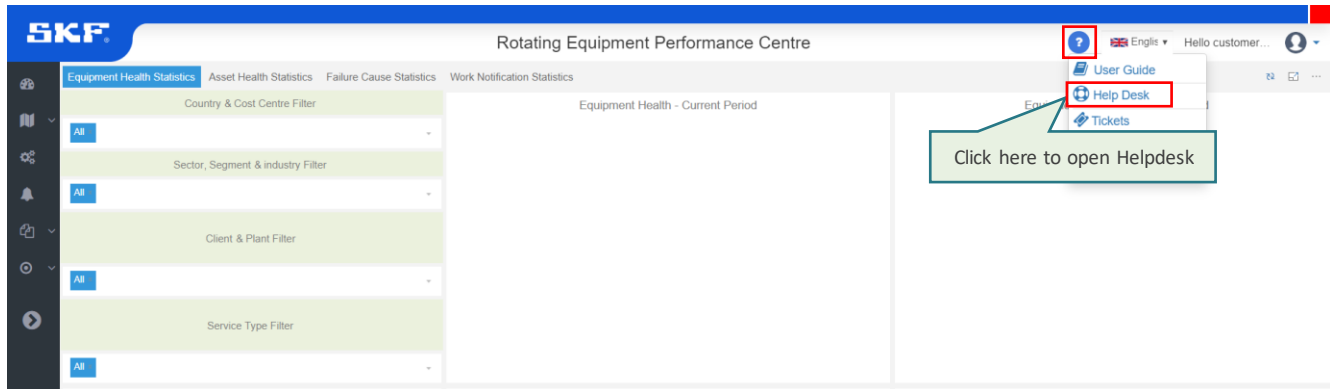


# How to create a support ticket?

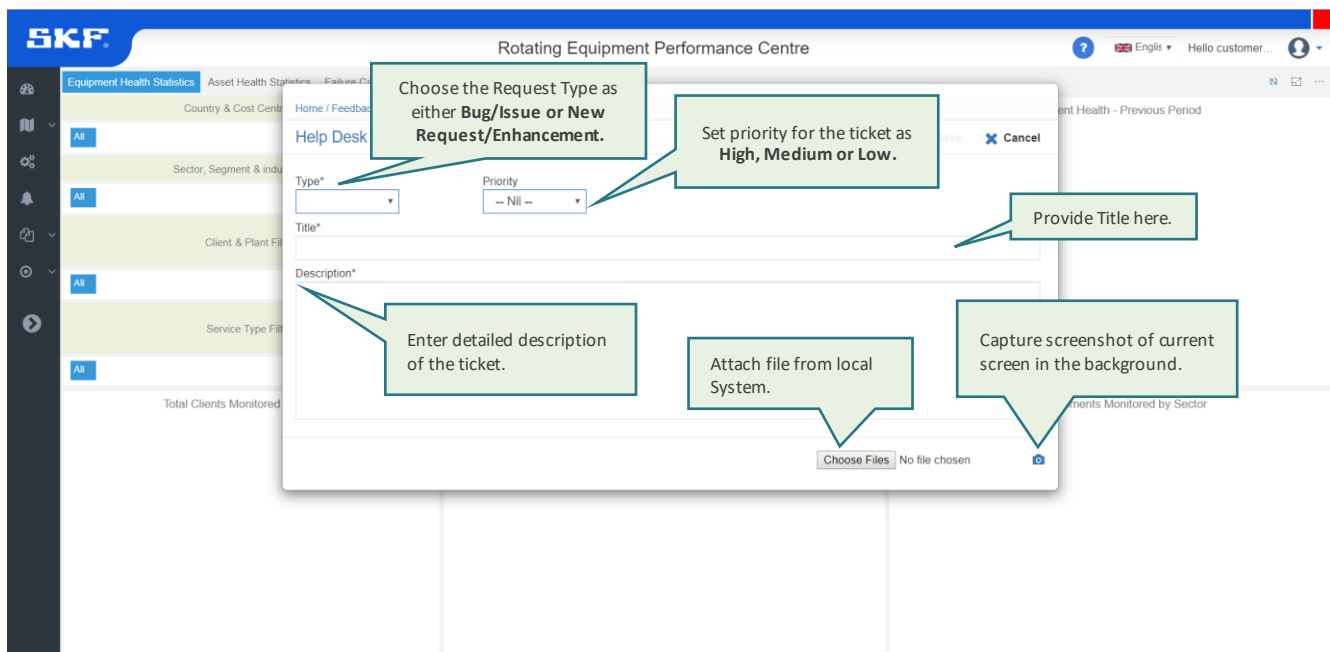
## OBJECTIVE

This document will give you an overview of helpdesk functionality and its Use case.

