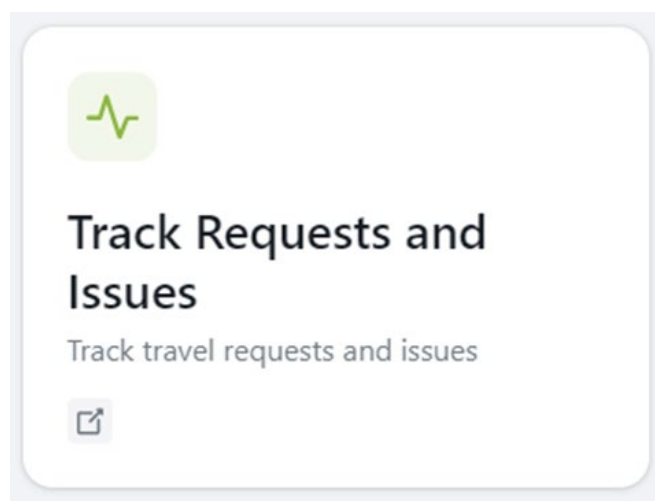# CTM Support Hub

USER GUIDE V1.0

This tool will allow users to log an issue or technical request with CTM's dedicated support team within CTM Support Hub.

CTM Support Hub provides real-time ticket updates within its easy-to-use interface where all ticket information can be sourced from one central location.
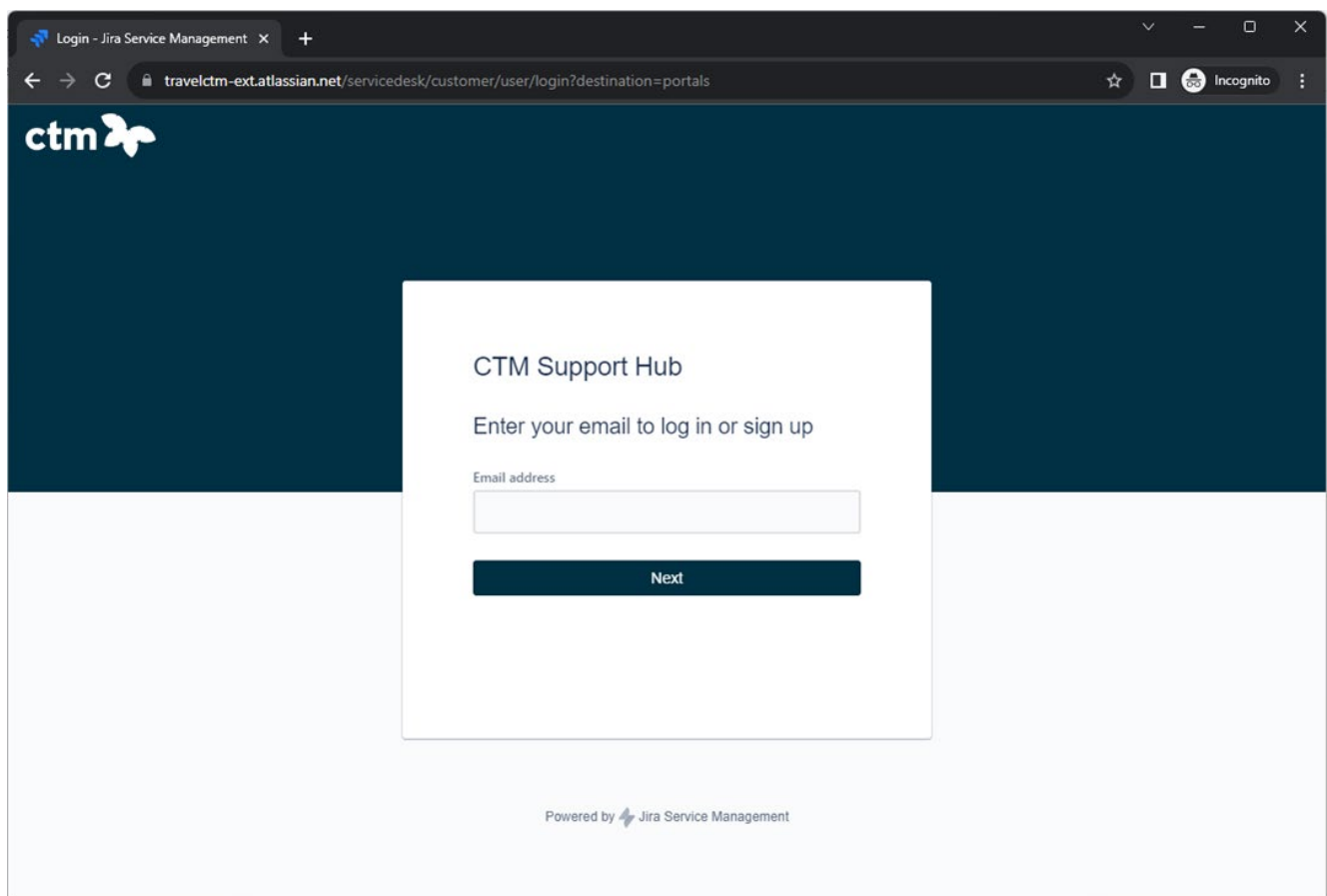
This guide will explain how to create a CTM Support Hub account, raise a support ticket and make changes to an existing support ticket. It assumes you have already logged into the CTM Client Portal and have access to the 'Track Requests and Issues' tile.
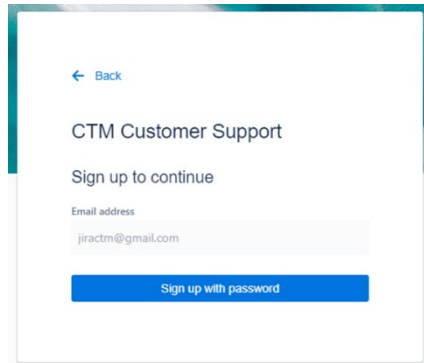
Using CTM Support Hub for the first time

