# **How to submit a ctcLink Ticket**

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## **Submission Instructions**

Choose one of the following two options to submit a ctcLink ticket.

### **Option 1: SolarWinds**

Review the [**How to Submit a Ticket Guide**](https://ctclinkreferencecenter.ctclink.us/m/67010/l/1211427-how-to-submit-a-ctclink-support-ticket)on the ctcLink Reference Center website.

You can also join the [**ctcLink Support eList**](https://www.sbctc.edu/colleges-staff/it-support/erp-support/support-lists.aspx) (email listserv.)

### **Option 2: Email Address**

SBCTC recognizes that SolarWinds, the agency’s current ticketing platform, may present barriers to people using Assistive Technologies. We are investigating other options and solutions to fix this problem. In the meantime, please use the following options in order to submit your accessibility ticket information.

* If you are **an authorized ticket submitter** at your college but unable to submit a ticket using SolarWinds, you can send an email to one of the following email addresses. The first email address in the list is for accessibility related tickets and will be received by the App Services team at SBCTC. The remaining email addresses are assigned to the different pillars inside ctcLink and will be received by the assigned teams.
  1. [**TATECH@sbctc.edu**](mailto:TATECH@sbctc.edu): This will automatically route to the Application Services team.
  2. [**TACS@sbctc.edu**](mailto:TACS@sbctc.edu)**:** This will automatically route to the CS team.
  3. [**TAHCM@SBCTC.edu**](mailto:TAHCM@SBCTC.edu): This will automatically route to the HCM team.
  4. [**TAFS@sbctc.edu**](mailto:TAFS@sbctc.edu): This will automatically route to the FSCM team.
* If you are **NOT an authorized ticket submitter** at your college, please send your ticket information to the authorized person at your college for assistance. Each college has an identified[**ctcLink Project Manager**](https://www.sbctc.edu/colleges-staff/it-support/ctclink/pm-roster.aspx)who should be able to help.

## **What to include in a general ticket**

Regardless of the subject of your ticket, it’s a good idea to review the [**How to Submit a Ticket Guide**](https://ctclinkreferencecenter.ctclink.us/m/67010/l/1211427-how-to-submit-a-ctclink-support-ticket)on the ctcLink Reference Center website. Ticket submissions should include the following information whenever possible.

1. Full screenshots--*save screenshots as a PNG or JPG before uploading.*
2. URL and navigation.--navigation details should consist of the page(s) accessed through tiles or NavBar.
3. Screenshots of run control parameters
4. Process instance number
5. EMPLIDs as examples--if multiple students, please include all IDs
6. Query names and prompts entered
7. Critical information--for example, Business Unit, Set ID, Institution ID, Aid Year.
8. Steps taken to encounter error
9. Actions taken to solve the issue
10. Browser(s) you are using
11. What PeopleSoft environment(s) you are using--for example, PRD, PCD
12. Number of people and departments at your campus experiencing the same issue--include associated information.

## **What to include in an accessibility-related ticket**

If your ticket is reporting an accessibility issue, the following list is important information to include in your submission.

1. Date of when the accessibility barrier occurred.
2. Name and role of the person encountering the accessibility barrier.
3. Description of the problem should include:
   * Which ctcLink page were you on? (copy and paste the url from the address bar or type out the title of the page.)
   * What task or function were you trying to complete?
   * What task or function were you unable to complete?
4. Which type of Assistive Technology were you using? (For example, NVDA, Jaws, Dragon Voice Command, or VoiceOver on iphone.)
5. Were you using a PC or Mac computer?
6. Which Internet browser type and version were you using? (For example, Chrome version 101.0.4951.41.)
7. Were you using ctcLink on your desktop computer or were you using the ctcLink app on your phone or tablet?
8. Which Internet browser and which version of the browser you were using?