Remedy

At your service, always
Create, view, track your IT related tickets

STEP 01
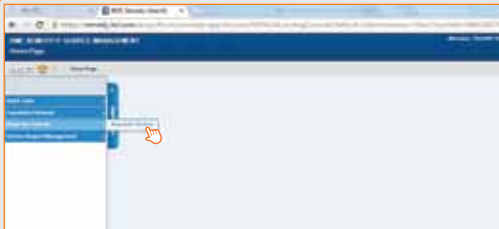Log on to My HCL and go to Remedy My Transactions > Common > Remedy.

STEP 02
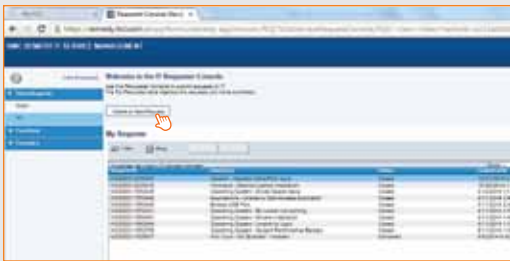You will be redirected to the Remedy page. Log in again using your HCL credentials.

STEP 03
Click on Requester Console to view, create or update your tickets.

STEP 04
Click on Create a New Request to raise a ticket.
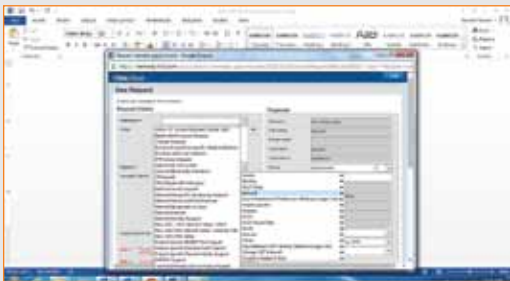

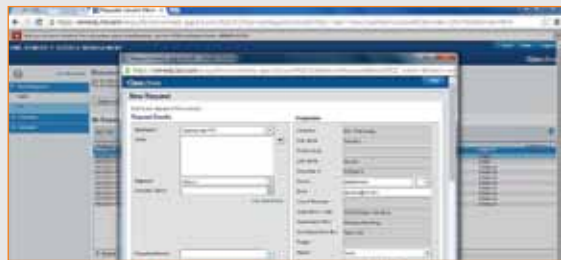**STEP 05**
Create an Incident /Service request.

STEP 06
Select the service category, followed by the specific request.

STEP 07
Fill in your contact and ODC/OMC (in case your bay requires special access) details in the Requester section and Save.

Things to Remember

- You will receive a mail confirmation with your ticket number after raising a request.
- You can track status of your ticket on the requester console.