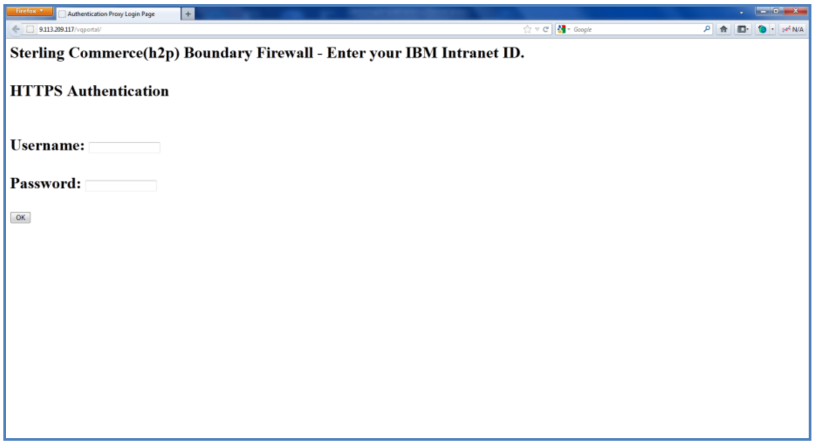
Contents

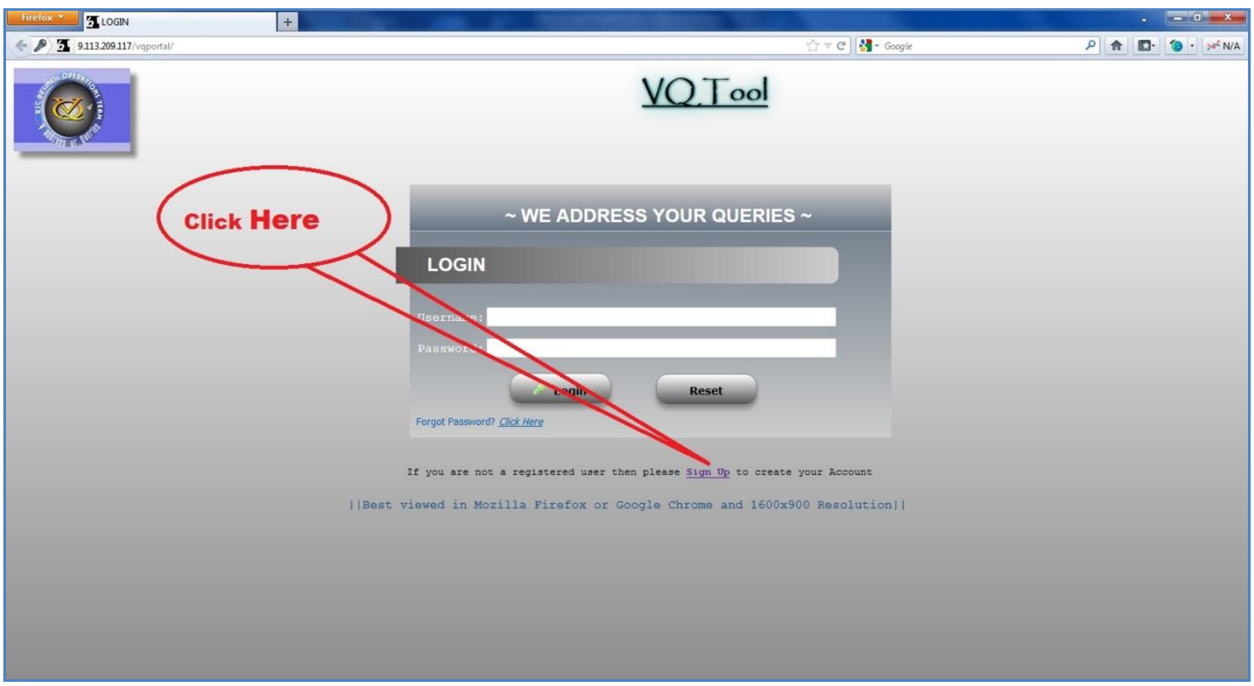
1. Register and Create Your Account

1. Go to http://9.113.210.196/vqportal/
   It will ask you to authenticate with your IBM intranet id and password.



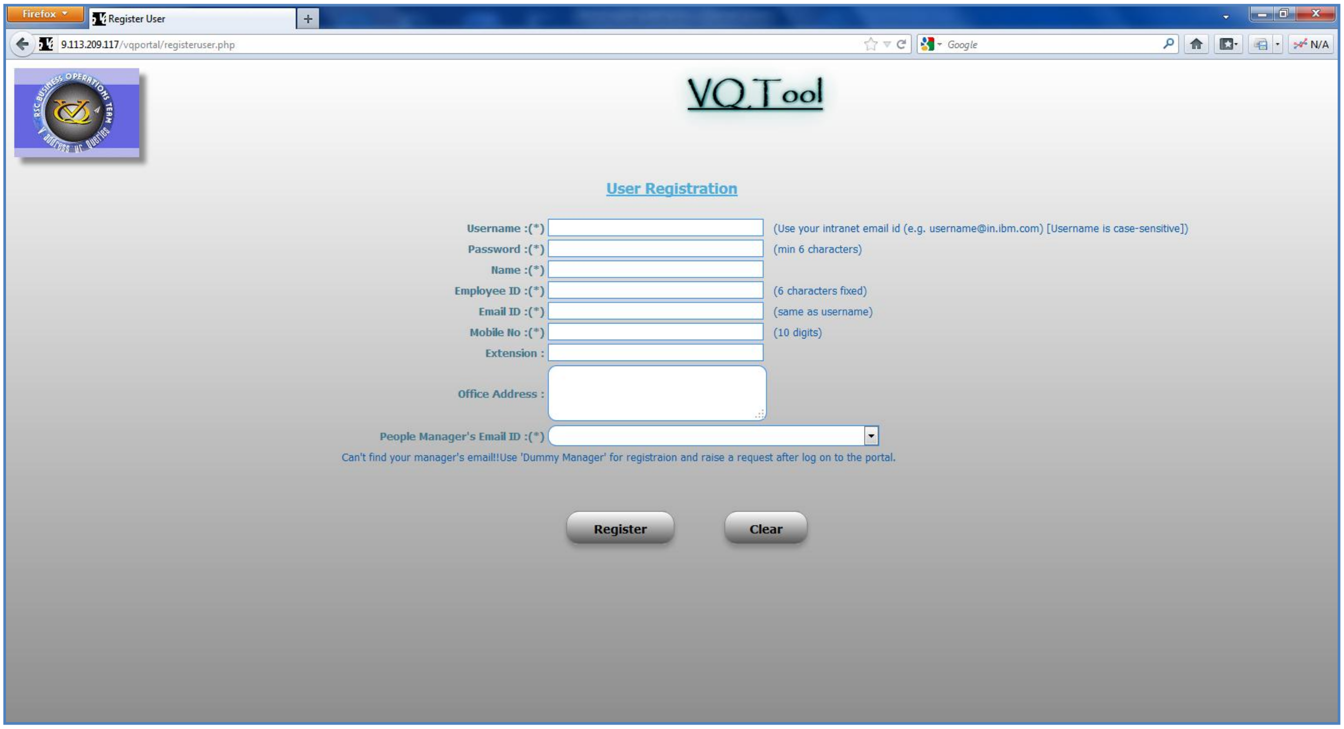
Pic 1.

After successful authentication you'll get the Login Screen of VQ Tool,
(Application Best Viewed in Mozilla Firefox or Google Chrome and 1600x900 Resolution)



Pic2.

Now Register yourself and create your account, click on Sign Up as shown in pic2 above and get the screen shown below in pic3.



Pic3.

2. **Fill Up all the details and Register yourself (you'll get an email after the registration).**
3. **Now again go to http://9.113.210.196/vqportal/ and Login with your Username(i.e. ibm intranet id) and password.**
   After successful login you should see the Home page of VQ Tool (Pic4).

