



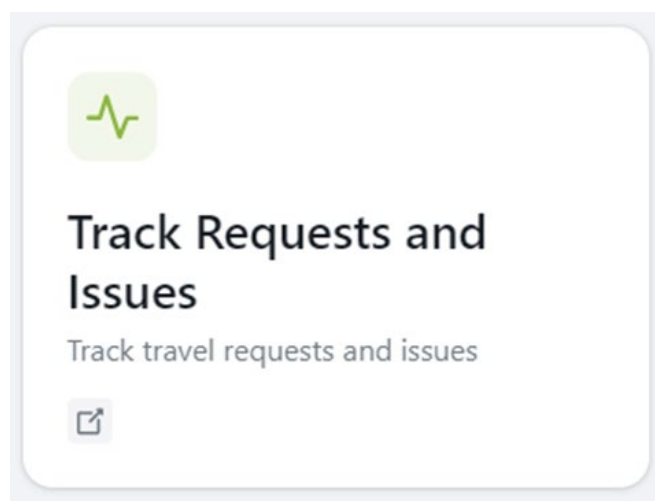
CTM Support Hub

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.

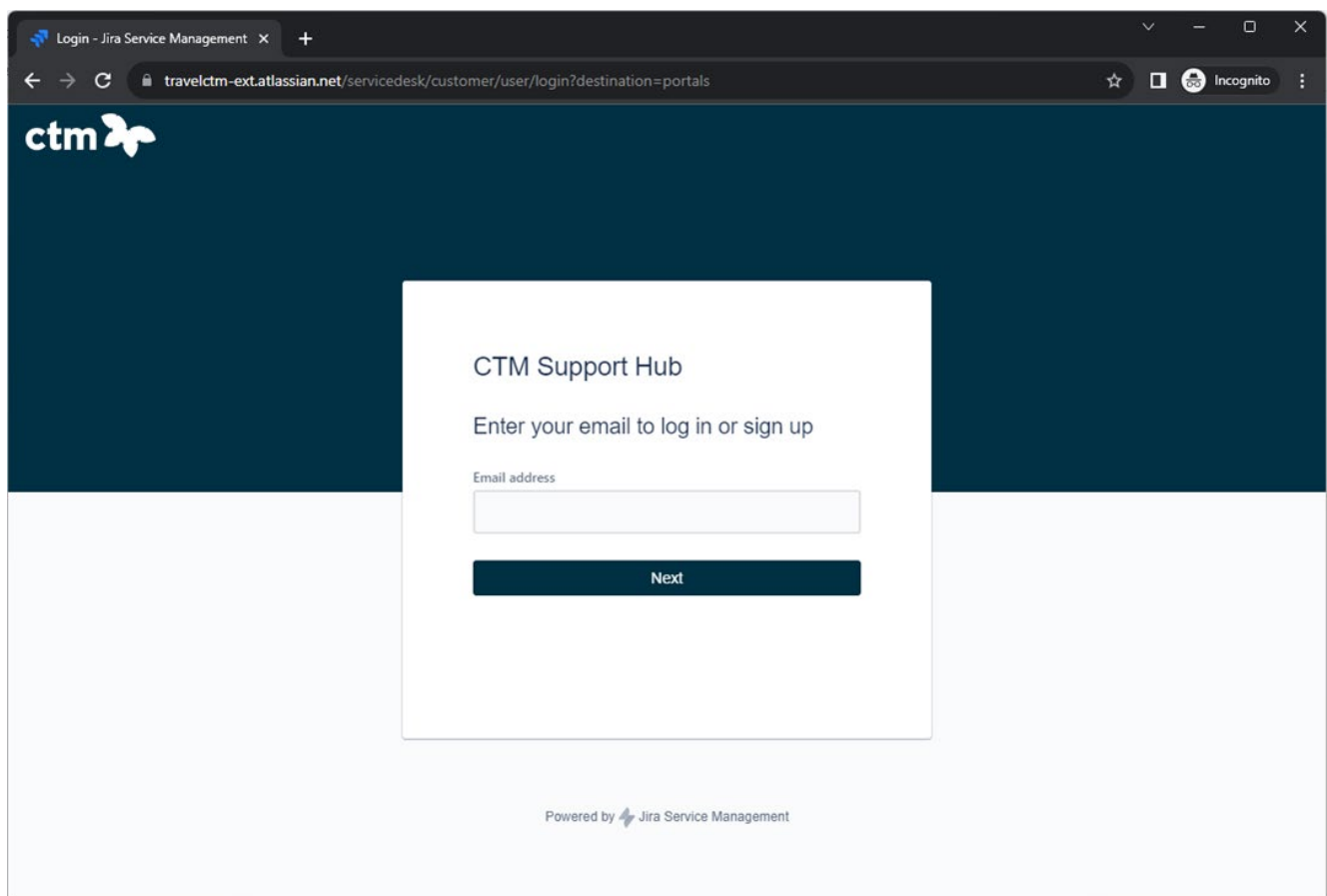
This guide will explain how to create a CTM Support Hub account, raise a support ticket and make changes to an existing support ticket. It assumes you have already logged into the CTM Client Portal and have access to the 'Track Requests and Issues' tile.



