

IT Support Ticket Submission

This article describes how to submit a support request to IT and how to interact with the portal.

Submitting a Request:

There are 3 ways to submit a request.

1. Email - Submit a request by emailing ITSupport@biascorp.com
2. Portal - Submit a request and see helpful knowledge base articles by visiting <https://biassupport.atlassian.net>
3. G2 - Visit [G2](#) and click on Helpdesk link and click Raise a New Request

Email Submission:

To send an email to open a new ticket:

1. Email ITSupport@biascorp.com. You will be entered in as the person that submitted the ticket in the ticketing system.
2. Fill out the Subject field of the email and this will become the heading of your ticket
3. Fill out the body of the email with pertinent information about your request and this will become the description of your ticket

The screenshot displays an email interface for submitting a support request. On the left, a 'Send' button is visible. The email header shows the 'From' field as 'sureshkumar.k@biascorp.com', the 'To' field as 'IT Support', and the 'Subject' field as 'Office 365 login issue'. The email body contains the text: 'Hello, I am having an issue in to office 365, I am getting an error. Appreciate your help Sureshkumar K'. On the right, the ticket details are shown, including the title 'Office 365 login issue', the status 'RESOLVED', and the creator 'Sureshkumar K'. Below the ticket details, there is an 'Activity' section with three entries: 'Automatic response Today 4:13 PM Your request status has changed to In Progress.', 'Sureshkumar K Today 4:16 PM Test ticket created to prepare IT ticket submission document preparation', and 'Automatic response Today 4:16 PM Your request status has changed to Resolved with resolution Done.'.

BIAS Support Center / IT Support / ITSD-4244

Office 365 login issue

Sureshkumar K raised this on Today 4:05 PM

Status
RESOLVED

Notifications on

Request type

Shared with
Sureshkumar K
Creator

+ Share

Activity

Automatic response Today 4:13 PM
Your request status has changed to In Progress.

Sureshkumar K Today 4:16 PM
Test ticket created to prepare IT ticket submission document preparation

Automatic response Today 4:16 PM
Your request status has changed to Resolved with resolution Done.

From: sureshkumar.k@biascorp.com

To: IT Support

Cc:

Subject: Office 365 login issue

Send

Hello, I am having an issue in to office 365, I am getting an error.

Appreciate your help

Sureshkumar K

Portal Submission:

To submit a request via the IT Support portal:

1. Navigate to the portal by: [Clicking Here](#)

Pick the **category** that best describes your issue.

If required narrow down your selection in the **sub-category** as well.

BSAS Support Center / IT Support

IT Support

Need IT Support? Open a request from the categories below.

Contact us about

Common Requests

Get IT help, Login or Password issue, Laptop/Desktop support, Wireless support, Network issue, Report an application problem



Login and Accounts

Login or Password issue, Request a new account, Okta support, Wireless support



Computer and Hardware

Laptop/Desktop support, Mobile device support, RingCentral support, General hardware support, Request new hardware, Network issue



Applications and Software

Outlook and email support, G2 support, Microsoft Office, Skype, OneDrive, Okta support, RingCentral support, VPN, Distribution Lists, Login or Password issue, Request new software, ...



Infrastructure

Server Support, Server Provisioning, Network issue, Infrastructure Request



2. Fill in the **Summary** and **Description** fields.

Also identify the **Priority** for your submission and feel free to add an **Attachment**.

Please note the **Suggested Articles** that

come up to help resolve your request.

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[BIAS Support Center](#) / [IT Support](#)

IT Support

Need IT Support? Open a request from the categories below. For Hub Support, please click <https://biasupport.atlassian.net/servicedesk/customer/portal/3>

Contact us about

Login and Accounts

What can we help you with?



[Login or Password issue](#)

Having trouble logging in, resetting your password or locked out? Let us know.

Raise this request on behalf of *



Sureshkumar K (sureshkumar.k@biascorp.com)

Summary *

Office 365 login issue

Suggested articles



BIAS Severity **issues** list
from IT Support



BIAS Authentication and **Login** Credentials Explained
from IT Support



BIAS Cloud Storage Solutions (OneDrive, Office365 Groups and G2 - SharePoint O
from IT Support

Description *

Hello, I am having an issue in to O365 portal, I keep getting an error.
appreciate your help

Sureshkumar K

Tell us what system you are having a problem logging into and include screenshots if possible

Priority

Moderate (P3)

Attachment

Drag and drop files, paste screenshots, or browse

[Browse](#)

[Send](#)

[Cancel](#)

3. Once you are done filling out your submission click **Send**.

On this portal screen you can add any additional comments

for the IT Support Engineer to see.