Create a CTM Support Hub Account

- The **'Track Requests and Issues'** tile in CTM Portal can be clicked to open the CTM Support Hub

- Once clicked, the Travelctm-ext.atlassian.net JIRA Portal is opened.

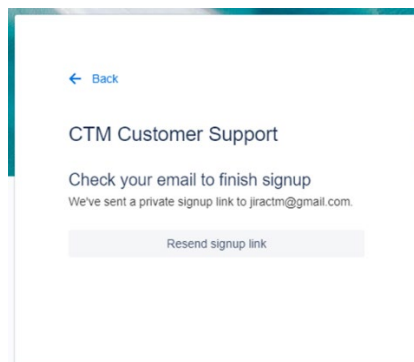- Enter your approved Government email address to either login or sign up.

- If entering your email for the first time, the system will recognise that it is a new account.
- You will need to click **Sign up with password.**

- Once clicked, an email will be sent to complete the setup. You can close your browser at this point.

- The following image provides an example of the email that will be received.
- Ensure you validate that the sender email address is exactly jira@travelctm-ext.atlassian.net and then click the **Sign up** link.
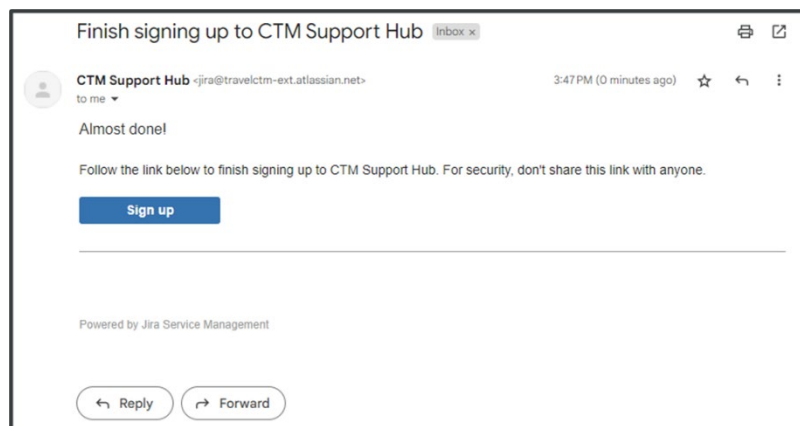
- An important consideration is that the email is mailed by mail-us.atlassian.net. and as such, if this email is not recognised, it creates the potential for a junk email situation.
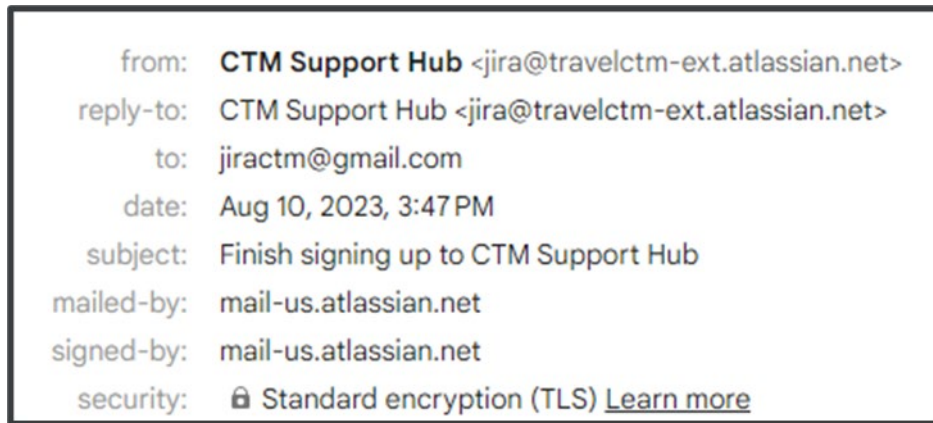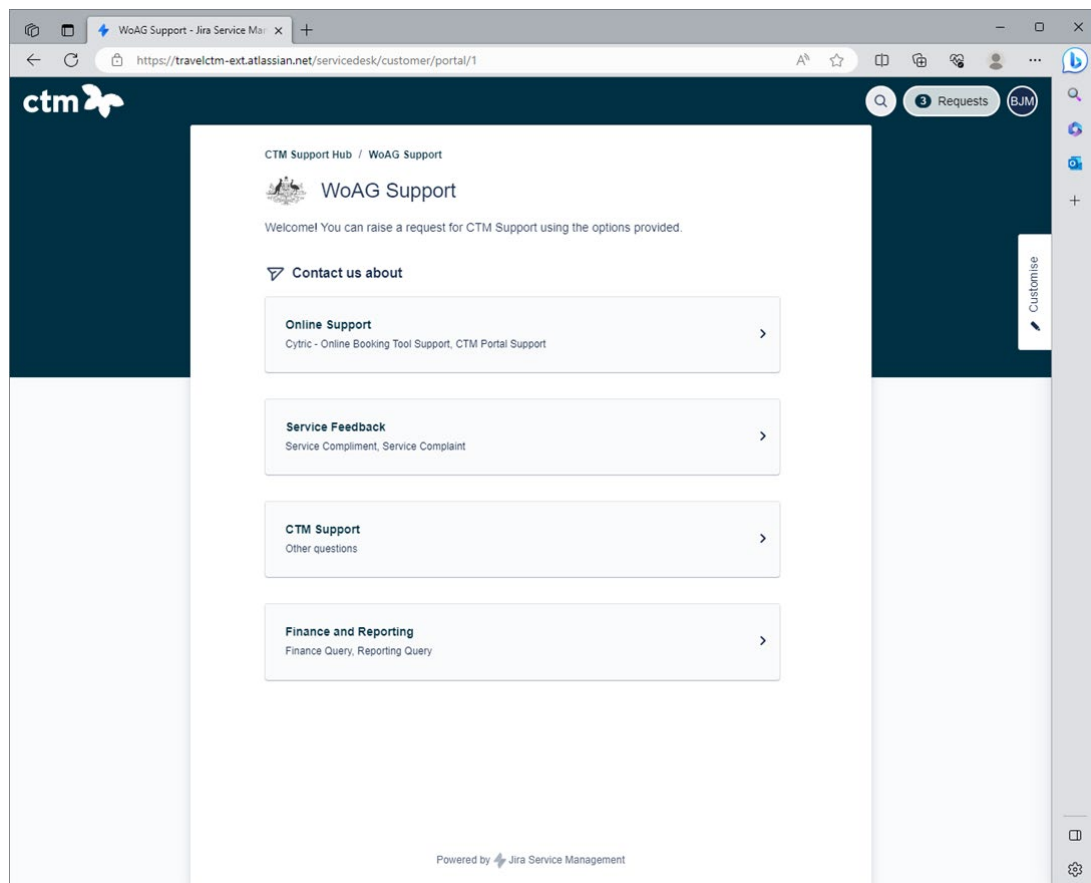

