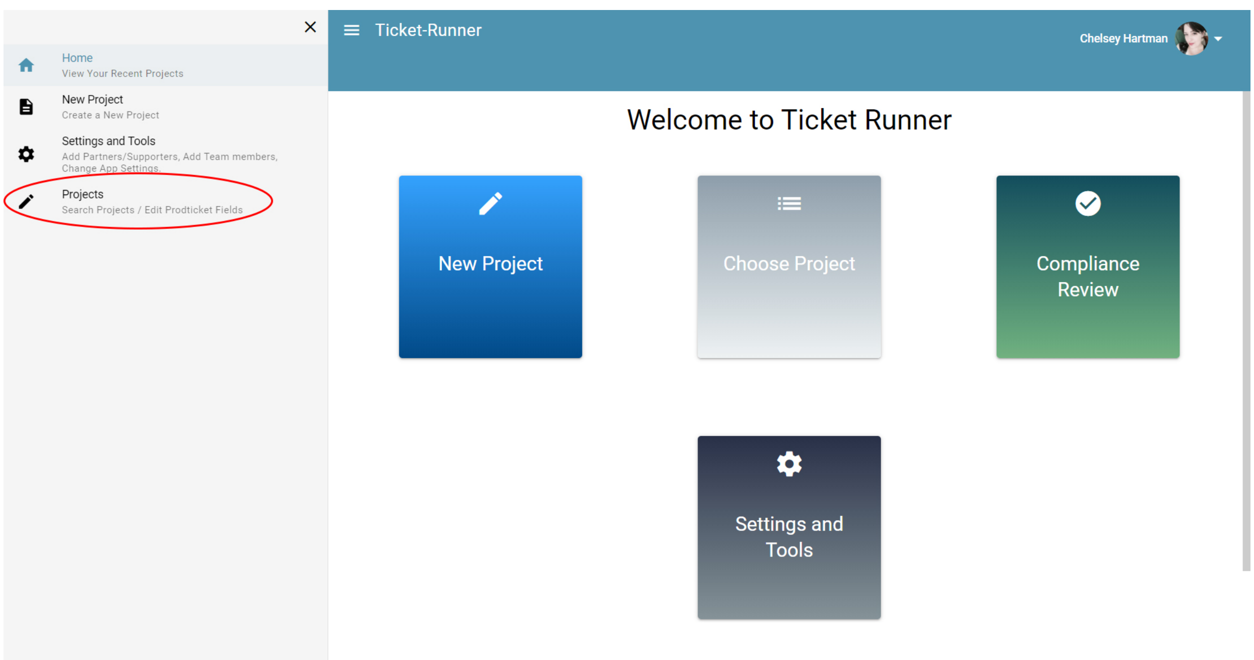
Find a PT in Your Lists

Click the **Choose Project** option on the **Home** screen.



OR

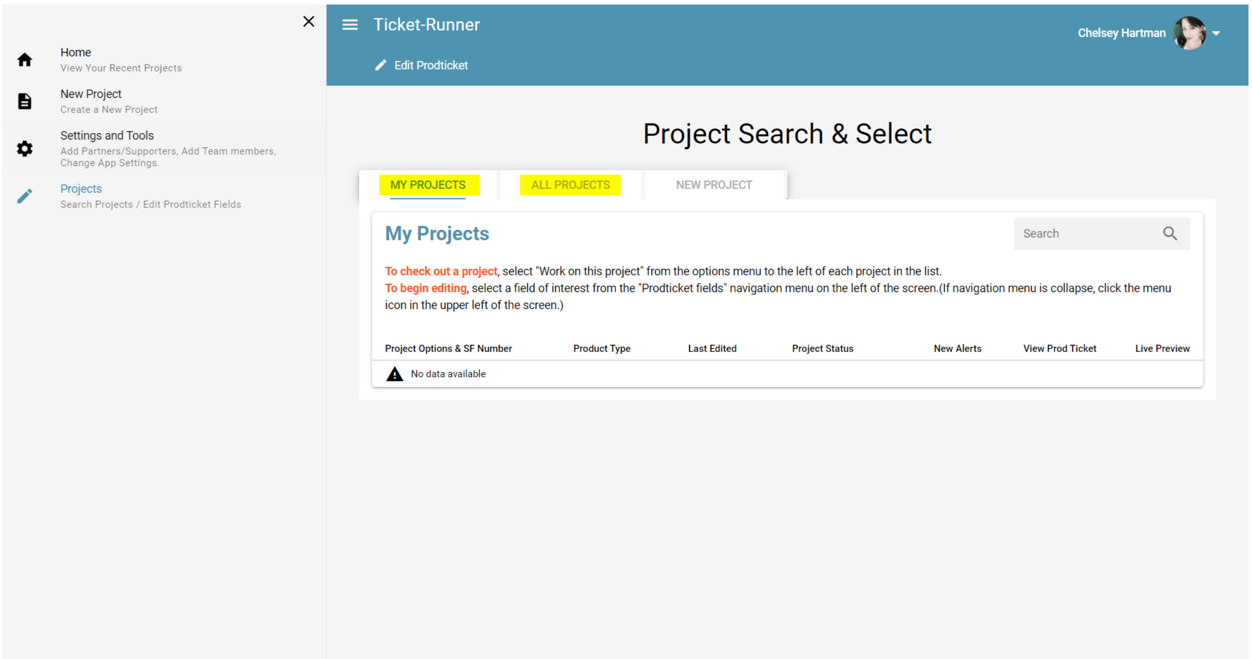
Click **Projects** in the navigation bar.



A new page will load called **Project Search & Select**.

Available projects are split into 2 groups:

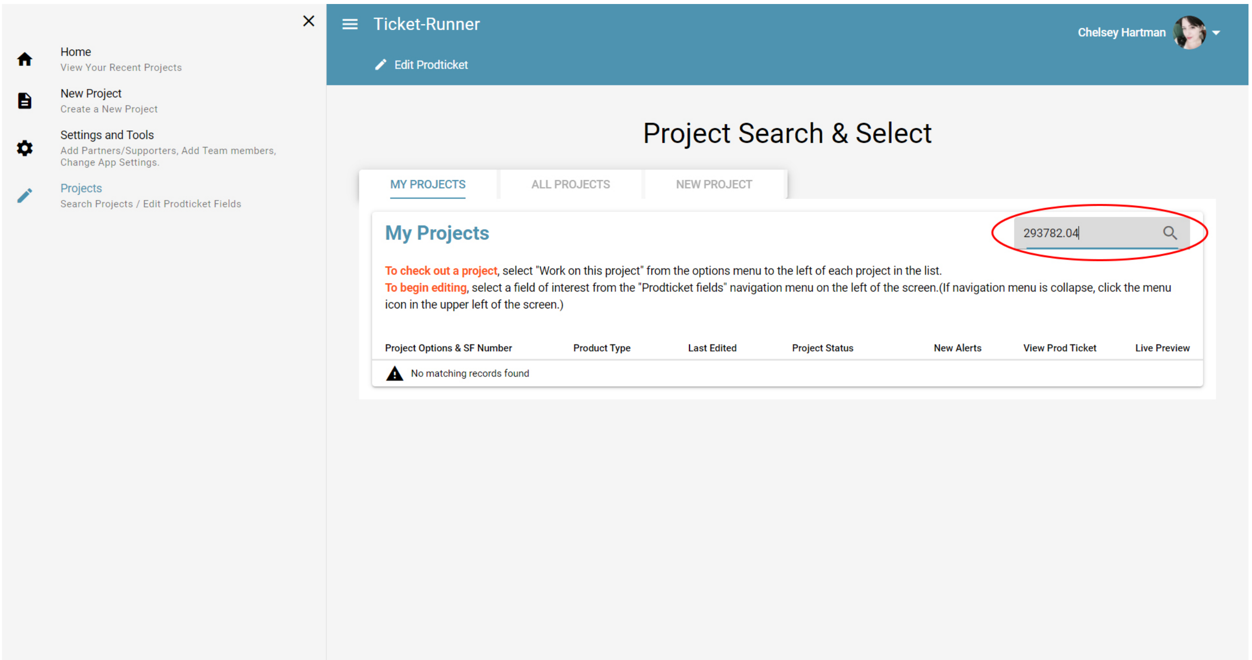
1. **My Projects** – Projects that you have contributed to or have been assigned to
2. **All Projects** – A full list of projects which you can search and sort by using filters



Find a PT Using Search

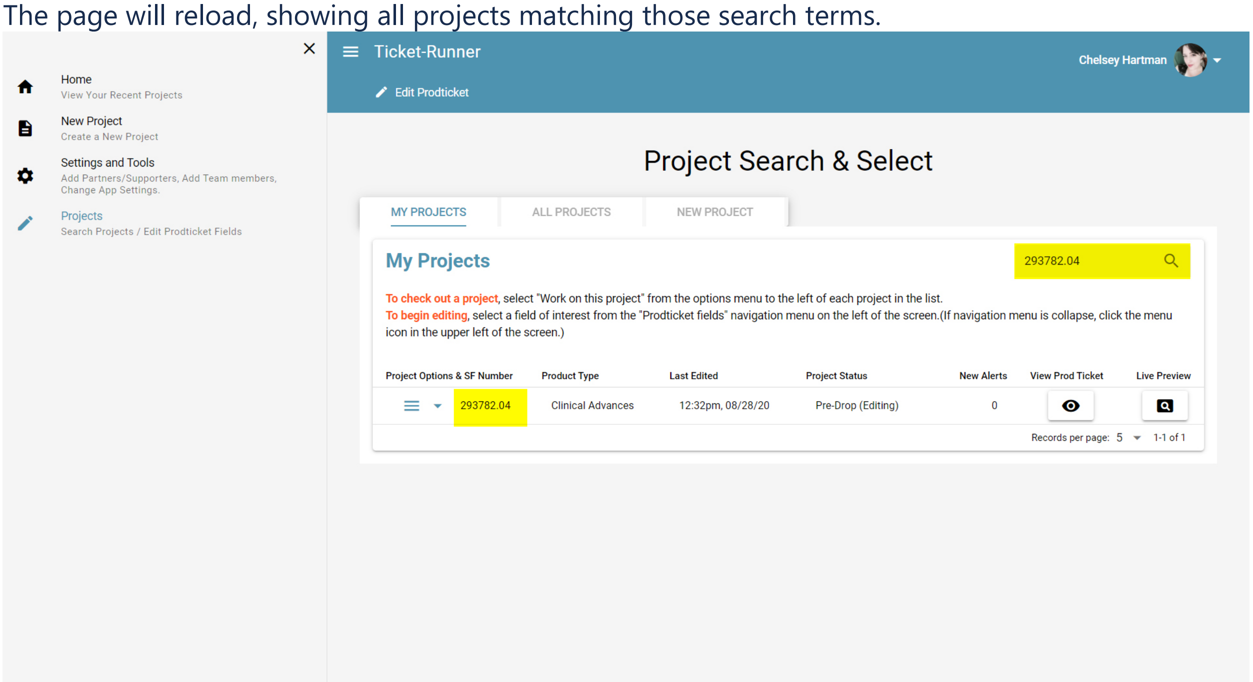
\Click in the **Search** bar located in the right-hand corner of each project list.

Enter an **SF number** or other criteria such as **date**, **author**, or **product type**.



Hit **Enter** on your keyboard.

The page will reload, showing all projects matching those search terms.

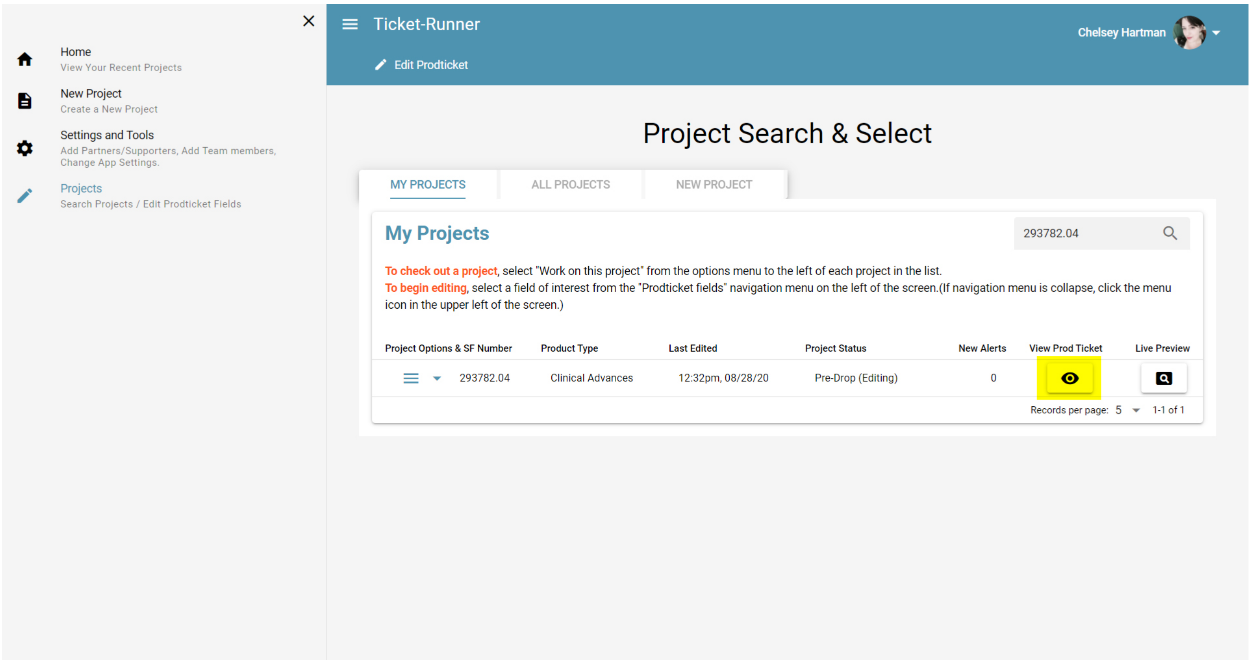


From here, you can either preview the contents of the ticket, or check-out the ticket to make changes.

PREVIEW THE CONTENTS OF A TICKET

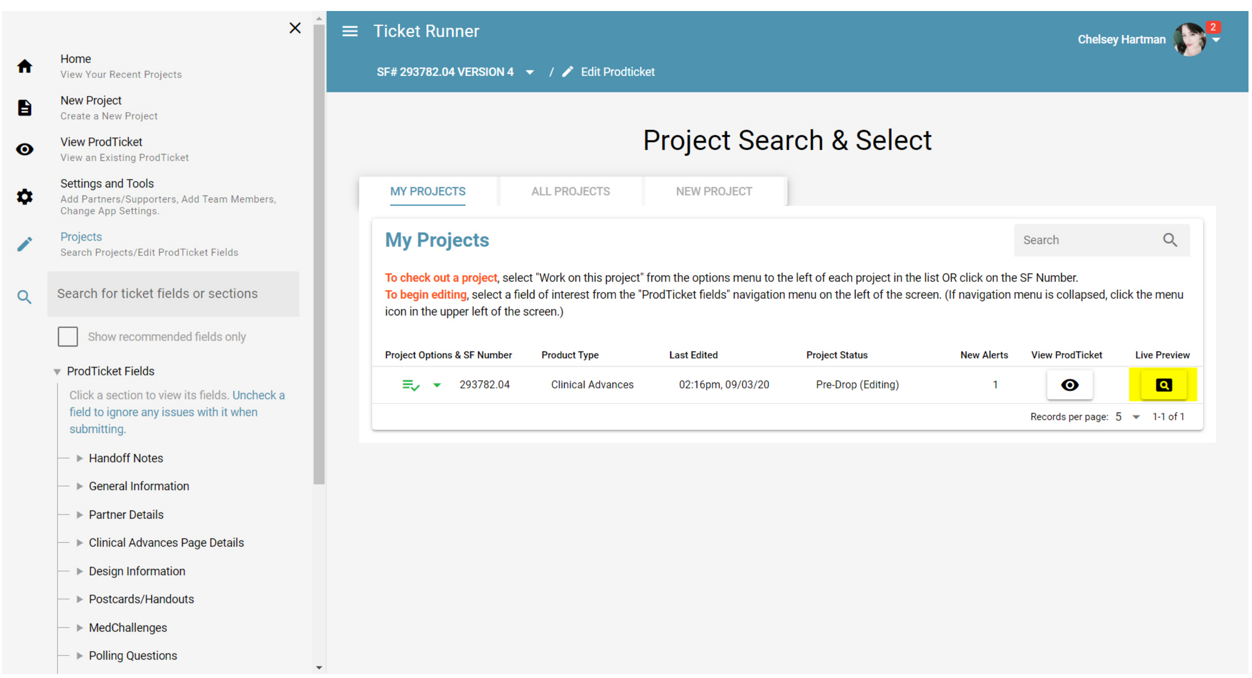
To view a PT, find the project in the **My Projects** list, the **All Projects** list, or by **searching**.

Click the **eye icon** to the right in the **View ProdTicket** section.



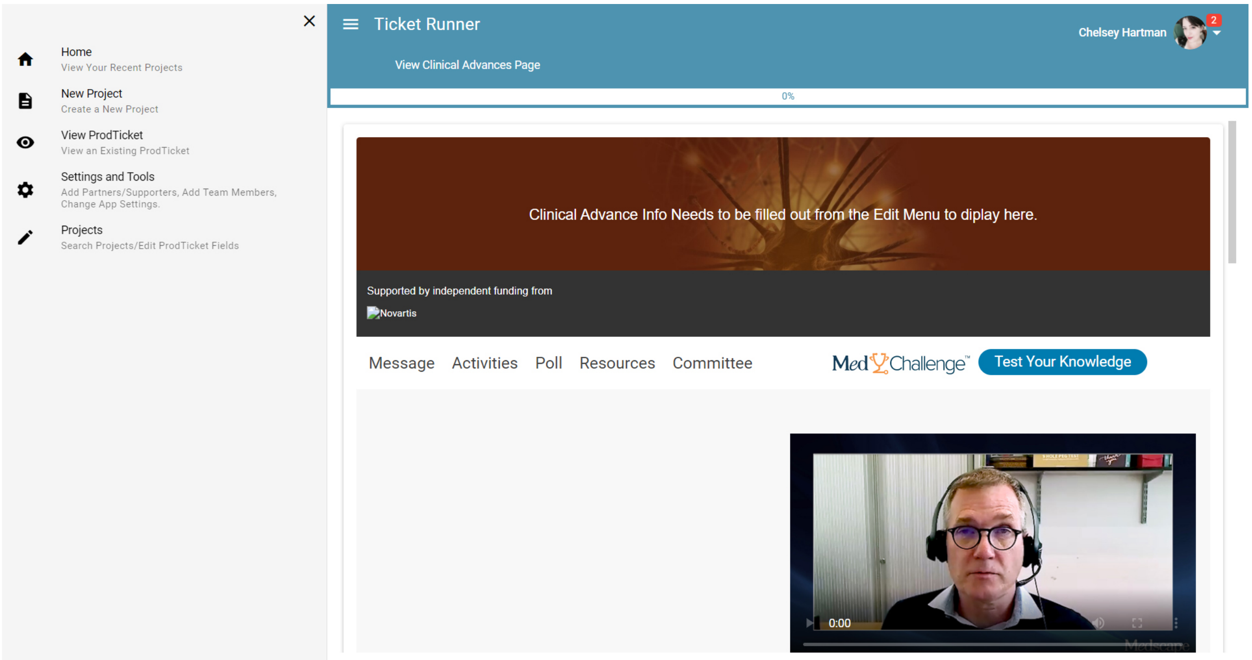
A new page will load.

To see a preview of how the page may appear on the site, click the magnifying glass icon under **Live Preview**.

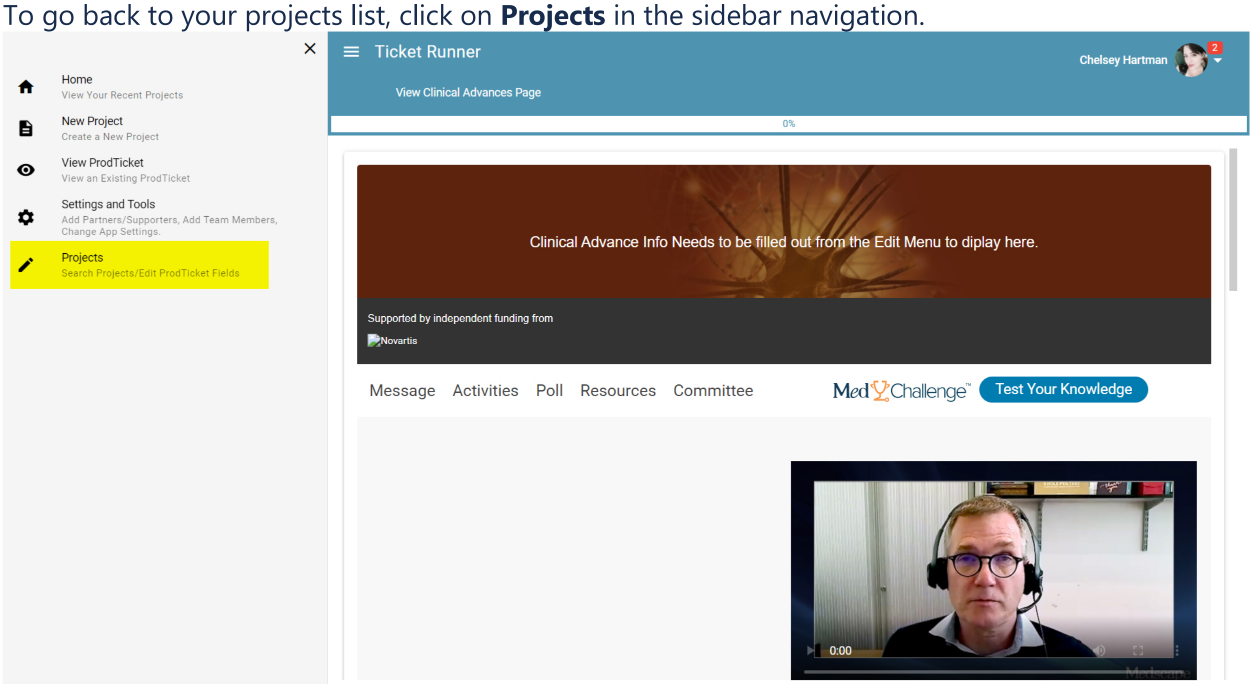


A new page will load.

On the right-side of the page will be a preview of the staging site with your information in it.



To go back to your projects list, click on **Projects** in the sidebar navigation.



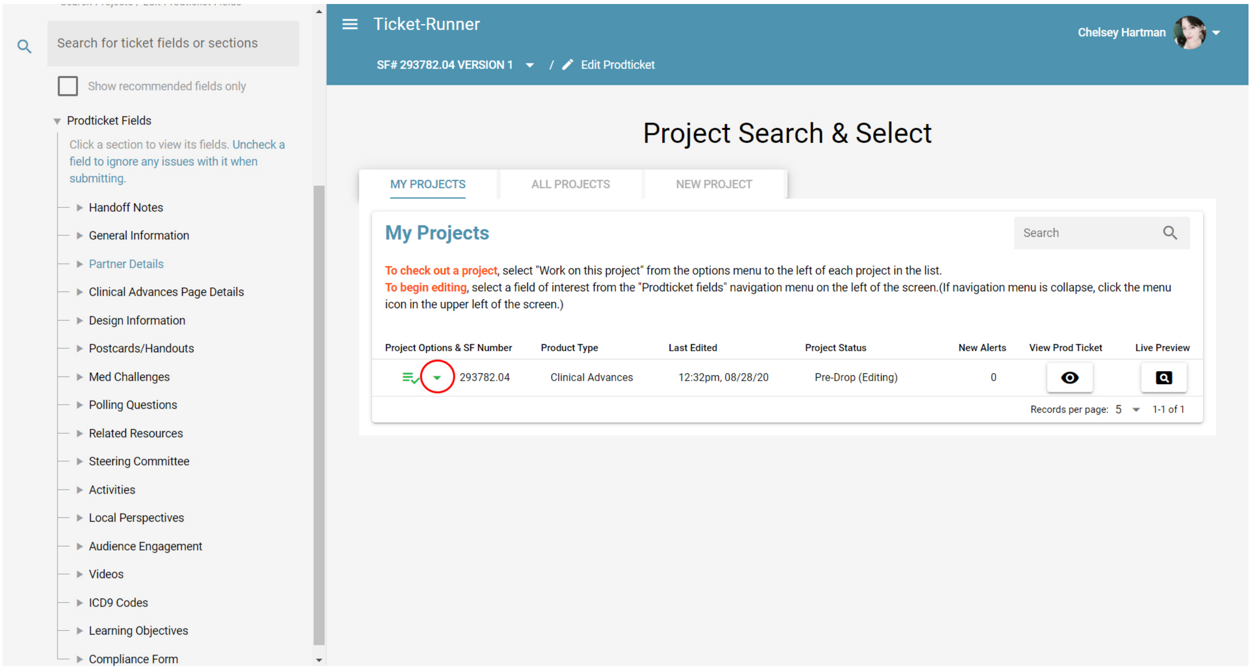
The page you were previously on will load.

⚠ If someone else is editing a ticket, you will not be able to view their changes until they click **Submit**.

CHECK-IN THE PRODTICKET

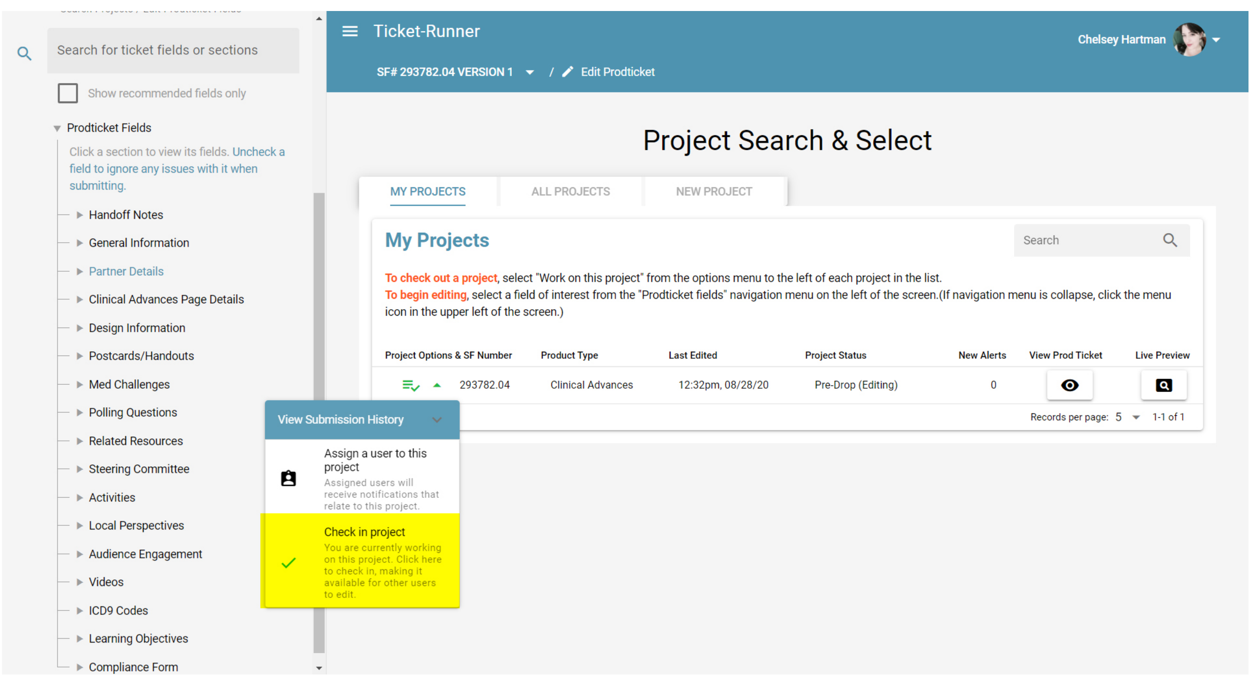
Under the **My Projects** tab or the **All Projects** tab, find the the column labeled, **Project Options & SF Number**.

Click on the down arrow (▼) next to the SF number.

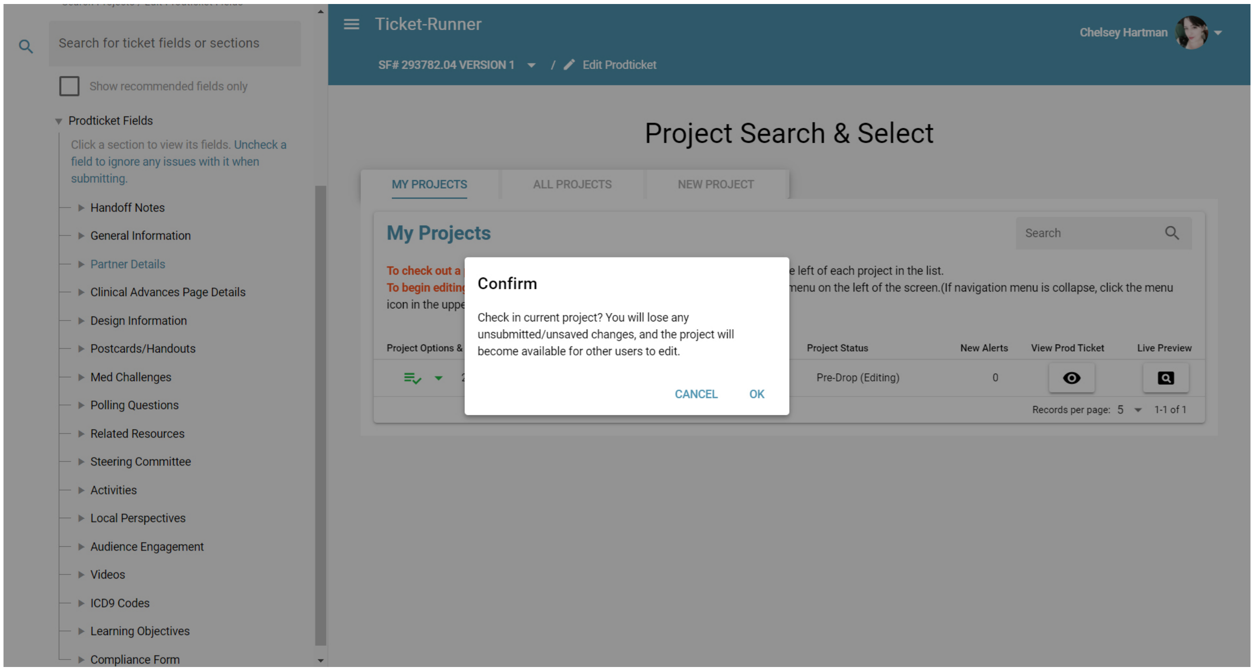


A drop-down will appear.

Click **Check-in project**.



A pop-up will appear that says **Confirm**.



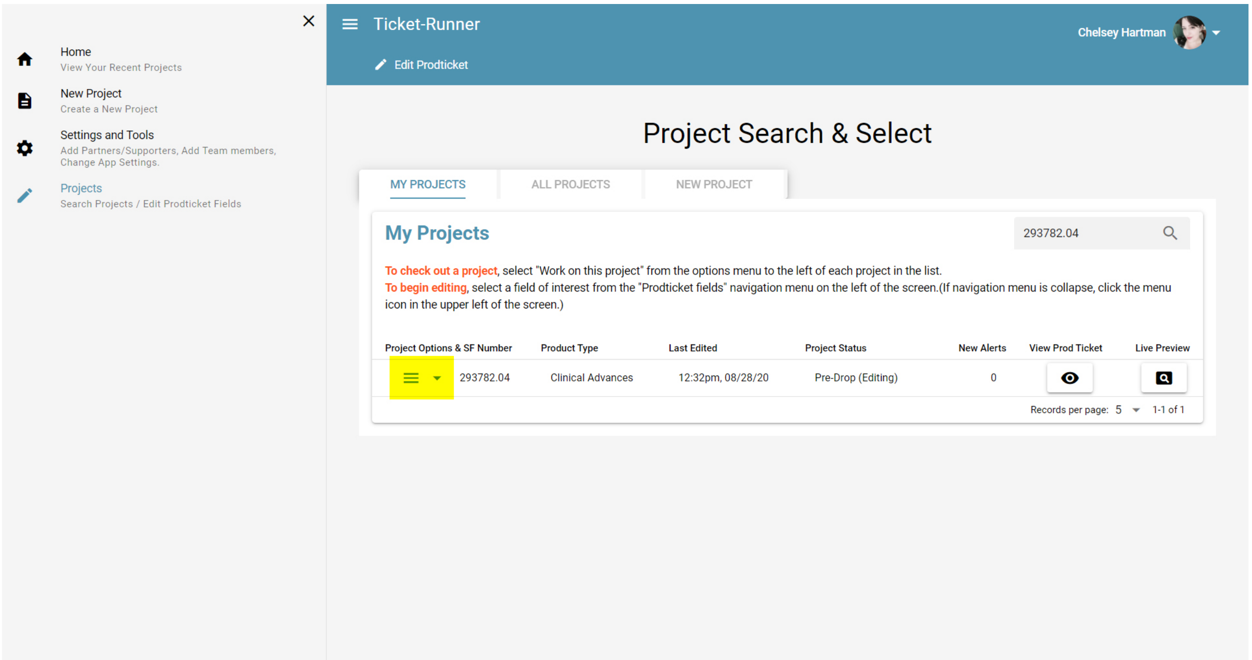
Click **OK**.

The navigation on the right-hand side of the screen will no longer show the ProdTicket Fields.