Using CTM Support Hub for the first time

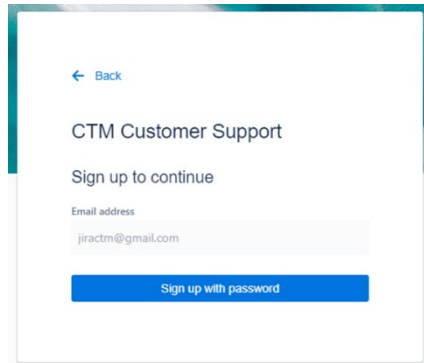
Create a CTM Support Hub Account

- 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.

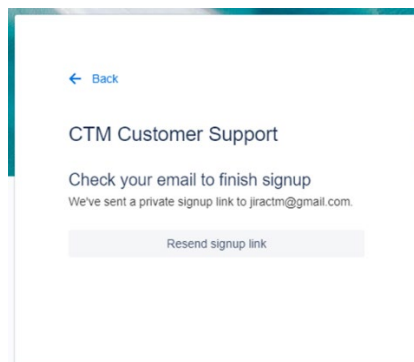


The screenshot shows a web browser window with the URL `travelctm-ext.atlassian.net/servicedesk/customer/user/login?destination=portals`. The page features the CTM logo in the top left corner. A central white modal box contains the text "CTM Support Hub" and "Enter your email to log in or sign up". Below this text is a text input field labeled "Email address" and a dark blue button labeled "Next". At the bottom of the page, it says "Powered by Jira Service Management".

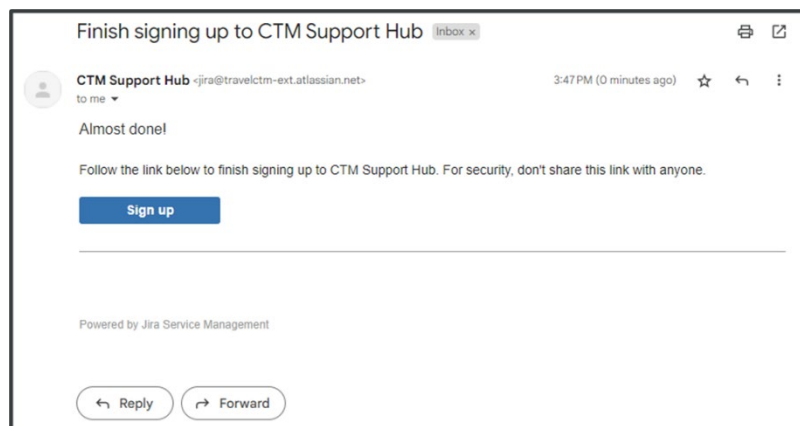
- If entering your email for the first time, the system will recognise that it is a new account.
- You will need to click **Sign up with password**.



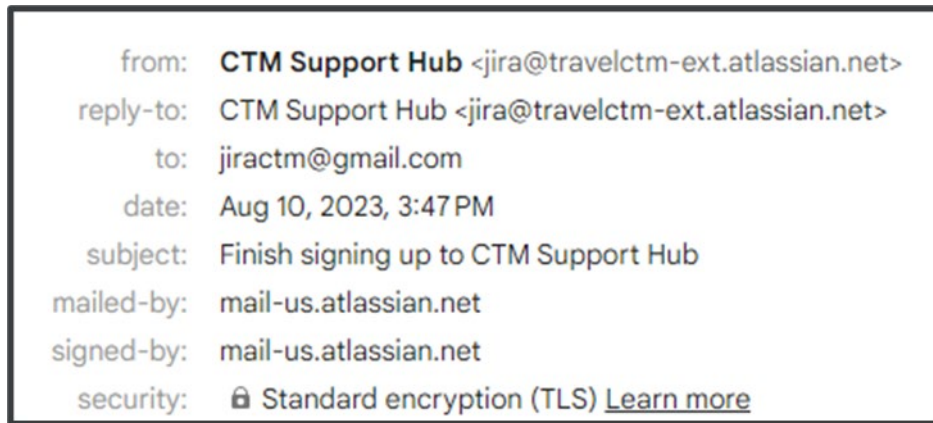
- Once clicked, an email will be sent to complete the setup. You can close your browser at this point.