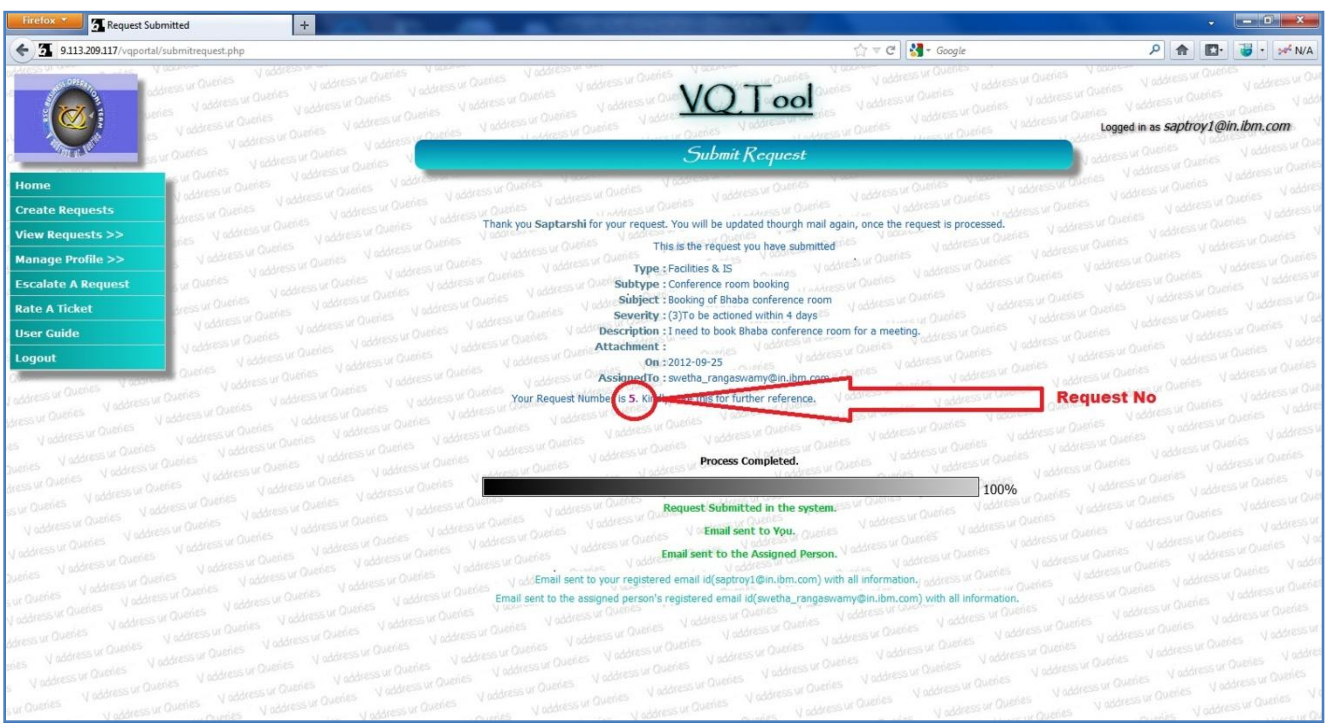
Pic4.

2. Create Requests

1. **To place a request, click on the menu Create Requests as shown above in Pic4 and get a screen like pic5 below.**

Pic5.

2. **Select Type, Subtype and Severity and put the Subject and Description and click on Submit to create the request.**
   You can upload a file(limit 50 mb) as well if needed.
   After submitting you'll get a screen as shown below in pic6 with all information you've input. You'll get an email as well mentioning all this information.