- Once you click the sign up link in your email, the CTM Customer Support webpage will open requiring your full name and a password to finalise the setup.
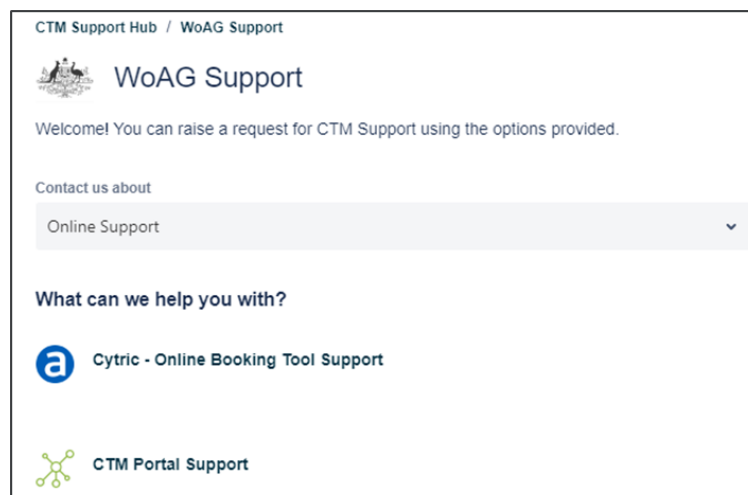- Select **Sign up** once these details have been entered.

Raising a Support Ticket

- To raise a support ticket, select the relevant category.

- Using the 'Online Support' category as an example, you can see that you are then required to select the relevant product and template within the category.

- You are then required to fill in all the necessary fields within the product or template you have selected.
- Click **Send** once you have entered all the required fields.

