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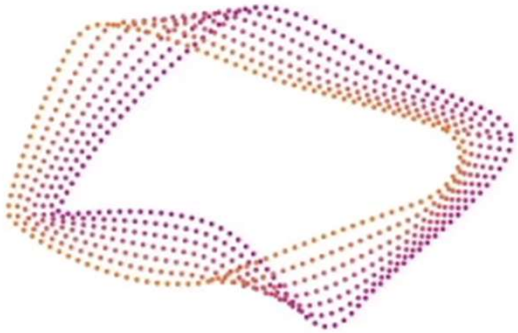
SGTS ITSM – APEX Cloud Support (JIRA) User Guide v1.0



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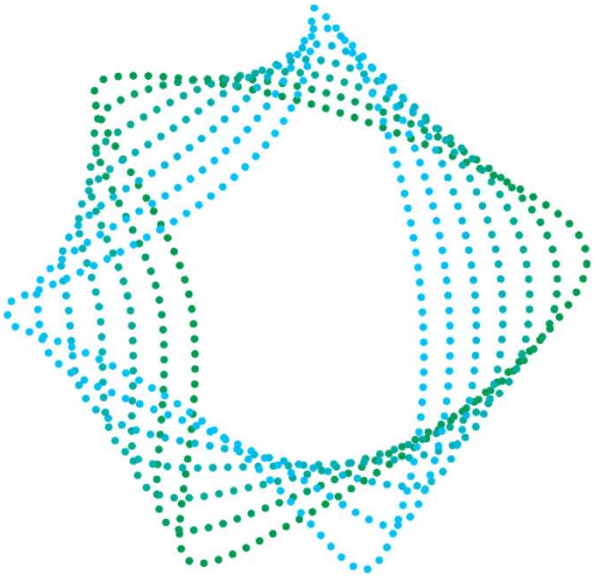
Apr 2023



Customer Support basics and forms

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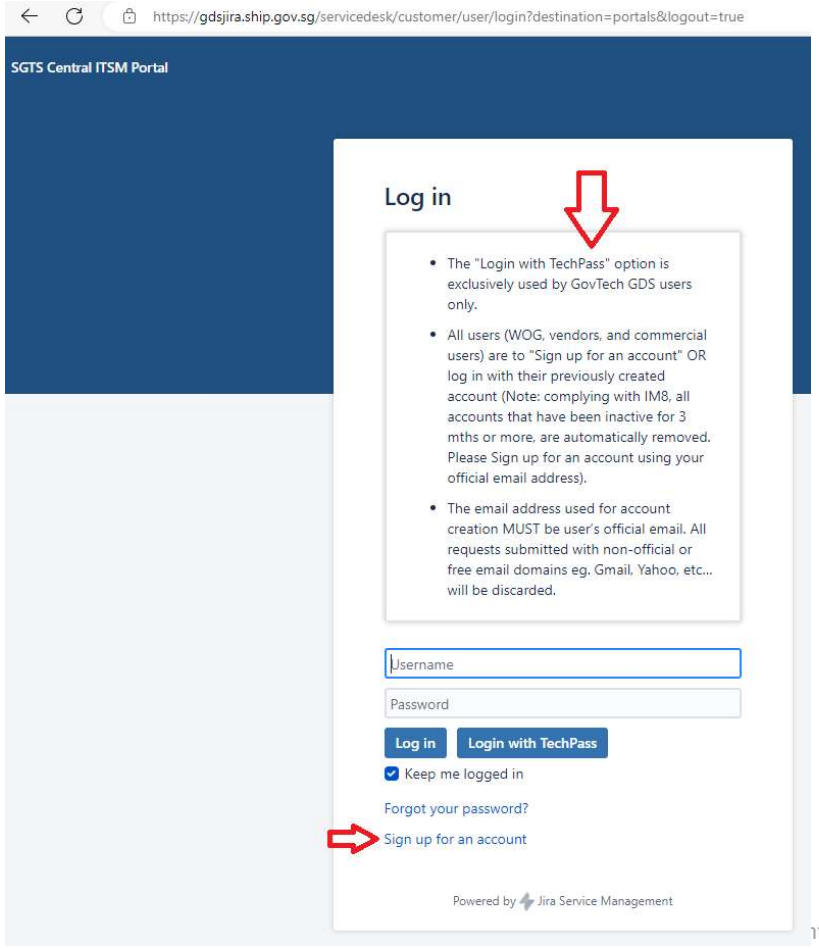
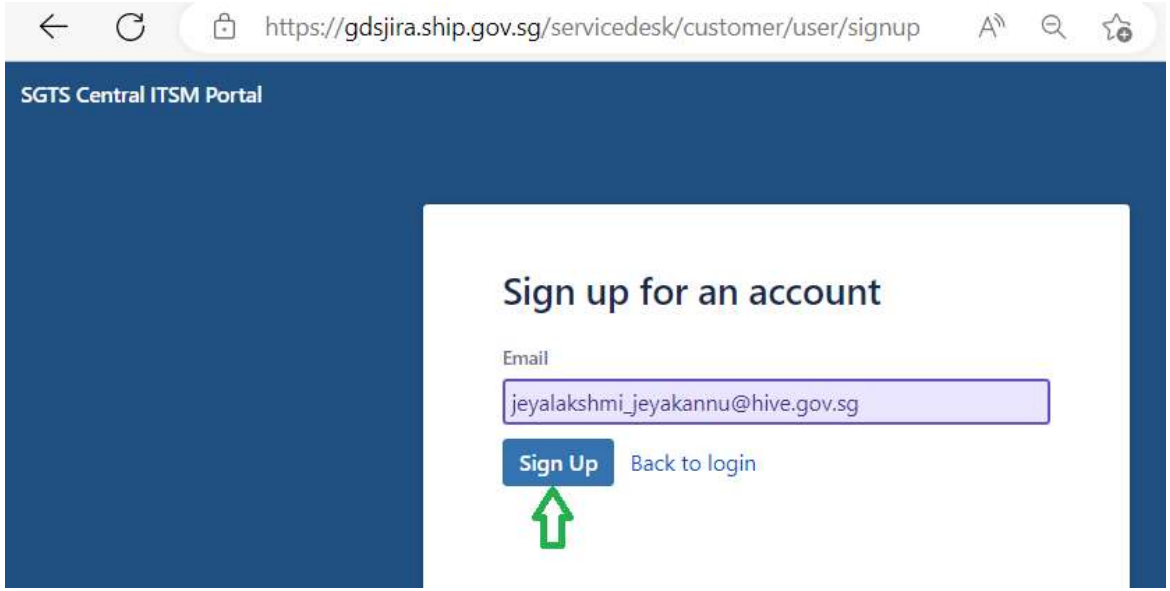
Customer (End User) Support: (1) Login using TechPass or Create Account