CHECK-OUT THE PRODTICKET

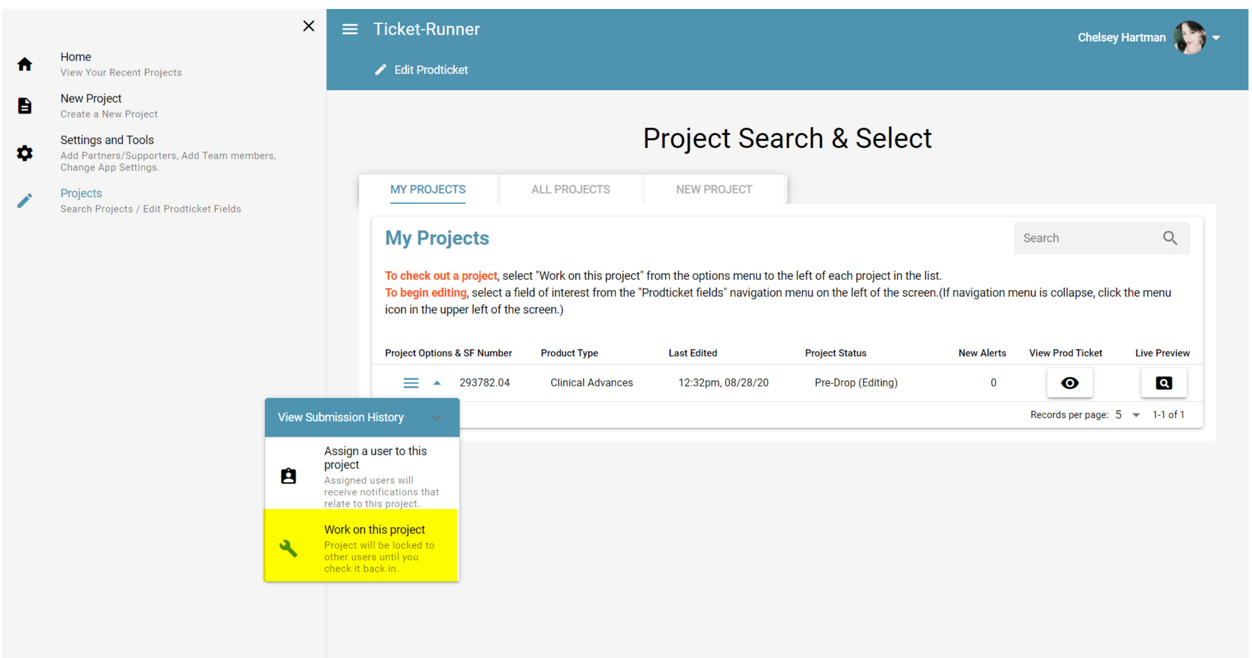
Under the **My Projects** tab or the **All Projects**, find the the column labeled, **Project Options & SF Number**.

Click on the down arrow (▼) next to the SF number.

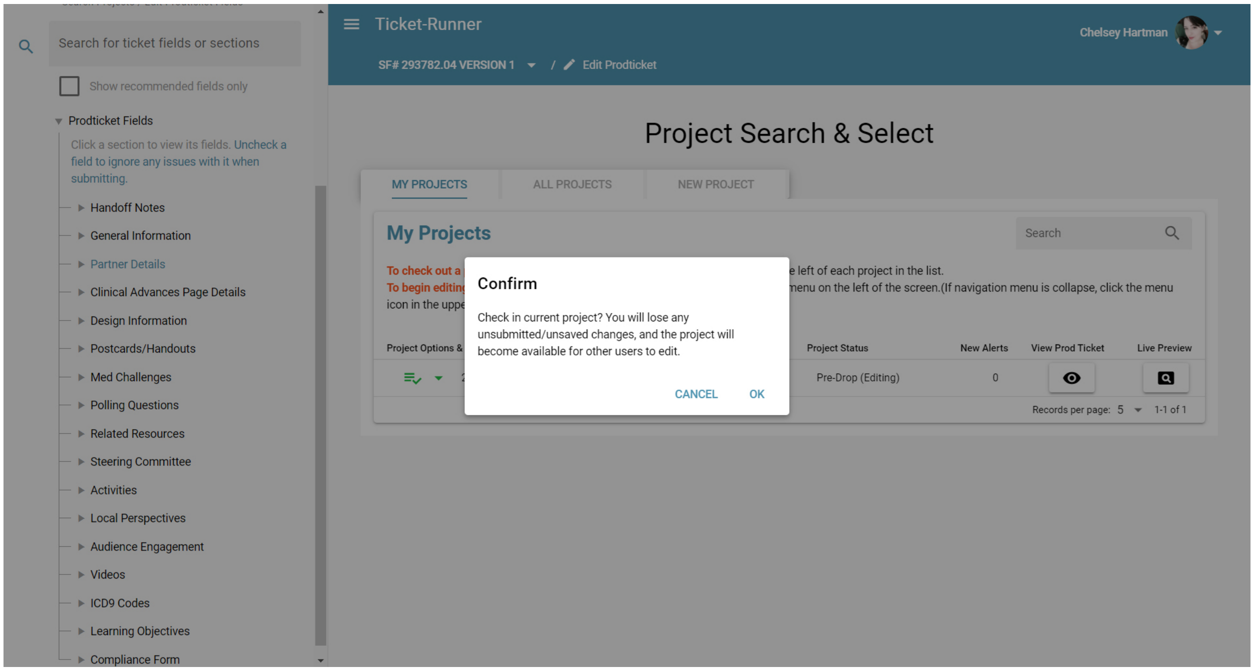


A drop-down will appear.

Select **Work on this project.**

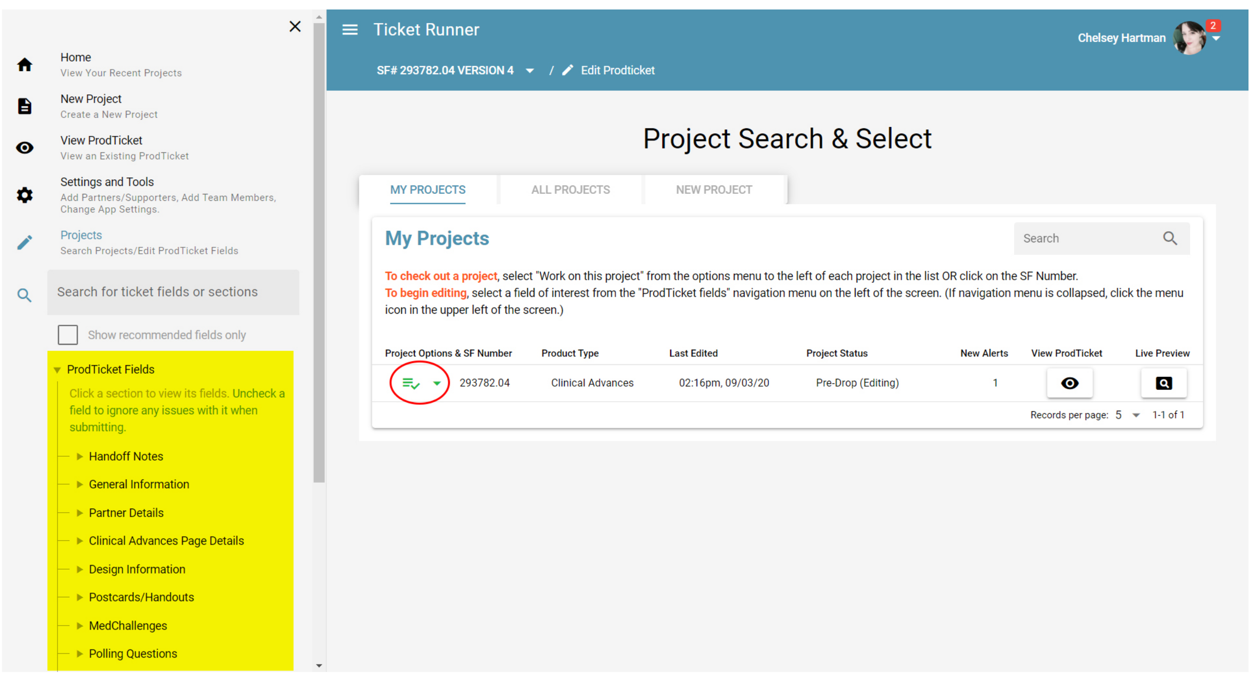


A pop-up will appear asking you to confirm.



Click **OK**.

The down-arrow will turn green and the navigation on the left-hand side will display **ProdTicket Fields**.



> **Projects are only editable by 1 person at a time.**
>
> If "Work on this project" is unavailable and you see a red **locked** symbol, that means that another user is currently working on that project.
>
> When you are done working, it is important to click **Check-in project** in the project options, or check off **I'm done working** when submitting your changes.
>
> When you begin working on a project, it will be locked to other users until you check it in OR after **40 minutes** of inactivity. Projects are also automatically unlocked after **8 hours**. In addition, a manager/team lead can manually unlock a project at any time, if necessary.

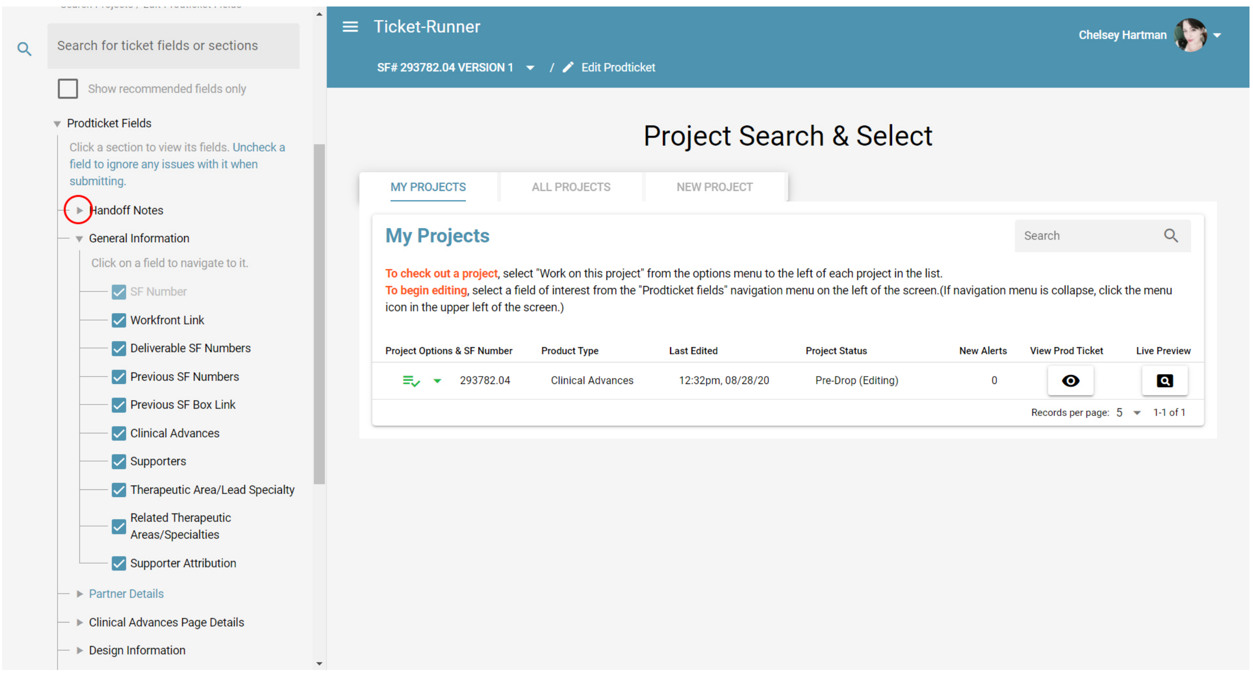
Not all users have access to project editing. If you do not have access to certain expected features, please speak to your manager/team leader to be granted permissions.

ADDING AND EDITING INFORMATION IN PRODTICKETS

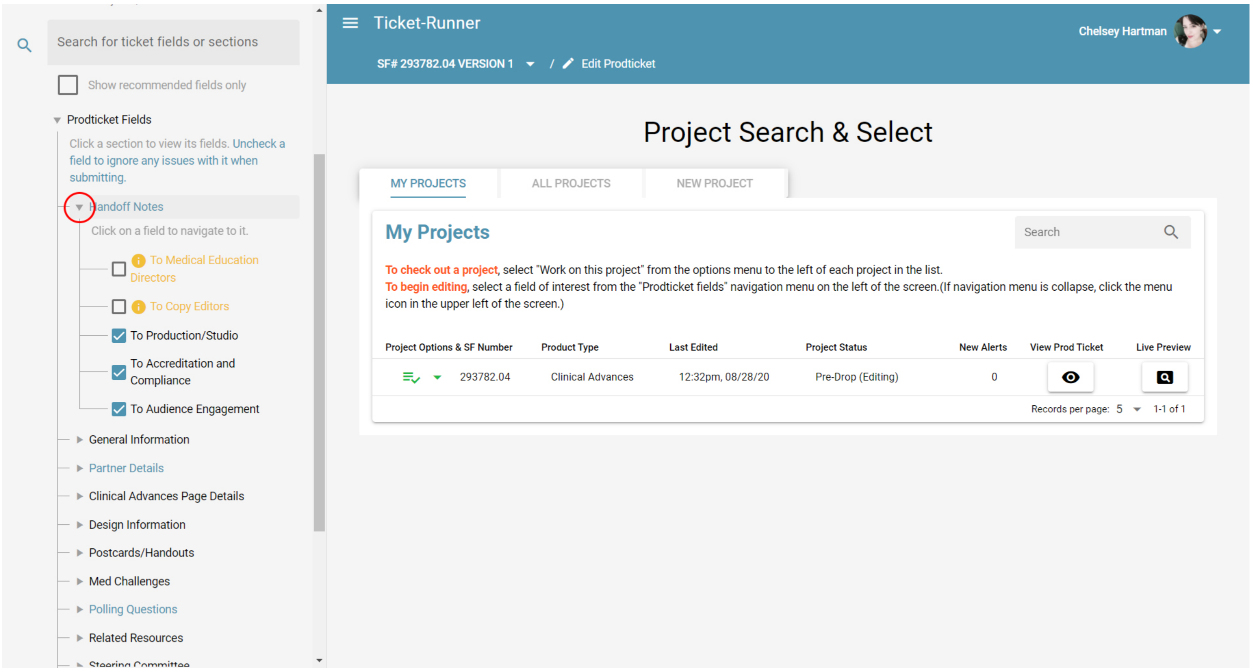
EXPAND AND COLLAPSE SECTIONS

Once you have checked out the PT, the left-hand side of the screen will show a navigation with ProdTicket Fields list.

To see what is contained in each section, click right pointer (▶) to expand that section.



When you're done with a section, click on the down arrow (▼) to collapse it.

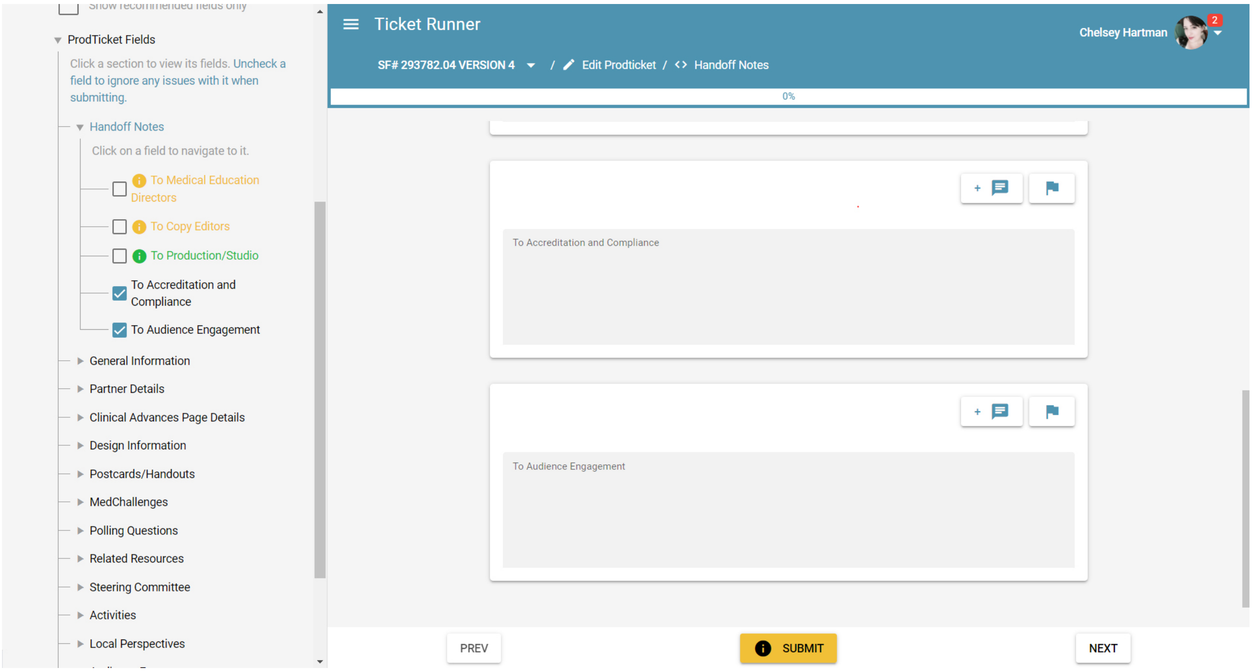


TOGGLING FIELDS ON AND OFF

Once you have expanded a section, you can uncheck anything you don't intend to fill out. This way, Ticket Runner won't give you an error message later when you attempt to check-in the document.

If an item has been unchecked, it will turn yellow and display an info icon (ⓘ) as a way to alert you that it is not in the PT.

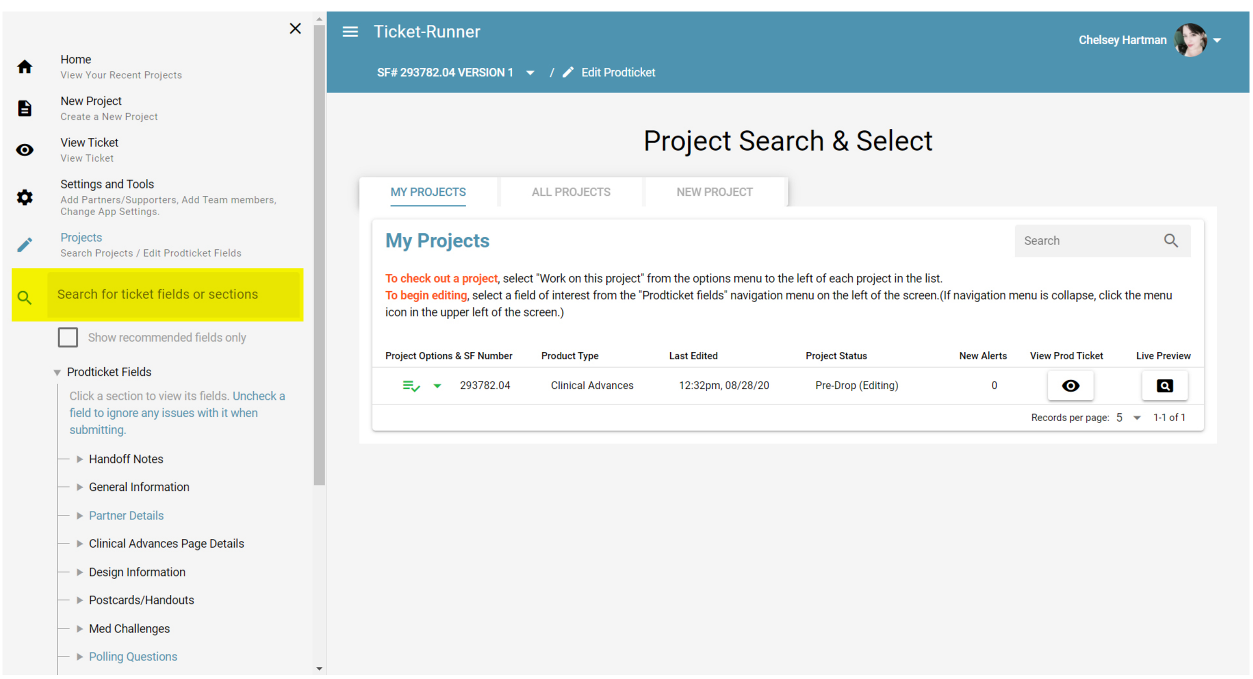
If you turn off a field that has text within it, it will turn green to indicate that the field has been completed.



Unchecked fields will still show up in the PT, but it will be disabled. **To re-enable a field**, just check the box beside it.

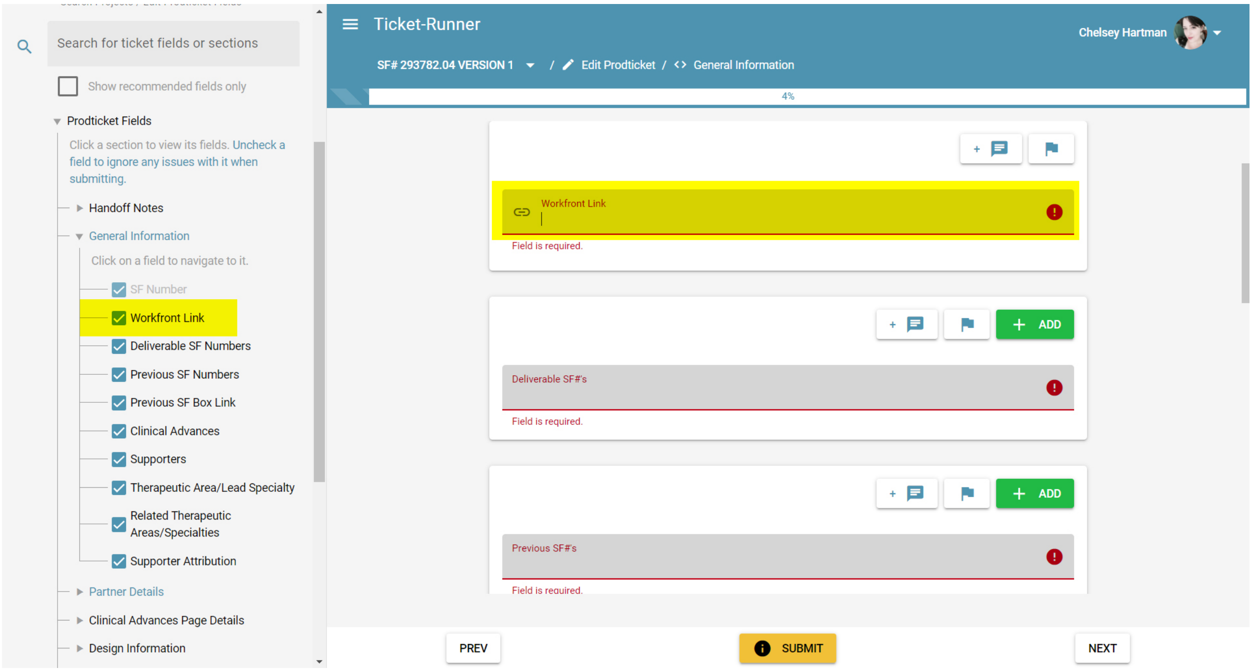
ADD CONTENT TO A PRODTICKET

If there is a particular section you'd like to edit, you can search for the section you need by entering search terms into the field that says **Search for ticket fields or sections**.



Otherwise, in the navigation bar on the left-hand side, click on the section you would like to fill out.

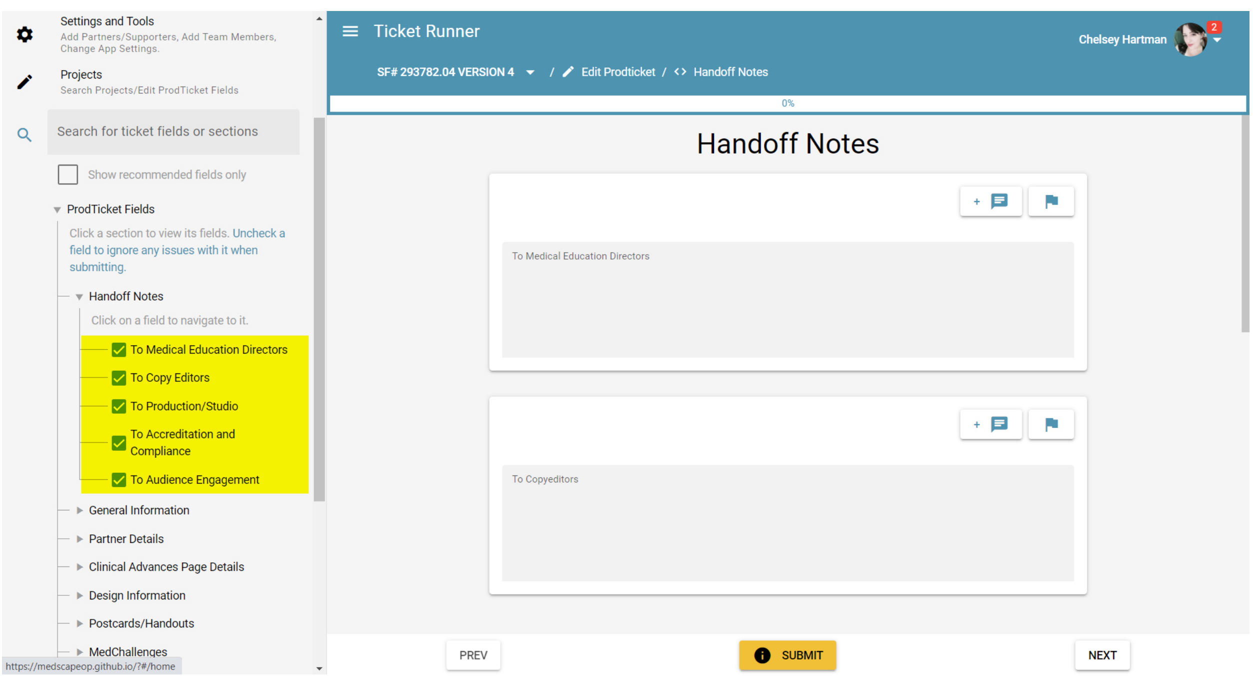
The PT will reload, showing the section you chose.



Required sections will appear in red with an exclamation point icon within it.

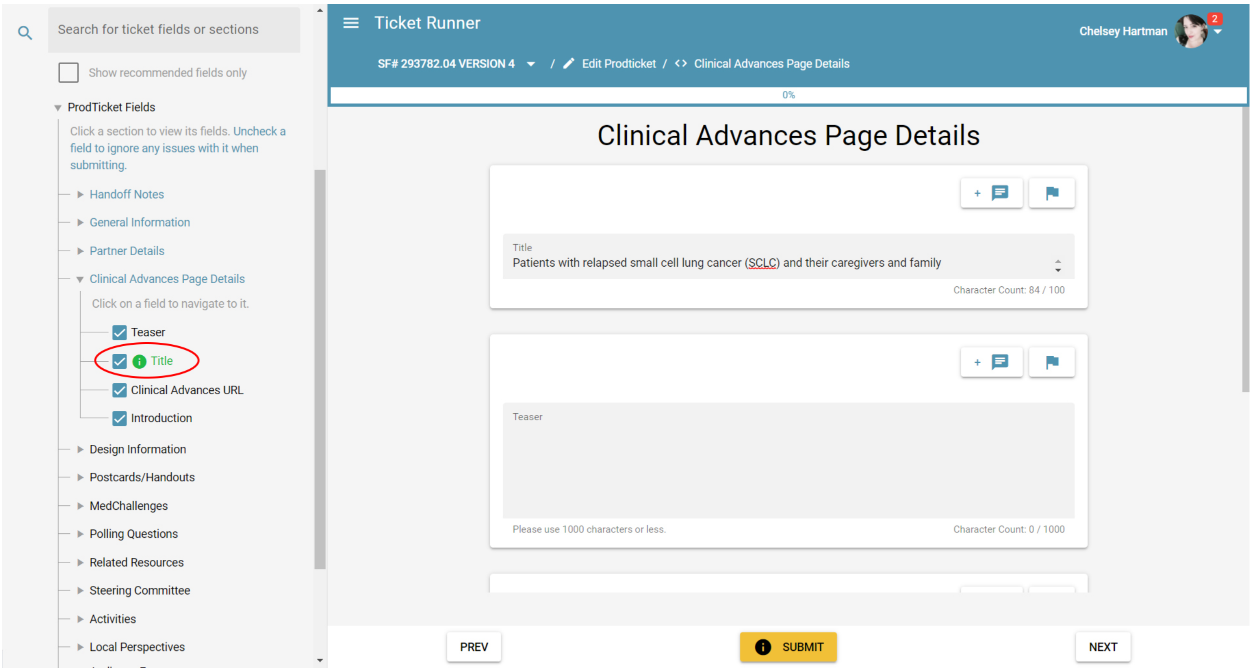
✔ There is a Completion Percentage bar at the top of the PT. As you progress, this bar will fill up, indicating how much of the PT you have filled out.

As you click on each PT field, they will expand to show what is contained within the field.



You can use this to quickly find each field.

As you fill out each field, the field titles will turn green in the navigation.



Once you have completed a section, click on the **Next** button to proceed through the PT,

OR

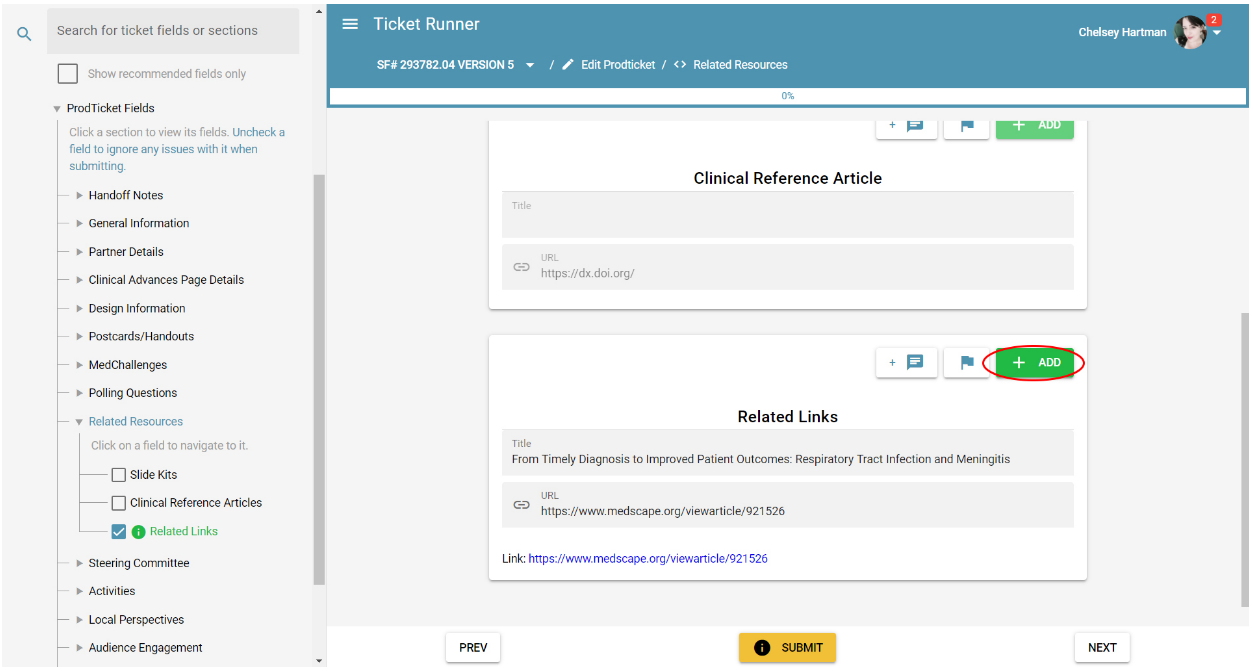
Click on the field in the navigation bar.

ADD REPEATING FIELDS

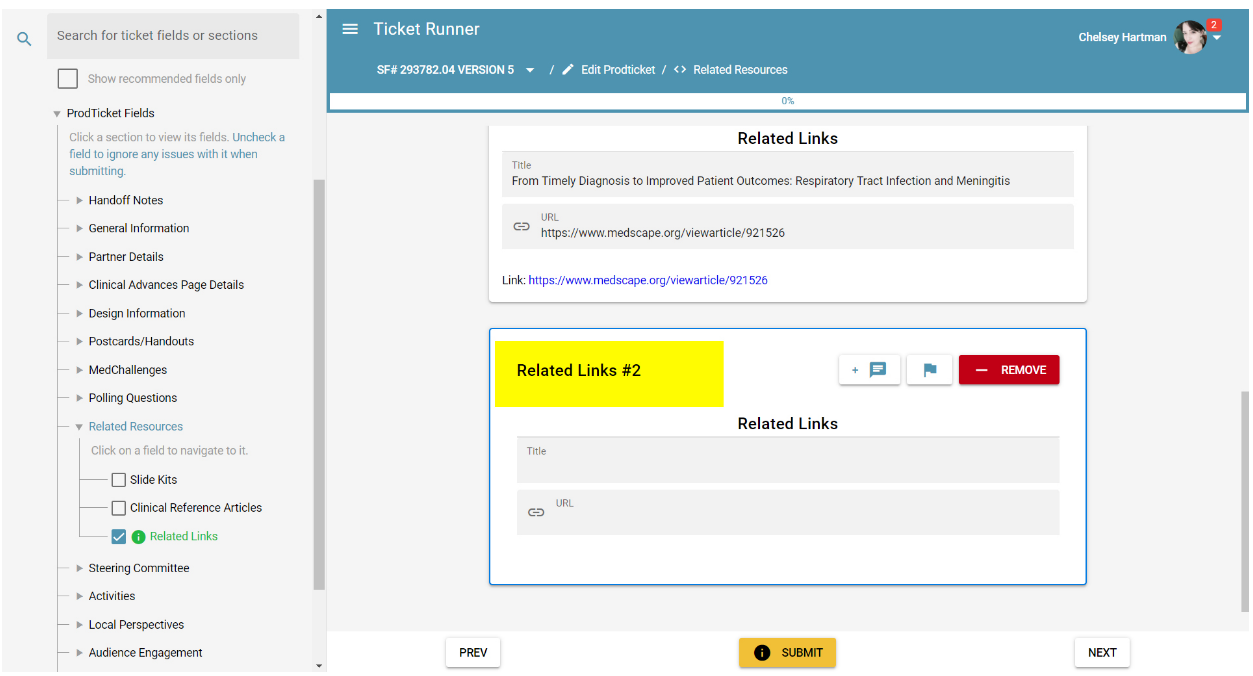
For some sections, like Related Links, you can add additional fields.

Add a New Field

Click the green **+ Add** button to the top right of the field in question.