- After clicking send, you will receive an email notification with the ticket number.
- Please note, the email can be referred to if you need to quickly access the support ticket. Simply click **View request**.
- The email also can be replied to directly which will add the details to the ticket in Jira on the CTM Support end.
- IMPORTANT: the subject line must never be touched or modified in any way.
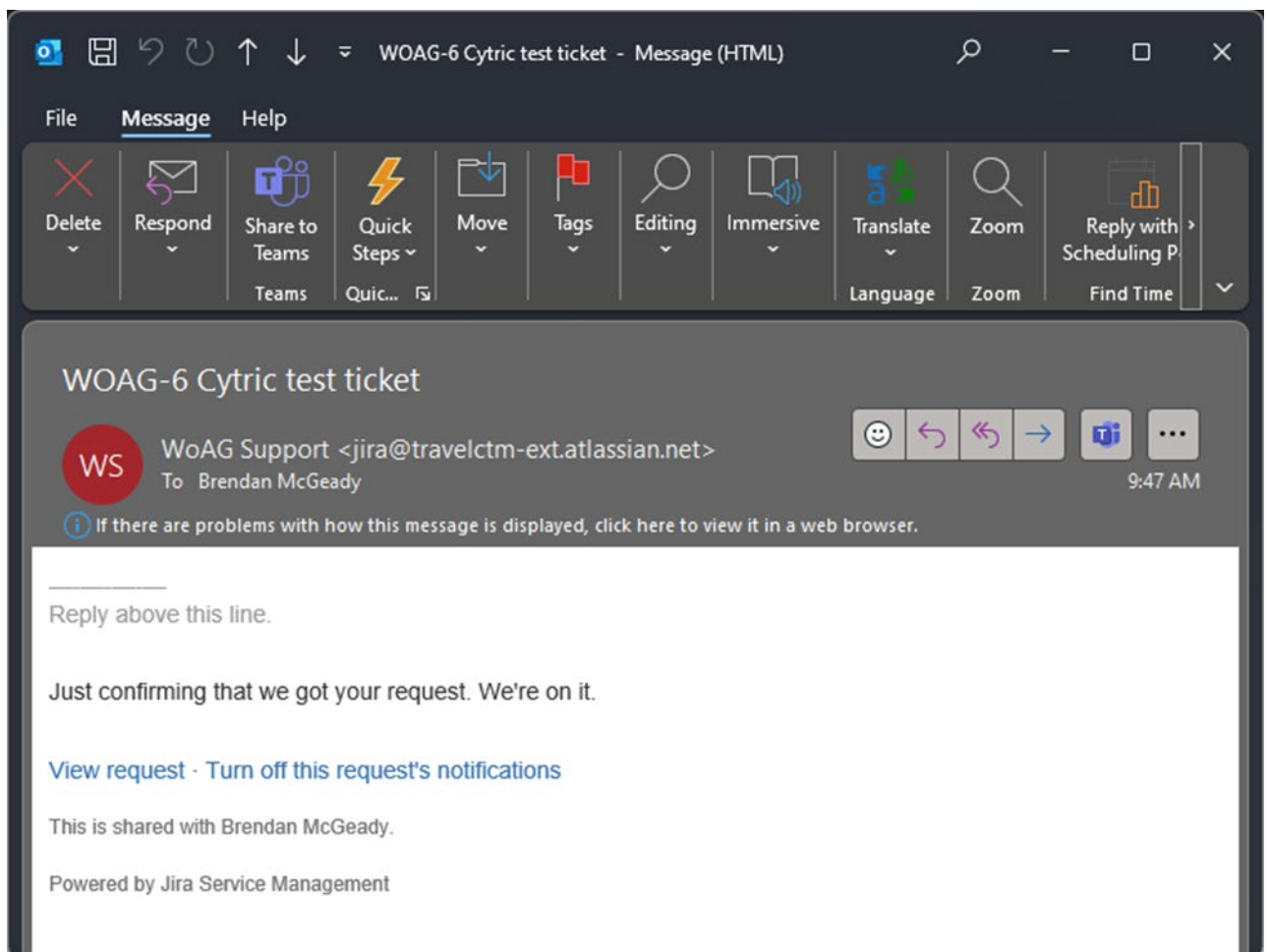
View existing open tickets

- To view existing open tickets, please log into the CTM Support Hub.

- Following this, click on **Requests** > **Created by me**.

