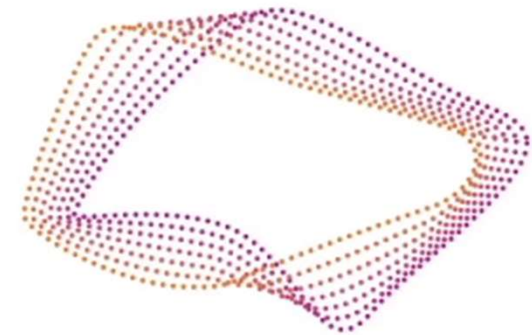


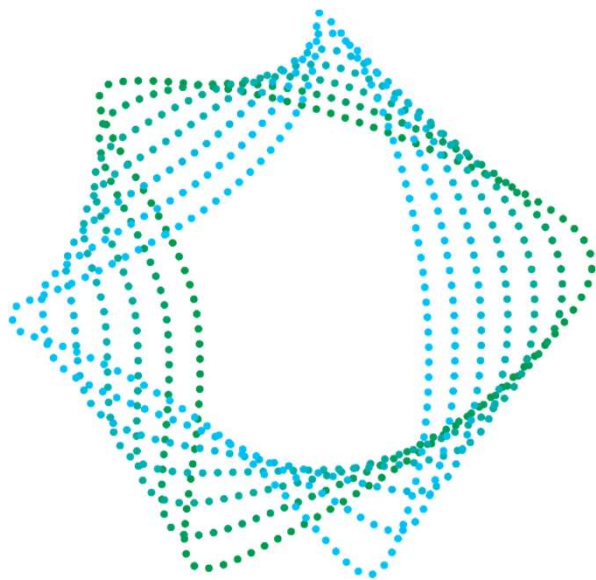
SGTS ITSM – APEX Cloud Support (JIRA) User Guide v1.0

Apr 2023



GOVTECH
SINGAPORE

Customer Support basics and forms



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

URL: <https://gdsjira.ship.gov.sg/servicedesk/customer/user/portals>

SGTS Central ITSM Portal

Log in

- The "Login with TechPass" option is exclusively used by GovTech GDS users only.
- All users (WOG, vendors, and commercial users) are to "Sign up for an account" OR log in with their previously created account (Note: complying with IM8, all accounts that have been inactive for 3 mths or more, are automatically removed. Please Sign up for an account using your official email address).
- The email address used for account creation MUST be user's official email. All requests submitted with non-official or free email domains eg, Gmail, Yahoo, etc... will be discarded.

Username

Password

[Log in](#) [Login with TechPass](#)

☒ Keep me logged in

[Forgot your password?](#)

[Sign up for an account](#)

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SGTS Central ITSM Portal

Sign up for an account

Email

jeyalakshmi.jeyakannu@hive.gov.sg

[Sign Up](#) [Back to login](#)

Powered by Jira Service Management

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

The screenshot shows the SGTS Central ITSM Portal interface. The browser address bar displays the URL: <https://gdsjira.ship.gov.sg/servicedesk/customer/portals>. The page header includes the text "SGTS Central ITSM Portal" and a "Requests 20" indicator. The main content area features a welcome message "Welcome to SGTS Central ITSM Portal!" and a search bar with the placeholder text "What do you need help with?". Below the search bar, there is a section titled "All portals" with a "Popular" dropdown menu. Five service cards are displayed: "SEED/TechPass", "APEX Cloud" (highlighted with a red box), "Cloud File Transfer Service", "ADEX", and "CStack (Container Stack)". Each card contains a welcome message and instructions on how to raise a request.

SGTS Central ITSM Portal

Requests 20

Welcome to SGTS Central ITSM Portal!

What do you need help with?

Search

Search help

All portals

Popular

SEED/TechPass
Welcome! Please contact enquiries_esuite@tech.gov.sg directly for business related enquiries. Kindly refer to

APEX Cloud
Welcome! You can raise a APEX Cloud request from the options provided.

Cloud File Transfer Service
Welcome! You can raise a Cloud File Transfer Service Request / Change Request from the options provided.

ADEX
Welcome! You can raise a ADEX request from the options provided.