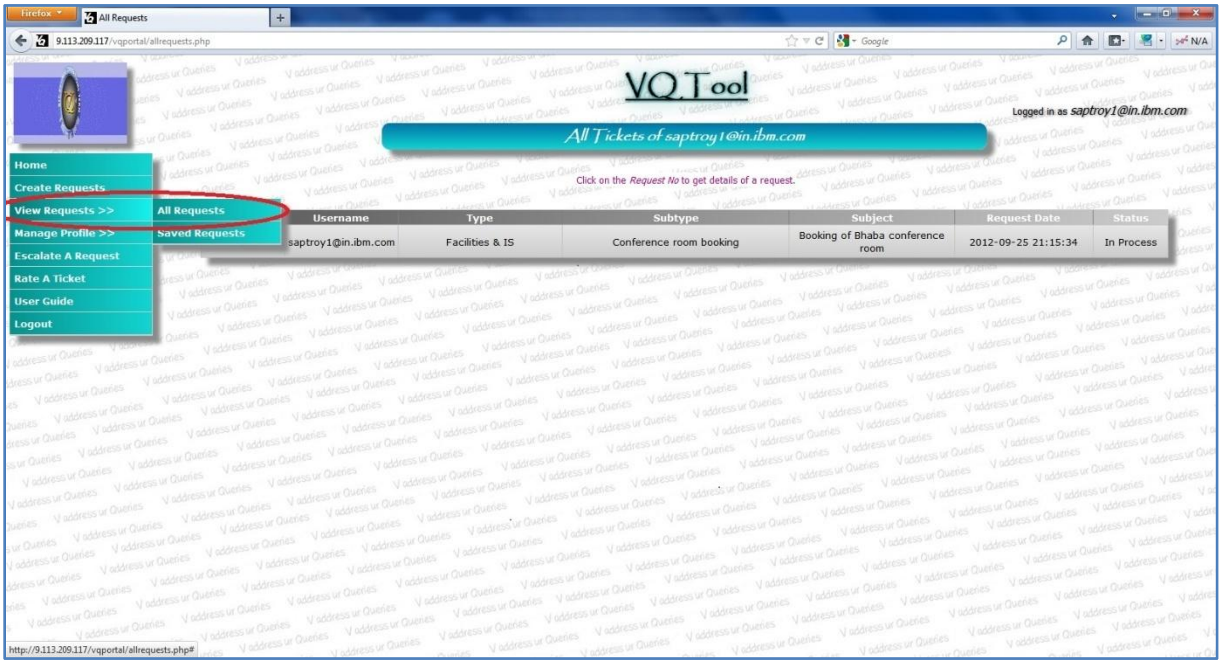


Pic6.