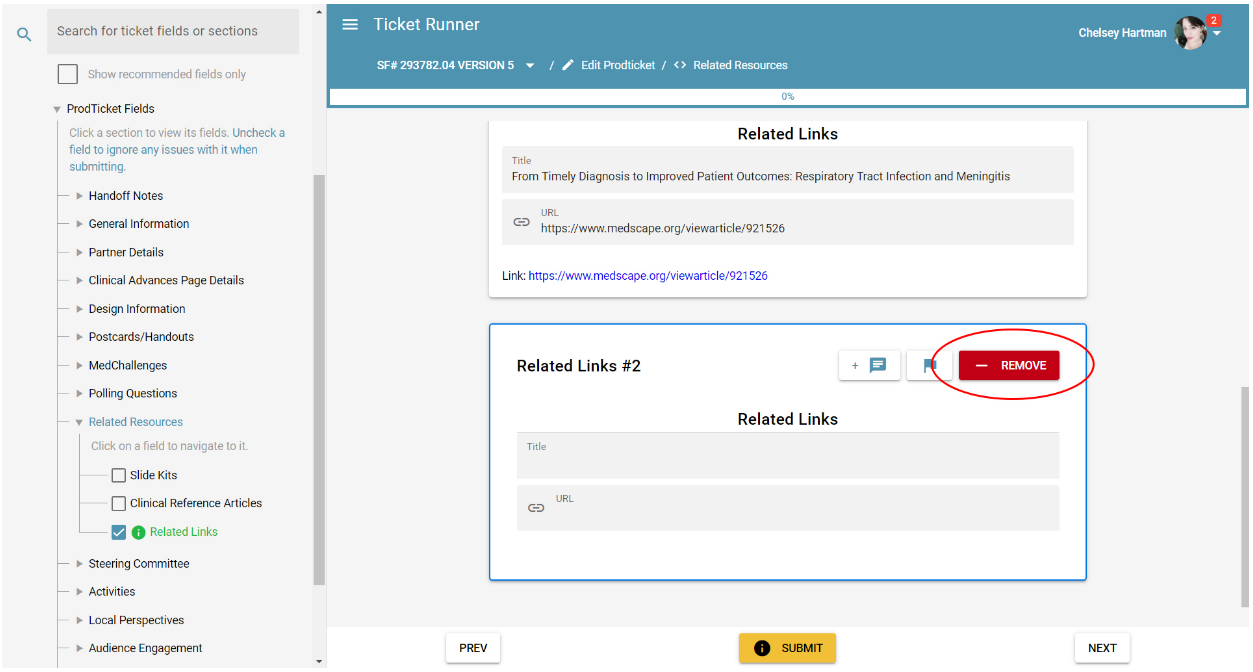
The new field will appear below the previous one.



⚠ Some fields may require you to correct issues or add a value in the existing field before creating a new one.

Remove a Field

To delete a copy of a field that you have created, click the red **- Remove** button to the top right of the field.



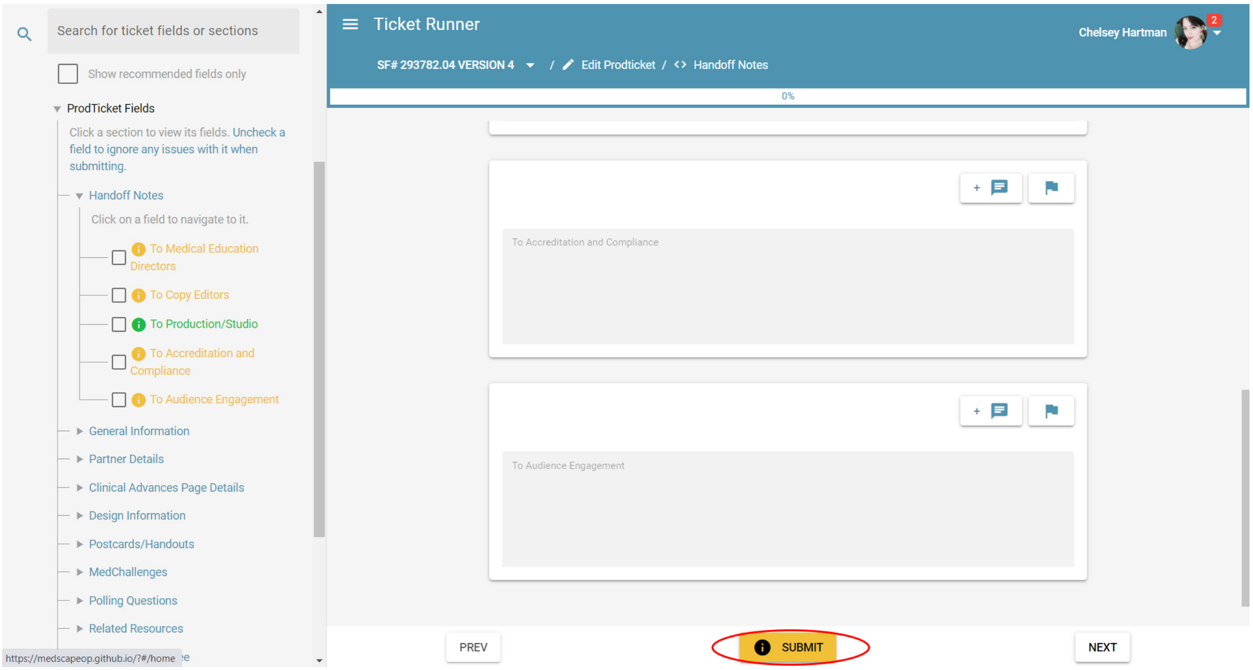
The field will disappear.

⚠ After removing a field, any information it contains will be lost. However, your changes will not be saved until the ticket is submitted.

SUBMIT AND UNLOCK THE PRODTICKET

When you are done with your part of the PT, you **must** submit it. If you do not submit your changes, no one will be able to see them.

At the bottom of the PT, click on the yellow **Submit** button.

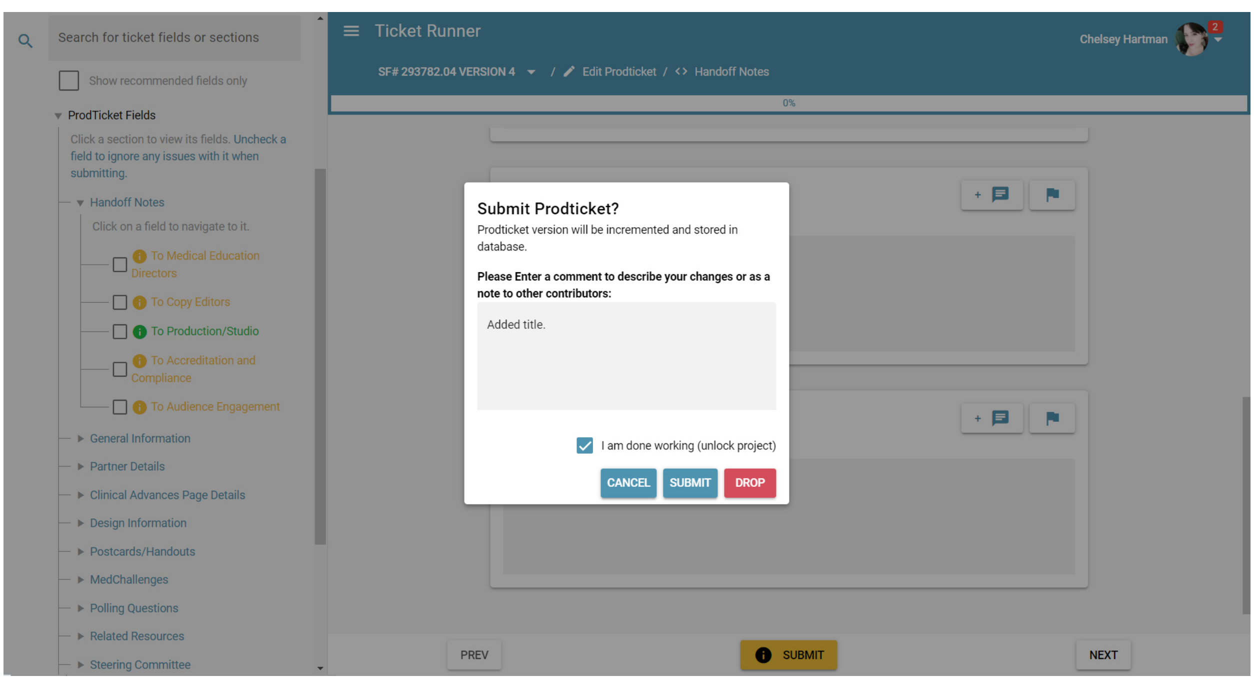


A pop-up will appear.

If you'd like the team to know what you changed, you can add a comment. (This is typically used when editing a PT, not when creating one.)

If you are done working on the project and are ready to pass it along, you can check the box next to **I am done working (unlock project)**. If would just like to save your changes and continue working, leave this box unchecked.

Then click **Submit**.



> ⚠ Do not click **Drop**. This is only for when the PT is ready to be sent to production and then it should **only** be used by CPEs.

The pop-up will disappear and the Project Search & Select page will open.

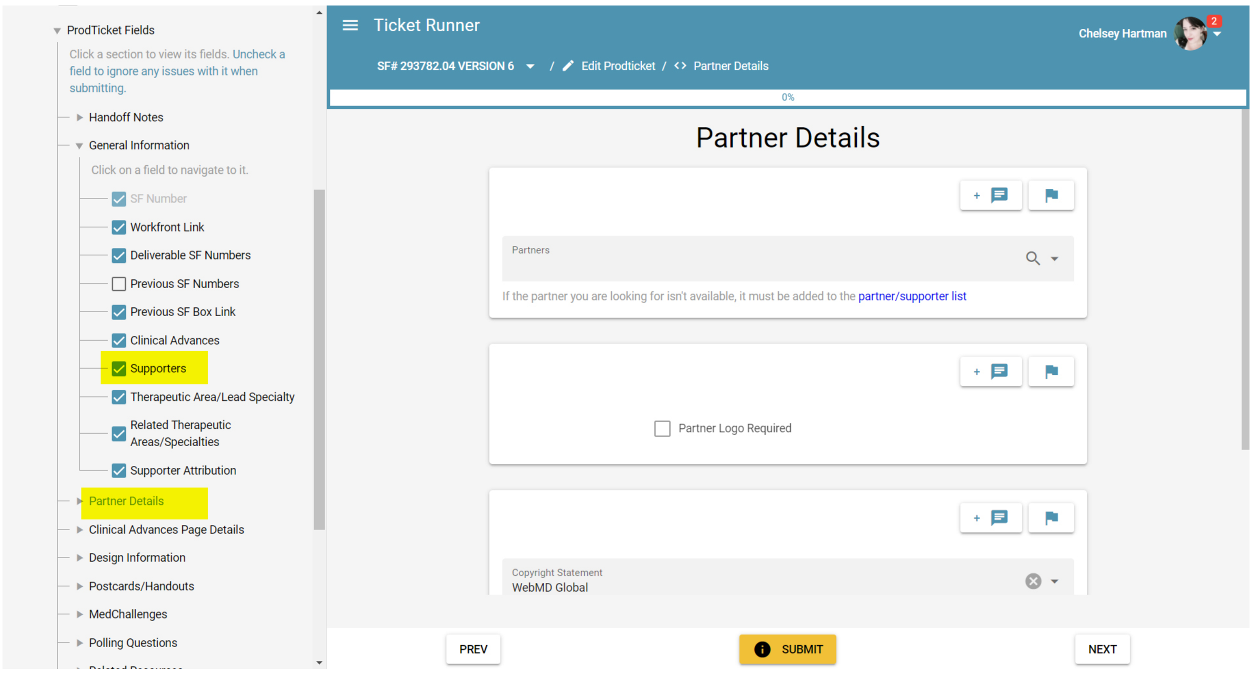
Another pop-up will appear over it (and in the bottom right-hand corner) that says **Project Submitted**.

Click **OK**.

ADDING SUPPORTERS AND PARTNERS

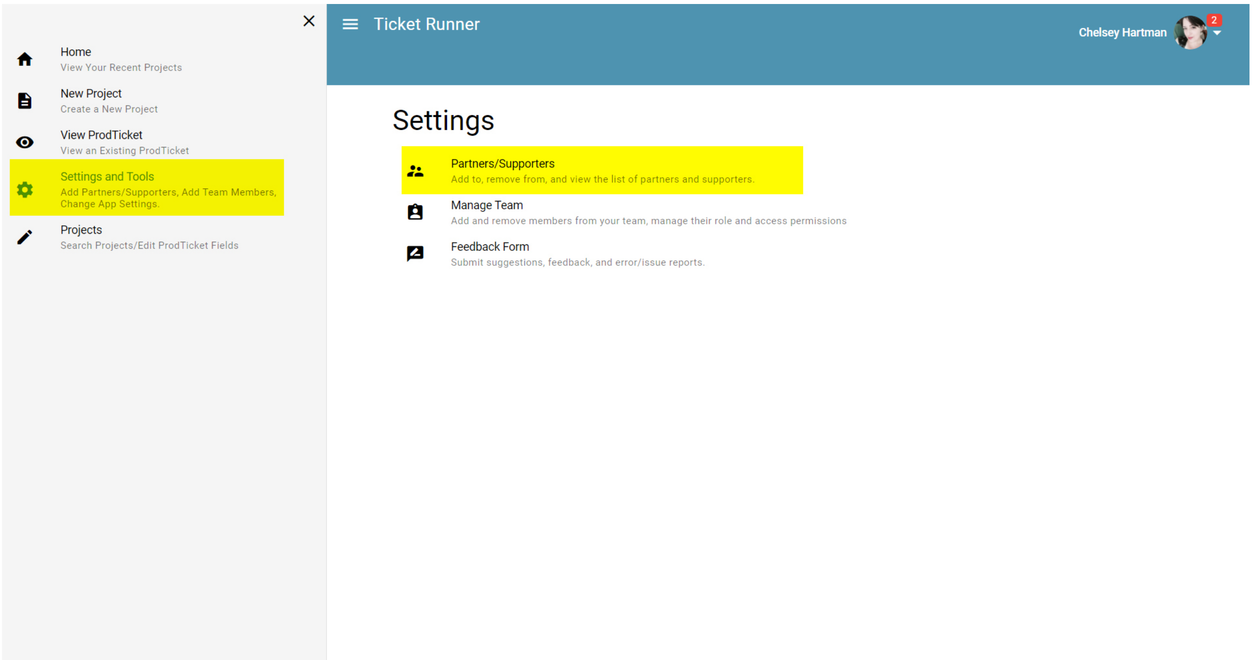
The supporters and partners that are available to choose from in various fields in the PT are generated through a user-created list.

- The **Supporter** information is under the **General Information** section of the PT navigation
- The **Partner** information is in the **Partner Details** section of the PT navigation



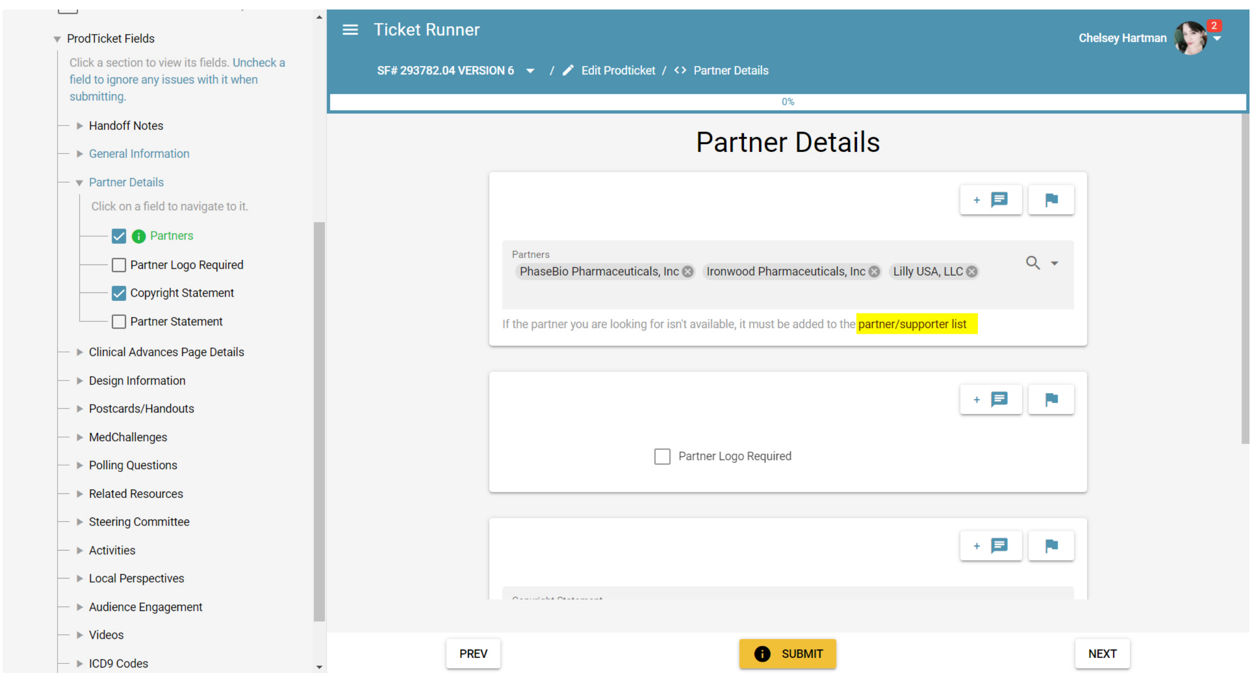
ADD A PARTNER/SUPPORTER TO TICKET RUNNER

Navigate to the settings page through the link in the sidebar on the left, and click on **Partners/Supporters**.



OR

Click on the **supporters/partners list** link below the field you are editing.

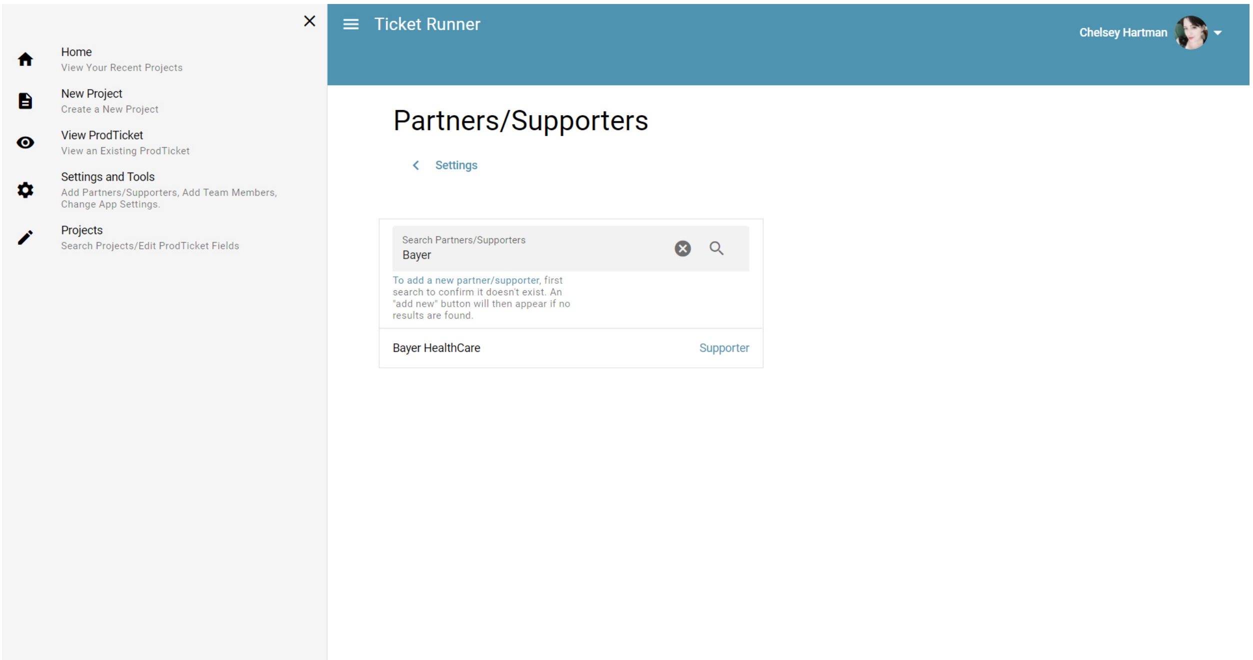


Either way, the **Partners/Supporters** page will load.

To prevent confusion from multiple duplicate entries, you must first **Search** for the name of the Partner/Supporter you wish to add.

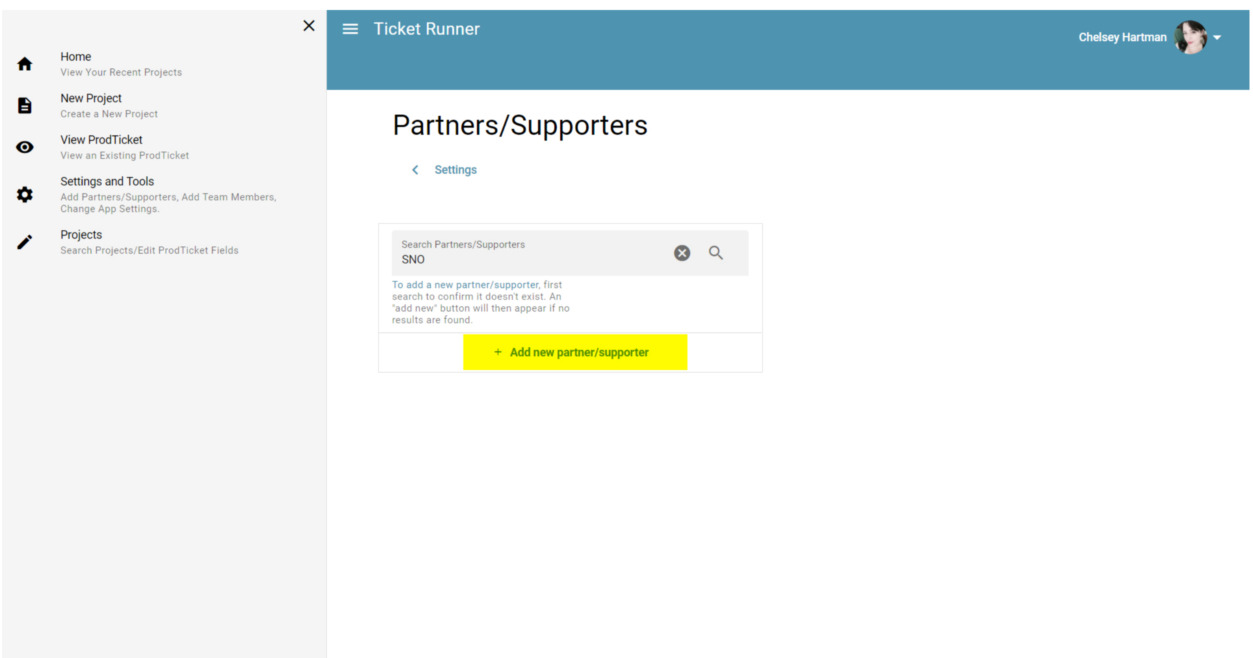
Click on the **Search Partners/Supporters** text field.

Type the name you wish to search for. You do not need to hit enter, a list of results will automatically populate.

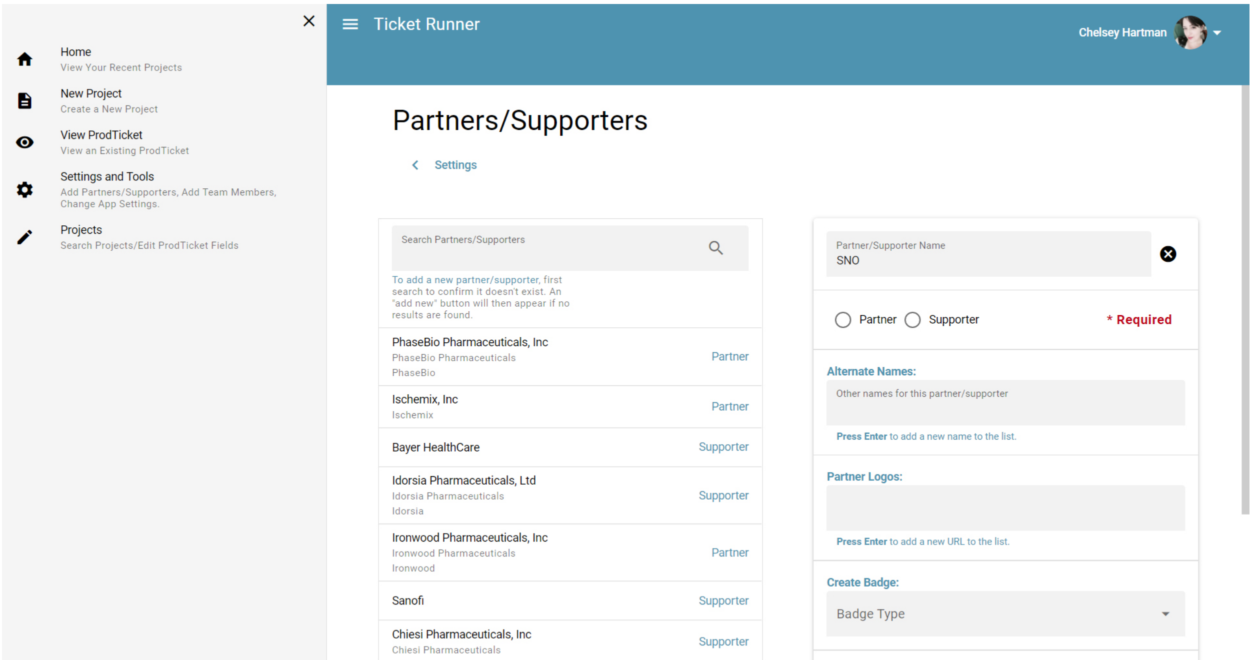


If nothing matches your search term, a link will appear that says **Add new partner/supporter**.

Click it.



A form will appear to the right of the search bar.



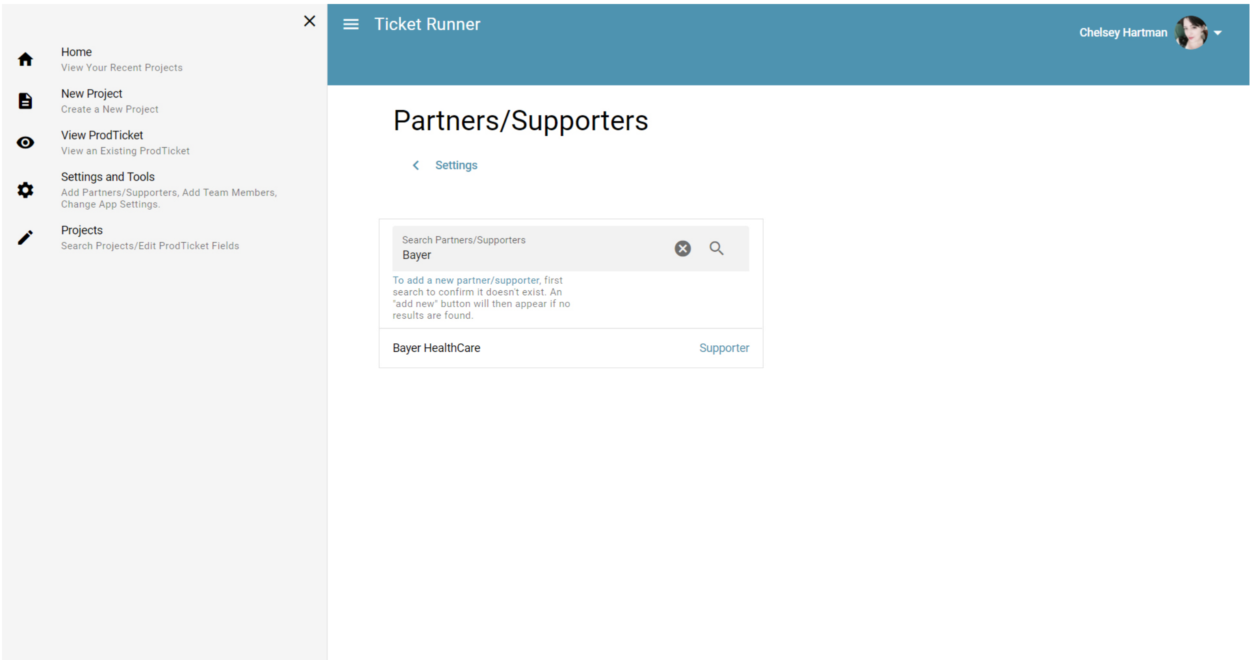
Fill out any necessary fields, and click **Save**.

Your partner/supporter will now be available for use.

EDIT A PARTNER/SUPPORTER

Click on the **Search Partners/Supporters** text field.

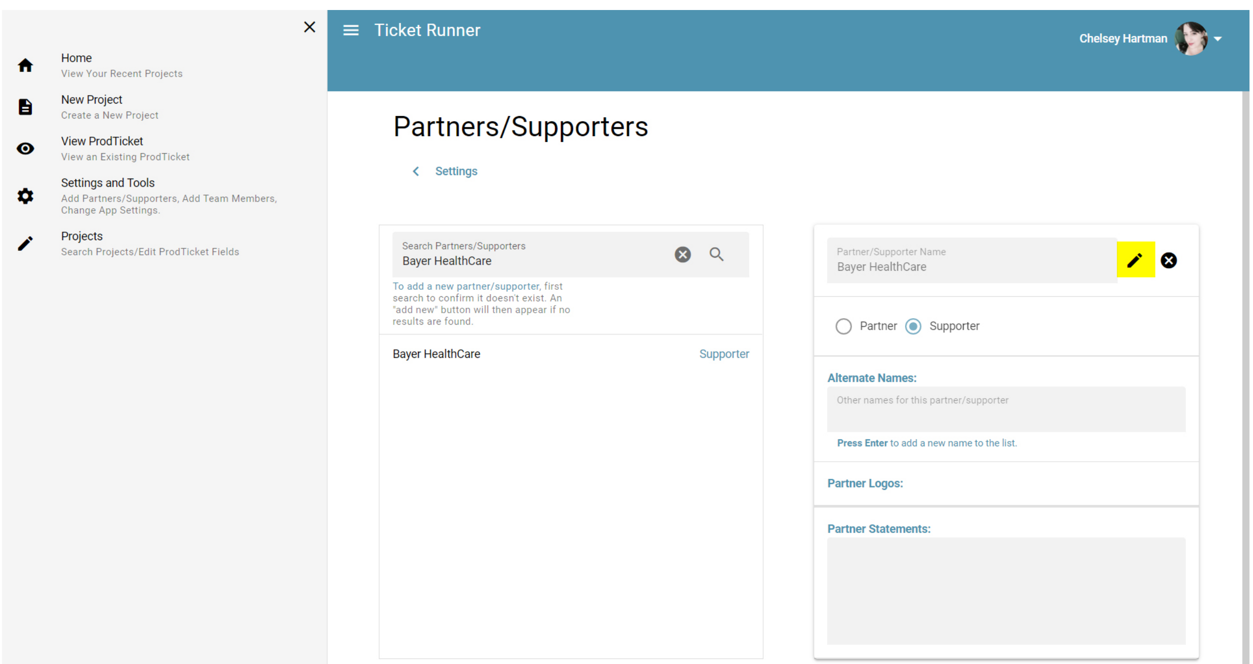
Type the name you wish to search for. You do not need to hit enter, a list of results will automatically populate.



Click on the entry you would like to edit.

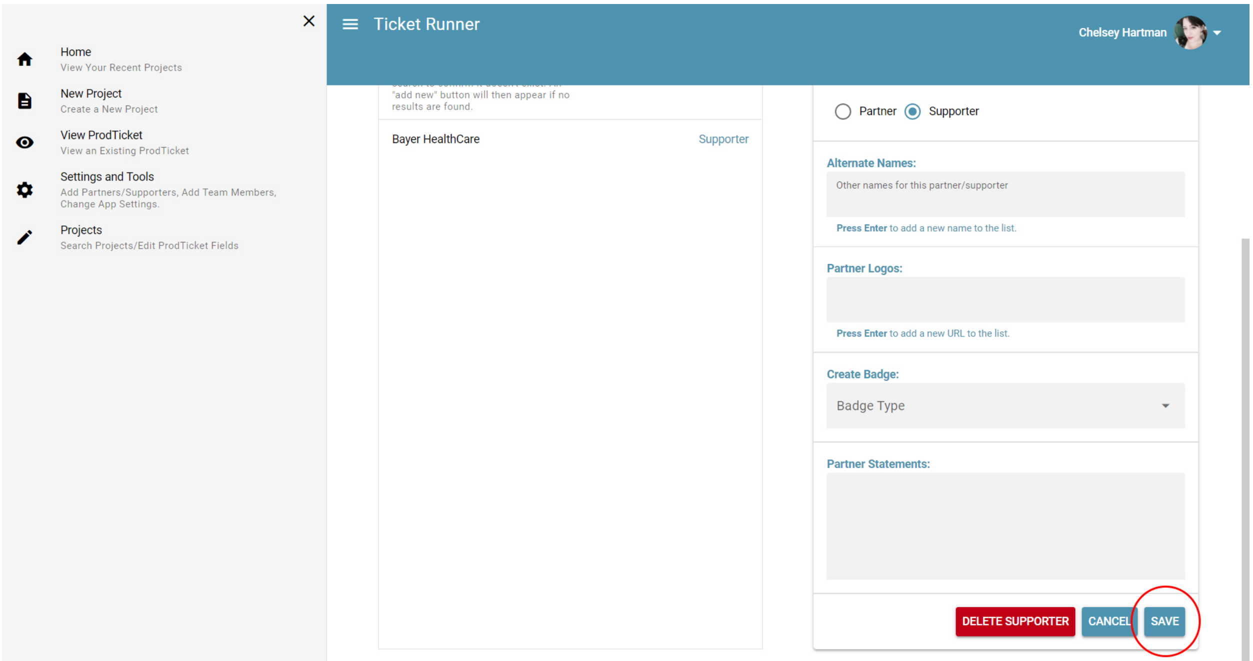
A form will appear to the right of the search bar.

Click on the **pencil icon** to the right of the Partner/Supporter Name text field.



The fields will darken, indicating that you can now edit them.

Edit the necessary fields, and click **Save**.

