


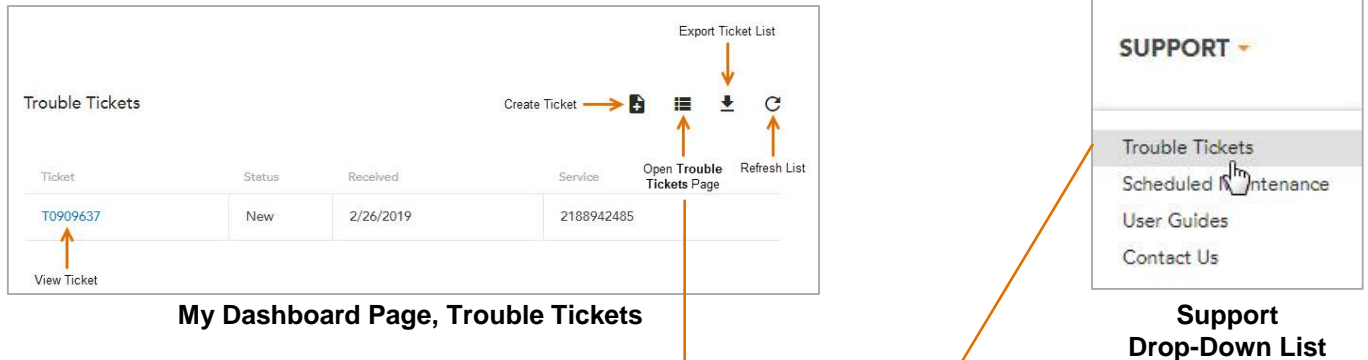
Working with Trouble Tickets



Allstream Portal Quick Start Guide

Trouble tickets are electronic requests for help with all service-related issues. For non-service related issues, use the **CONTACT US** form to contact an Allstream representative.

Trouble tickets can be quickly created, viewed, or exported from the **My Dashboard** page but are fully managed using the **Trouble Tickets** page within the portal. The **Trouble Tickets** page is accessible by clicking the **View All Tickets** icon  on the **My Dashboard** page or by selecting **Trouble Tickets** from the **SUPPORT** drop-down list.



The screenshot shows the 'Trouble Tickets' page. At the top, there is a search bar and filter options for 'Open' and 'Closed' (both checked). Below the filters is a table of tickets. The table has columns for Ticket ID, Customer Name, Status, Product, Issue Type, Service ID, Received, and Close Date. The first row is highlighted, showing Ticket ID T0394394, Customer Name MANEBA, Status Closed, Product Resale MEL Services, Issue Type Out of Service, Service ID 555555555, Received 1/30/2019 11:00 AM, and Close Date 1/30/2019 6:38 PM. Other rows show similar data for different tickets. At the bottom, there is a pagination control showing 'Page 1 of 2' and '1 - 5 of 8 items'. A link 'View / Export Service Features and Tickets' is visible at the bottom right.

Trouble Tickets Page

Viewing a Ticket

To view a ticket, click a **Ticket ID**. The information displayed is read-only.

Viewing a Service

To view or export a list of features and tickets related to a service, click a **Service ID (Trouble Tickets page only)**.

Exporting the List

To export the list of tickets, click the **Export List** icon.

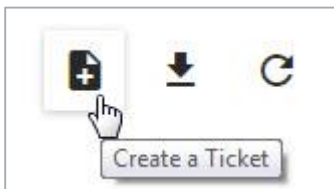
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Creating a Trouble Ticket

For non-service related issues, use the **CONTACT US** form to contact an Allstream representative.



1. Click **Create a Ticket**.



2. Click the service for which you are creating the ticket.

3. Complete the ticket information and click **CREATE**.

Create a Ticket

Selected Service
MANEBA (80780) (555) 555-5555 - Resale Services (16060360)

Contact Information

Name	Steve Miller
Phone	
Email	swmiller4@allstream.com

Access Information

Any time

Weekdays

Start Time

End Time

Saturday

Start Time

End Time

Sunday

Start Time

End Time

Problem Description

Service Issue -- Select One --

Short Description

Issue Details and Symptoms

CLOSE CREATE

Create a Ticket Page

Additional Information

Trouble Tickets also can be created from the following service-specific areas within the portal:

- The **Service Map** and **Service Map (Data)** sections of the **My Dashboard** page
- While viewing service-related features and tickets on the **Service Details** page

When creating a ticket from a service-specific area, step 2 as described here does not apply.