3. <u>View Requests</u>

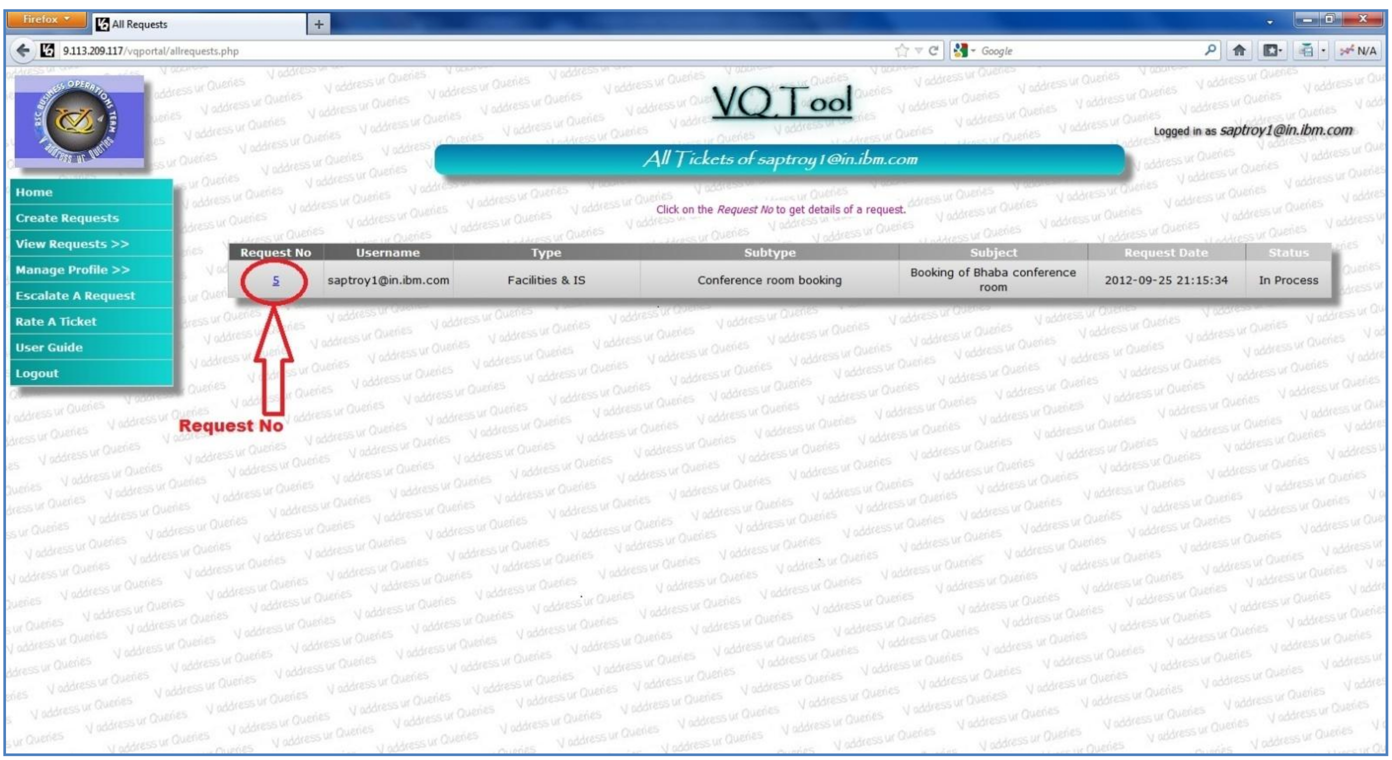
To view your old and new requests submitted in the tool just follow 2 easy steps.

1. Click on the menu <u>View Requests</u>>><u>All Requests</u> as indicated below in pic7



Pic7.

and get the screen as shown in pic8.



Pic8.

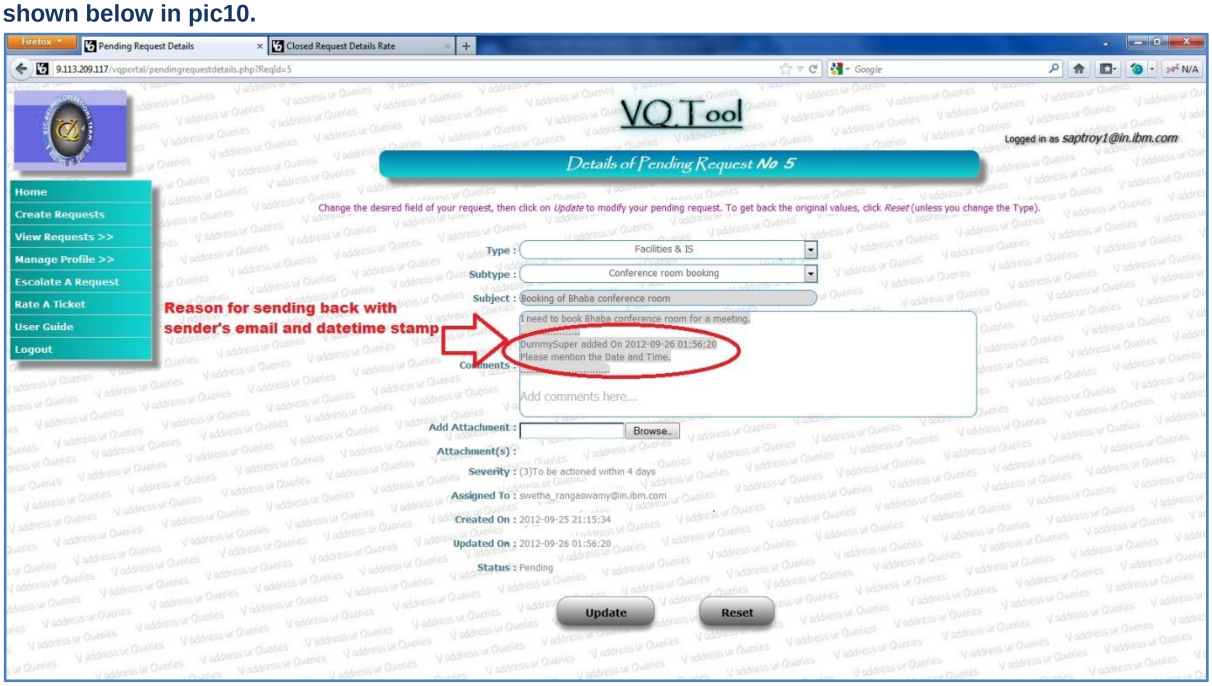
Here you'll see all of your requests (in-process, pending and closed) with a link to it's Request No as shown above in pic8.