- Please note, **All** refers to tickets raised by someone else but share with you.
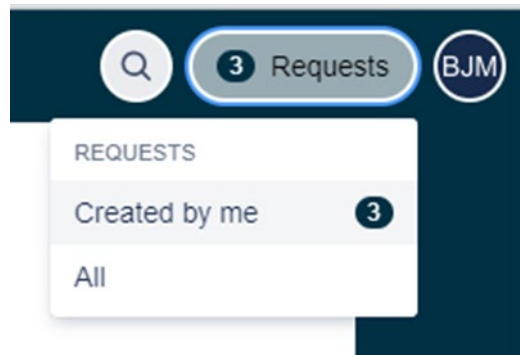
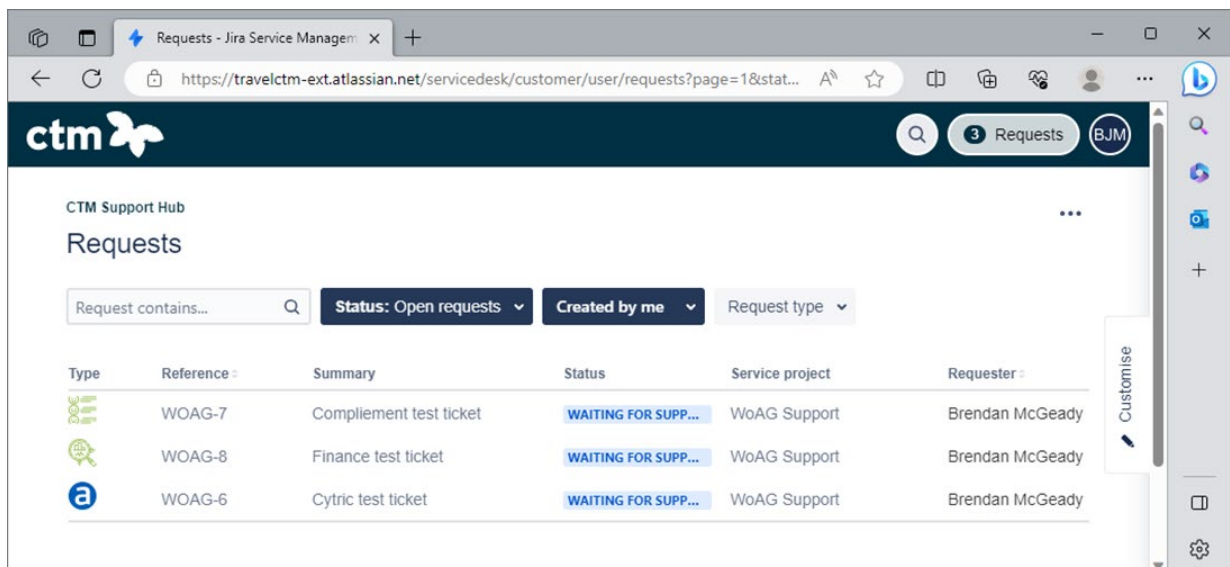- Within Requests, you will see all existing open tickets listed, along with their respective status.

- To view further information, click on the relevant reference/ticket number.

Update or follow up on an existing ticket

- Once the ticket is open, there are various options available for updating or following up on a request.
- All correspondence, questions/answers, and conversations relating to the request will be listed in the activity section.
    - **Add a comment:** Used for providing additional information or questions. Any comments entered within the ticket will automatically flow through to support staff.
    - **Escalate:** Used for highlighting the importance of a ticket. To be used sparingly for best effect.
    - **Resolve this issue** and **Cancel Request:** Used if the request is no longer required. This will remove the request from the support team's queue.
    - **Status:** Displays the live status of the ticket.
        - Waiting for support – the initial status when the ticket is created.
        - Waiting for customer – The support team have sent a question back to the requester.
        - In progress – The ticket has been picked up by the support team and is being worked on.
        - Enhancement – The request has resulted in an enhancement being required within the system. This is still an in-progress status but highlights that some form of development or system fix is required.
        - Cancelled/Closed/Resolved – The relevant 'closure' statuses.
    - **Shared with:** Shows the original requestor. The share button (+ icon) can be used to add other participants to the ticket. This allows them to receive updates on the request.
- Please see the following page for an example of this interface.