URL: **https://gdsjira.ship.gov.sg/servicedesk/customer/portals**





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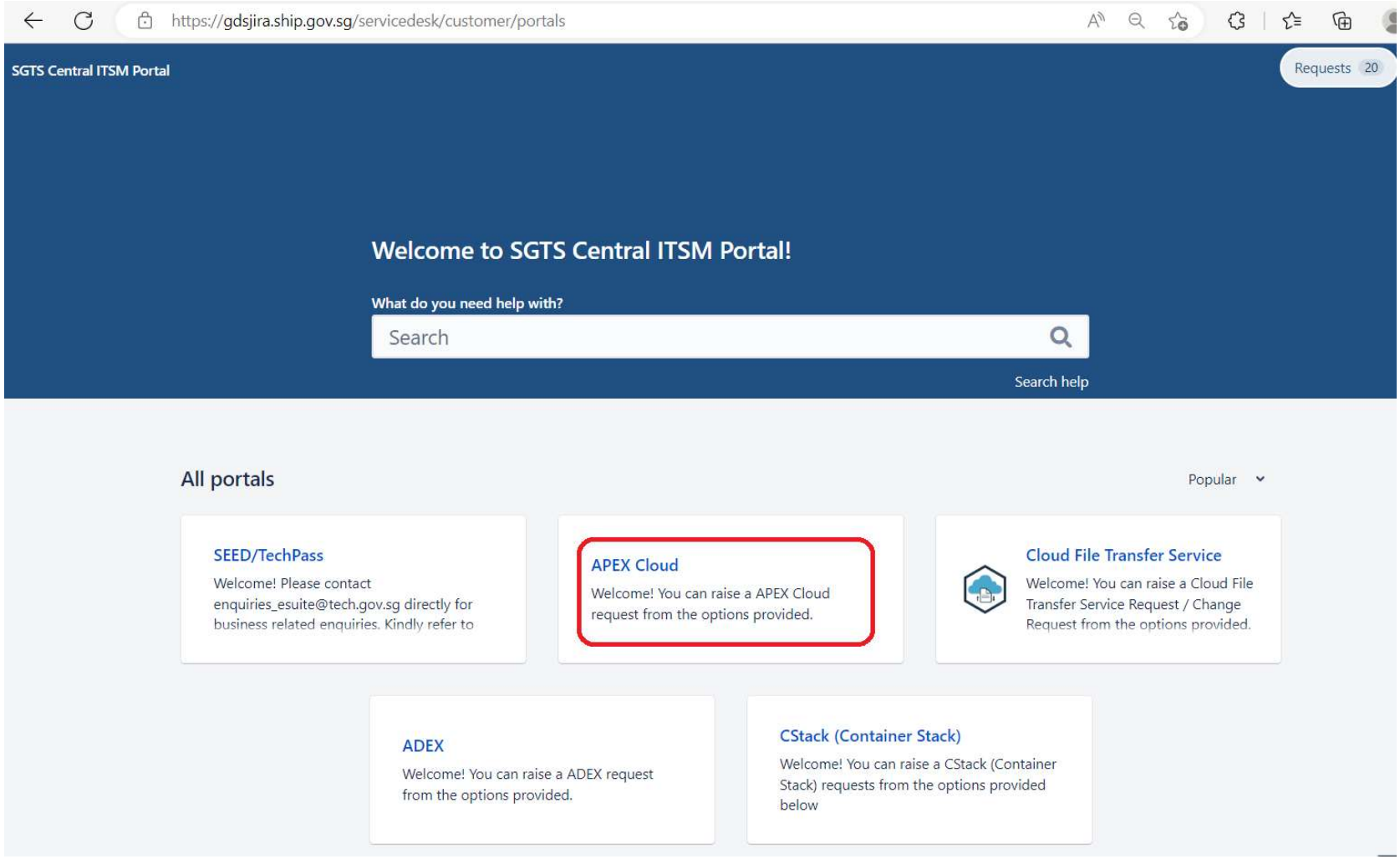
Customer (End User) Support: (2) Select APEX Cloud