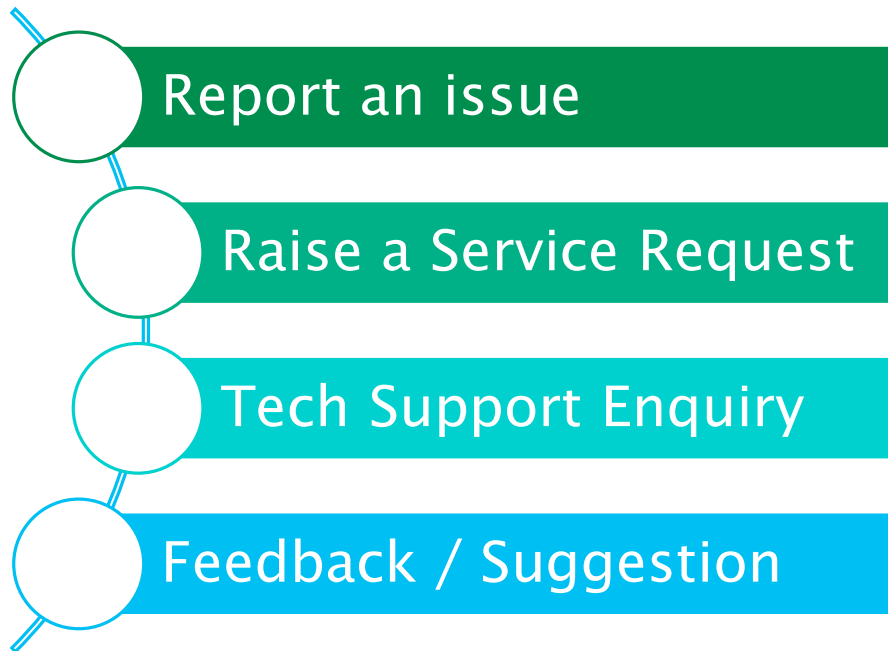
CStack (Container Stack)
Welcome! You can raise a CStack (Container Stack) requests from the options provided below

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

The screenshot displays the 'SGTS Central ITSM Portal' interface. At the top, a dark blue header contains the portal name on the left and a 'Requests 20' counter with a user profile icon on the right. Below the header, a light blue banner reads 'Maintenance Notification <<announcement info>>'. The main content area, titled 'SGTS Central ITSM Portal APEX Cloud', welcomes users and lists four support options, each with an icon and a brief description:

- Report an issue**: Any failure or issue related to APEX (icon: yellow warning triangle).
- Raise a SR**: SR (Service Request) for APEX Cloud (icon: purple monitor).
- Tech Support Enquiry**: Need help on APEX Cloud technical queries? Get in touch with our team. (icon: green speech bubble with a question mark).
- Feedback / Suggestion**: We would love to hear your experience with APEX Cloud! (icon: green people icon).

Customer (End User) Support: Forms



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

Customer (End User) Support: Report an issue

SGTS Central ITSM Portal

SGTS Central ITSM Portal / APEX Cloud

Report an issue

Summary of the Issue

Describe the issue that you are facing. (Eg. Include the name of the tenant and/or application you are working on) or the reason you are contacting us. *(optional)*

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Service Affected

Incident first occurrence Date & Time *(optional)*

Reporting Agency

Environment

Please fill-in below pre-questionnaire

Your role [consumer or provider]* API name *

App Name* Zone*


- Ack Email will send to Reporter

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

SGTS Central ITSM Portal / APEX Cloud

Raise a SR

Raise this request on behalf of

 JeYaLaKsHmI JEYAKANNU

Summary

Description

Aa B I ... :≡ @ +

Services Affected

Reporting Agency

None

Type of Request

None

Environment

- Ack Email will send to Reporter

Customer (End User) Support: Technical queries, Feedback

Restricted

SGTS Central ITSM Portal / APEX Cloud
Tech Support Enquiry

Summary

Brief about your support enquiry

Service Name (optional)

Reporting Agency

Attachment (optional)

Create Cancel

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SGTS Central ITSM Portal / APEX Cloud
Feedback / Suggestion

We value your suggestion and feedback. This helps to serve you better!

Leave your feedback, suggestion, feature requests here

Reporting Agency

Attachment (optional)

