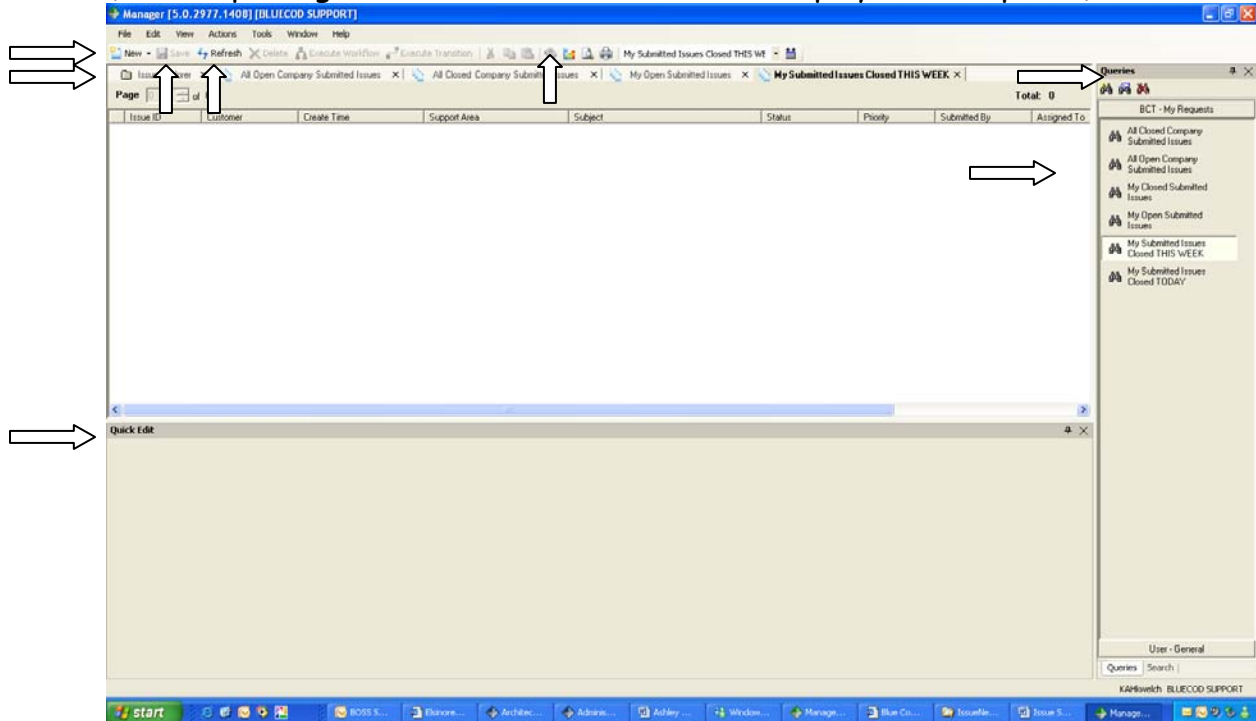


ISSUE SUBMISSION

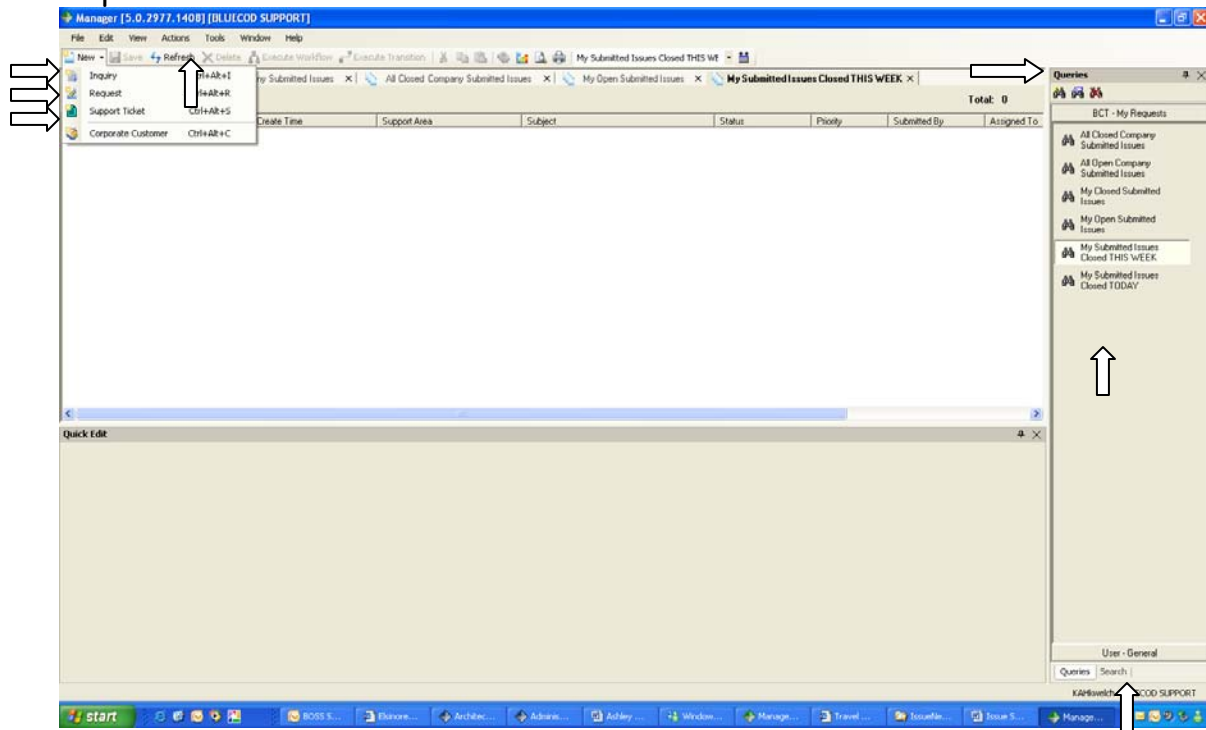
Icons you will need to know:

(For all, placing the cursor over the icon will display a description.)

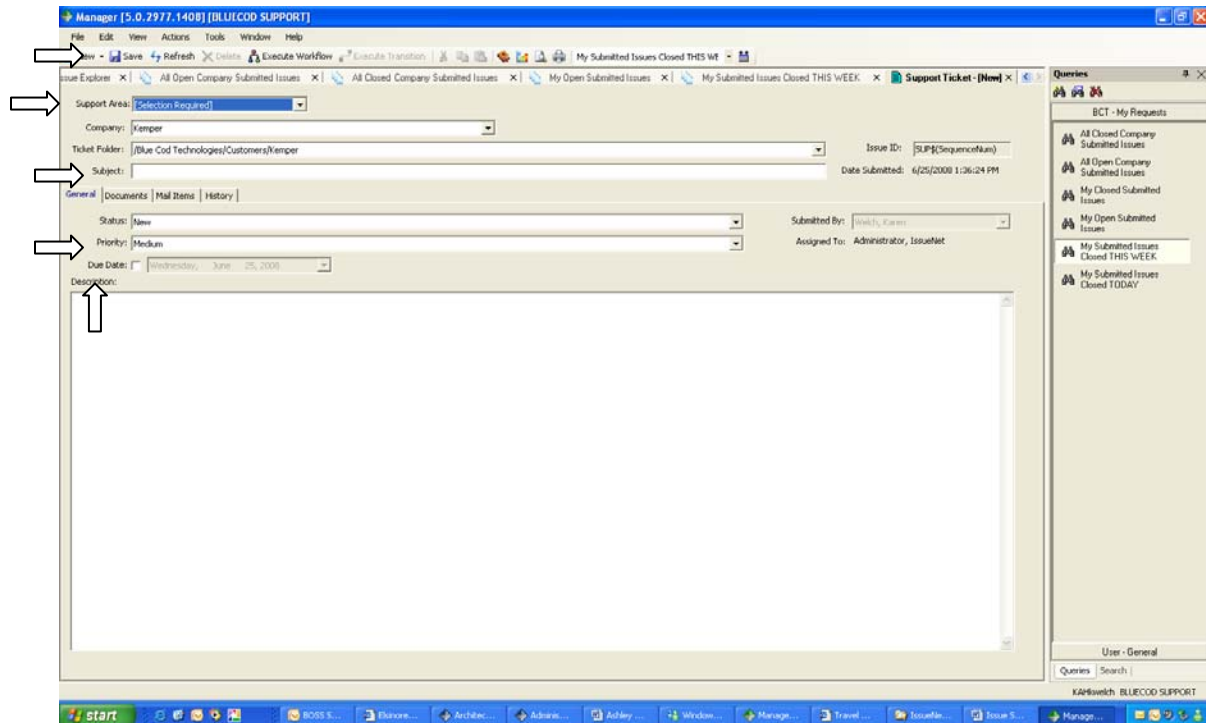


- Under 'Issue Explorer' is your company folder.
- Above that are the icons to connect or disconnect from the server.
- To the right of that are the icons to 'update' or 'update all', these represent save/submit a ticket or just update changes you've made.
- In the top middle with 3 arrows pointing to it are 3 different types of ticket (see definitions). NOTE: Support Ticket request type will be the most common.
- To the far right of this screen are the 'Queries', think of these as predefined shortcuts to fetch information you might need quickly.

Important Fields to Fill Out:



Click on "NEW" select the appropriate support issue type (see doc.)
Once an Issue type is selected the form is displayed below:



- Make sure to select the appropriate Support Area and related Category.
- Enter a short - descriptive Subject. If the issue is related to a particular policy, please enter the policy number first and then what the problem is.
- Set Priority based on issue "weight". Use definitions provided by Blue Cod for reference.
- Enter the Description of the problem including as much detail as possible.
- Once everything has been filled out please click on the "SAVE" (submit/save) icon located top left area.