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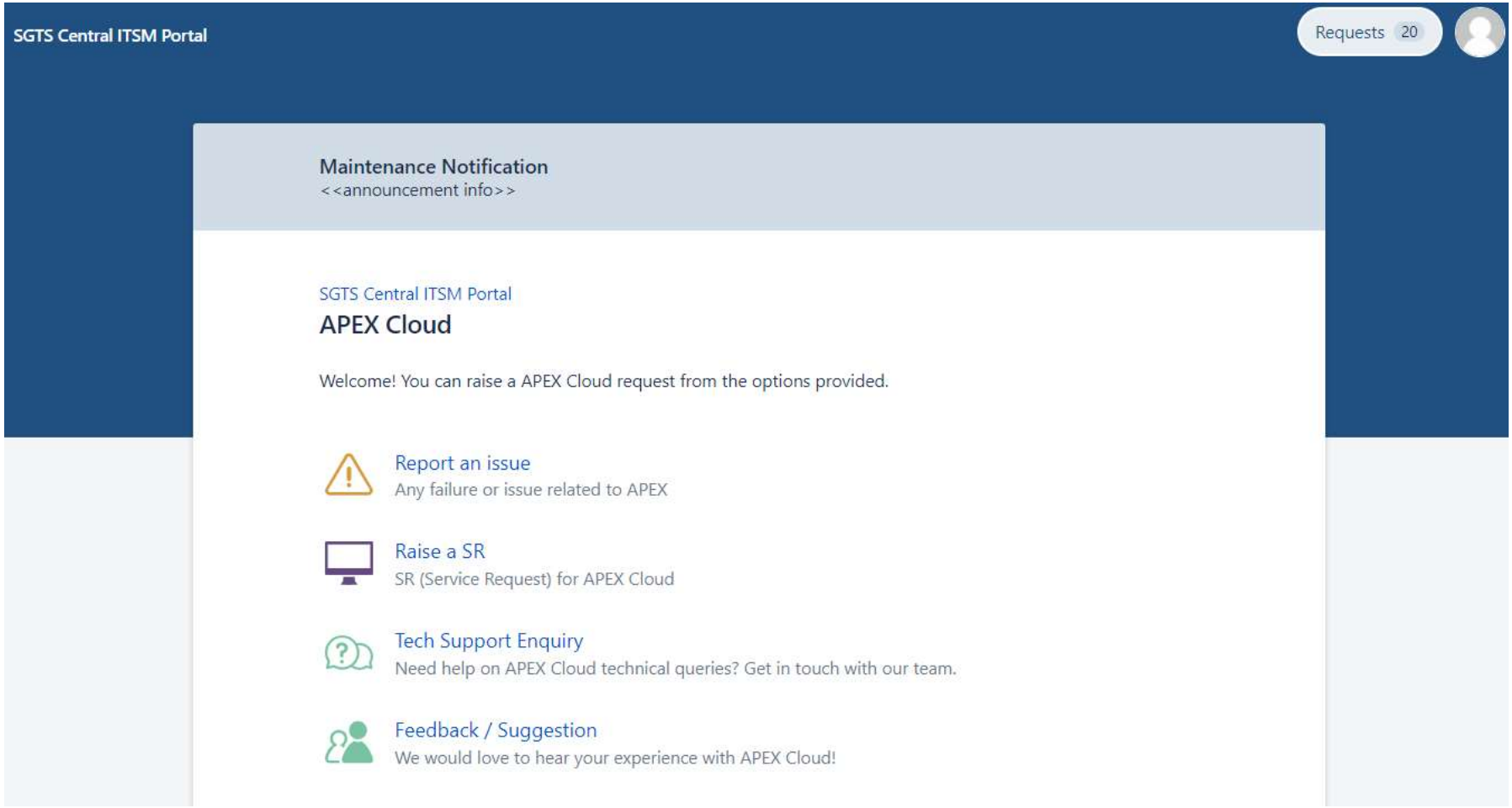
Customer (End User) Support: (3) Form submission