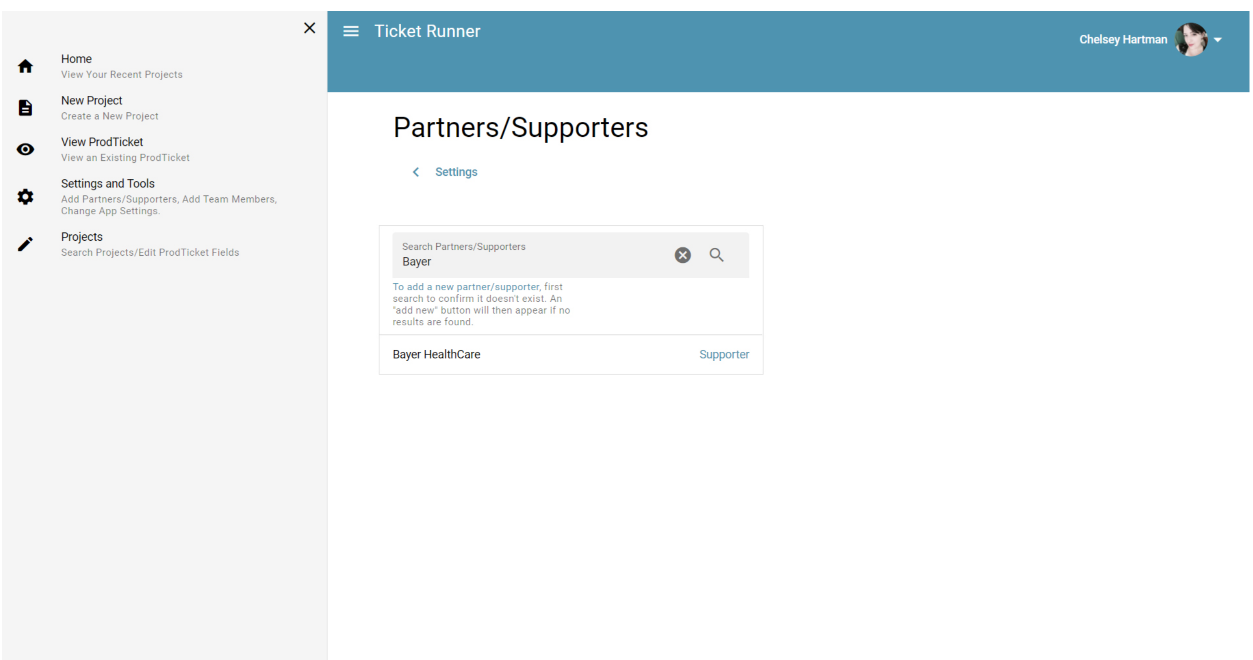


Your partner/supporter will now be available for use.

CREATE A SUPPORTER/PARTNER BADGE

Click on the **Search Partners/Supporters** text field.

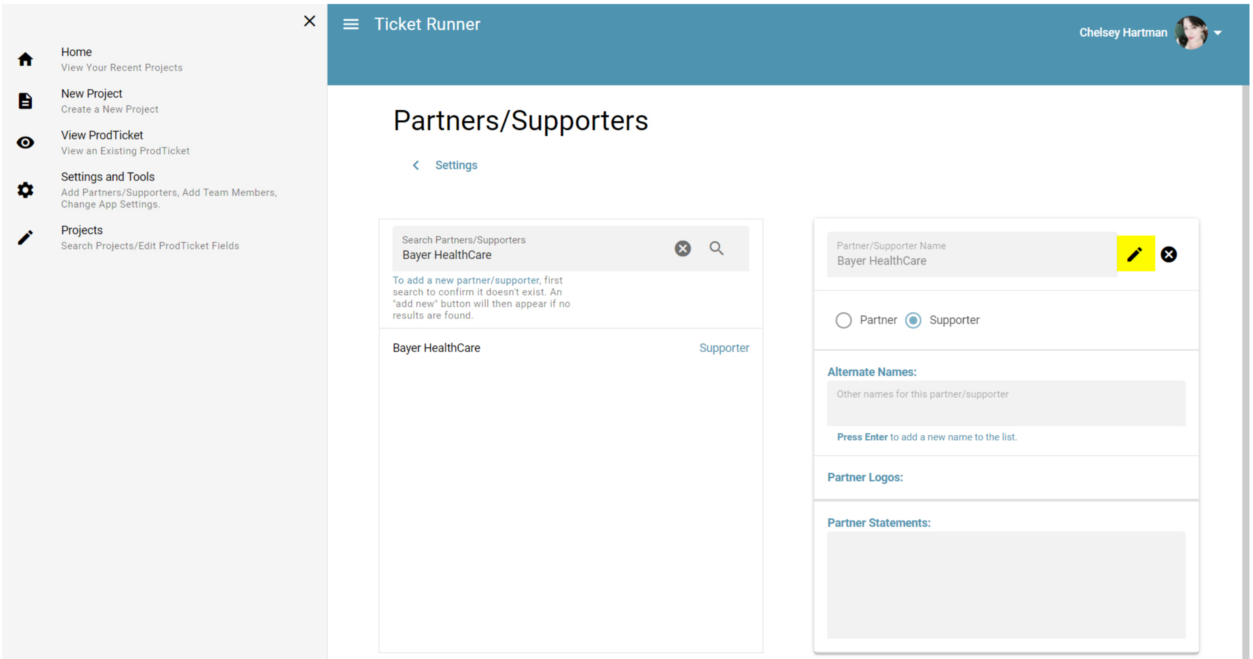
Type the name you wish to search for. You do not need to hit enter, a list of results will automatically populate.



Click on the entry you would like to edit.

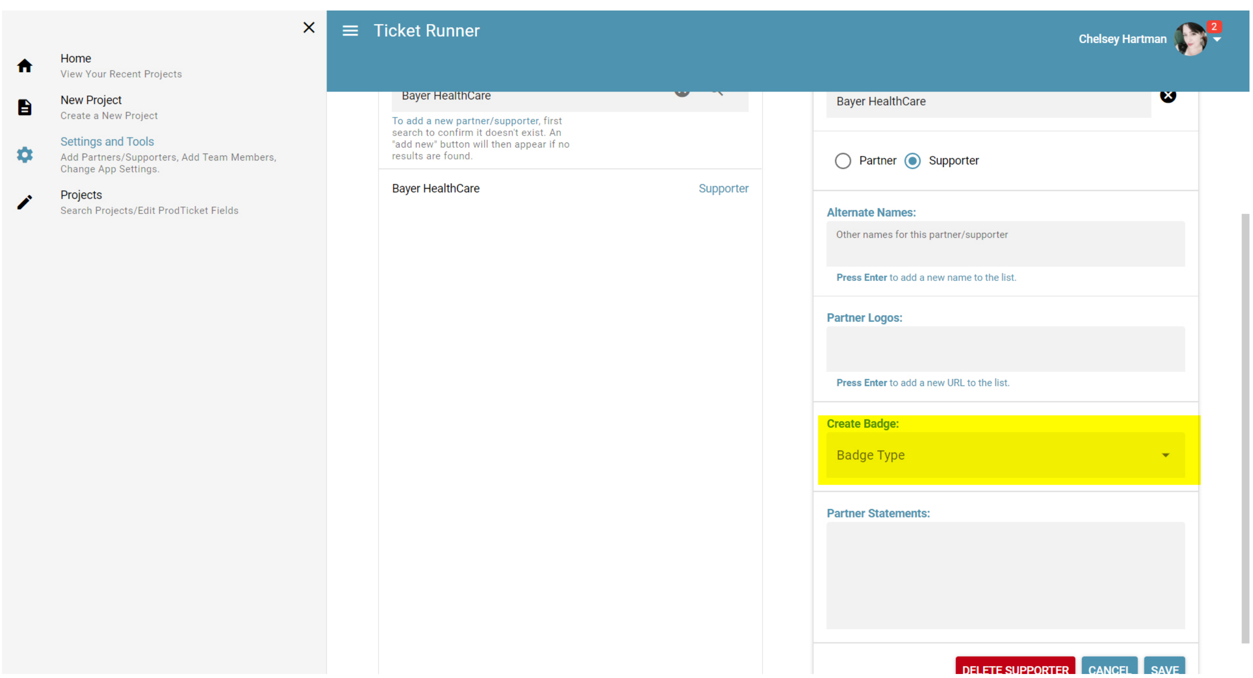
A form will appear to the right of the search bar.

Click on the **pencil icon** to the right of the Partner/Supporter Name text field.



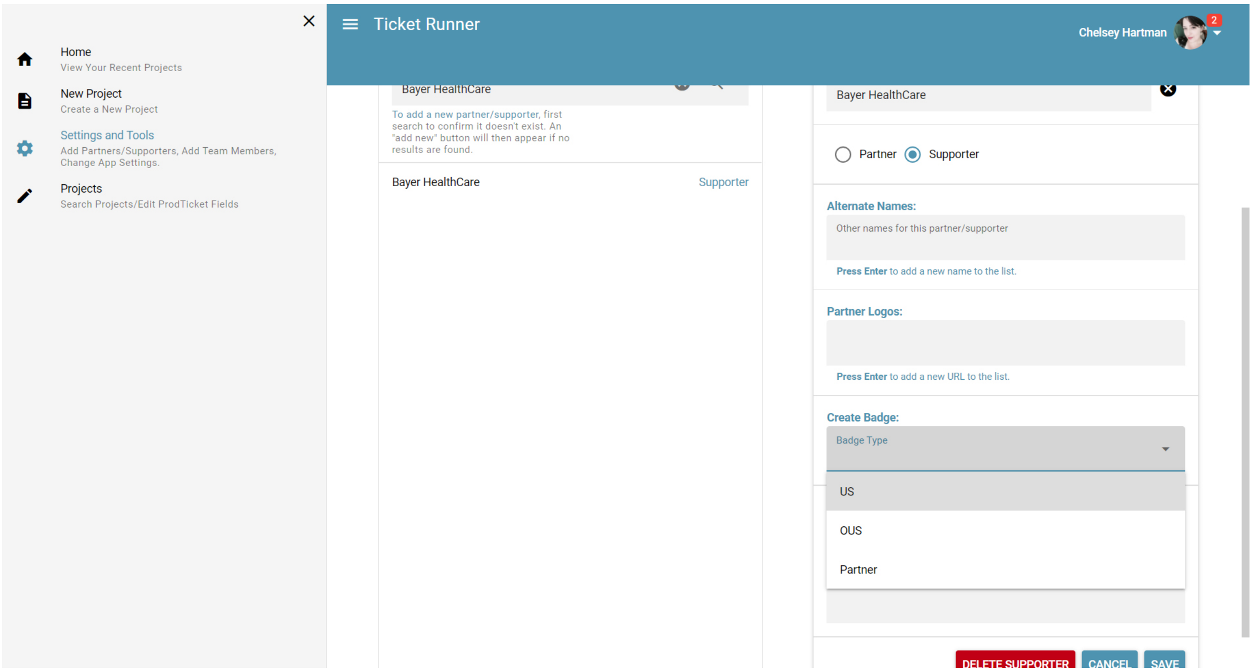
The fields will darken, indicating that you can now edit them.

Click on the **Create Badge** drop-down menu.

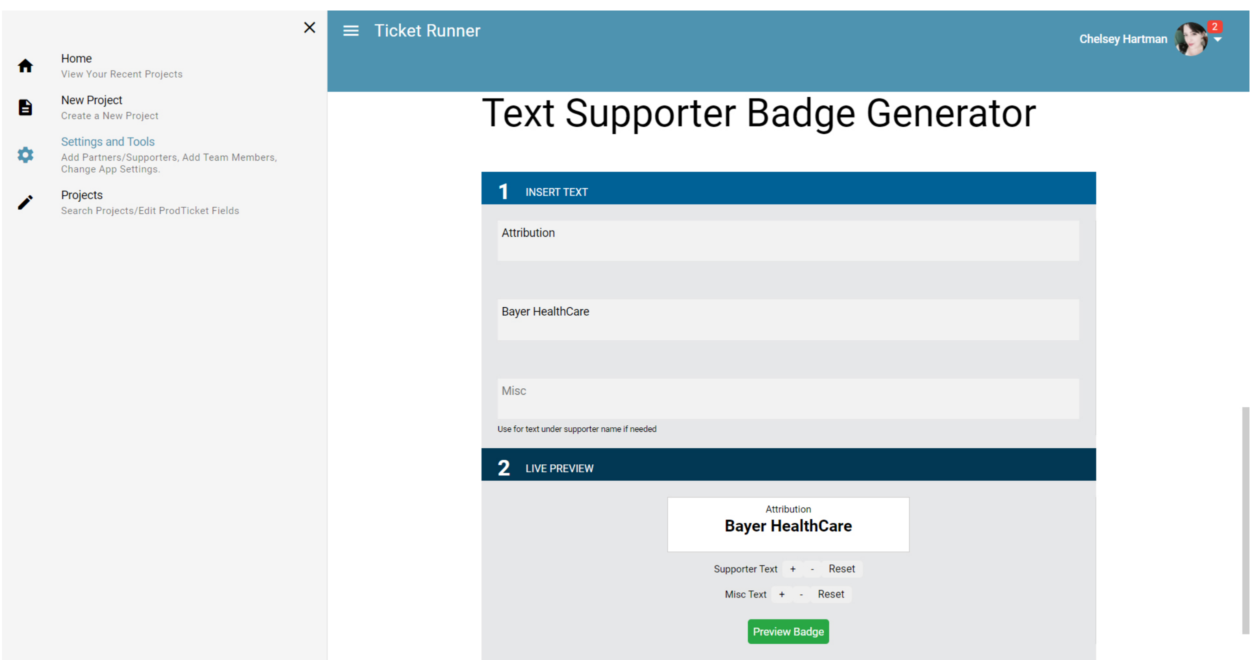


Choose from one of 3 **badge types**:

1. US
2. OUS
3. Partner



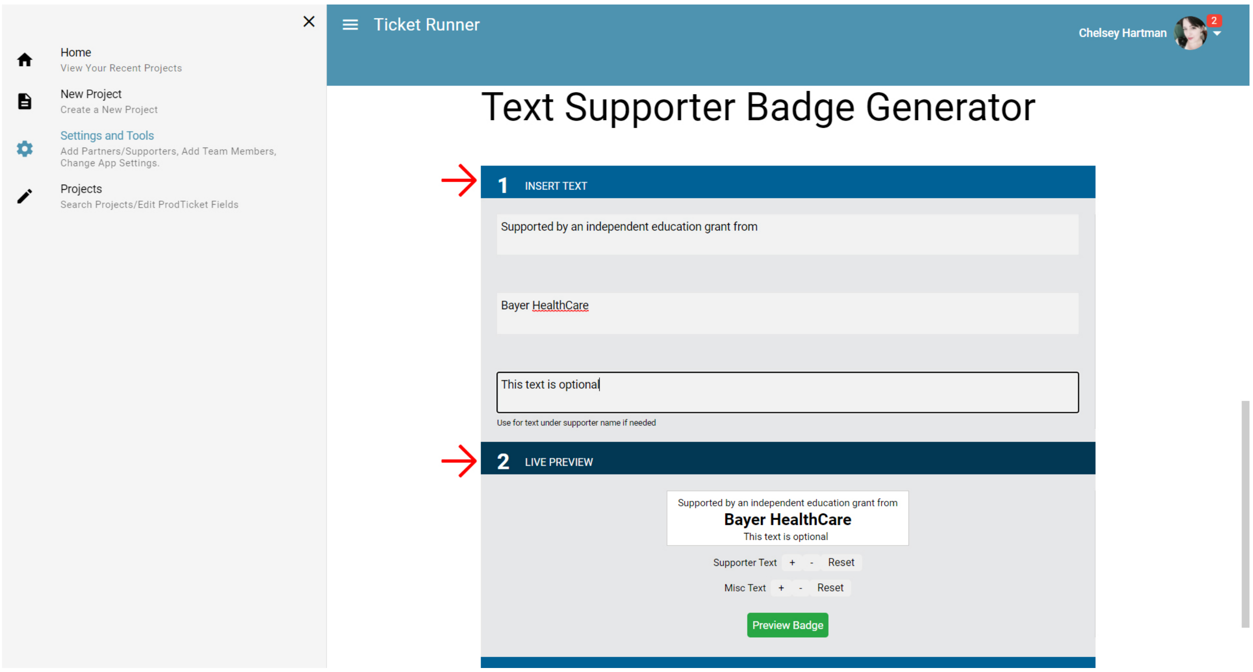
The drop-down will close and the page will scroll to a section called **Text Supporter Badge Generator**.



Under the section labeled **Insert Text**, add the information needed in the badge.

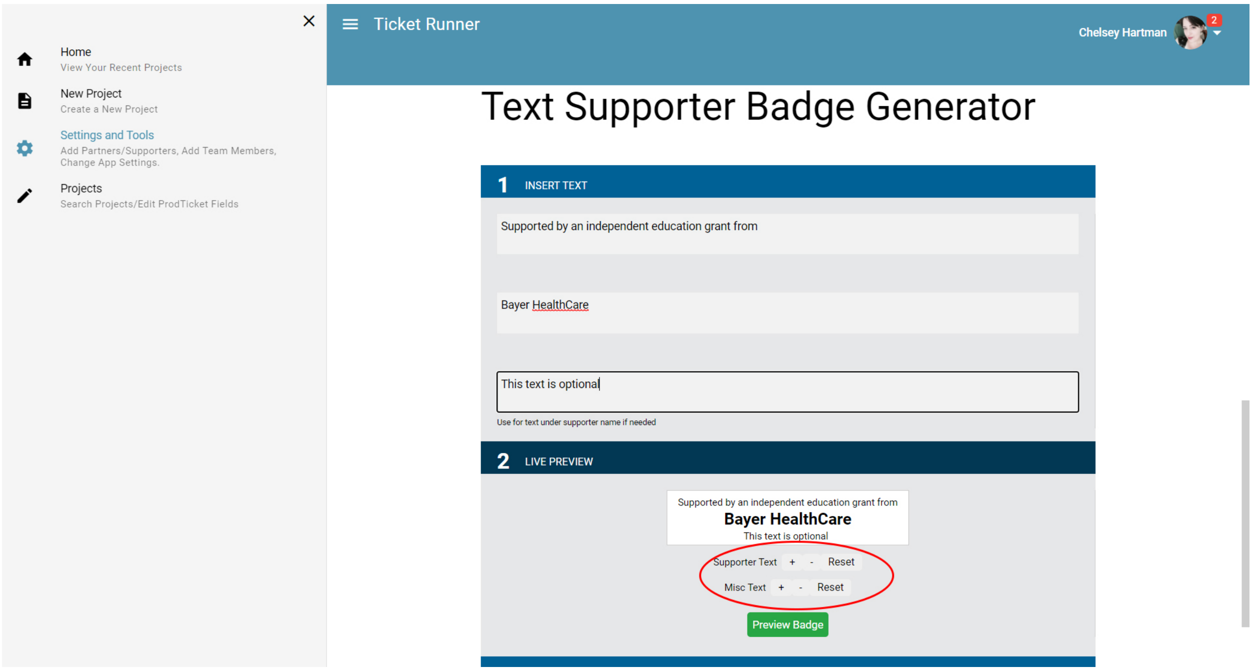
- **Attribution** – This text is for the type of support giving by the supporter (eg, "Supported by an independent educational grant from")
- **Supporter** – This auto-populates the name of the supporter. You can edit it here, if necessary
- **Misc** – This text is for anything that might need to appear under the supporter's name. This will not be used, in most cases

You will be able to see what your badge will look like under the **Live Preview section**.



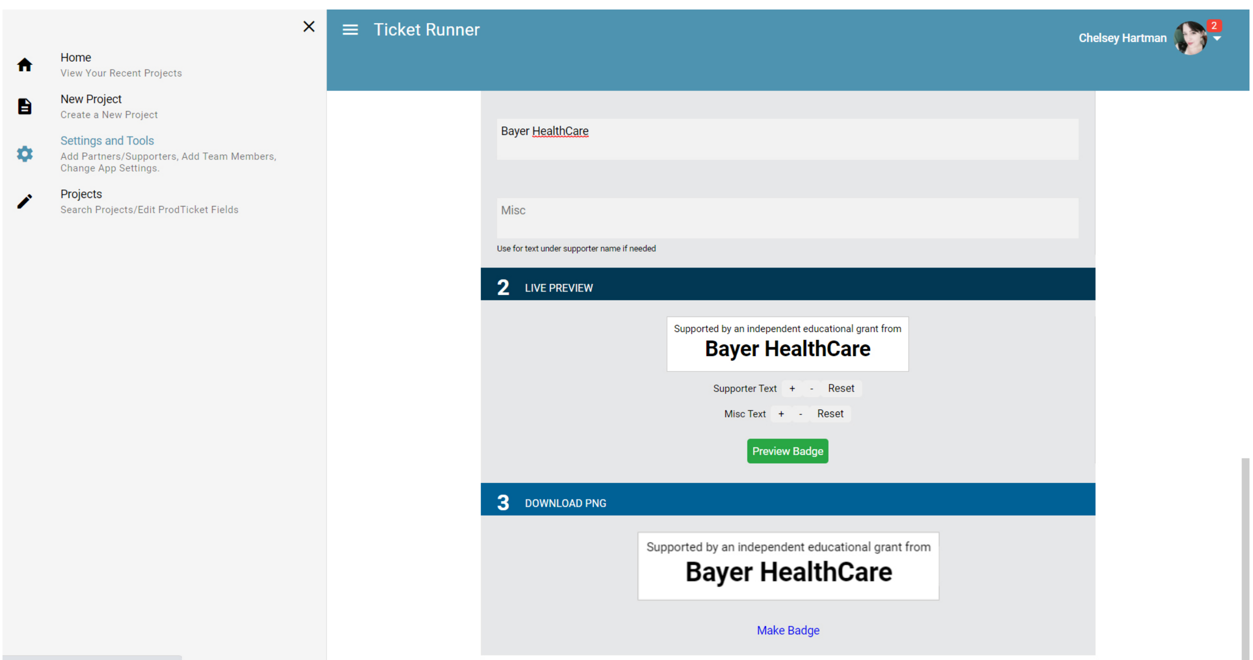
If you need to increase or decrease the size of the **supporter's name** or the **misc text**, you can click on the + and - signs under the Live Preview. This will most likely only need used if there is no misc text and you would like the supporter's name to take up more of the white space. Otherwise, leave these alone.

The **Attribution** text will resize itself as you type.



Click **Preview Badge**.

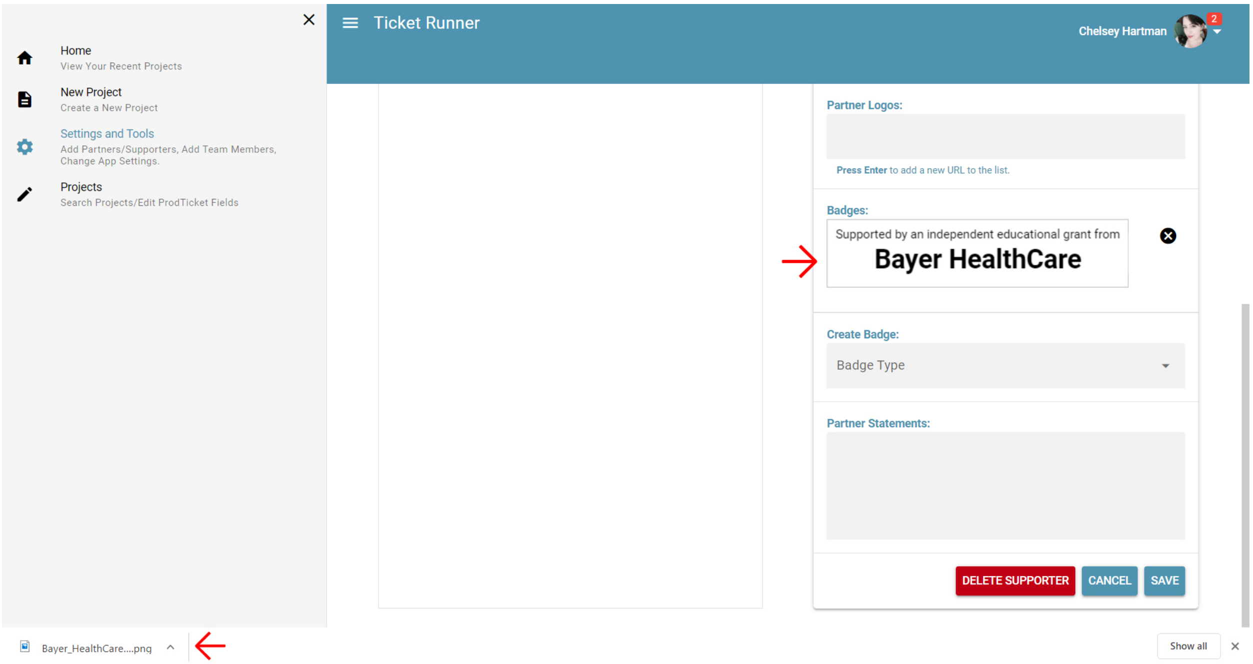
The badge will appear under **Download PNG**.



If you are happy with how your badge appears, click **Make Badge.**

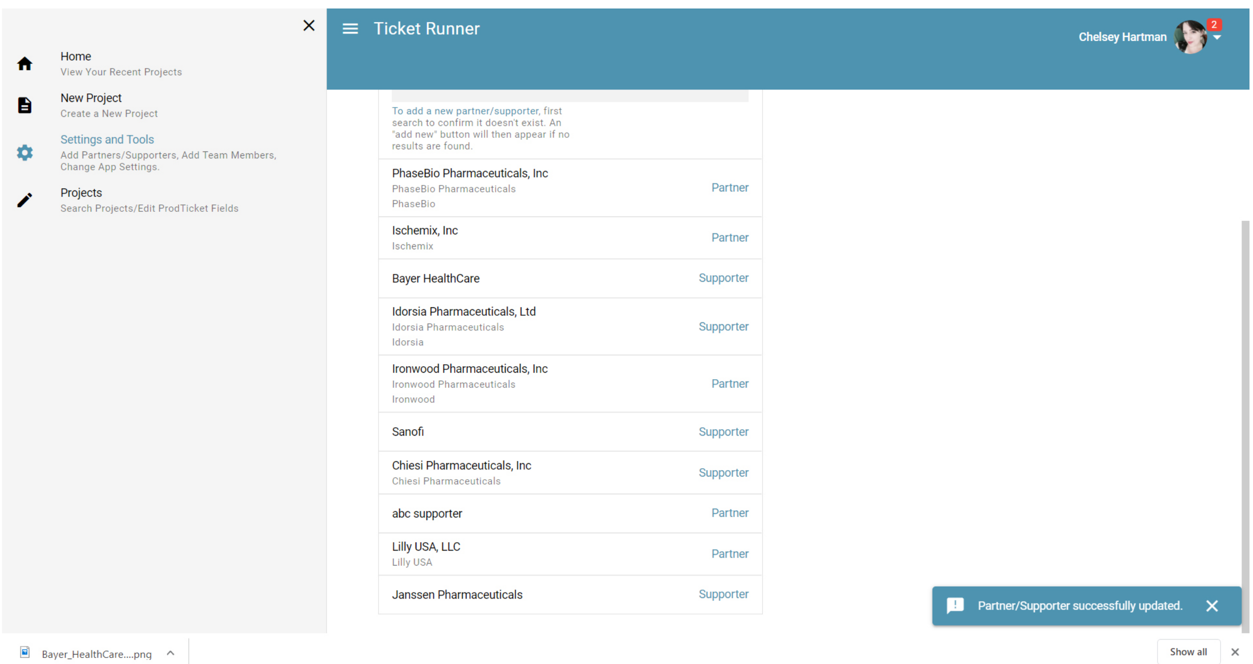
The badge you created will download to your computer.

The window will return to the previous supporters page. The badge will appear in the supporter's information.



Click **Save**.

The supporters/partners list will reload and a pop-up will appear saying **Partner/Supporter successfully uploaded**.



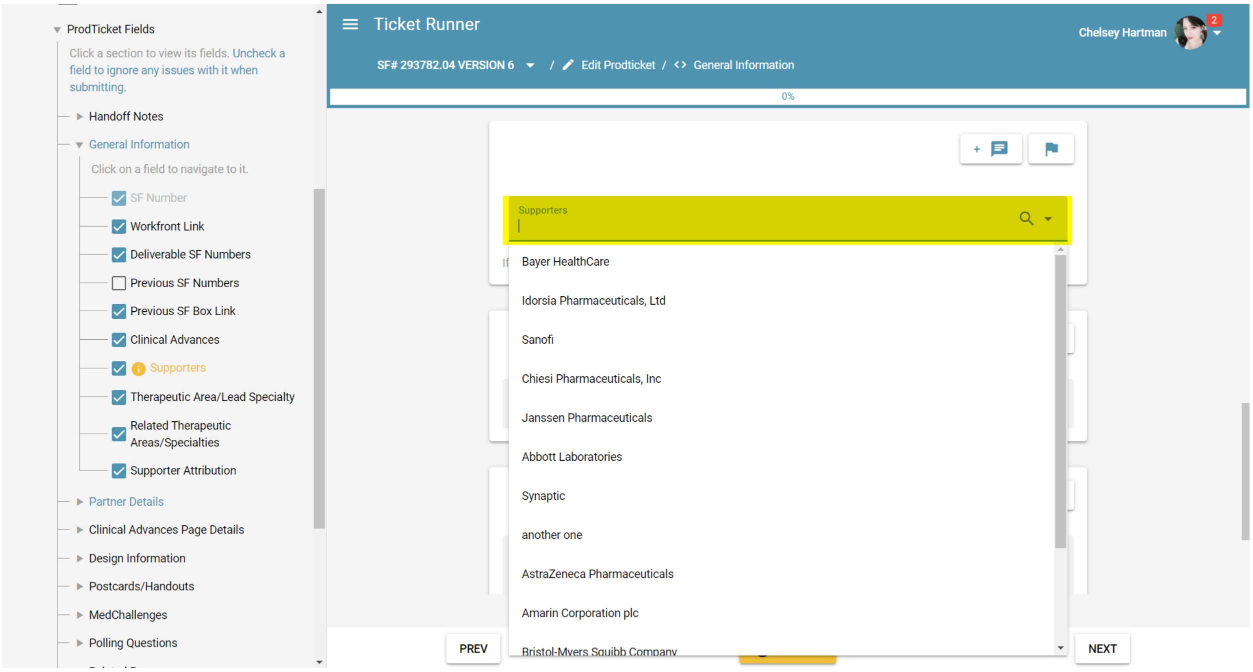
ADD A SUPPORTER TO A PT

Click on **Supporters**.

The page will navigate to the Supporters section of the PT.

Click on the text field below **Supporters**.

A drop-down menu will appear.

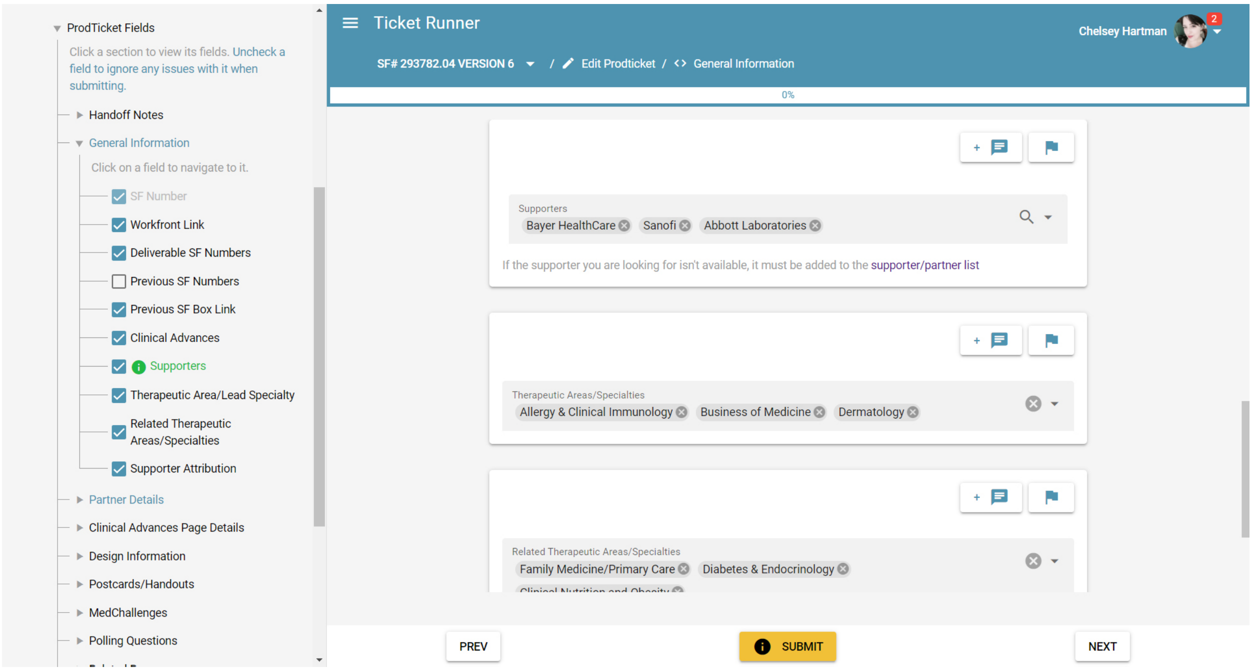


Click on the Supporters you need.

They will appear in the text field. You can continue clicking on each Supporter until all are accounted for.

Click anywhere outside the drop-down to close it.

The Supporters will be in the text field.



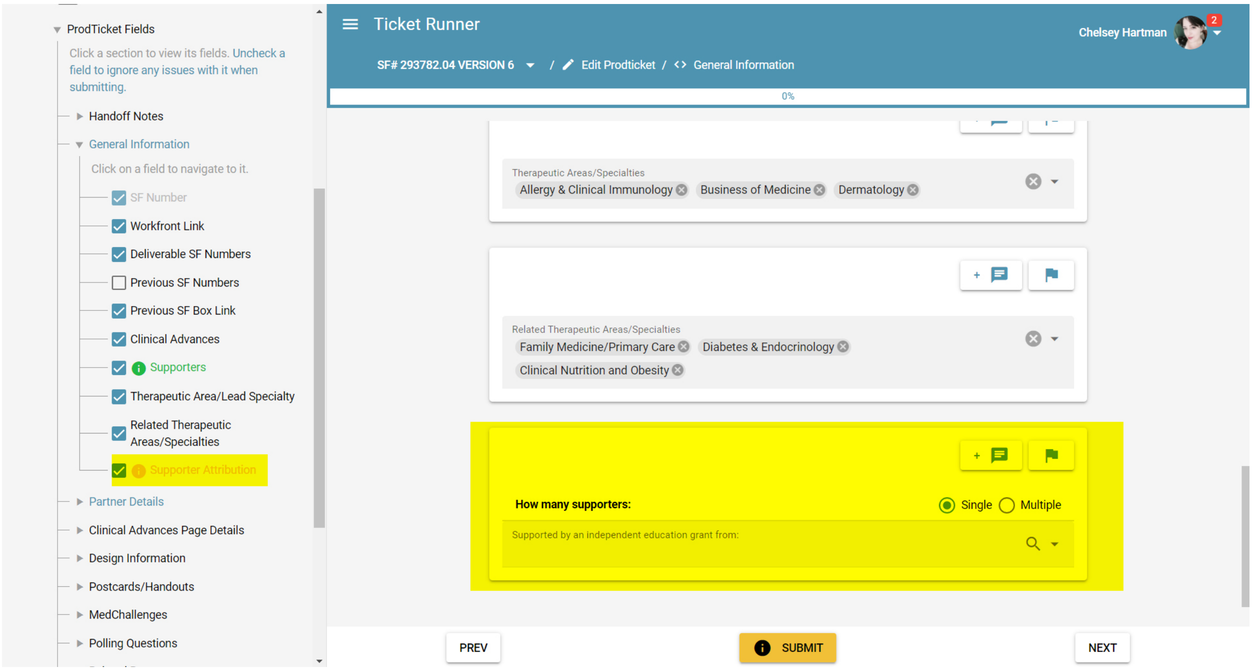
To delete a Supporter, simply click on the X next to their name.