Click on that link to see the details of that request as shown below in pic9 for a in-process request.

Pic9.

4. <u>Pending Requests</u>

If your request is incomplete in information or for other reasons, requests may be sending back to you and the request will be marked as pending request and you'll get an email notification on this.
Clicking on a link of Pending Request No to see the details of the request as shown in pic8 above, you'll get the screen shown below in pic10.



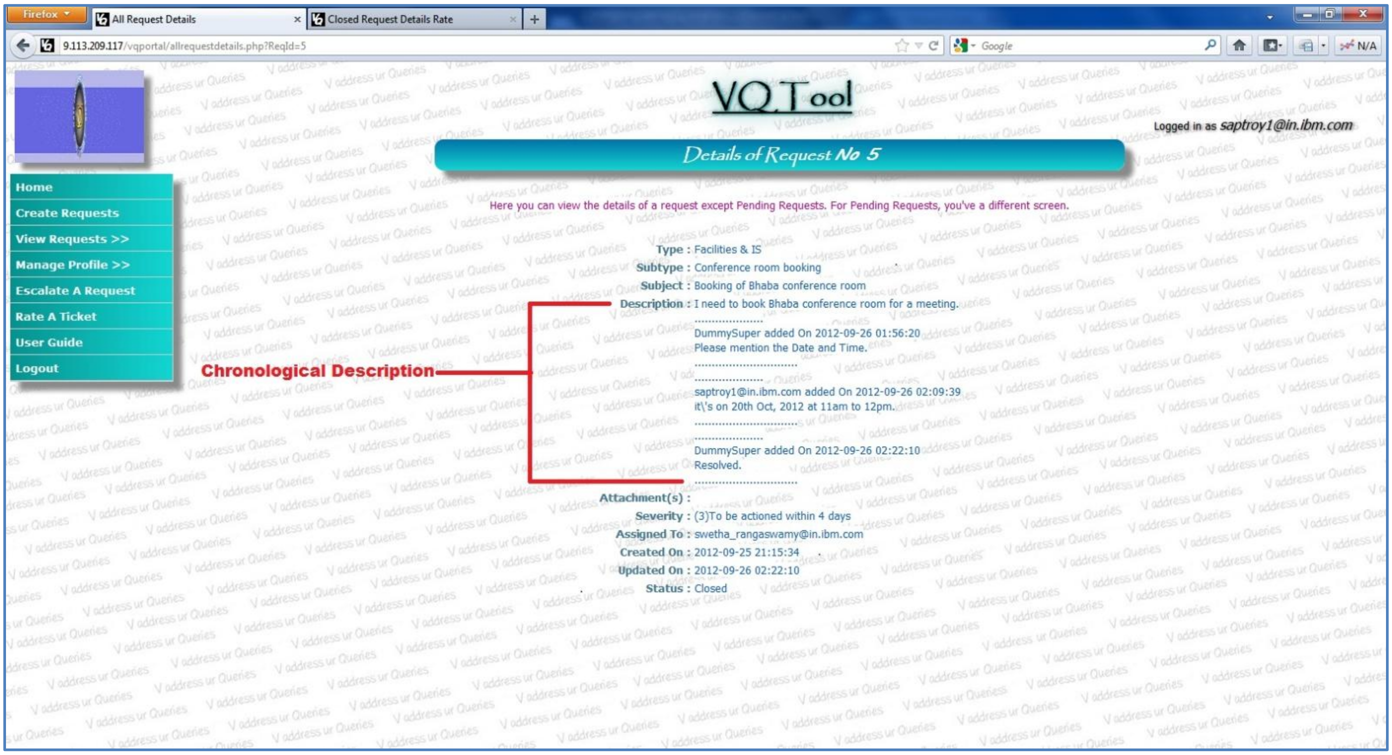
Pic10.