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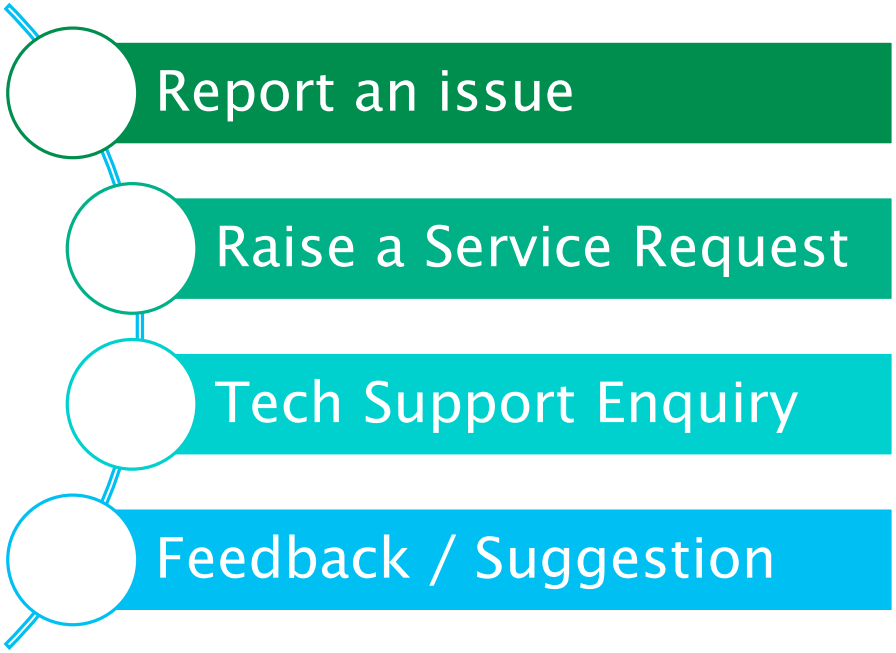
Customer (End User) Support: Forms



APEX Cloud tenant to select any of support form from the selection and report to the support team