- 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.

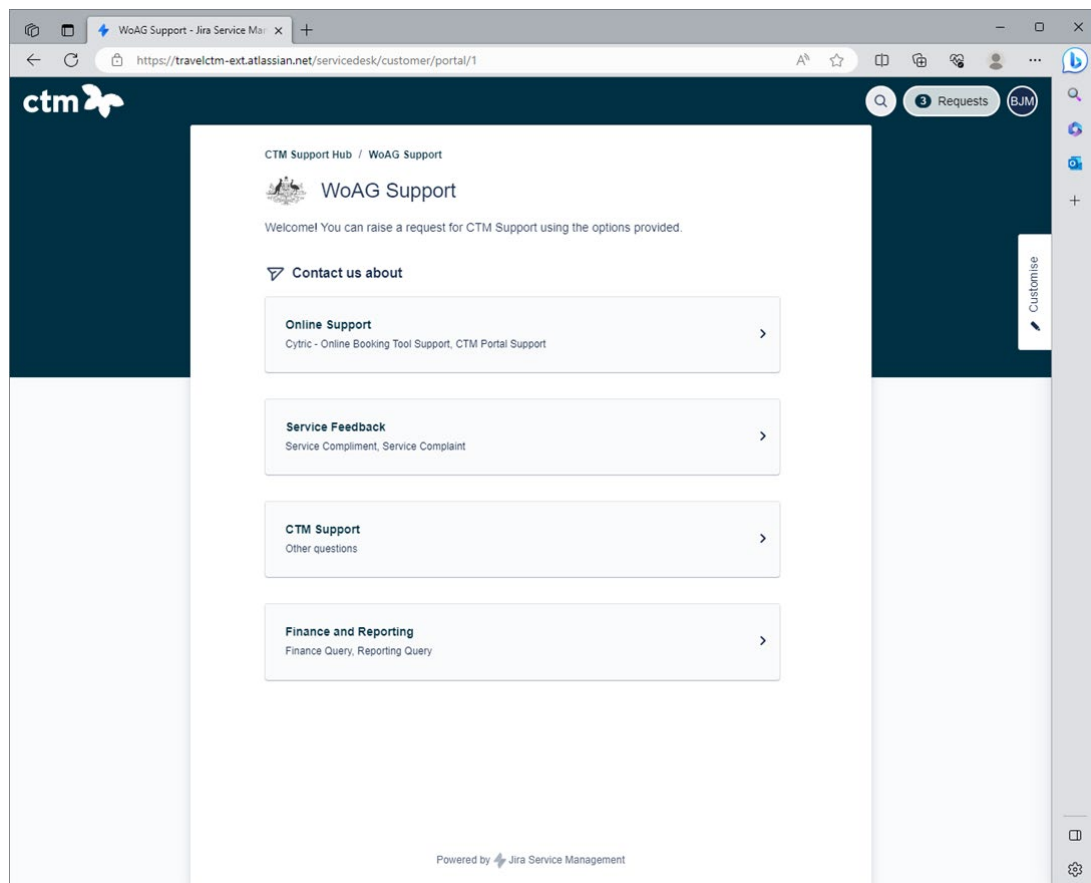


- Once you click the sign up link in your email, the CTM Customer Support webpage will open requiring your full name and a password to finalise the setup.
- Select **Sign up** once these details have been entered.

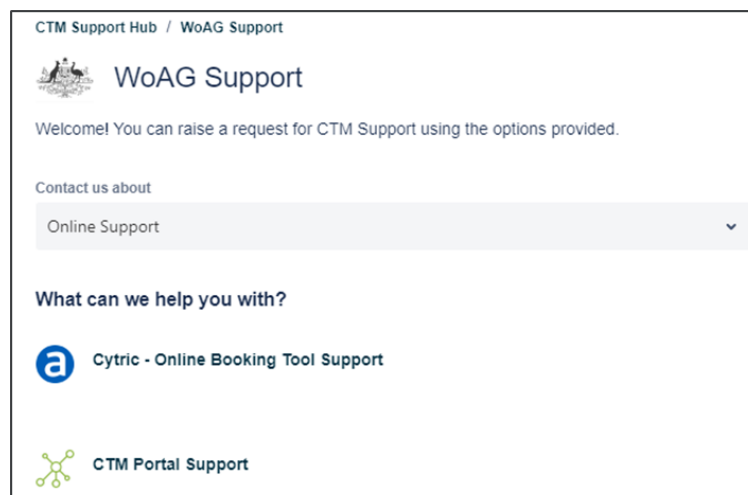
A screenshot of a web form titled "CTM Customer Support" with the subtitle "Sign up to continue". The form has a light blue border. It contains three input fields: "Email address" with the value "jiractm@gmail.com", "Full name" which is empty, and "Choose a password" which is empty and has an eye icon for toggling visibility. Below the fields is a line of text: "By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#)." At the bottom is a blue button labeled "Sign up".