The comments will be shown as entered as the reason to sending back with the user's email and datetime stamp as indicated in the pic10 above. Now, you've to update the request to put it again in-process .
To update your pending request,

1. **Add your comments in the Comments field and click on Update button shown in pic10. (you can attach a file here if you need)**

5. Closed Requests

If your request is processed, it'll be marked as Closed and you'll get an email notification on this.
Details of a closed request shown below in pic11.
All the comments within the communication will be shown as in pic11 below.



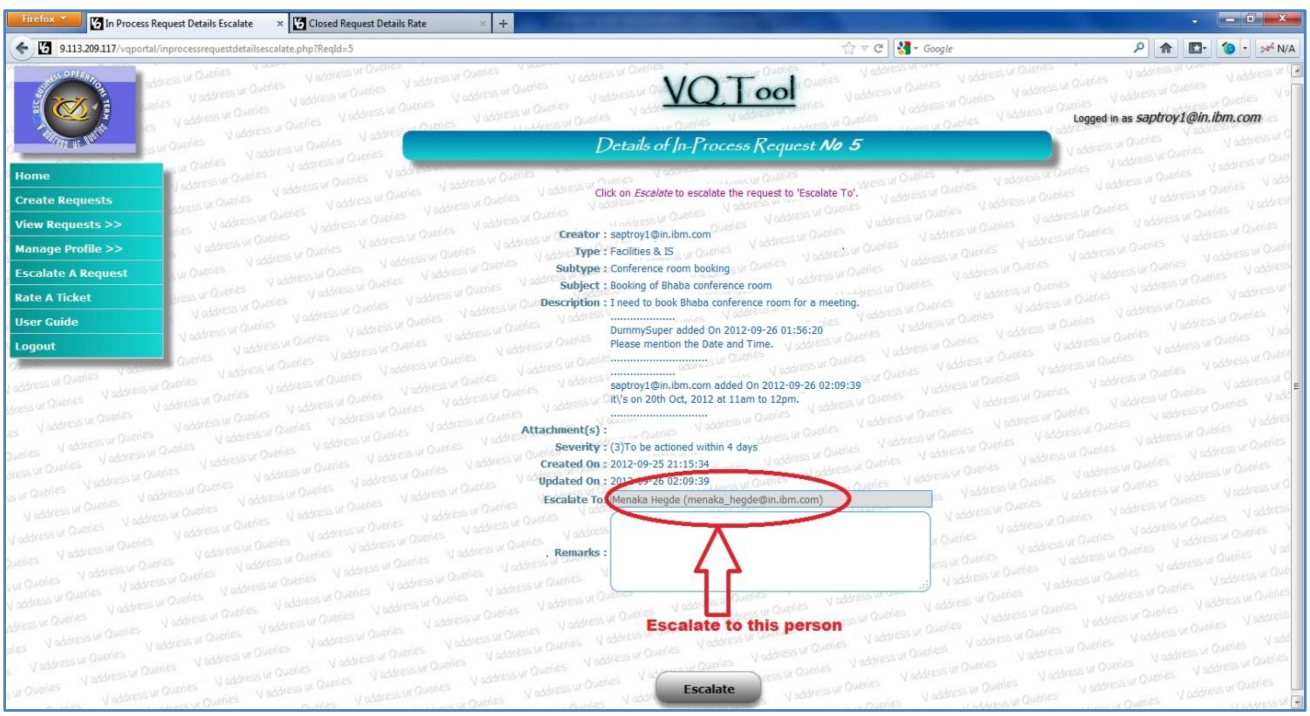
Pic11.