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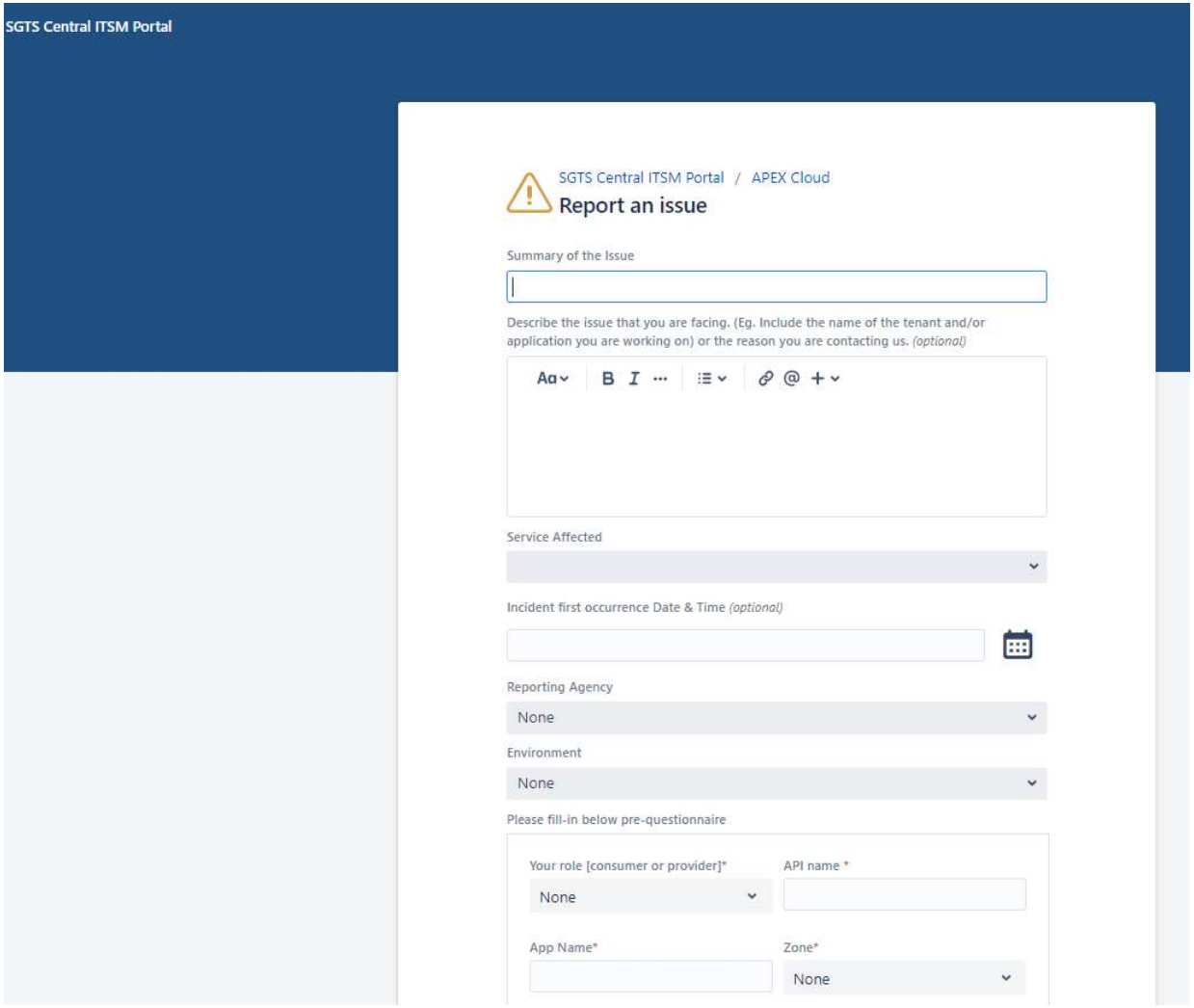
Customer (End User) Support: Report an issue