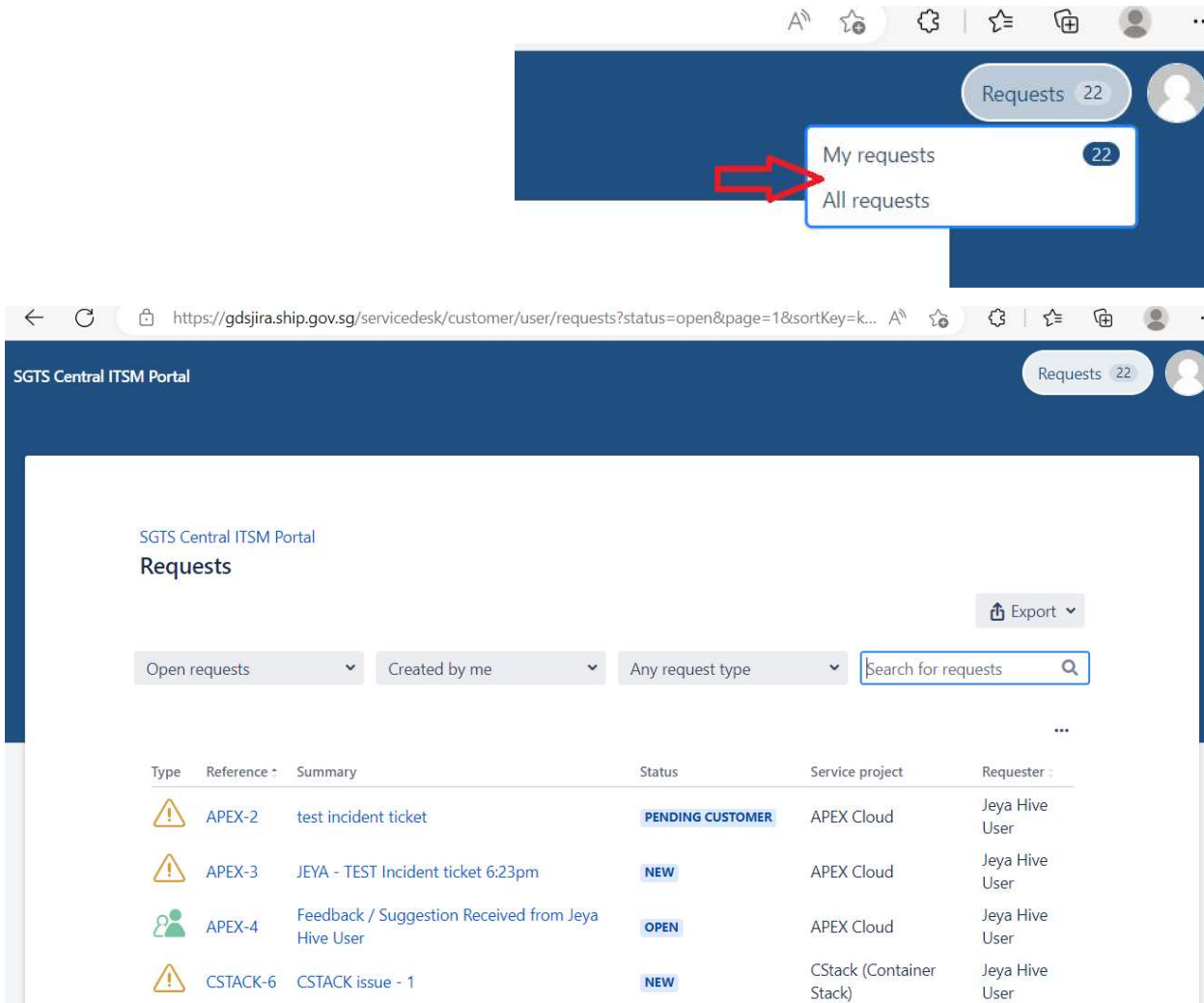
Create Cancel

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- Ack Email will send to Reporter

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

Restricted




The screenshot shows the SGTS Central ITSM Portal interface. At the top, a navigation bar includes a 'Requests' button with a count of 22. A dropdown menu is open, showing 'My requests' (with a count of 22) and 'All requests'. A red arrow points to the 'My requests' option. Below the navigation bar, the main content area is titled 'Requests'. It features a filter section with dropdowns for 'Open requests', 'Created by me', and 'Any request type', along with a search bar labeled 'Search for requests'. An 'Export' button is also present. Below the filters is a table of requests.


Type	Reference	Summary	Status	Service project	Requester
⚠️	APEX-2	test incident ticket	PENDING CUSTOMER	APEX Cloud	Jeya Hive User
⚠️	APEX-3	JEYA - TEST Incident ticket 6:23pm	NEW	APEX Cloud	Jeya Hive User
👤	APEX-4	Feedback / Suggestion Received from Jeya Hive User	OPEN	APEX Cloud	Jeya Hive User
⚠️	CSTACK-6	CSTACK issue - 1	NEW	CStack (Container Stack)	Jeya Hive User


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

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

Restricted

 SGTS Central ITSM Portal / APEX Cloud / APEX-15

 MOE - Help to increase TPS info



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B I ...


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🔗 @ < > ”


< <enter comment here> >


Add

Cancel


 Drag and drop files, paste screenshots, or
browse

ASSIGNED

 Don't notify me

 Share

Shared with

 JeYaLaKsHmI JEYAKANNU
Creator

Activity

Your request status changed to **Assigned**. Yesterday 7:18 PM **LATEST**

Details

Yesterday 7:03 PM

Description

TESTING SR. MOE - Help to increase TPS info

- Comment, add attachments to the ticket