6. Escalate A Request

1. **Click on the menu Escalate A Request and get the screen as shown in the pic12 below. All of your In-Process requests will be listed here.**

Pic12.

2. **Click on the link of a request you want to escalate as shown in the pic12 above and get the screen shown in pic13 below.**

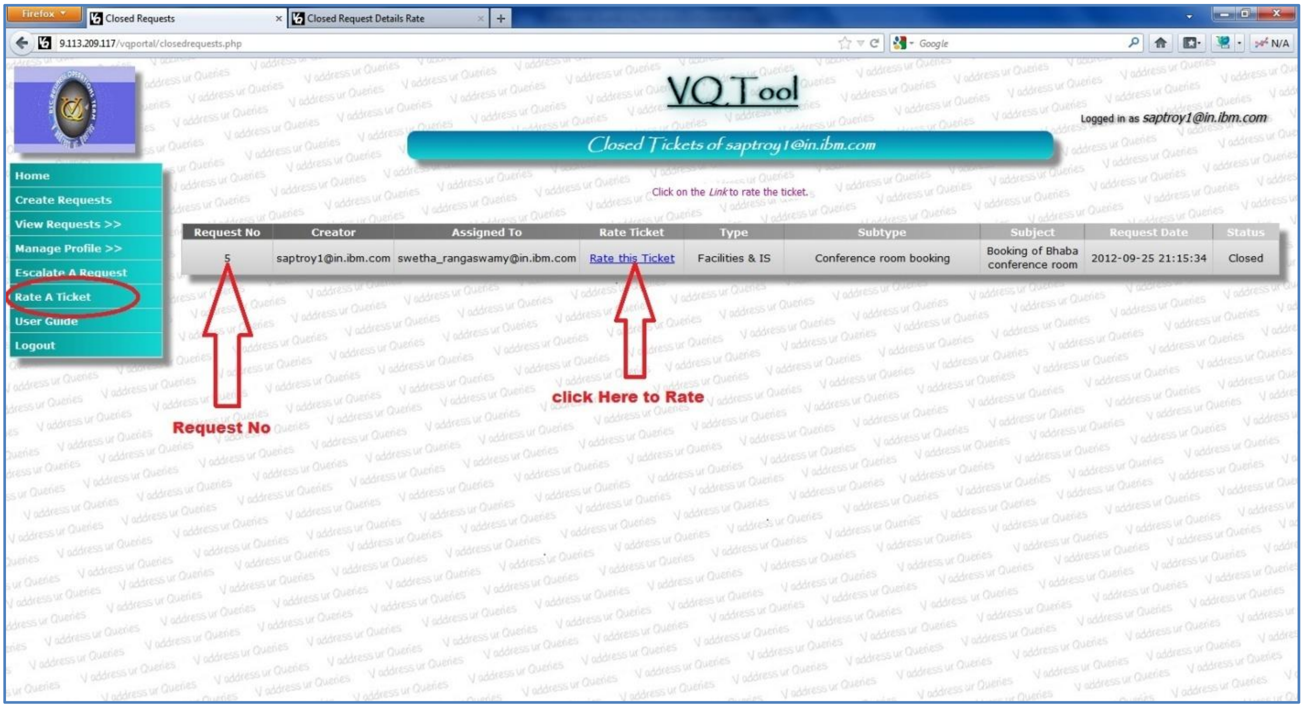


Pic13.

3. **Enter your remarks and Click on the Escalate button as shown in the pic13 above. It'll be escalated to the person shown as in the pic13 above.**

7. Rate A Ticket

1. Click on the menu Rate A Ticket and get the screen as shown in the pic14 below.
   All of your Closed requests will be listed here.



Pic14.

2. Click on the link of a request you want to rate as shown in the pic14 above and get the screen shown in pic15 below.

Pic15.

3. Select a rating and Enter your remarks and Click on the Submit button as shown in the pic15 above.