- Ack Email will send to Reporter

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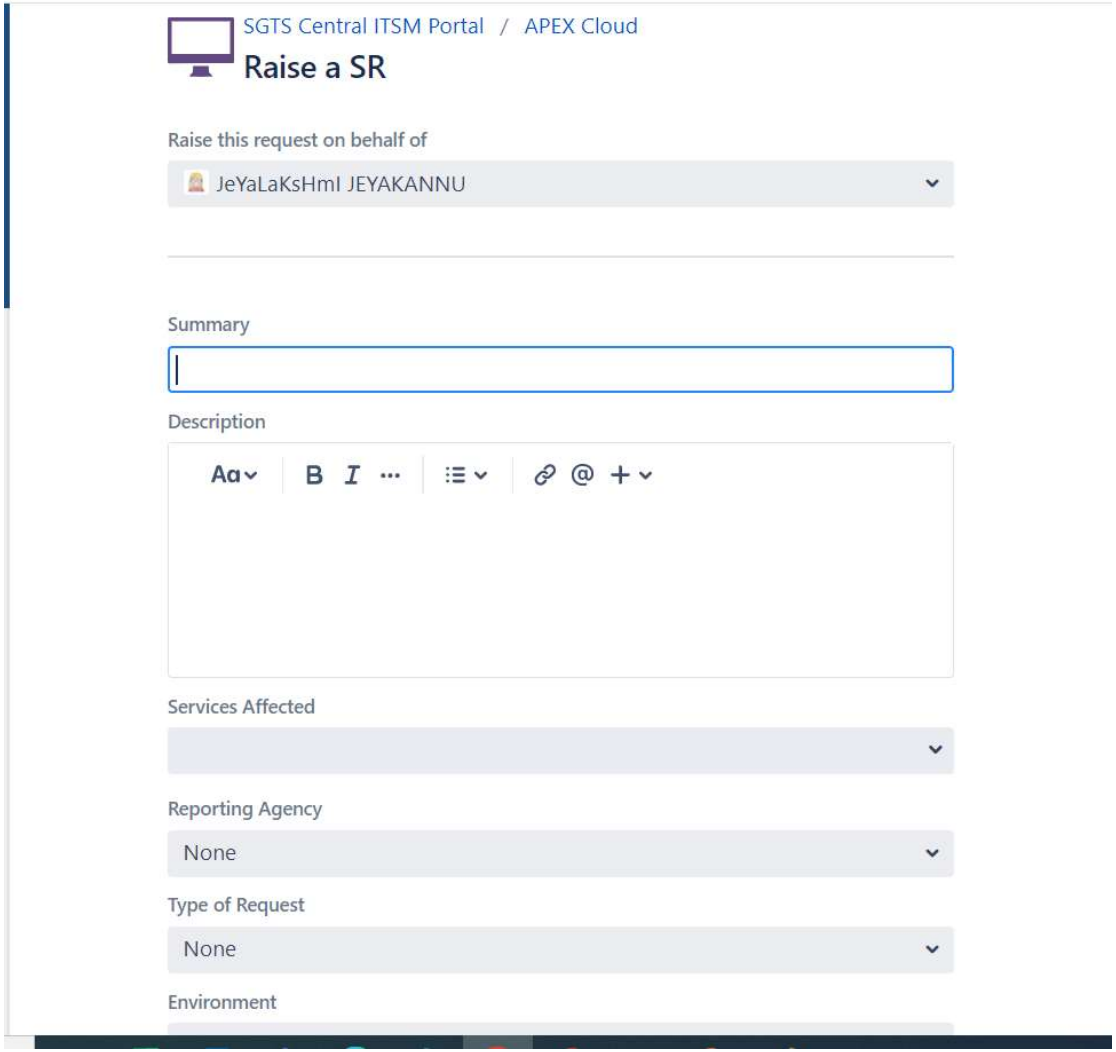
Customer (End User) Support: Raise a Service Request (SR)



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Customer (End User) Support: Technical queries, Feedback

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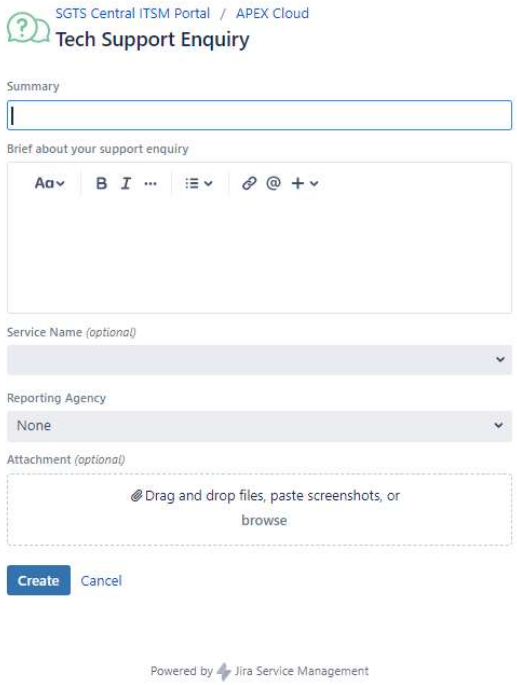

