



How to Open a Ticket

v 1.0


How to Open a Ticket

STEP 1

Login to Portal.exigo.com using the same credentials as exigo.com.

STEP 2

Click on 'Tickets'.



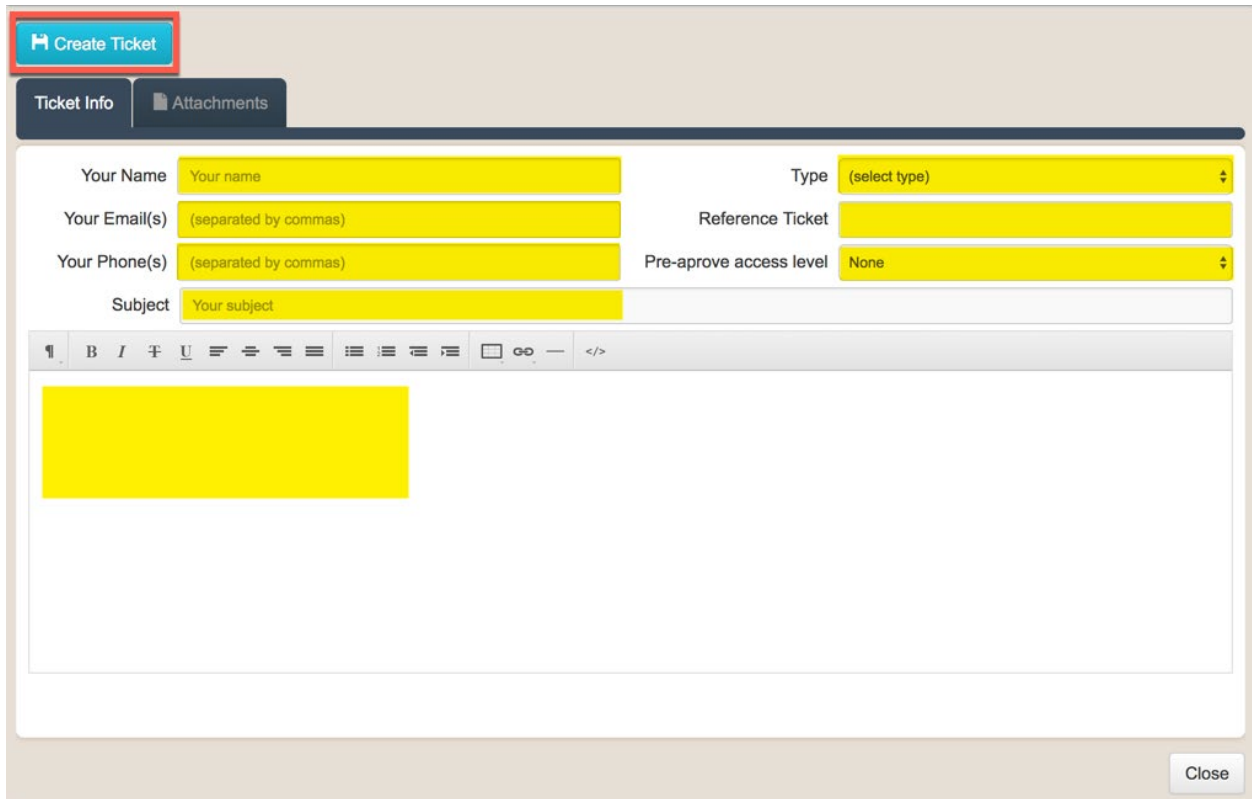
	Ticket ID	Subject	Status	Priority	Category	Type	Last Activity
New Submission	92296	Order Calc- Spin up Instance	Work Completed-Resolv...	Low	Order Calc	Change Request	8/17/2017
Under Review	92297	Implementation Management	Work in Progress	Low	Country Launch	Change Request	11/8/2017
Assigned to Resource	92315	COMMISSION: Comp Plan- Crescendo	Pending Client Info	Low	Commissions	Change Request	11/8/2017
Work in Progress	92316	MONEY IN: Payment Authorization Form-Crescendo	Info Updated by Client	High	Money In	Change Request	10/23/2017
To Be Scheduled	92317	WEB: Intake and Requirements-Crescendo	New Submission	Low	Web	Change Request	10/11/2017
Pending Client Info	92321	MONEY IN: Merchant Credentials-Crescendo	Assigned to Resource	Low	Money In	Change Request	10/4/2017
Pending Third Party	92323	MONEY OUT: Requirements Crescendo	Pending Client Info	Low	Money Out	Change Request	10/3/2017

STEP 3

Click on '+ Create Ticket'.

STEP 4

Complete fields highlighted in yellow. Explanation of fields below.



Create Ticket

Ticket Info | Attachments

Your Name: Type:

Your Email(s): Reference Ticket:

Your Phone(s): Pre-approve access level:

Subject:

-
1. Your Name: Enter the Name to Contact for this ticket.
 2. Your Email: Enter the email address that will be used for communications about this ticket.
 3. Your Phone: Enter the phone number where you may be reached to discuss this ticket.
 4. Type: If your system is down, choose 'System Interruption' from the drop down list.
If your system is not down, choose 'Change Request' from the drop down list.
 5. Reference Ticket: Optional field. If the issue is related to another ticket, enter the ticket number (i.e. 95789).
 6. Subject: Enter a few key words to describe the reason for the ticket (i.e. Issues with Enrollment)
 7. Ticket Body: Enter the details of the issue. Please list specific examples of the issue including Customer ID, Order ID, or Item ID – depending on the reason for the ticket. More information allows faster action.
 8. ***Attach screenshots, word documents with screenshots, pictures from your phone, etc., to show where the issue is located.

STEP 5

Click 'Create Ticket'.

If you experience issues opening a ticket, please contact our 24 hr Support Number at 214-367-9999.