**Step 1:** After logging into the application, hover over the question mark icon at the top right next to the language dropdown list and click **Help Desk**.



**Step 2:** Now the **Help Desk** screen will pop-up on screen.



**SKF** Rotating Equipment Performance Centre

Home / Feedback / Create

**Help Desk** [Create New] [Save] [Cancel]

Type\* Bug / Issue Priority 1 - High

Title\* This is title

Description\* Enter the description of the nature of bug/enhancement

[Choose Files] No file chosen

Save the ticket.

**Step 3:** Once you have filled the required data and have saved the ticket, it will be notified to the support team followed with a Unique Reference Number to track the status.

**SKF** Skf Demo

Home / Feedback

DevOps Feedback

#	Id	Type	Title
1	1093	BUG	INCORR

Home / Feedback / Create

**Help Desk** [Create New] [Save] [Update Comment] [Close]

Reference Id 1093 Type\* Bug / Issue Priority 1 - High

Title\* Incorrect error message

Description\* Please update the error message as "You are not authorized for request" in work notification screen See attachment.

Discussion

skf\_support Aug 16, 2019 2:40:32 PM

Device Info:  
Total width/height = 1920\*1080  
Available width/height = 1920\*1040  
Color depth = 24  
Color resolution = 24  
Browser name = Chrome  
Full version = 76.0.3900.100

[Choose Files] No file chosen

Click here to Raise New Ticket

Reference Id will be the unique Helpdesk Id for tracking

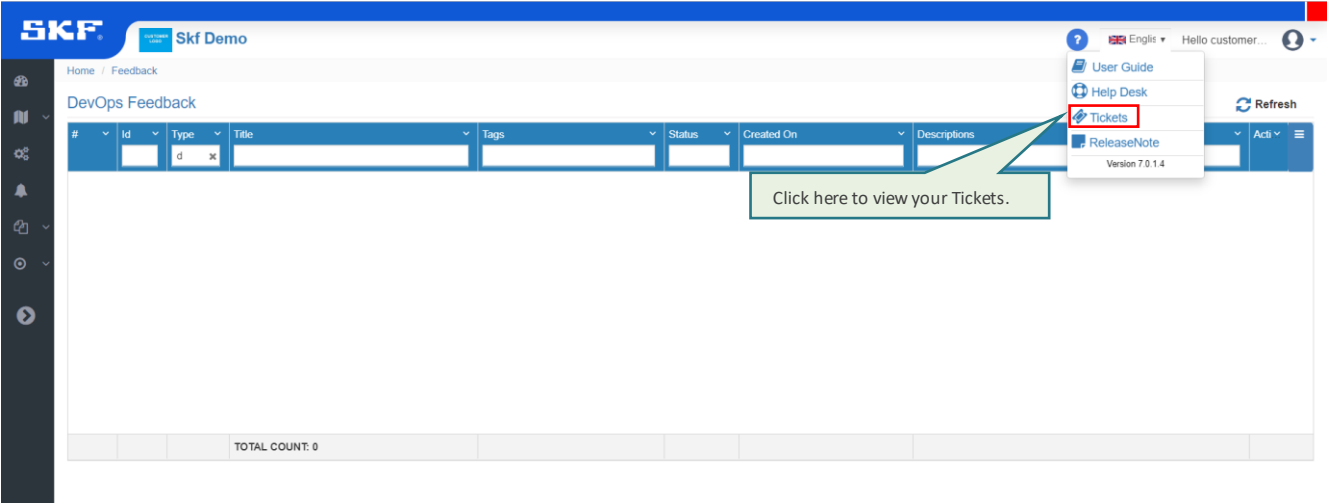
Further, you can discuss with Support Team

Update comment/ upload attachments if required at any phase and click here to update your ticket.