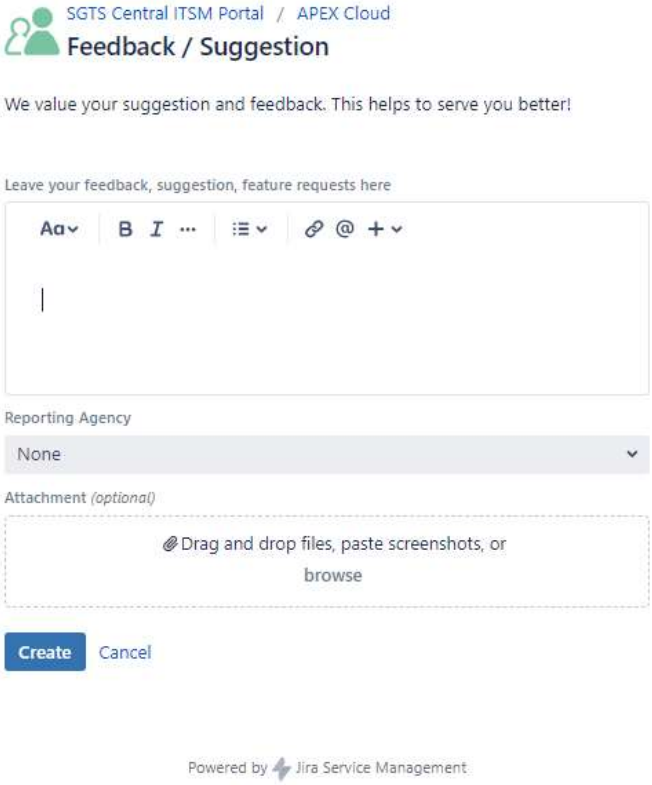

- Ack Email will send to Reporter

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Customer (End User) Support: (4) My Issues and follow-ups

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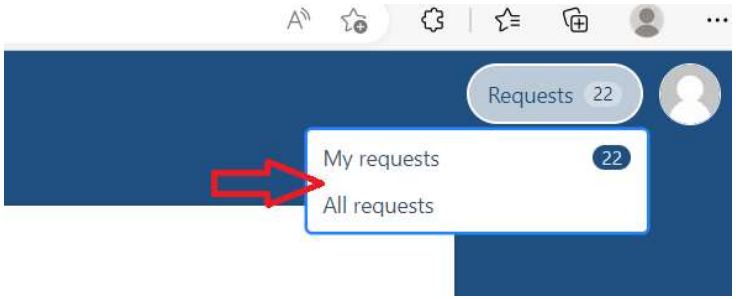

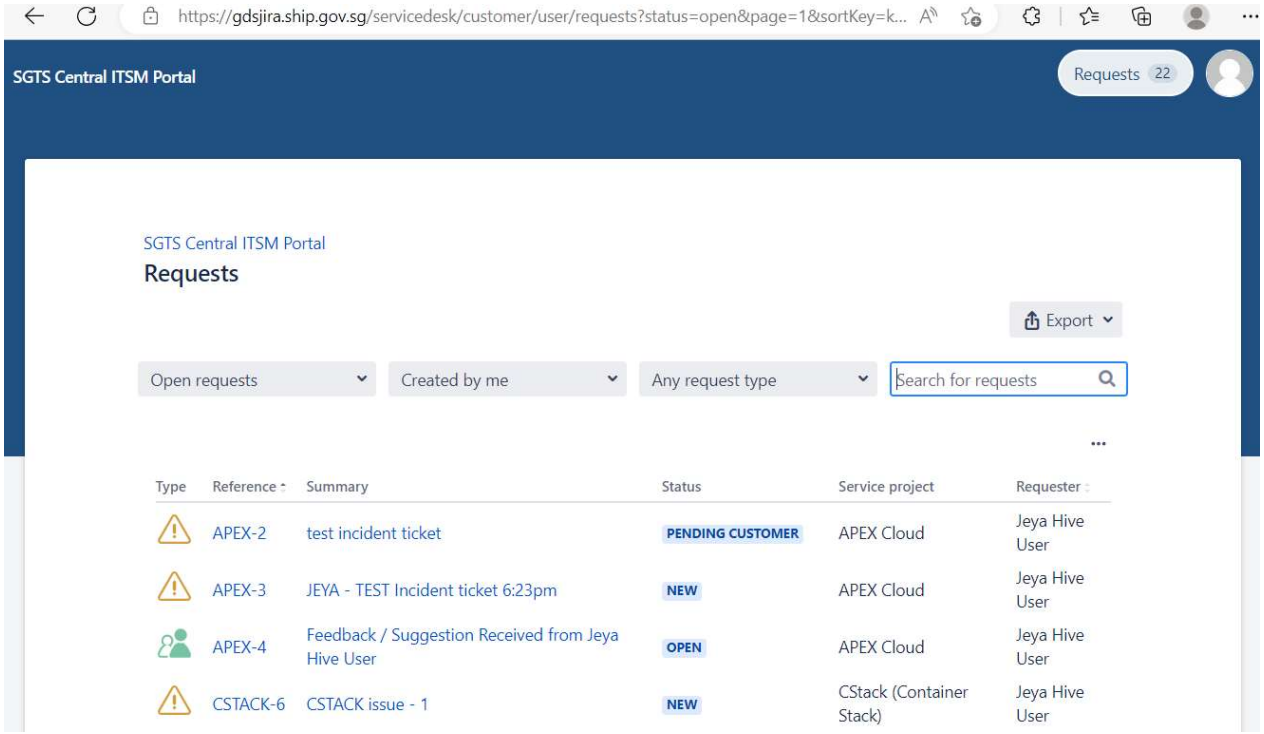

- Filter, Export requests
- Check current status
- Share ticket with other colleagues / team-mates
- Comment, add attachments to the ticket