If a Supporter is not in the drop-down, it will needed to be added. Click on the link to the **supporter/partner list** and follow the instructions on [how to add a partner/supporter to Ticket Runner](#).

Add a Supporter Badge

In the navigation menu, click **Supporter Attribution**.

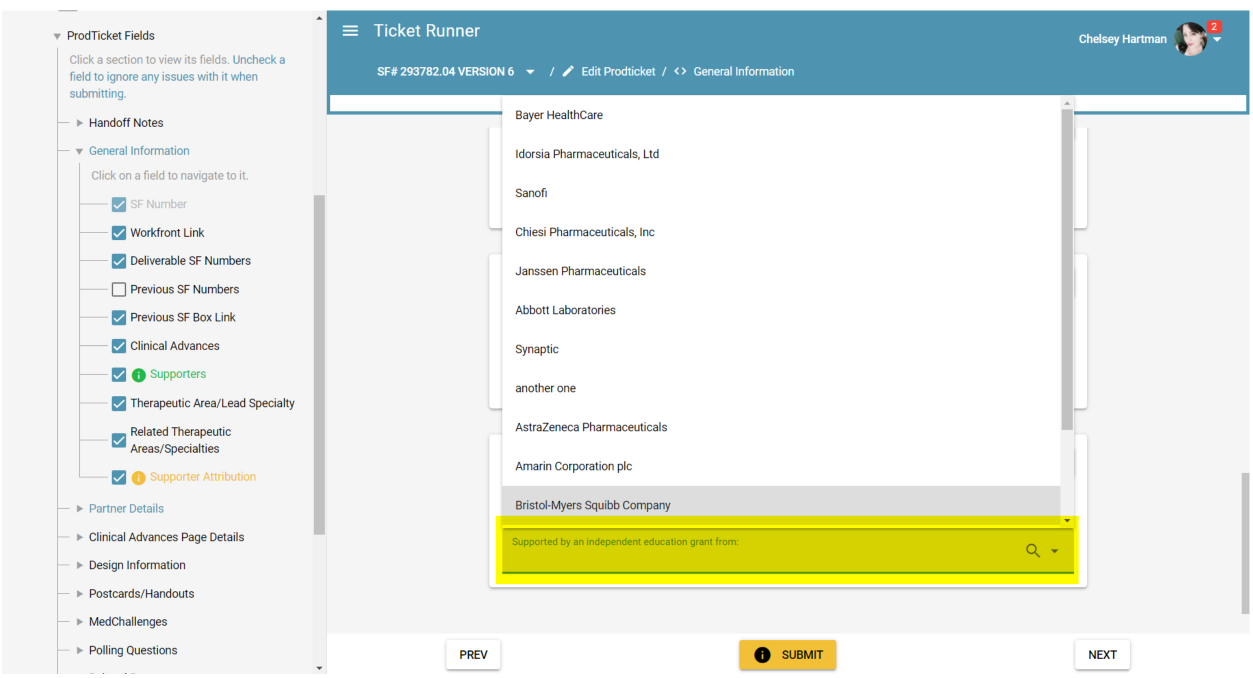
The page will load to the final field in General Information.



Next to **How many supporters**, click on the radio button next to either **Single** or **Multiple** to indicate the number of supporters needed. The statement will change depending on which radio button you click.

Then click on the text field below **How many supporters**.

A drop-down will appear.



Click on the Supporters you need.

They will appear in the text field. You can continue clicking on each Supporter until all are accounted for.

Click anywhere outside the drop-down to close it.

The Supporters will be in the text field and their badges will appear below the field **if one exists**.

If the Supporter does not have a badge associated with it, the following message will appear:

> Select supporter logo for Bayer HealthCare:
> No badges/logos are available for this supporter. They can be added through the supporter/partner list.

Click on the link for the **supporter/partner list** and follow the instructions on how to add a partner/supporter to Ticket Runner.

Otherwise, continue through the PT.

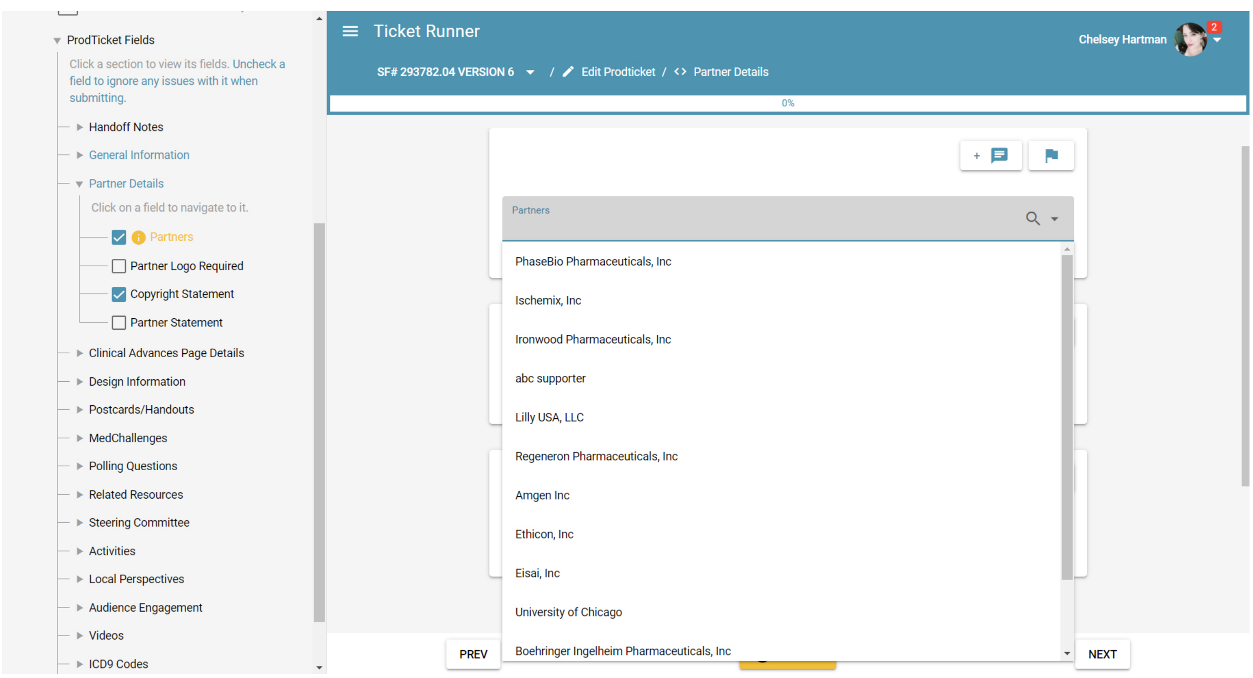
ADD A PARTNER TO A PT

Click on **Partner Details**.

The page will navigate to the Partner section of the PT.

Click on the text field below **Partners**.

A drop-down menu will appear.

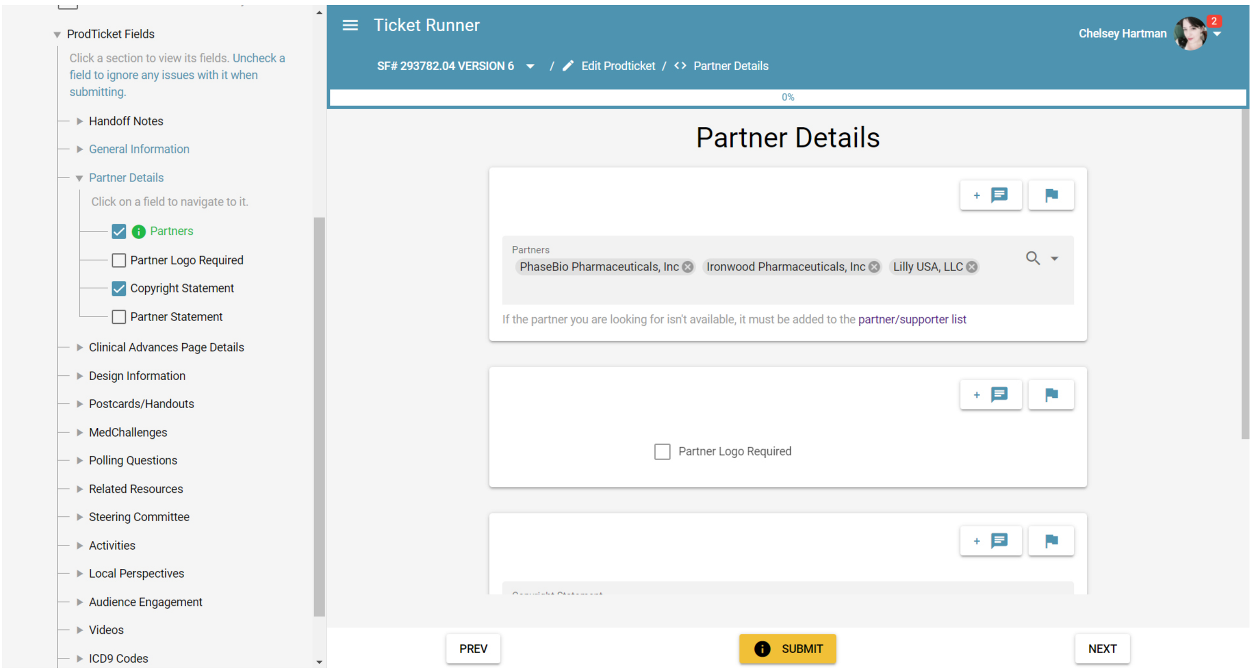


Click on the Partners you need.

They will appear in the text field. You can continue clicking on each Partner until all are accounted for.

Click anywhere outside the drop-down to close it.

The Partners will be in the text field.



To delete a Partner, simply click on the X next to their name.

If a Partner is not in the drop-down, it will needed to be added. Click on the link to the **supporter/partner list** and follow the instructions on [how to add a partner/supporter to Ticket Runner](#).

If a Partner badge is required, click on the checkbox next to **Partner Logo Required**.

A new text field will appear called **Partner Logo URL**. Add the link to the image to this field.

Scroll down to the **Partner Statement** and add the required statement to the text field. If there is no statement required, uncheck the box in the ProdTicket Fields in the navigation.

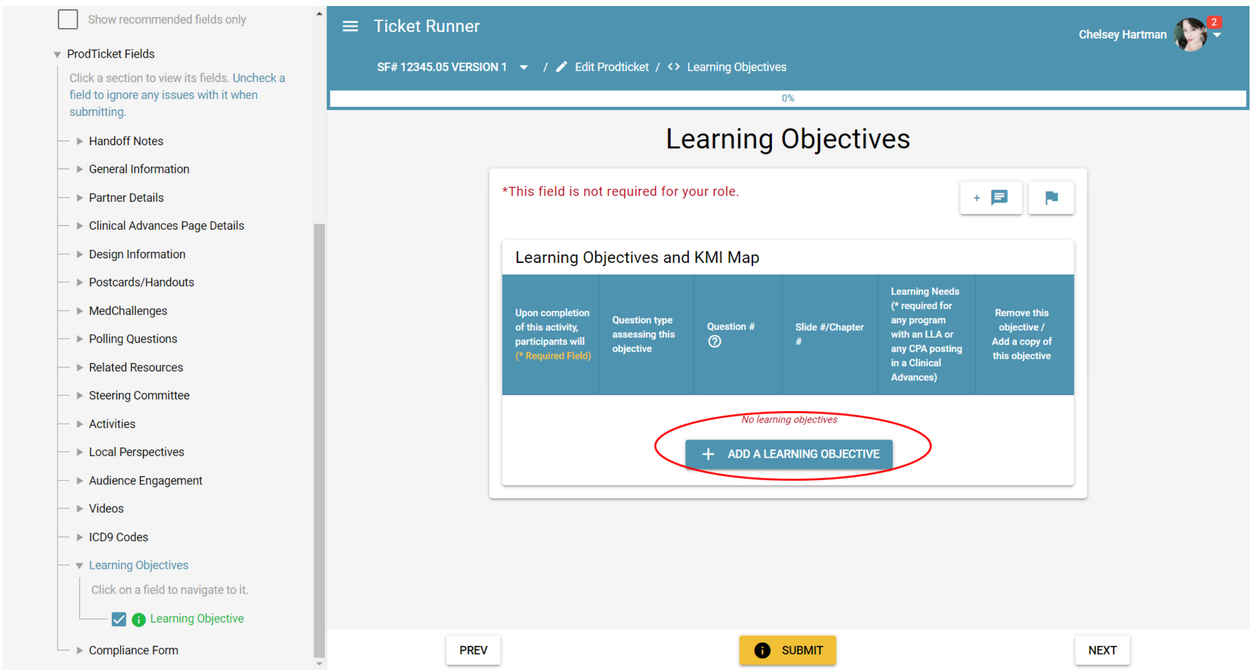
Continue through the PT.

ADD LEARNING OBJECTIVES

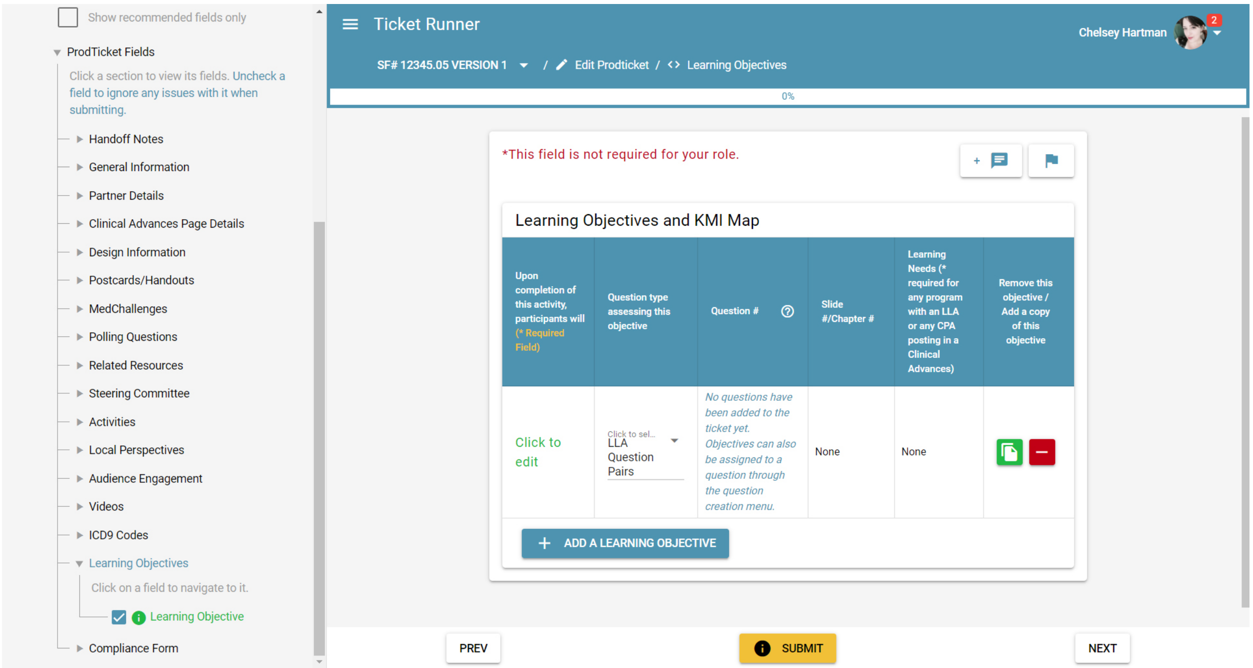
Learning Objectives are in their own section of the PT in Ticket Runner. To find them, open the PT as usual and scroll down to **Learning Objectives** in the sidebar navigation.

ADD A NEW LEARNING OBJECTIVE

Once in the Learning Objectives section, click on the **Add a Learning Objective** button.

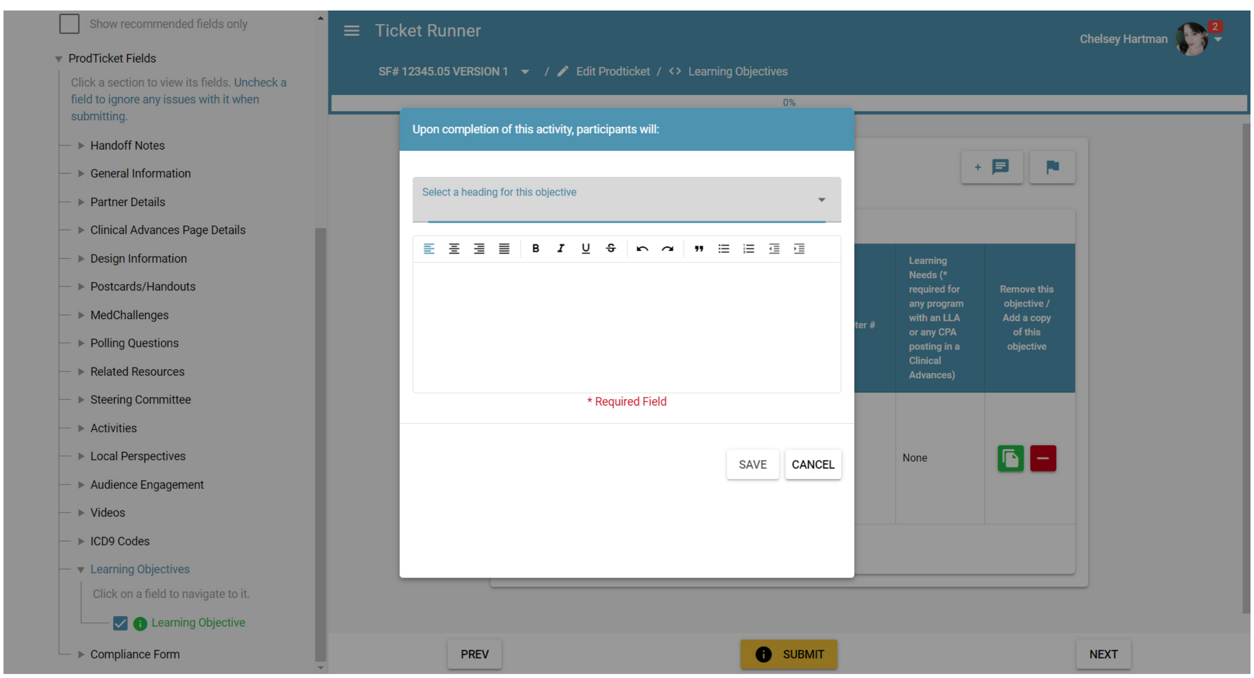


The table will expand, creating editable text areas.



To add a new learning objective, click on the text that says **Click to edit** under the column labeled **Upon completion of this activity, participants will**.

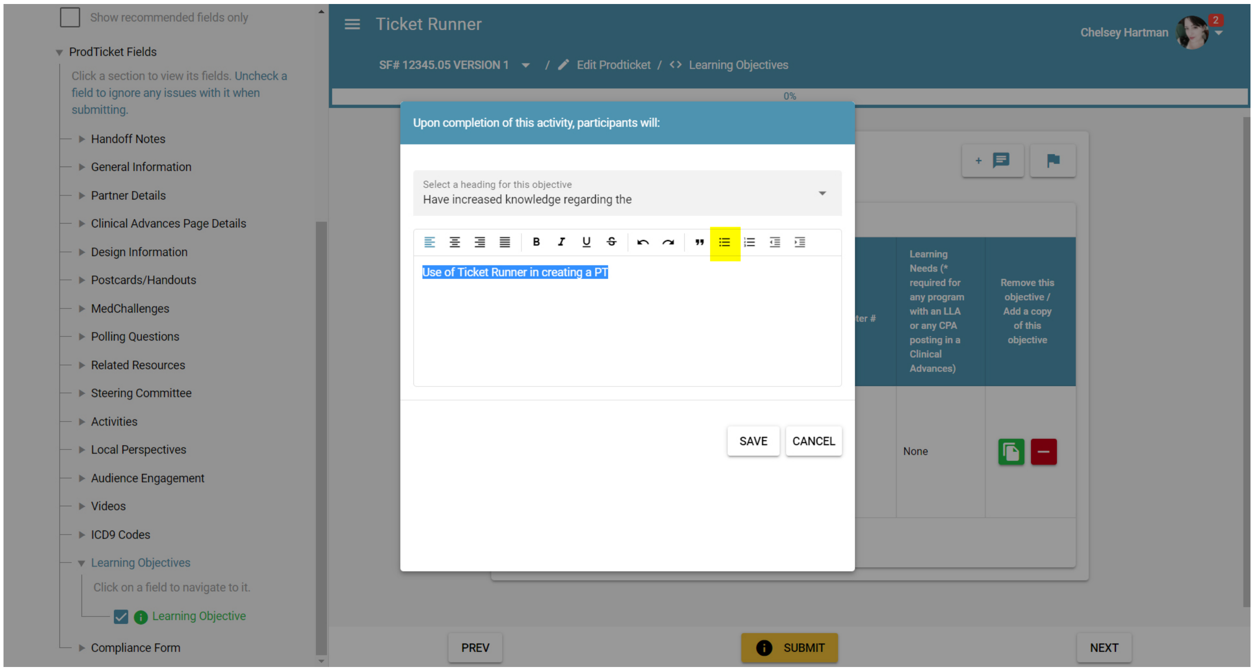
A pop-up will appear.



Click on the text field labeled **Select a heading for this objective**.

A drop-down will open.

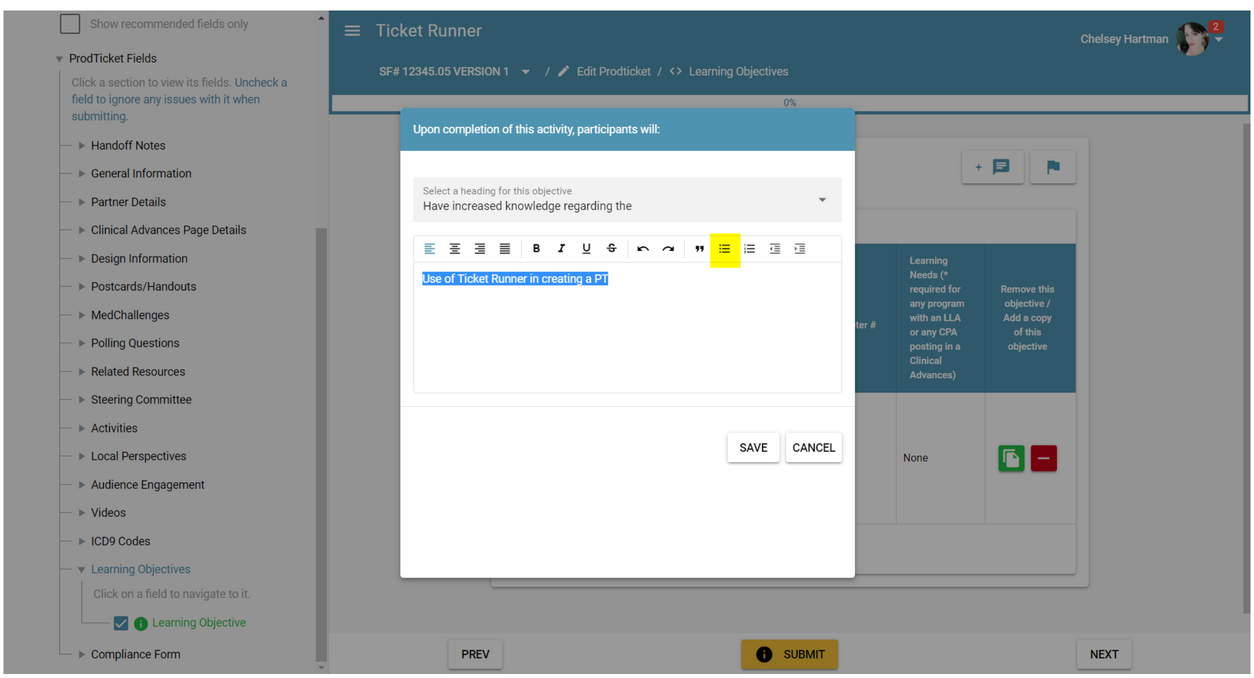
Select from the headings in that list.



The drop-down will close and the heading you selected will now appear within that text field.

Click on the next text field and type in the rest of the learning objective as normal.

To add bullet points, highlight your text and click on the **unordered list** icon in the text field's style tools.

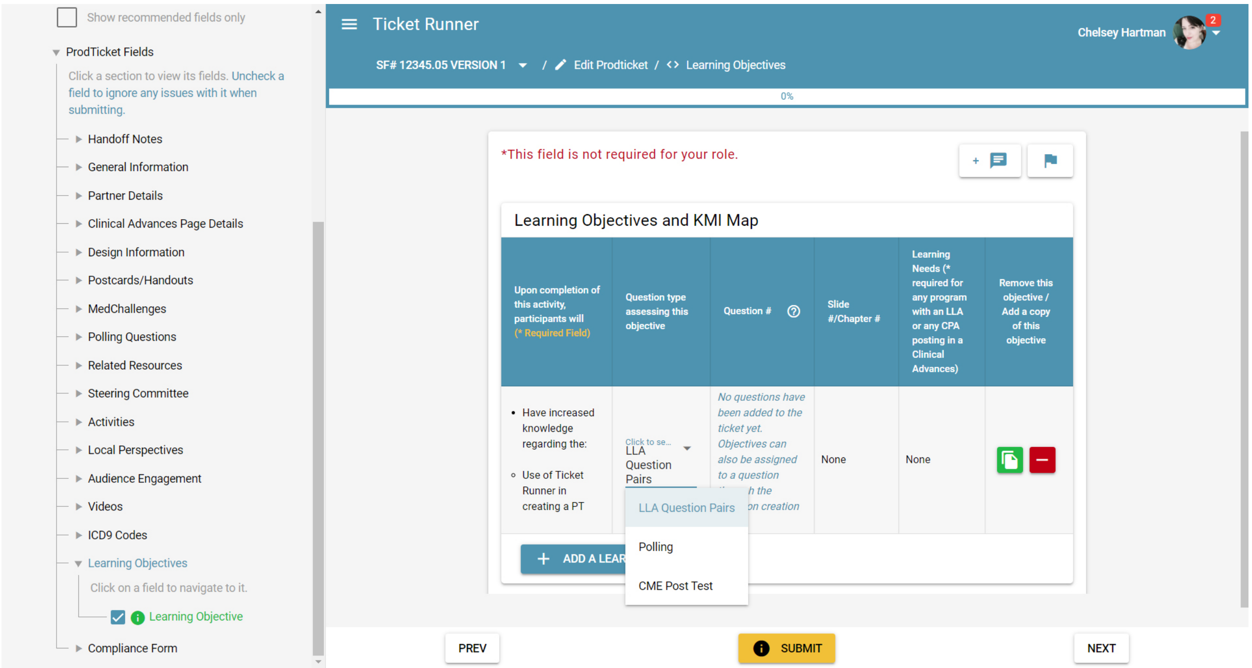


The LOs will now be formatted with bullets.

Click **Save**.

The pop-up will disappear and the LOs will appear in the first column.

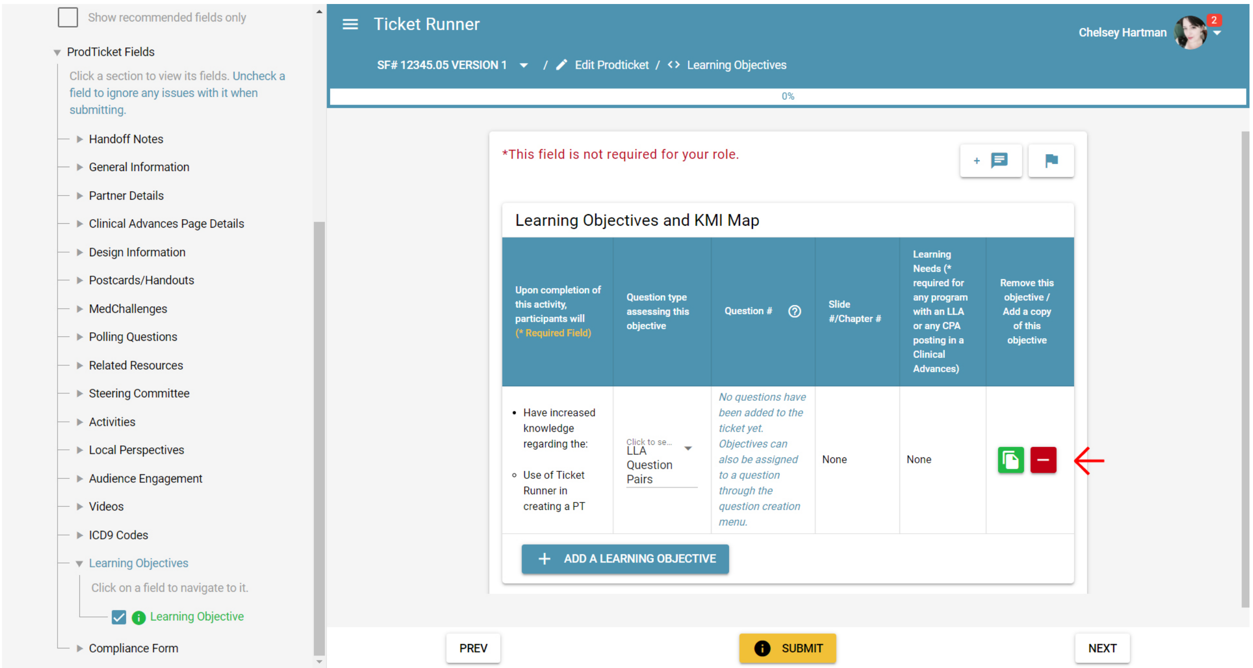
To indicate what type of question the LO is assessing, click on the drop-down menu labeled **Question type assessing this objective**. (It will default to **LLA Question Pairs**. If this is the question type, leave alone.)



Click on the question type and the drop-down will close.

REMOVE A LEARNING OBJECTIVE

Click on the red – button under **Remove this objective/Add a copy of this objective**.



The LO will disappear.

ASSOCIATE A QUESTION WITH A LEARNING OBJECTIVE

⚠ In order to map a learning objective to a question, you **must** create the questions in the PT first.

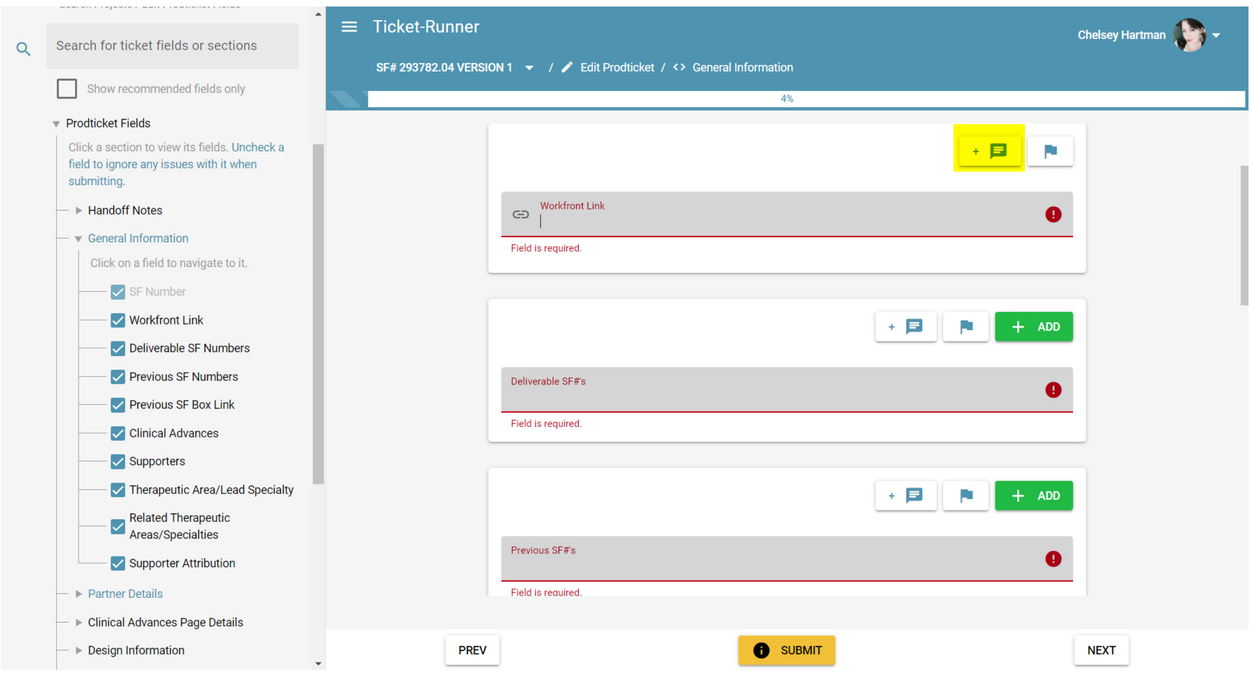
COMMENTING

In Ticket Runner, you have the option to **add comments** to fields or **flag** fields that require special attention.