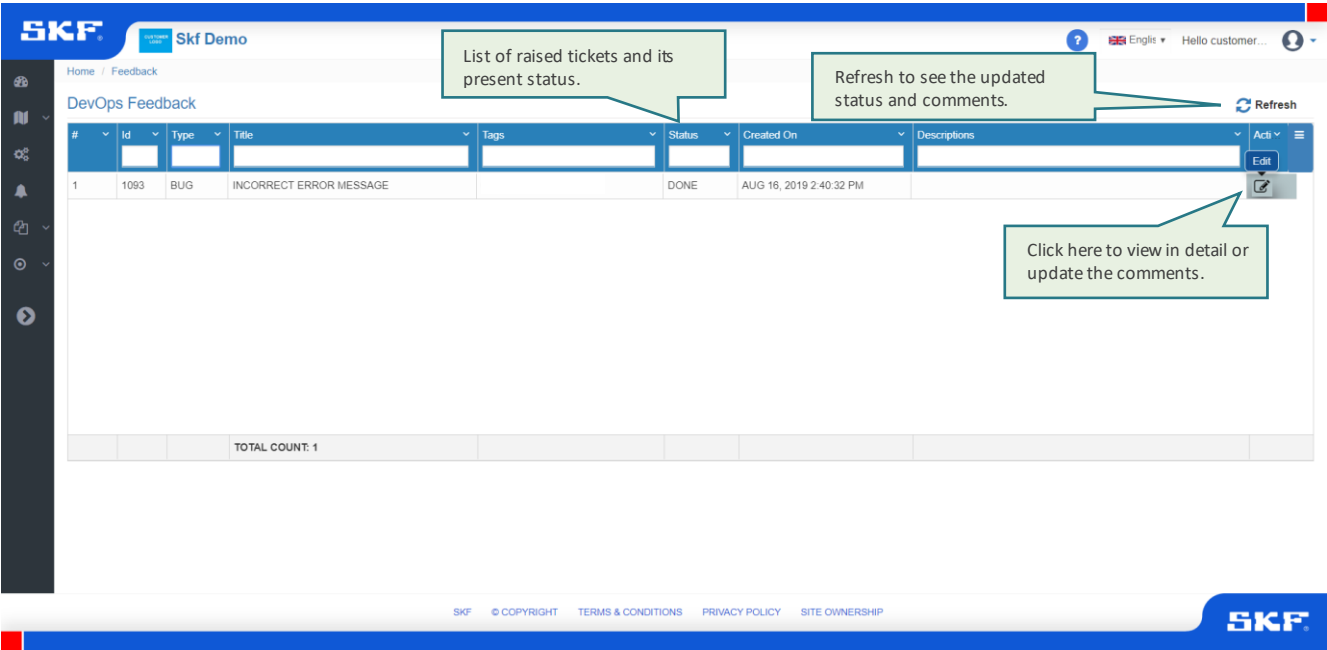
SKF © COPYRIGHT TERMS & CONDITIONS PRIVACY POLICY SITE OWNERSHIP

**SKF**

**Step 4:** Hover over the question mark icon at the top right next to the language dropdown list and click **Tickets**.



Click edit and update Comment / Discussion if required.



**Step 5:** In ProjectManagementTool, the support team will receive the posted Help Desk Tickets. Further, if any clarification required, the team will update their comments in discussion and it will reflect in eMaintenance system for the user to respond/clarify.

Work Items

Recently updated | + New Work Item | Open in Queries | Column Options | Recycle Bin

Filter by keyword

Types | Assigned to | States | Area | Tags | X

ID	Title	Assigned To	State	Area Path	Tag
651	Equipment Condition Code automatically Populated	Unassigned	New	SKF-Eaintenance	
650	Report Feeder- Save and EQ Submit	Unassigned	New	SKF-Eaintenance	
648	Leverage Service -Export List	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	Ac
649	Leveraged services -Check all	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	pr
647	Condition monitoring report View	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	pr
646	Summary Report View	Unassigned	New	SKF-Eaintenance	
630	summary report button enabled after report sent tick	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
645	Can I please have an explanation about the Save and EQ Submit.	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
644	No access for Technology Upgrade	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	
643	Report comparison between V6 and V7	Unassigned	New	SKF-Eaintenance\EaintenanceUAT	