You'll also receive an email with your ticket information and a link back to the portal.

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Office 365 login issue

 Sureshkumar K raised this on Today 4:05 PM

Status

IN PROGRESS

Activity



Automatic response Today 4:13 PM

Your request status has changed to In Progress.



Notification

Request type



Shared with



Sureshkum
Creator



Share



Add a comment

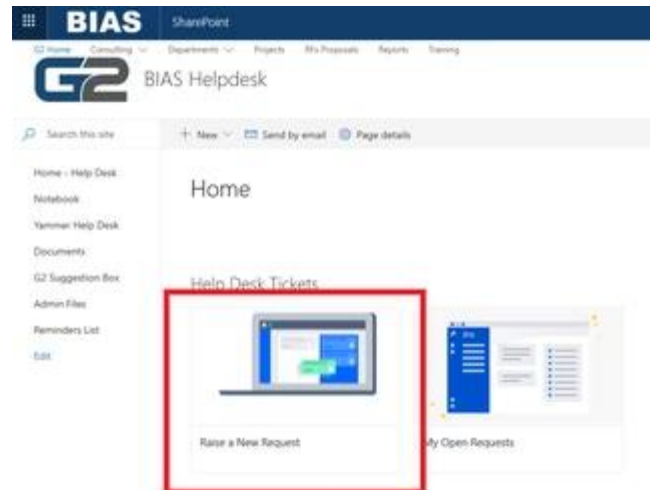
G2 Submission:

To submit a request via G2:

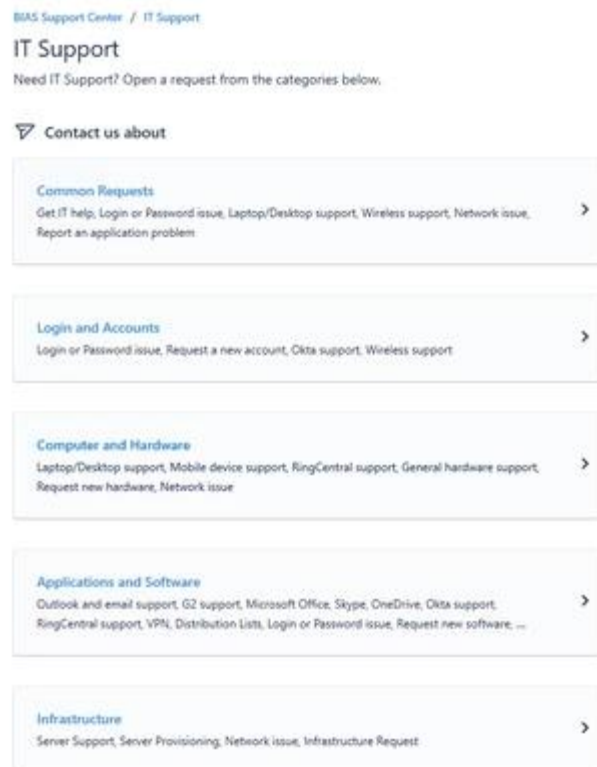
1. Navigate to G2
<https://biascorp.sharepoint.com/> and
click on the **Helpdesk** icon in the
promoted links section



2. On the Helpdesk page click on **Raise a New Request**.



3. This will take you to the IT Support portal.



4. Proceed submitting your request similar to the Portal submission instruction above.

Feedback:


In the new IT Support process, we are interested to know how we are doing and improve the support offered.

At the end of every request, you will receive a notification stating the resolution of your support request and you'll also see a star rating, displayed below, to let us know how it went.

Please provide this feedback as it is important for us to continue to improve the process. Thank you in advance!



IT Support <jira@biassupport.atlassian.net>

To  Sureshkumar K



If there are problems with how this message is displayed, [click here to view it in a web browser](#).

[Click here to download pictures](#). To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Reply above this line.



Sureshkumar K resolved this as Done.

BIAS Corporation

Oracle Platinum Partner | Oracle Excellence Award Winner | Oracle Cloud Excellence Implementer | INC 5000 Fastest Growing Private Companies | Atlanta's Best Places to Work

[View request](#) · [View Customer Portal](#) · [Turn off this request's notifications](#)

How was our service for this request?



Very poor



Poor



Average



Good



Very good