ADD A NEW COMMENT

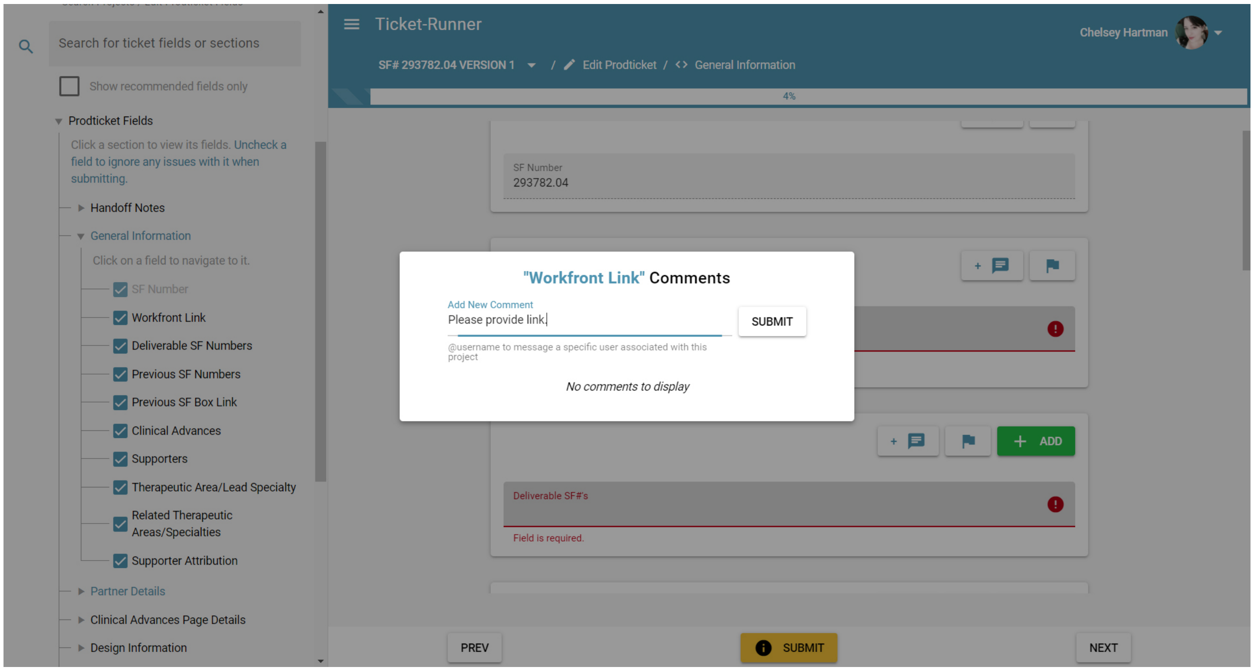
Adding comments to a PT in Ticket Runner is similar to adding comments in Microsoft Word.

To add a new comment, click on the **chat bubble icon** above the field you wish to comment on.



A pop-up will appear.

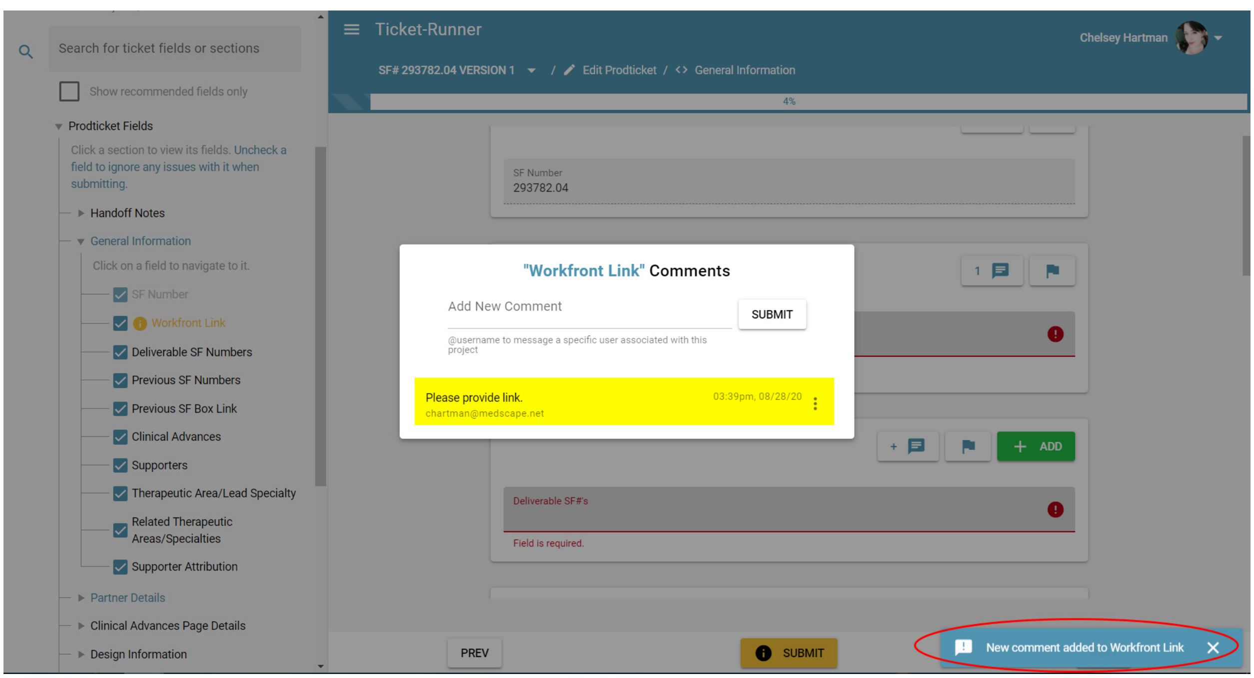
In the text field labeled **Add New Comment**, type your comment.



Click **Submit**.

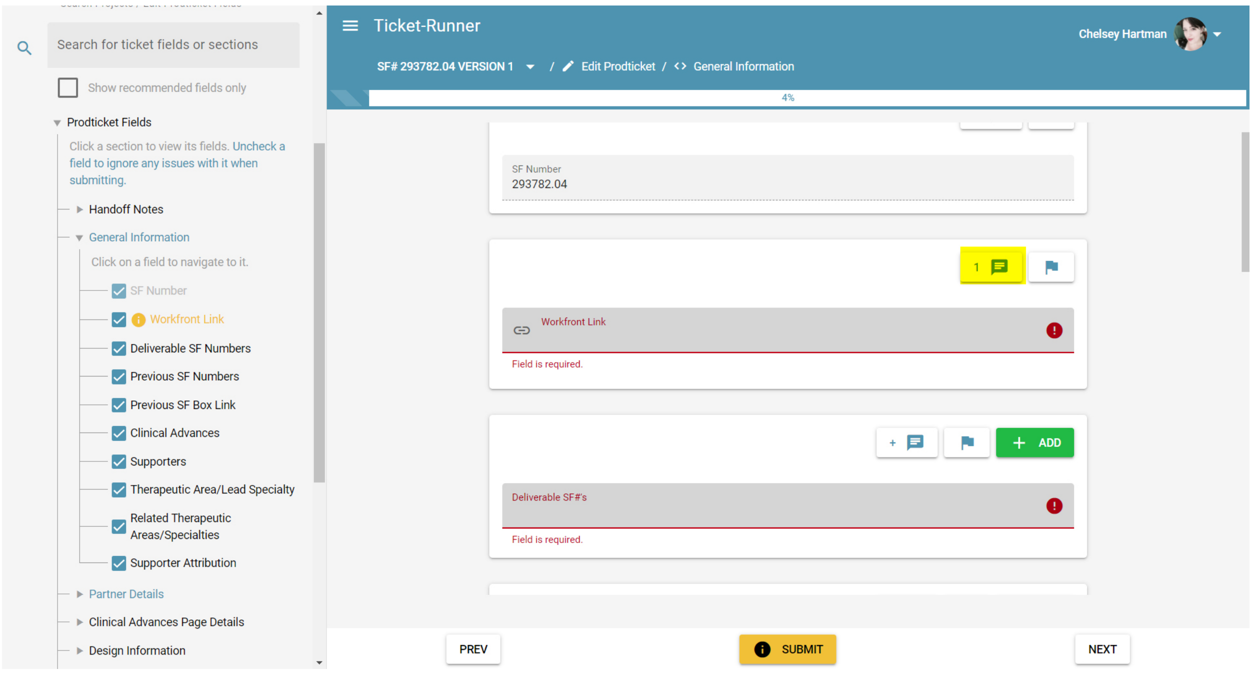
A pop-up will appear briefly in the bottom right-hand corner of the page saying, "New comment added to X." (X is the name of the field you left the comment on.)

Your comment will also appear in a list of comments within the pop-up, along with a timestamp for when the comment was made.



To exit the comment pop-up, click anywhere outside the box.

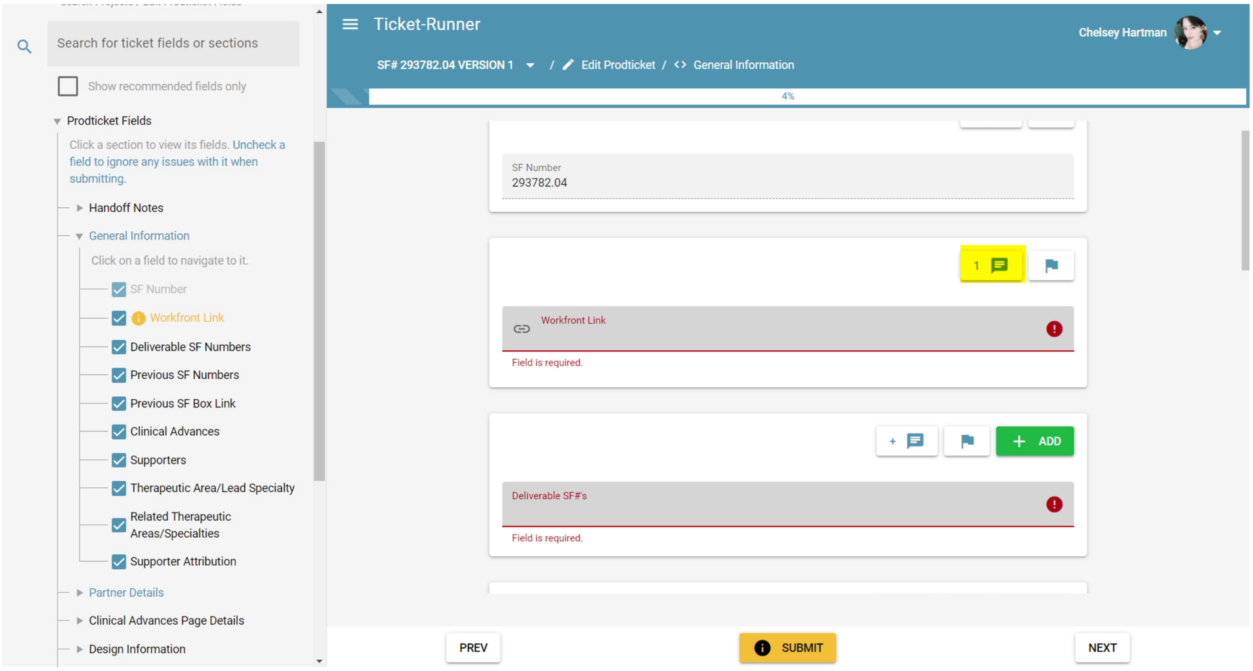
The pop-up will disappear and the chat bubble icon will have a number next to it, indicating the number of comments on that field.



> ⚠ Comments are considered to be a part of the ticket itself –they will not be saved or visible to other users until the ticket itself is submitted.

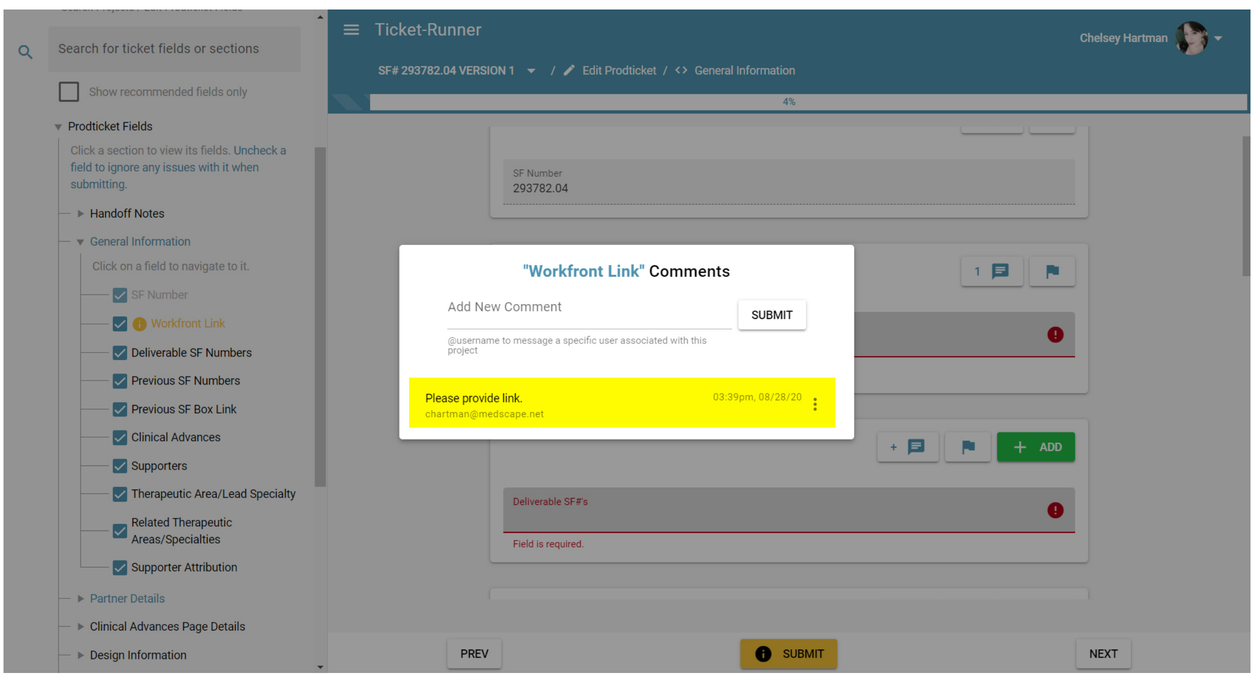
Edit or Delete Comments

To edit or delete a comment you have already submitted, click on the **chat bubble icon** next to the field where the comment is.

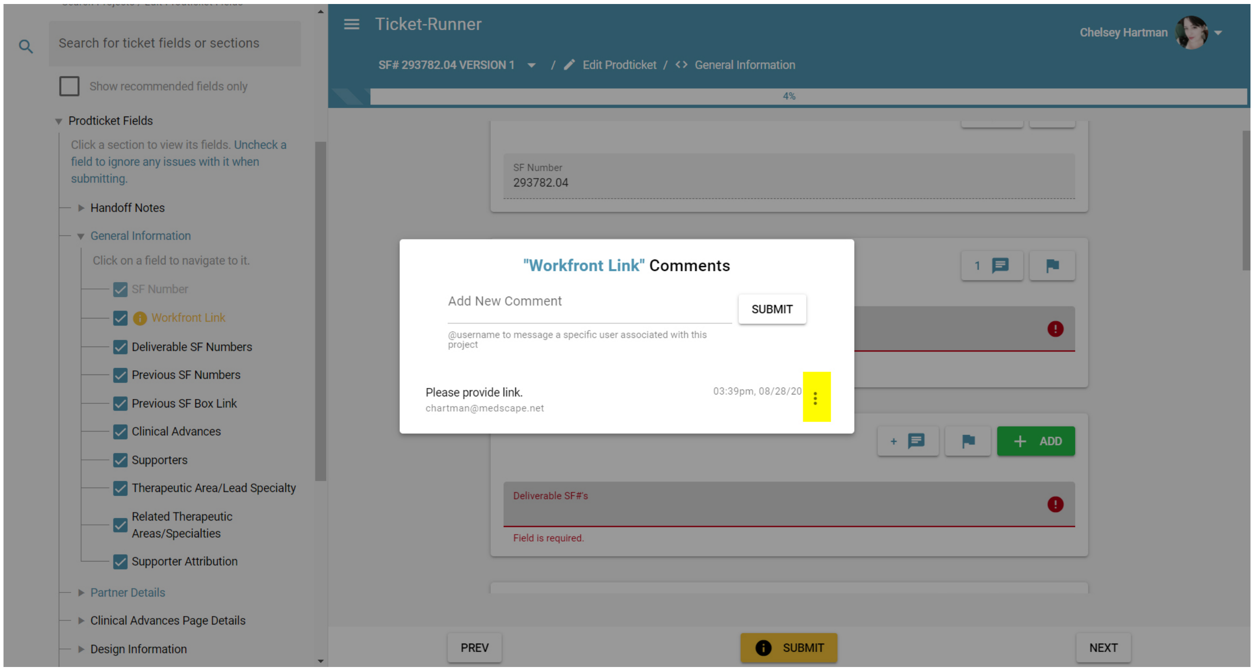


A pop-up will appear labeled "X Comments," (with X being replaced by the name of the field).

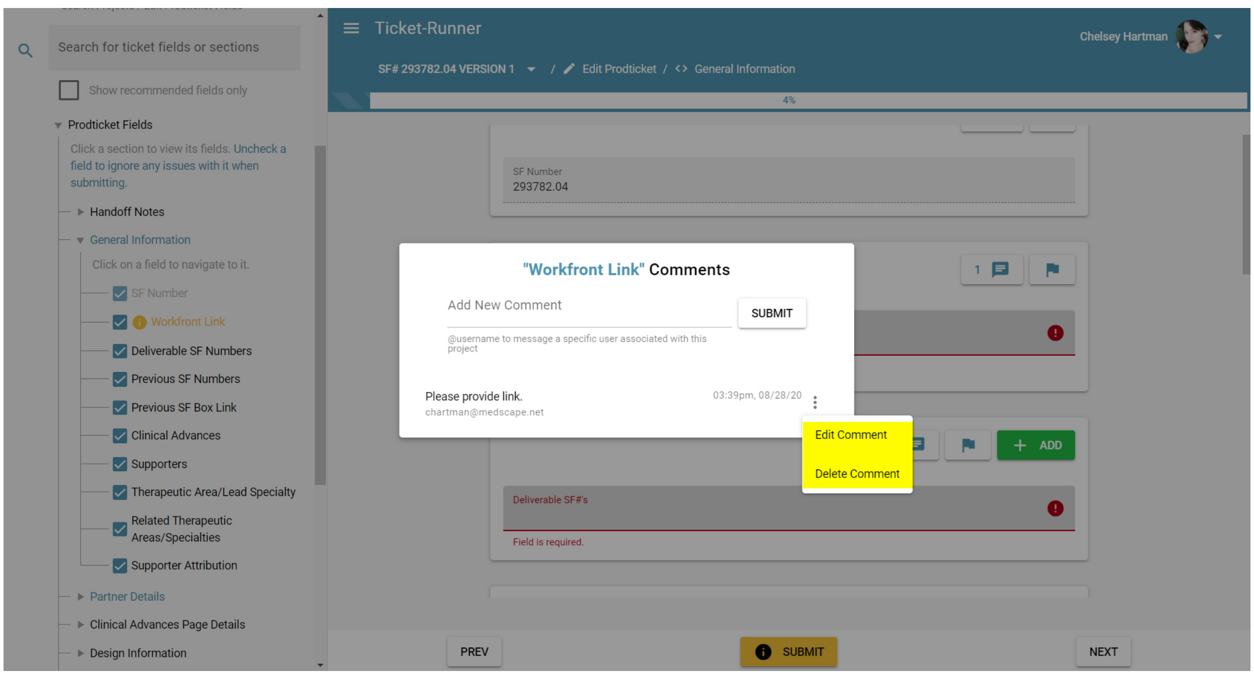
Below the Add New Comment field, there will be a list of comments associated with that field.



Next to the comment you wish to edit or delete, click on the **ellipses** to the right of the comment's timestamp.

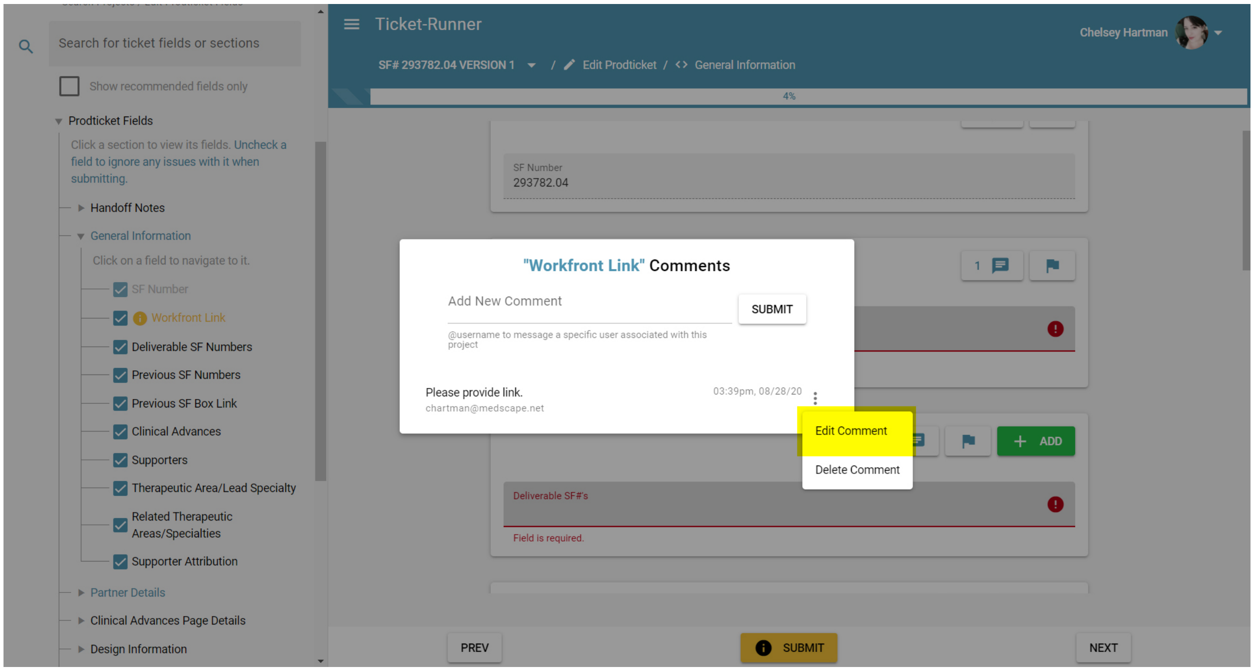


A menu will pop-up with options to **Edit Comment** or **Delete Comment**.

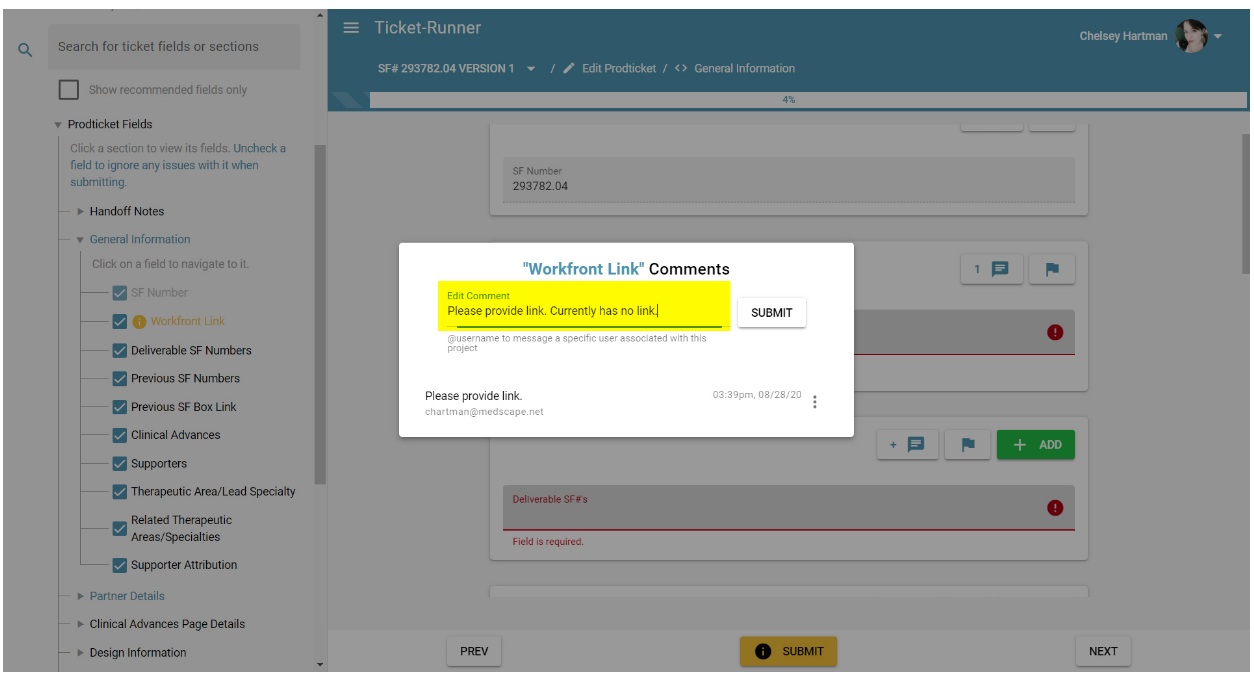


To Edit Your Comment

Click **Edit Comment**.



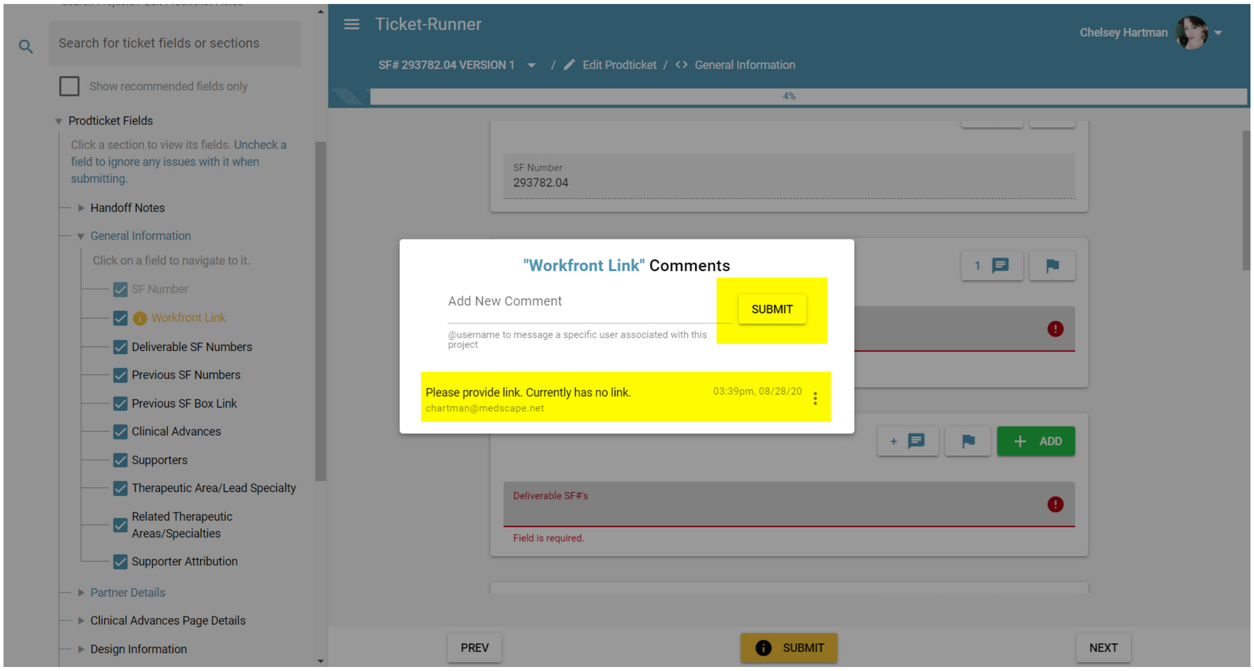
The Add New Comment field will now display the text of your original comment.



Click on that field and edit the text.

Click **Submit**.

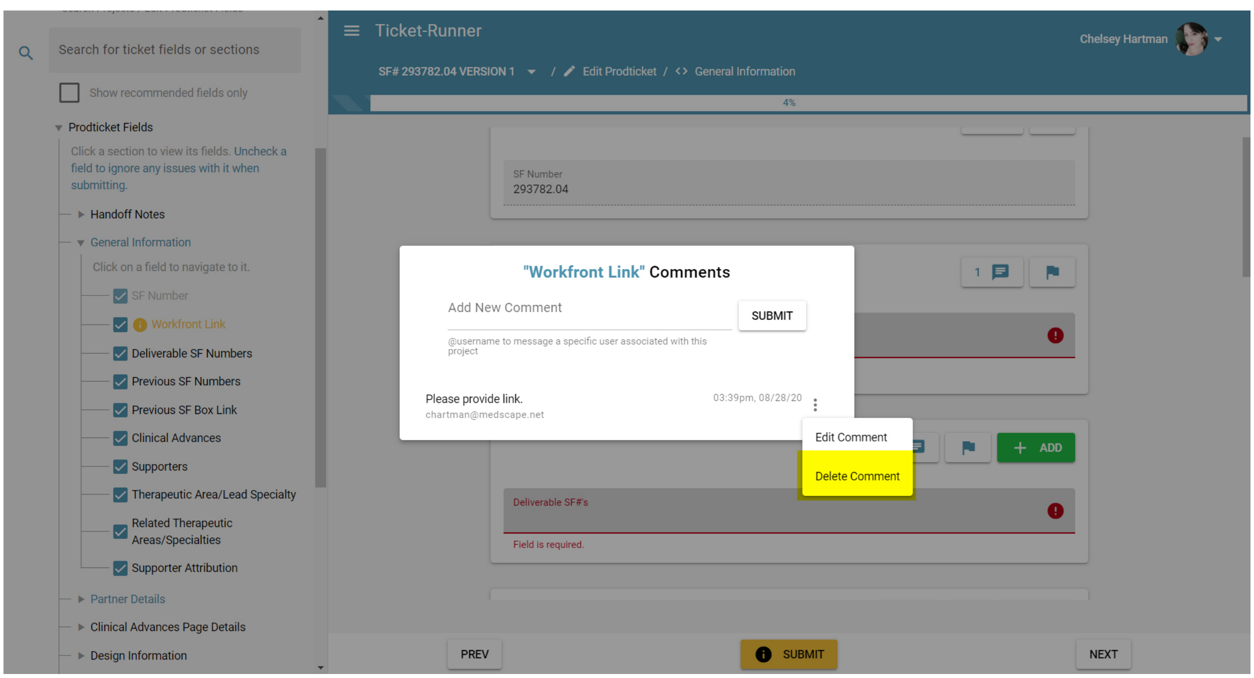
The old comment will be replaced by the new comment.



Click anywhere outside of the comments pop-up box to close it.

To Delete Your Comment

Click **Delete Comment**.



The comment will immediately disappear from the list.

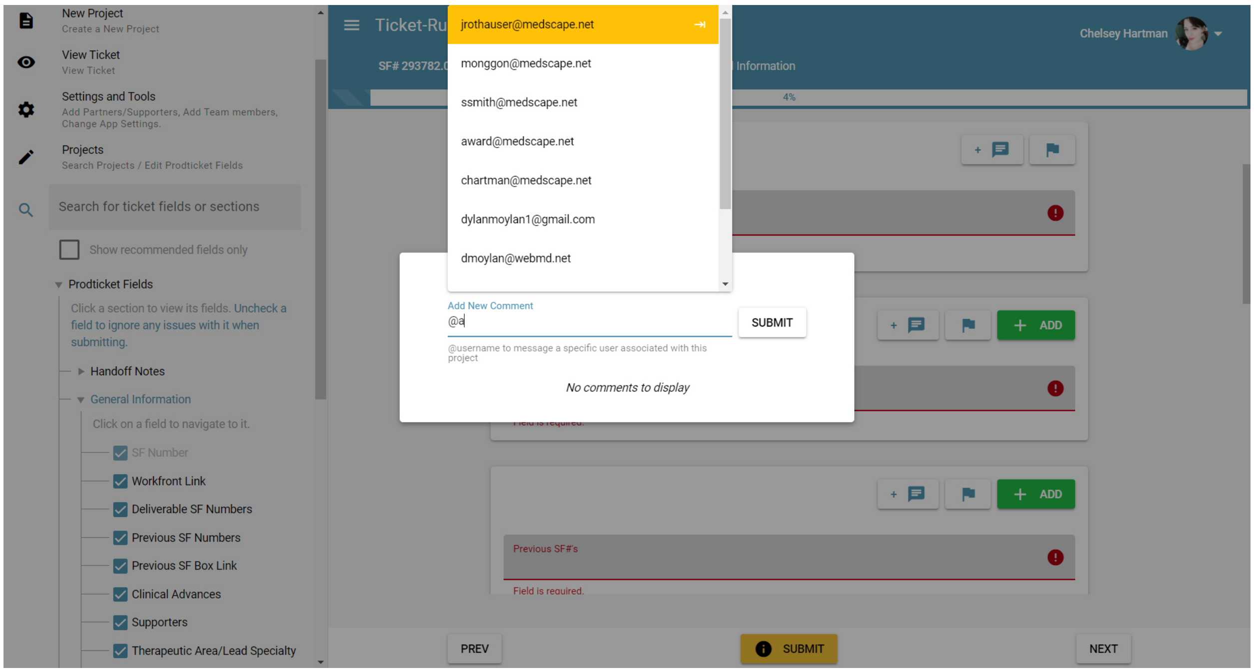
Click anywhere outside of the comments pop-up box to close it.

MENTION/TAG OTHER USERS IN A COMMENT

In the Add Your Comment field, begin typing your comment.

Once you're ready to mention, or tag, someone in your comment, type the '**@**' symbol.

A list of suggested users will pop up.



> ⚠ You can only tag a user who has been added to the project. If you do not have permission to edit a field, you can gain access by assigning yourself or being assigned by another user.

Click on the user from the list or press tab while the user you are looking for is selected.

Then add the message you wish to send and press enter or click submit.

> ⚠ Mentioning a user in a comment will send that user an alert with your message, but they will not be able to view the ticket you are working on until you submit your changes and check-in the ticket.