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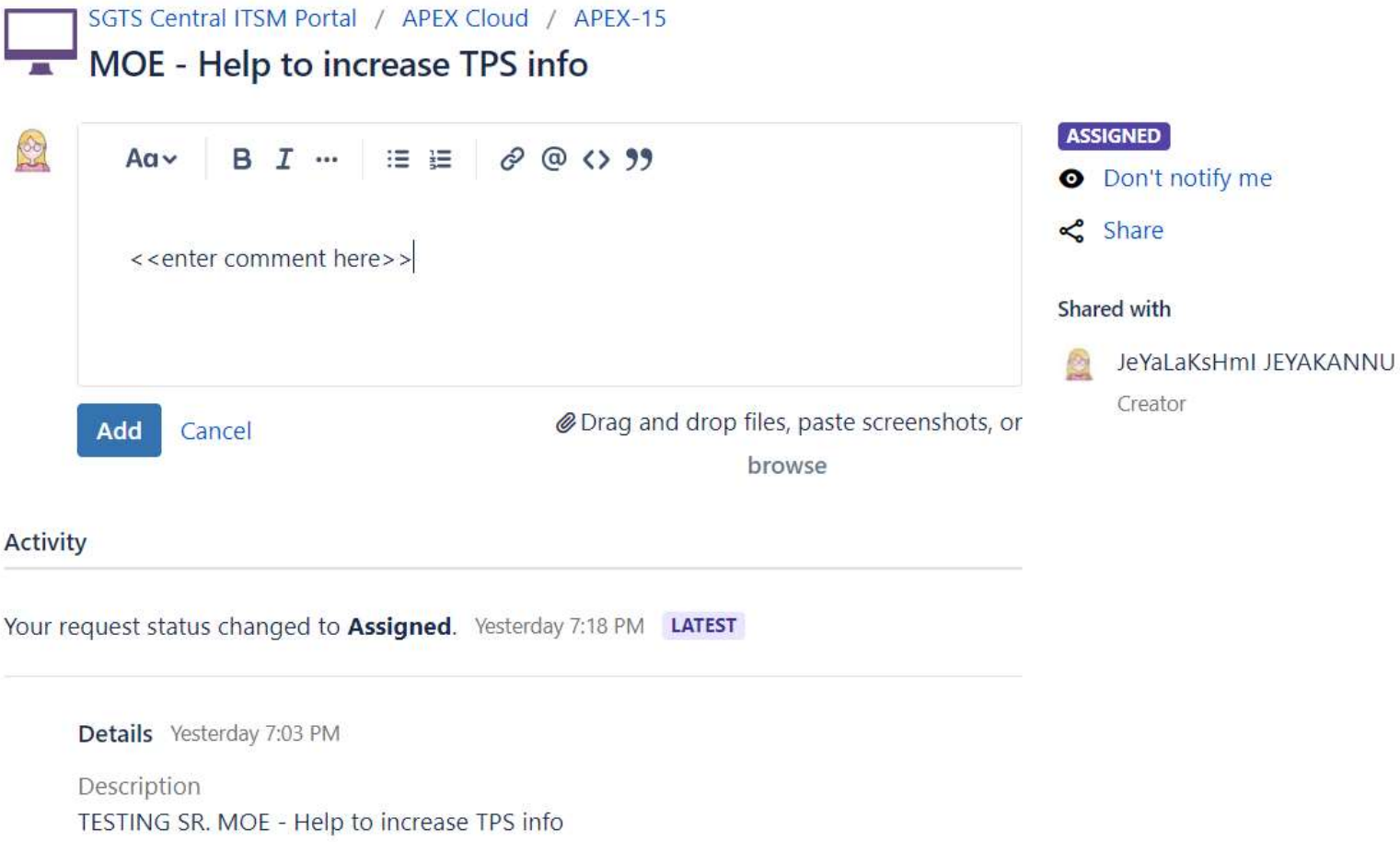
Customer (End User) Support: (4) My Issues and follow-ups



- Comment, add attachments to the ticket

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