FLAGGING

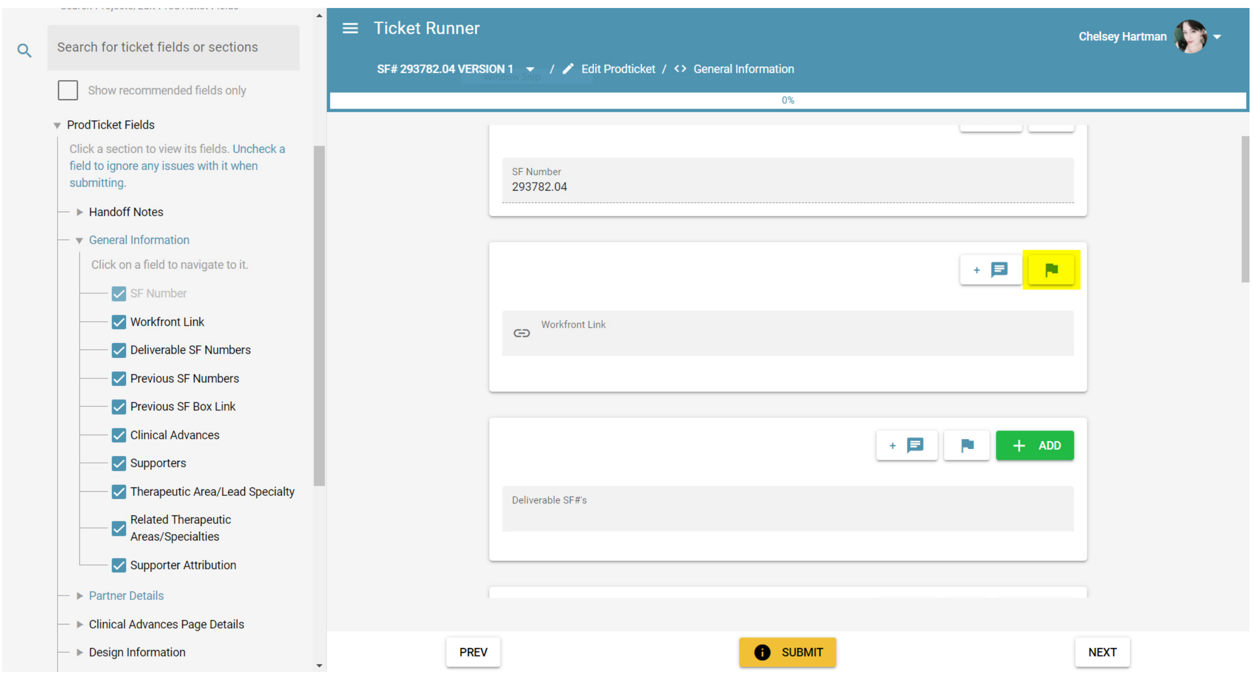
A flag is a method of tagging other users on items that require immediate attention. Team Leaders can use flags to ask users to complete fields, and users can flag a field for review by other users OR by all users of a particular role.

Flags can be marked according to urgency:

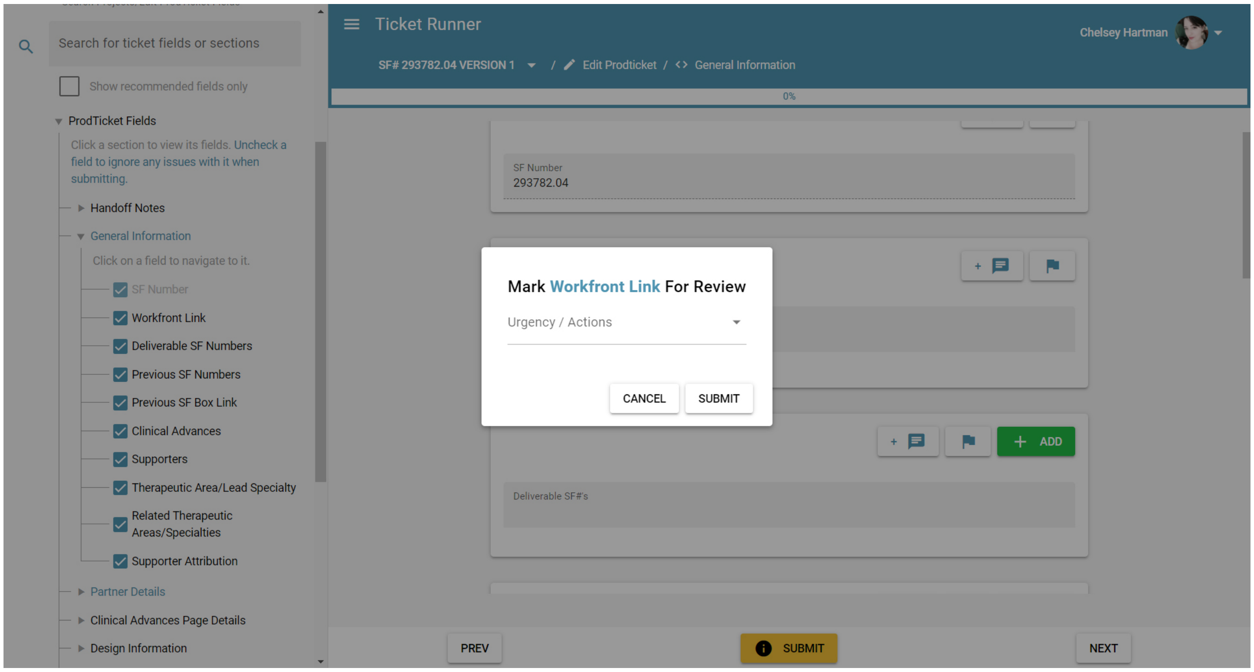
- Low
- Medium
- High

CREATE A FLAG

To create a flag, click on the blue "flag" icon to the top right of a field.

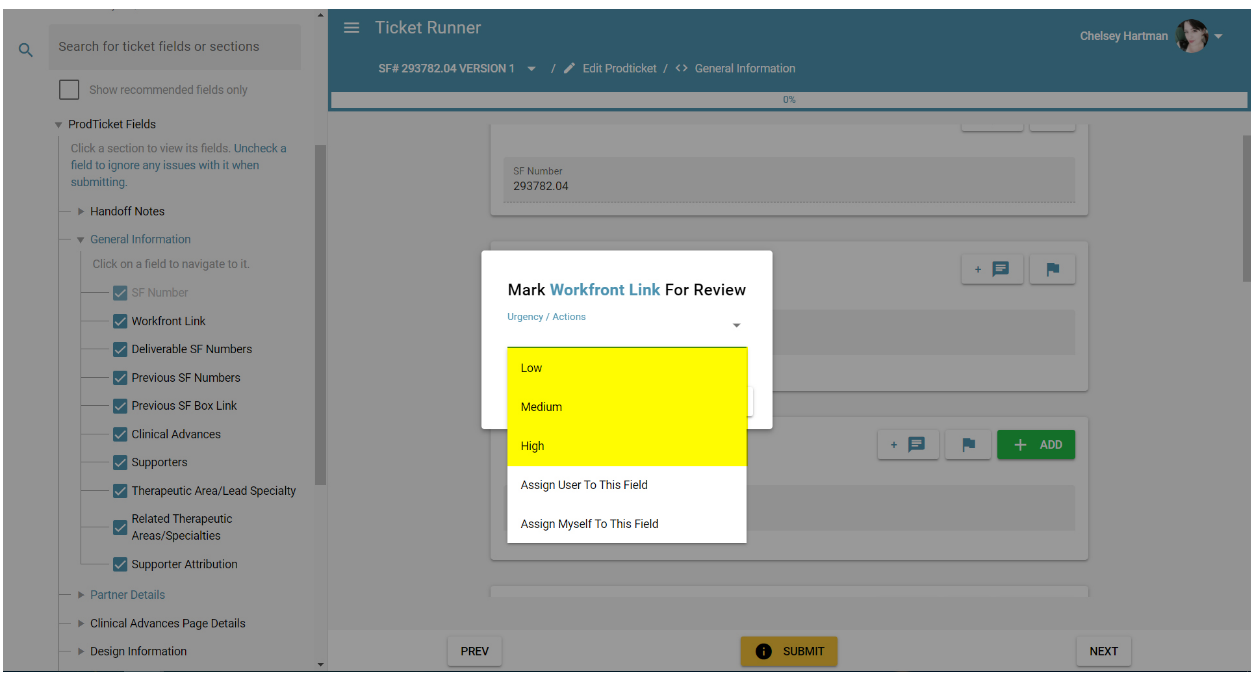


A pop-up will appear with a drop-down labeled **Urgency/Actions**.



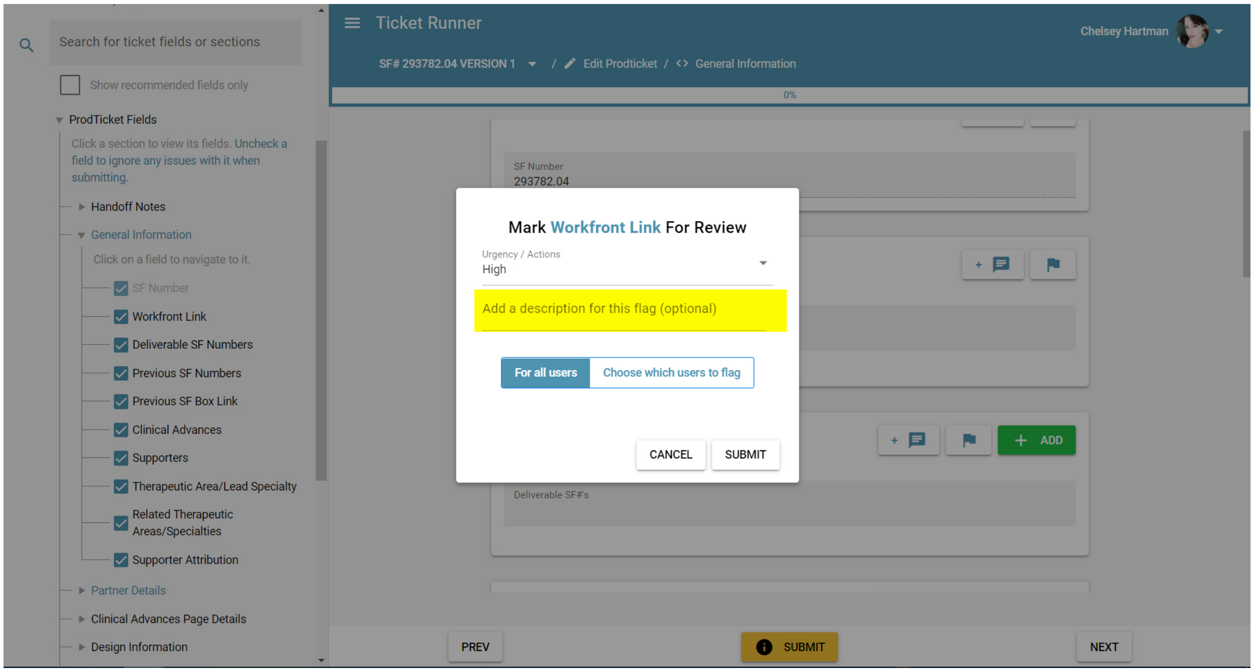
Click on the drop-down menu in the pop-up.

From here, select the urgency of the flag.



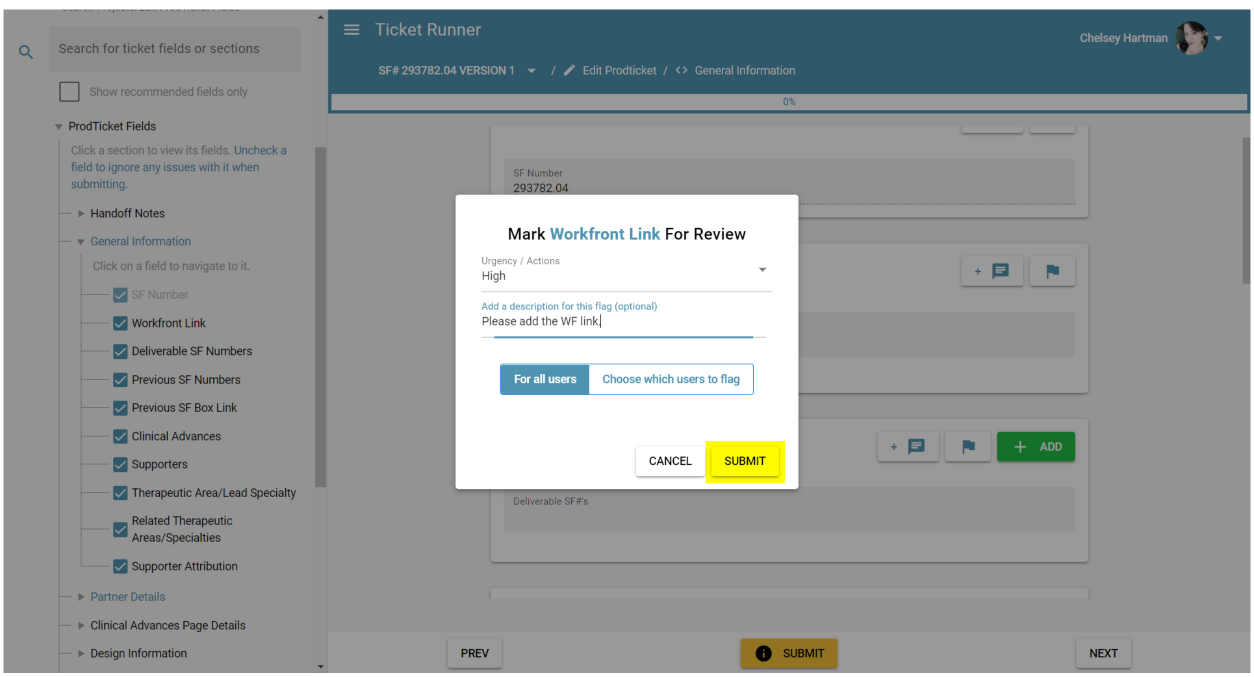
The pop-up will change.

Under the Urgency/Actions drop-down will be a text box labeled **Add a description for this flag (optional)**.



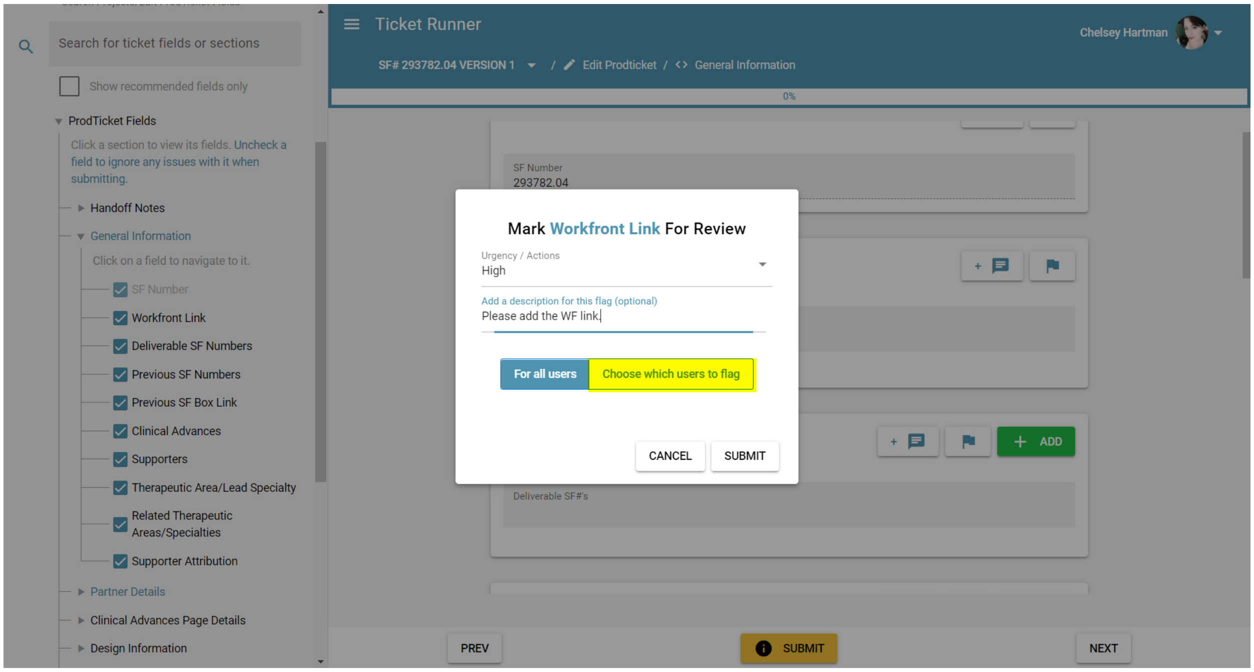
If the flag is for a <u>all users</u>…

Click **Submit.**



If the flag is for a <u>specific user</u>…

Click **Choose which users to flag**.

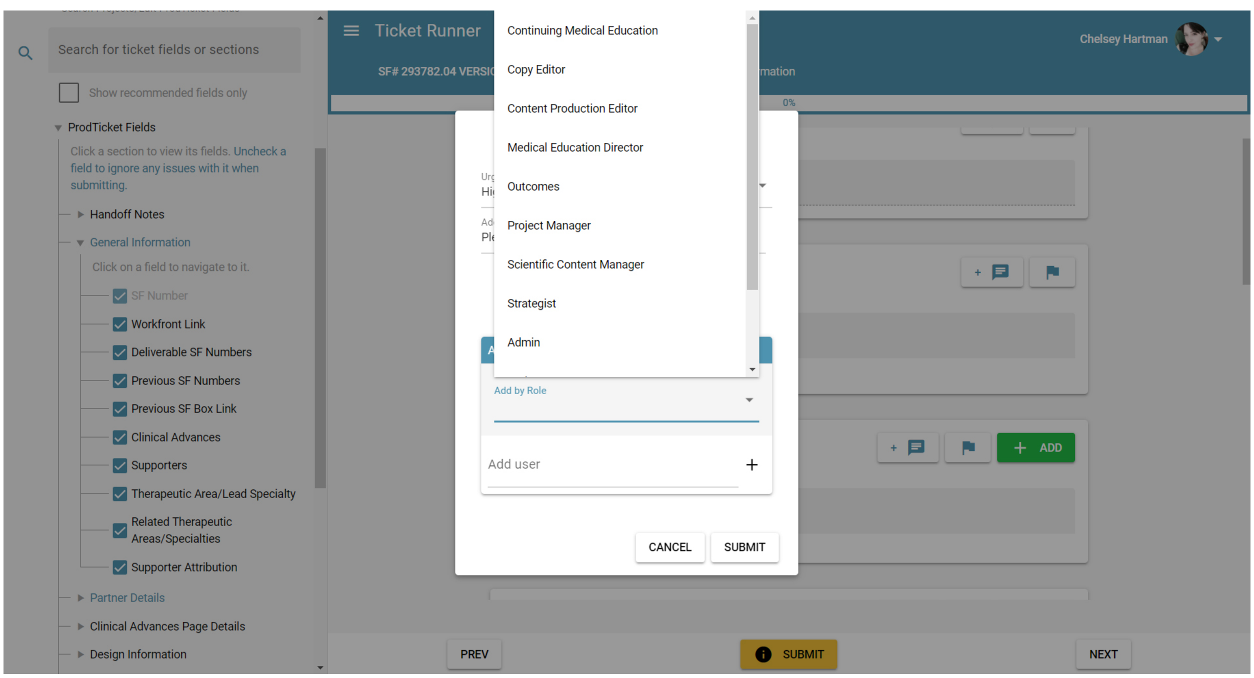


The pop-up will become larger.

A new area will appear called **Assign other users to this project**.

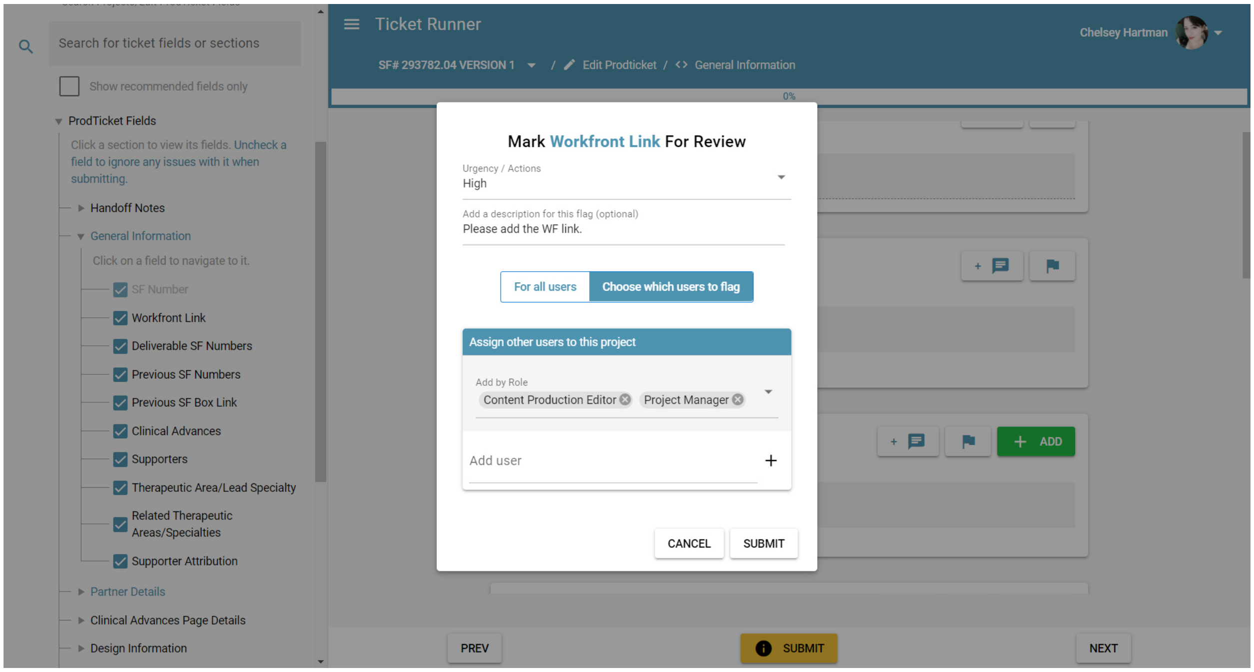
If you'd like to add a department...

Click **Add by Role**. A drop-down will appear.



Click on the role(s) you'd like to choose. They will appear in the text field.

To close the drop-down, click anywhere outside it.

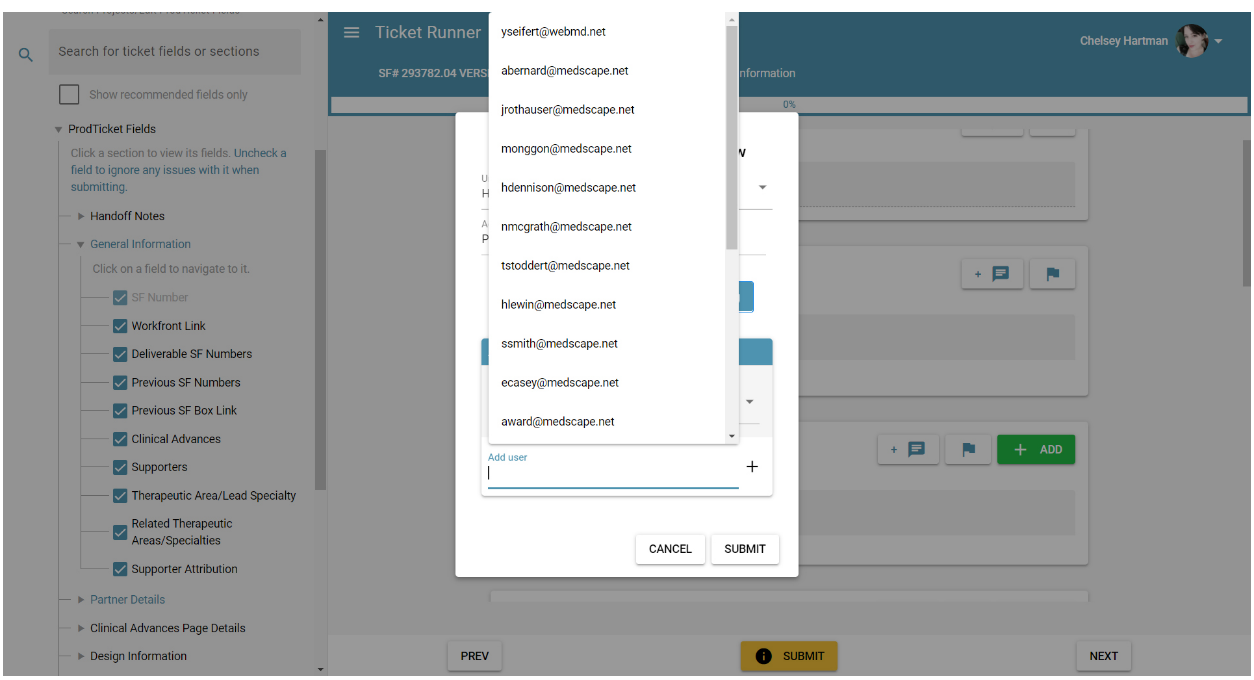


If you'd like to **remove** a role, click the X beside it.

If you'd like to add specific people...

Click on the **Add user** text field.

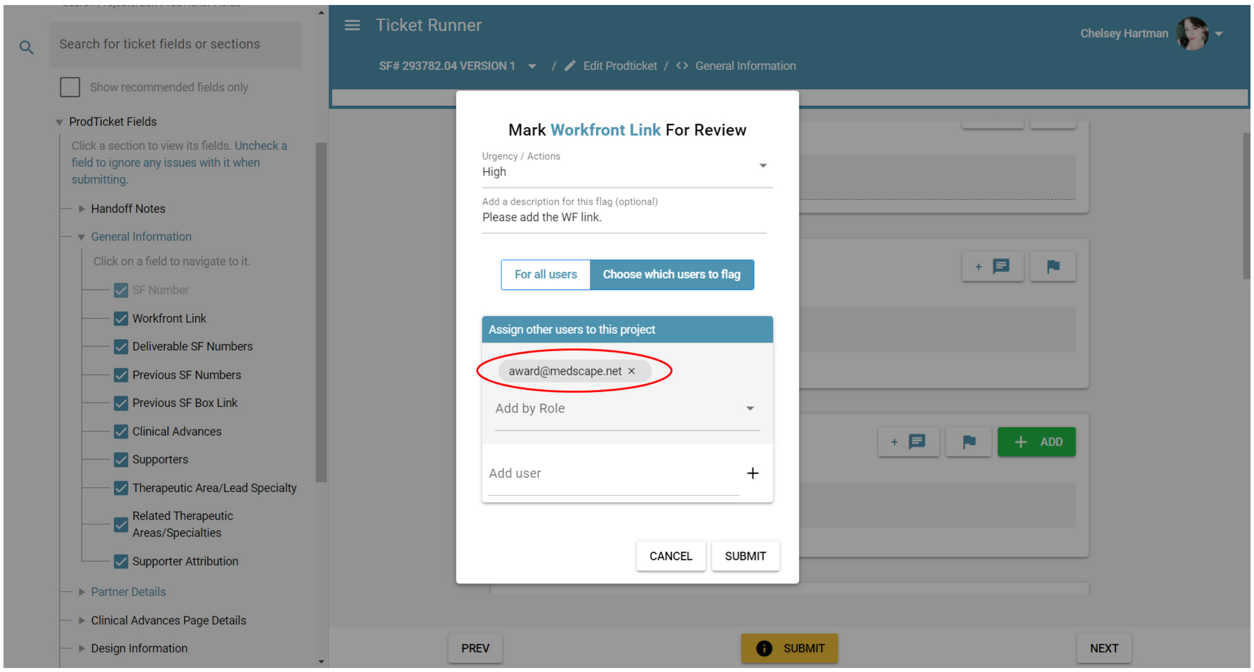
A drop-down will appear.



Click on the name of the person you would like to add.

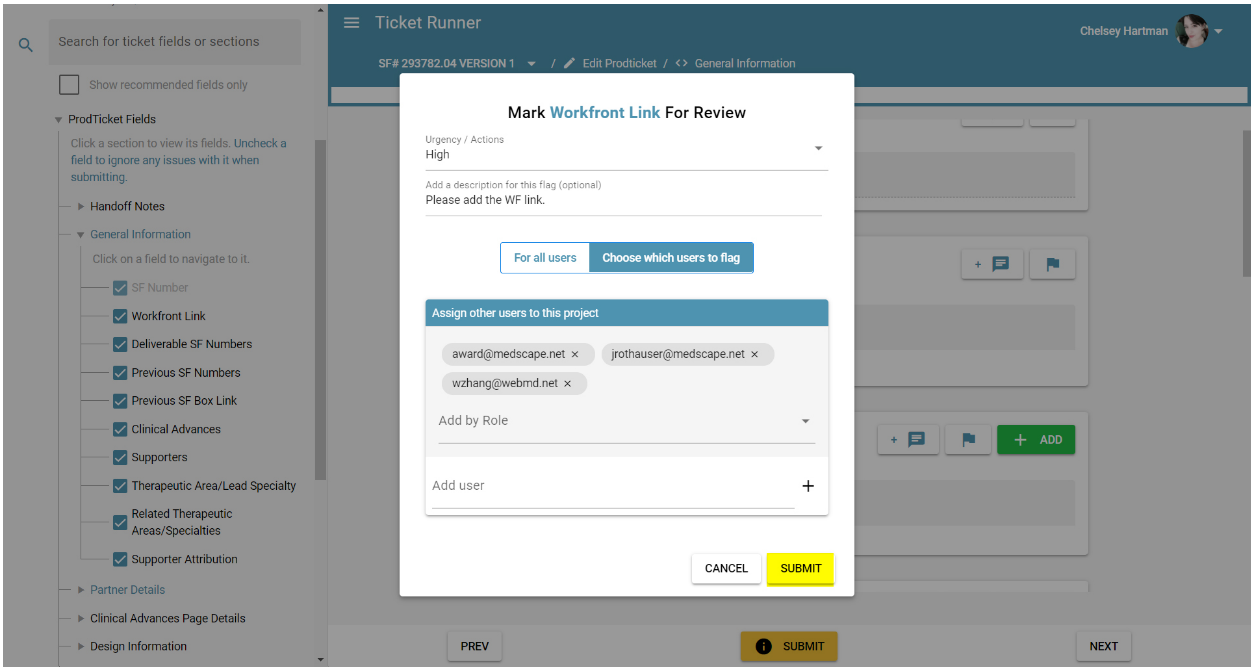
The drop-down will disappear.

Their name will appear above the **Add by Role** drop-down.



You can add more users by clicking on the **Add user** text field and repeating the steps above.

When finished, click **Submit**.



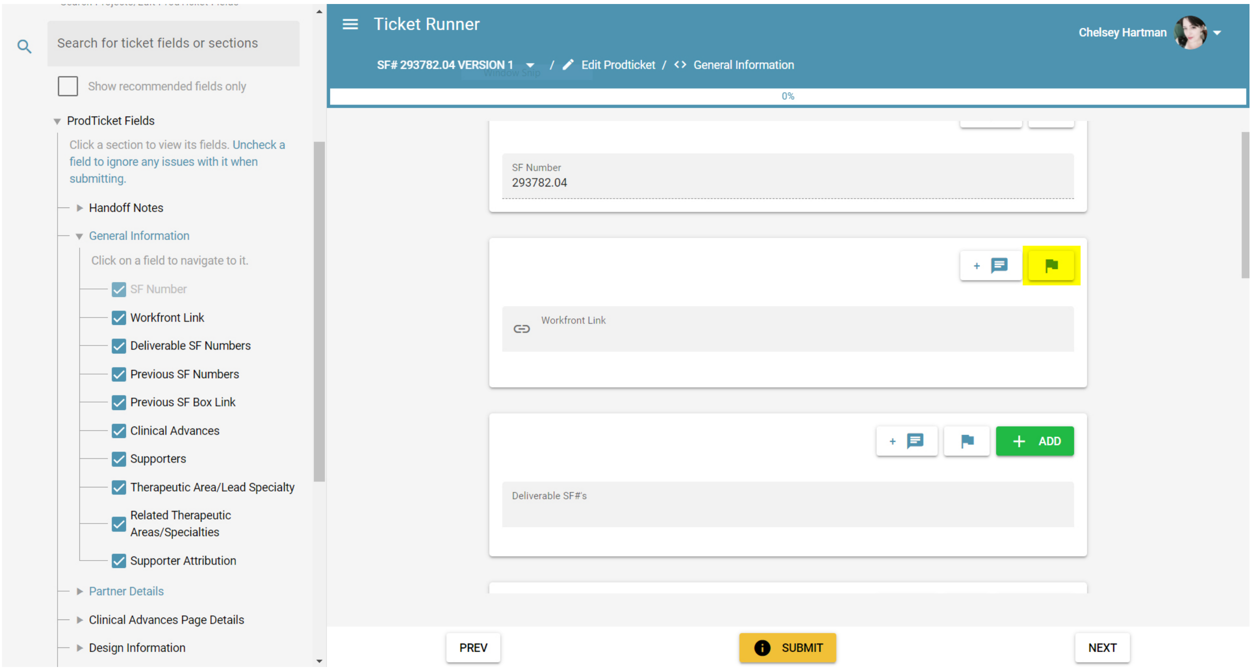
The pop-up will disappear and a notification will pop-up at the bottom of your screen that says, "**Flag Updated**."

⚠ You can only create one flag per field at a time. To add a new flag, either remove the flag you've created, or edit it to reflect the desired changes.

EDIT A FLAG

After flagging a field, a note will be added to the field indicating that you have flagged it.

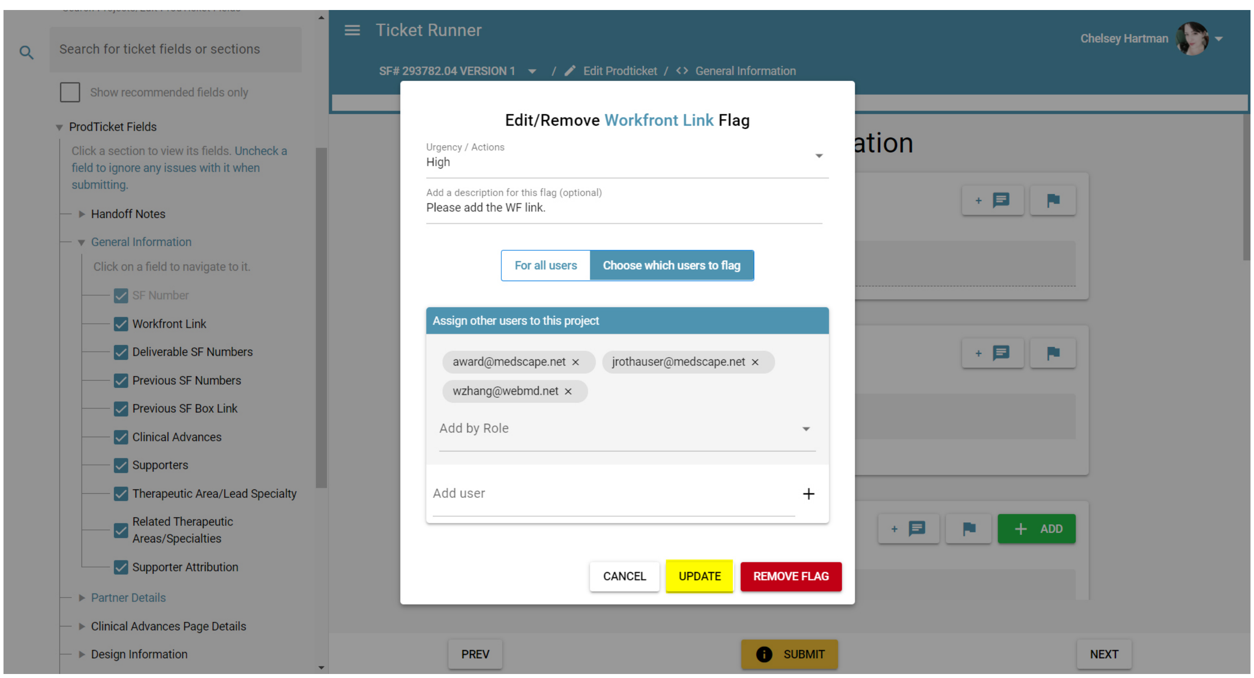
To edit the flag, click on the **flag** icon in the top right of the flagged field.



A pop-up will appear.

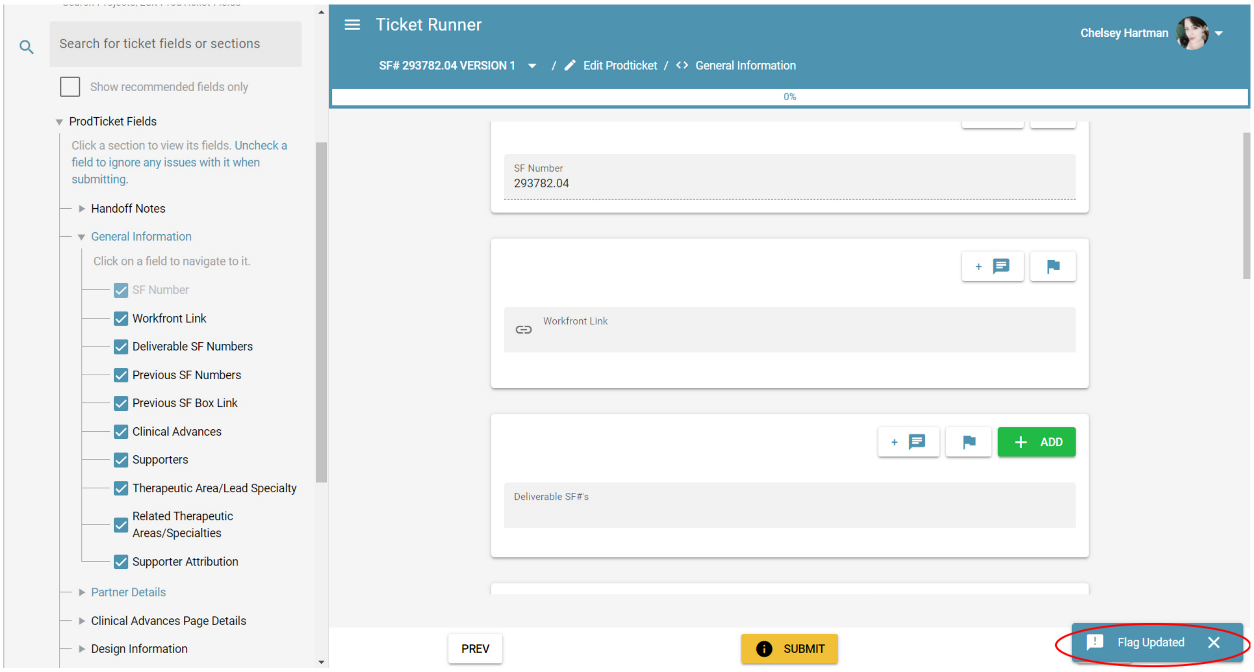
Click on any of the fields you wish to edit.

Once you've made your changes, click **Update**.



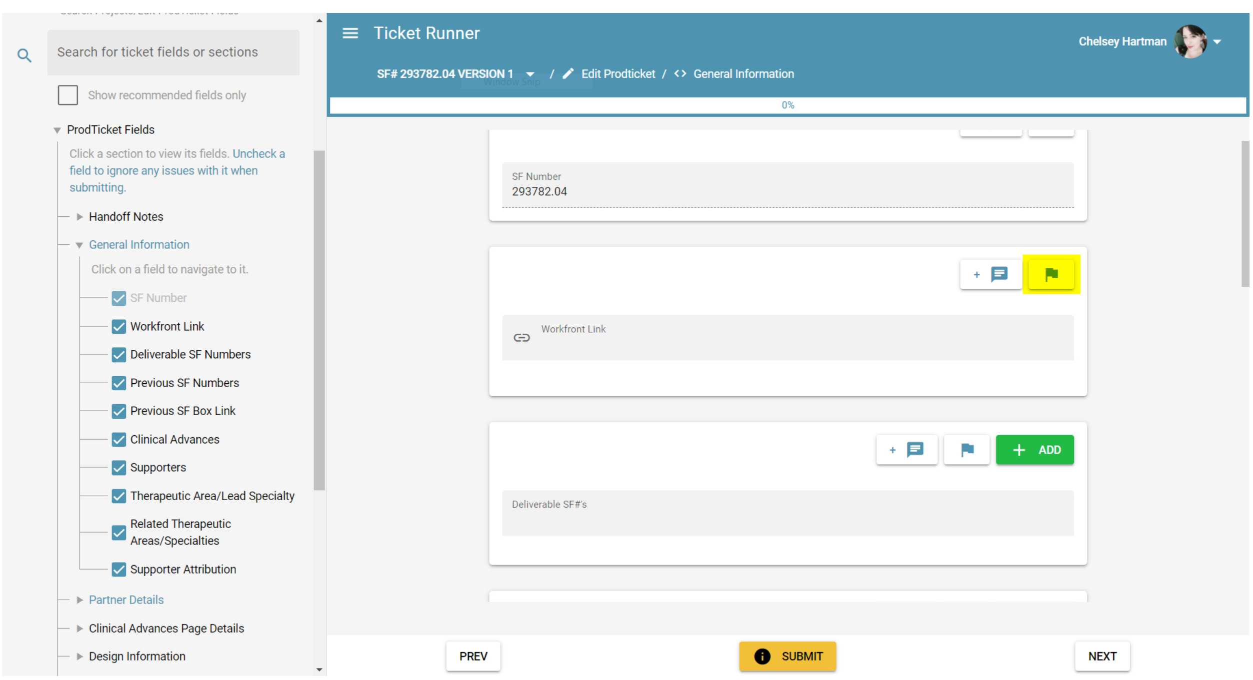
The pop-up will disappear.

A new pop-up will appear in the bottom right-hand corner that says, "**Flag updated**."



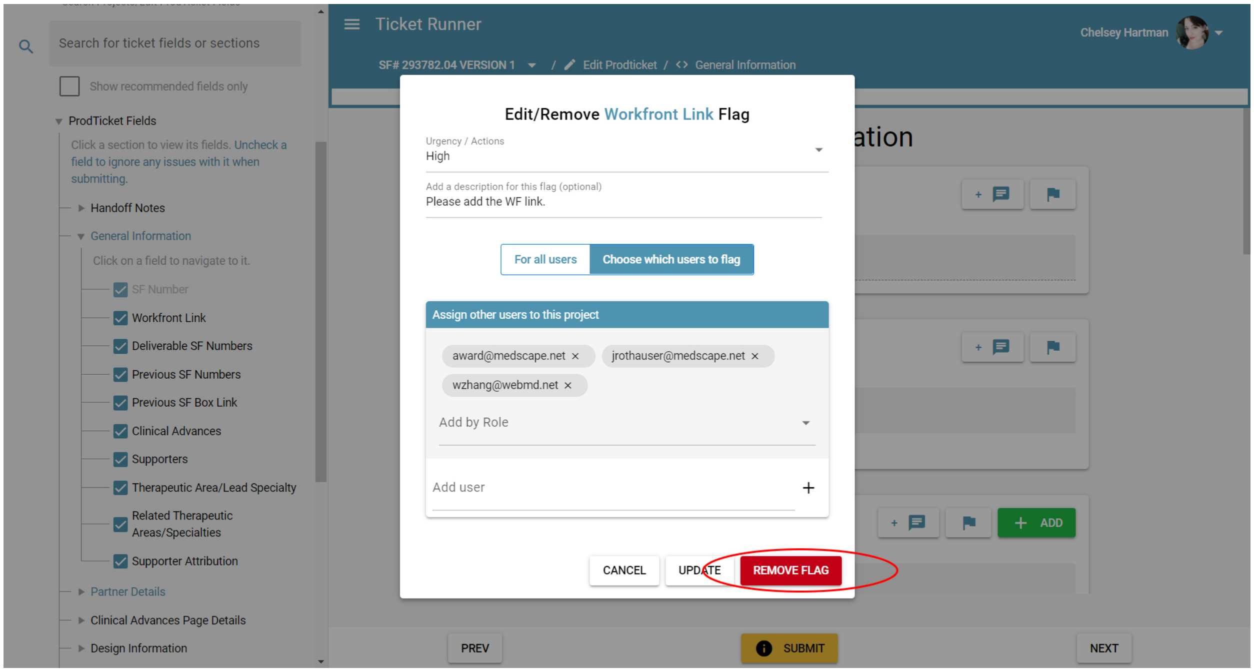
REMOVE A FLAG

To remove the flag, click on the **flag** icon in the top right of the flagged field.



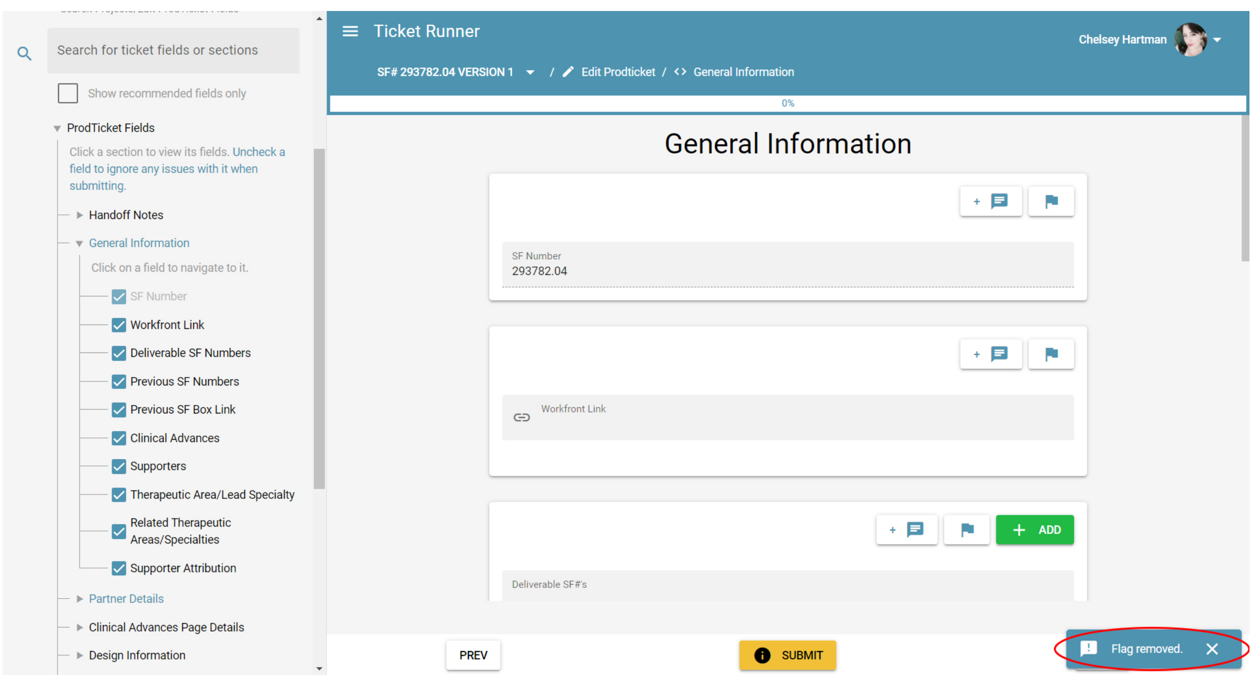
A pop-up will appear.

Click on the **Remove Flag** button in the lower right-hand corner of the pop-up.



The pop-up will disappear.

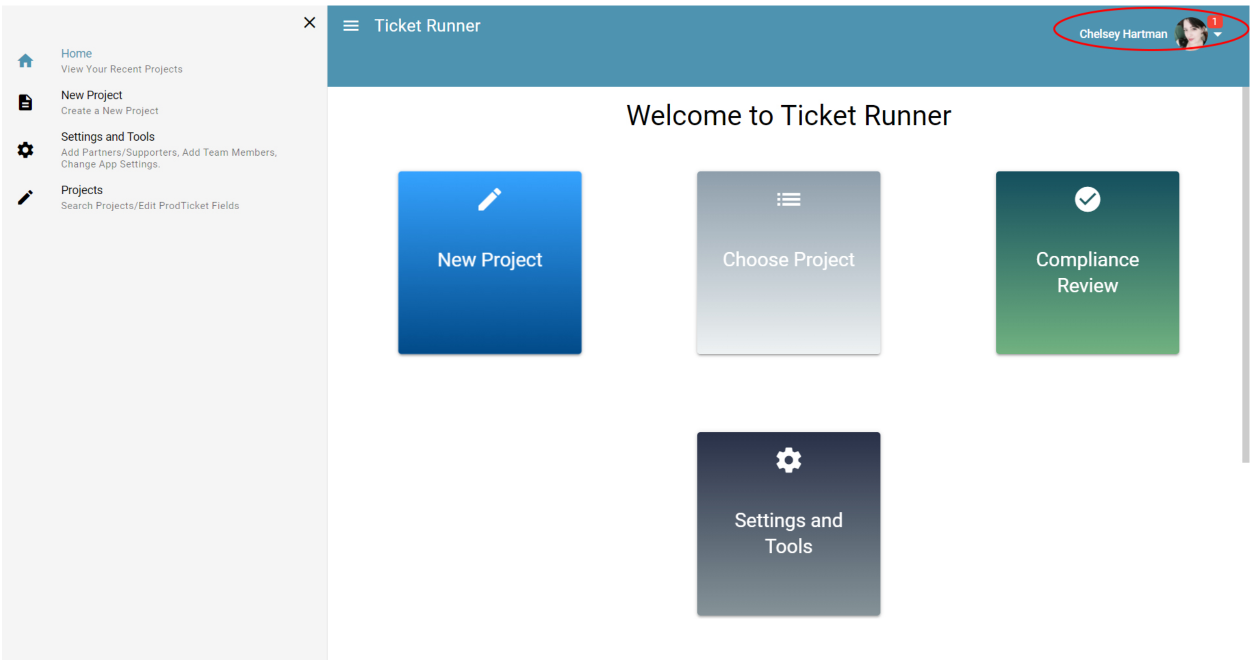
A new pop-up will appear in the bottom right-hand corner that says, "**Flag removed**."



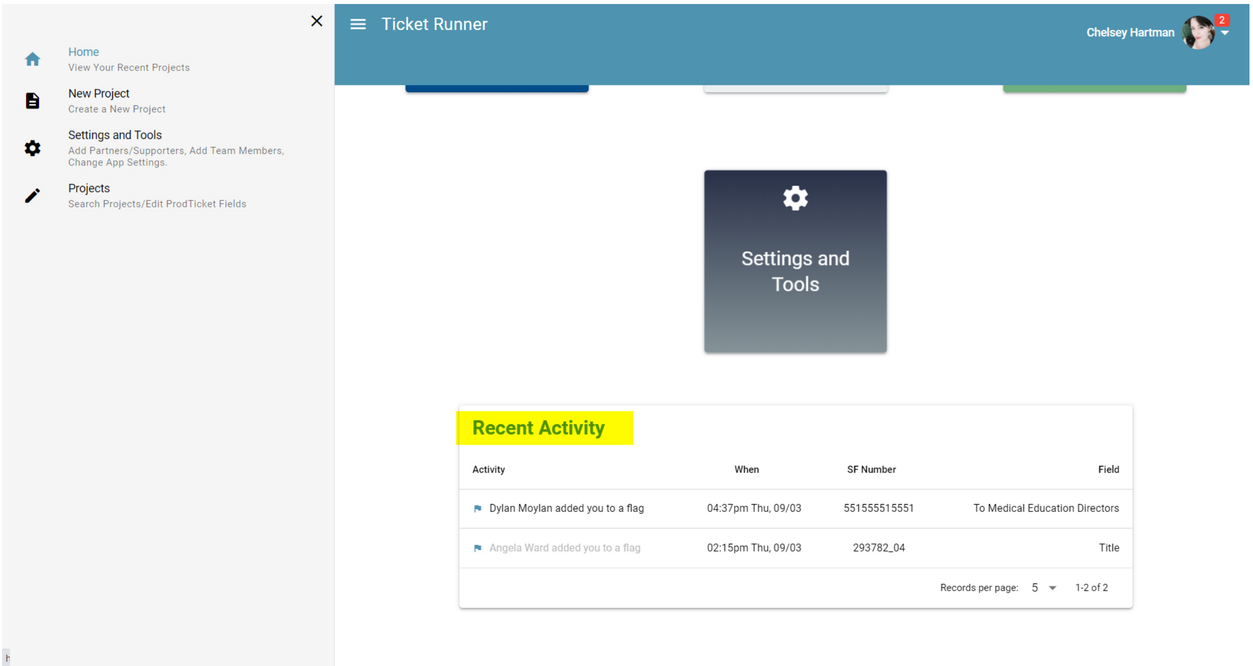
VIEW A FLAG

If you have been included in a flag created by another user, you will receive an alert. This alert will be visible in one of two places:

1. At the top-right of Ticket Runner, next to your profile picture



2. Under **Recent Activity** on your homepage

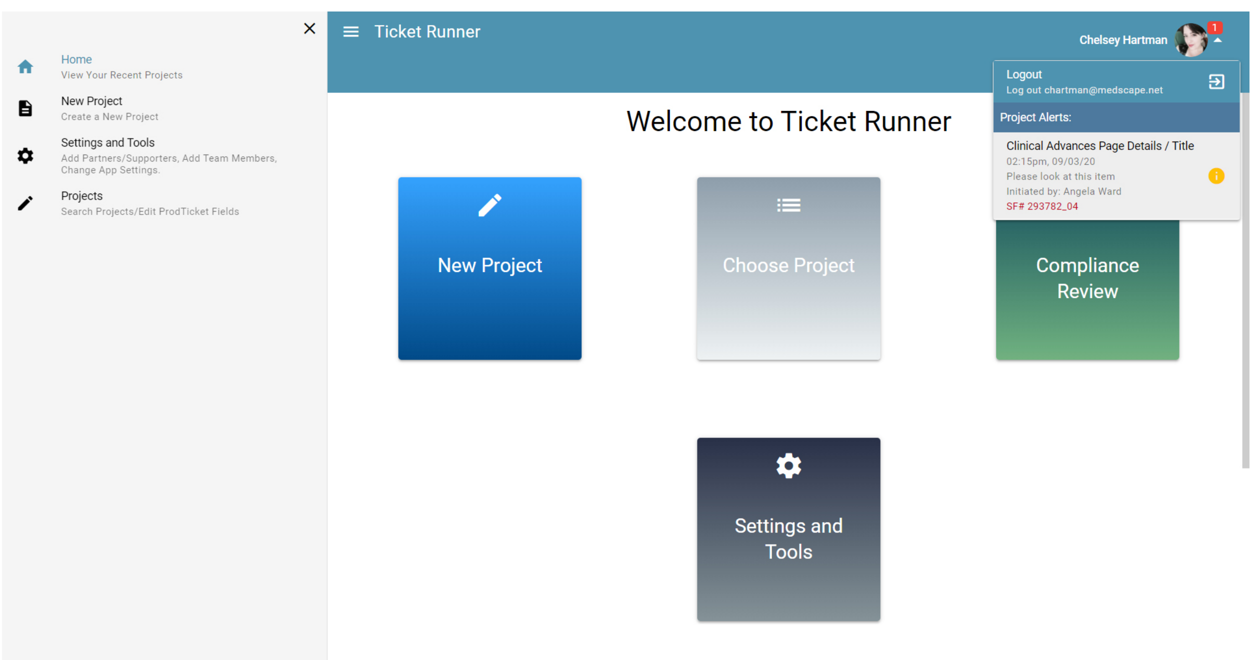


To view the flag from your Recent Activity, click on the item.

OR

To view the flag from your profile picture, click on the arrow under the alert icon.

A drop-down will open.

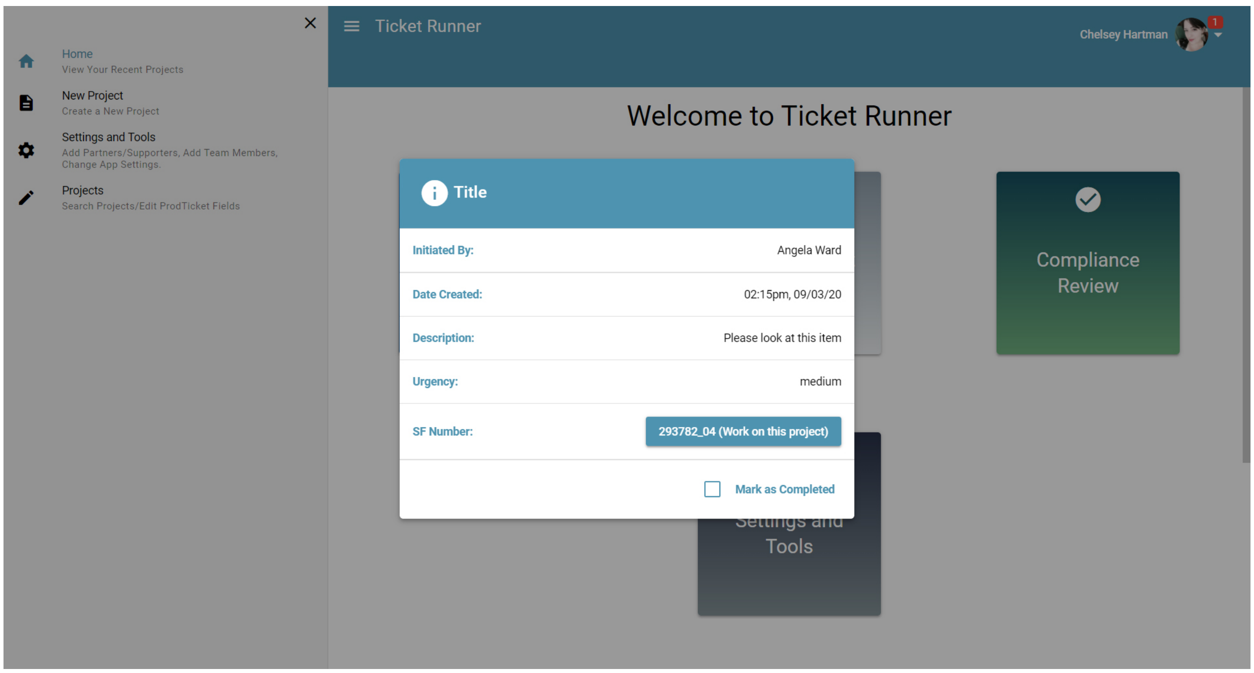


The drop-down will show you a list of **Project Alerts:**

- The title of the program + the area that was flagged
- The date and time the item was flagged (this will appear in EST)
- The name of the person who tagged you
- The project number

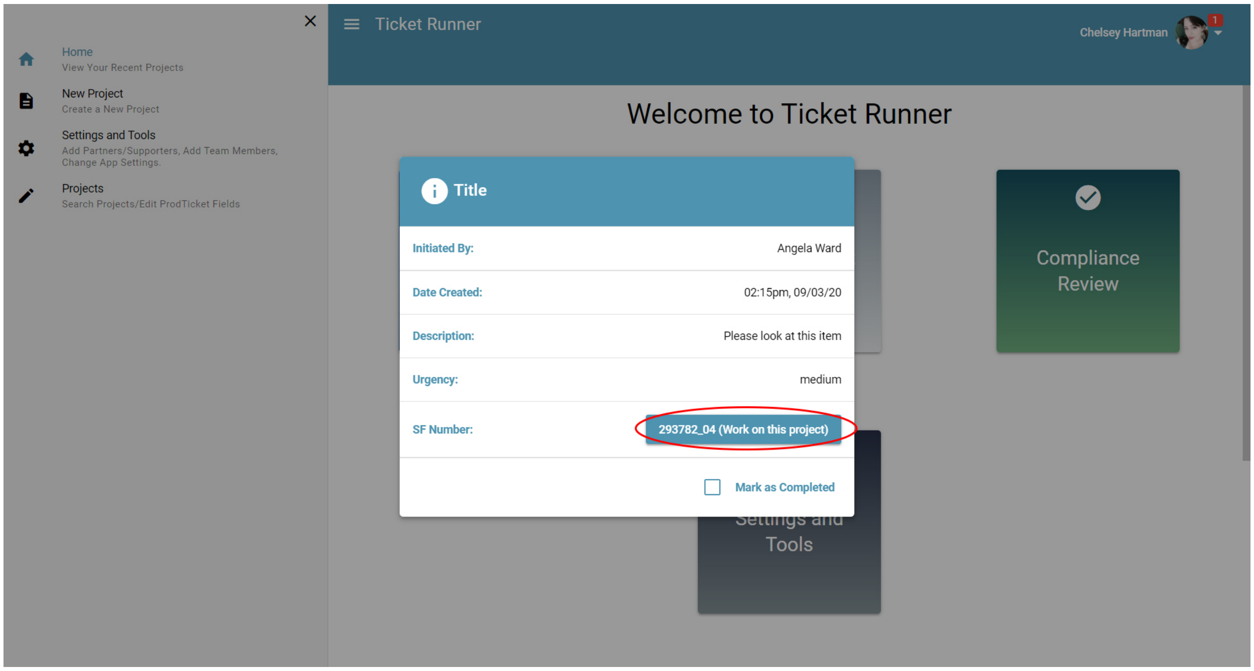
The icon next to that information will indicate the level of urgency of the item. A yellow icon, as appears above, indicates a **medium** level of urgency. Green would indicate low and red would indicate high.

Click on the item and a pop-up will appear.



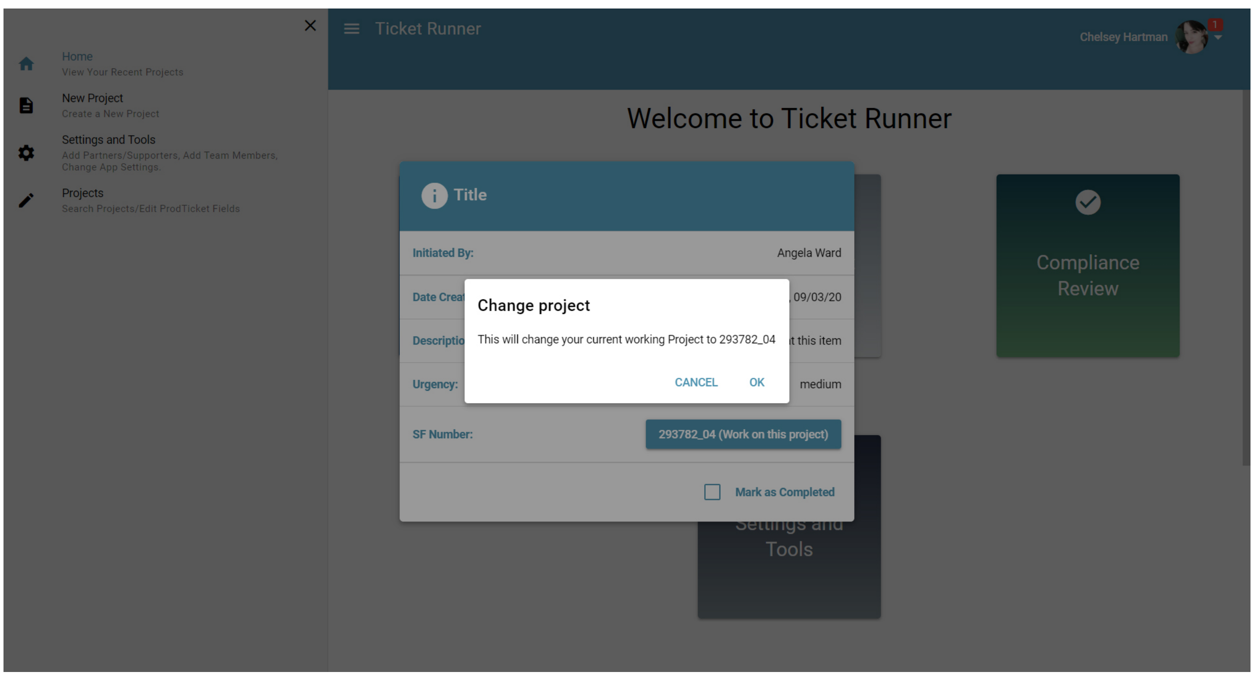
This pop-up will give you the same information, but will allow you to go directly to the project.

Click the button that says **Work on this project**.



If you're currently working on a project, you will get a pop-up warning you that proceeding will change the project you're working on.

If you're sure the work on your other project has been saved, click **OK**.

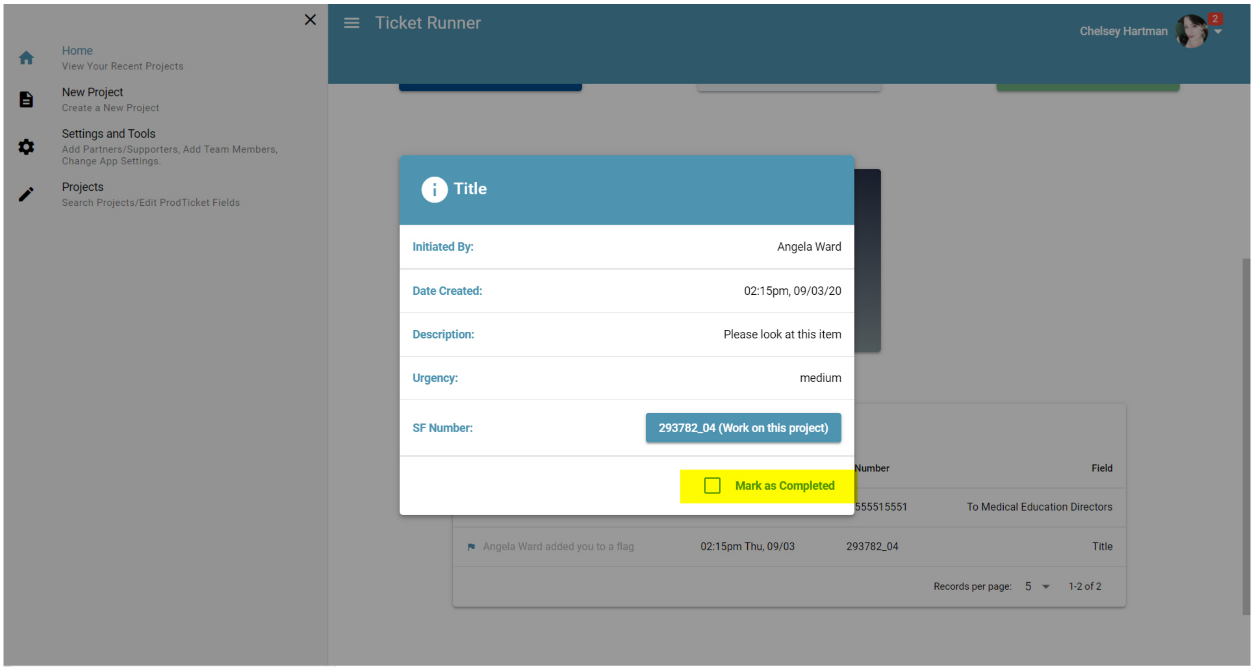


The field in that requires your attention will be marked with a flag indicator.

Clicking on any of these items will open a dialog with further details about the new flag.

MARK A FLAG COMPLETE

To acknowledge a flag as viewed and and addressed, you can click the **Mark as Completed** checkbox in the flag details pop-up.



This will remove the flag from your alerts and notify the flag's author that you have addressed the issue.

VERSIONING SYSTEM

Every time a user submits their changes to a project, it is saved to the server under a new version - from version 1, 2, and upwards. The history of these changes can be viewed by anyone, at any time, through the list of projects on the "Projects" page.

Viewing a project's submission history: To view the submission history of a project, click on the menu icon to the left of a project in the "My Projects" list, or on the "info" icon to the left of a project in the "All Projects" list. You may also view the submission history of the project you are currently editing by clicking on the project's SF number in the heading at the top of the screen.

Rolling back to a previous version: (Team Lead, pm, and cpe) At times, it may be necessary to roll a prodticket back to a prior version. To do so, first begin editing the project (see "To begin editing a project" under "viewing and editing tickets). While editing a project, click on a submission from the submission history menu, which will open a new dialog with details about the submission. Below the dialog, click the red button labeled "Swap to this Version".

> ⚠ **Warning:**
>
> Switching ticket versions is final, and will remove any unsubmitted changes you have made to the current version, as well as any changes that were made in subsequent ticket submissions.

COMMON SUBMISSION ISSUES

In an effort to improve the quality and consistency of ProdTicket submissions, TicketRunner may ask that you correct a variety of issues before submitting your changes. If any corrections need to be made, they will be listed as clickable links in the submission pop-up dialog.

> ⚠ To ignore any issues with a field and proceed with submitting anyway, you can un-check the relevant field in the navigation bar on the left-hand side.

Some common issues are listed below.

REQUIRED FIELD WAS EMPTY

Depending on your role and what tasks your manager has assigned to you, certain fields on the ProdTicket may be considered "required", and must be completed before the ticket can be submitted. To view only the fields that are required to you, you can check "show required fields only" in the side-bar.

> ⚠ To ignore a "required" field and proceed with submitting anyway, you can un-check the relevant field in the navigation bar on the left-hand side.

VALIDATION ISSUES

Certain fields may have limitations set to the content that they accept such as character count, word count, or special character/formatting requirements. When such rules exist, red text explaining the issue will appear below the field in question.

OTHER ISSUES

There may occasionally be other issues with submission which may be caused by internet connectivity problems or server outages. If no issues are highlighted in the submission dialog and clicking submit isn't working, please confirm that you have a working internet connection.

> ⚠ Un-submitted changes are periodically saved to your browser, but these changes will be lost if you delete your cache/cookies.

FREQUENTLY ASKED QUESTIONS

Q: WHAT TIMEZONE DO THE TIME STAMPS COME FROM?

The time will display in your current timezone. Example, if someone in the EU makes a change at 10:00 AM their time, but you're in the US, it will show you that the change happened at 4:00 AM.