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.

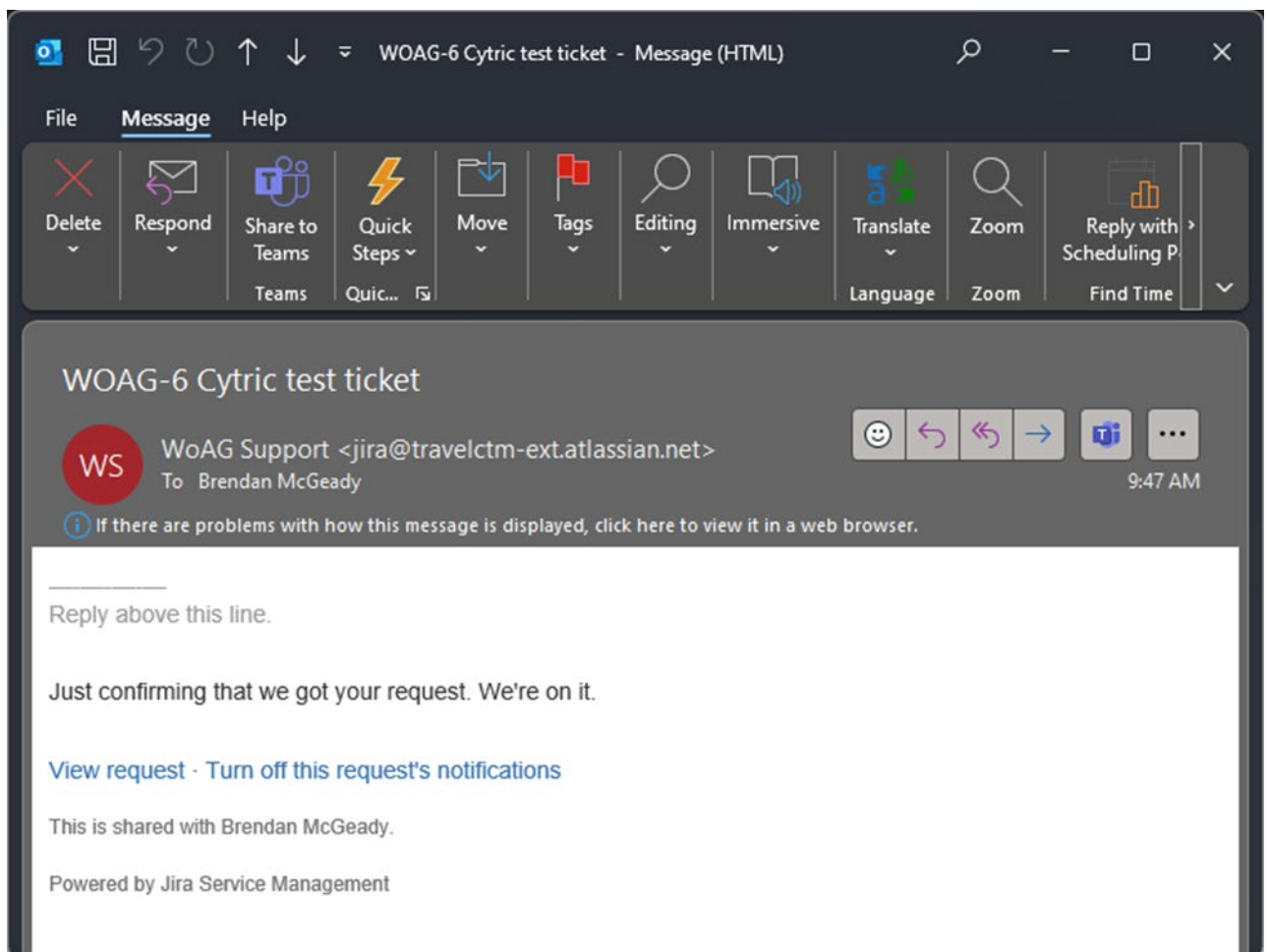
The screenshot shows a web browser window with the URL <https://travelctm-ext.atlassian.net/servicedesk/customer/portal/1/group/3/create/9>. The page is titled "CTM Support Hub / WoAG Support" and "WoAG Support". It includes a welcome message: "Welcome! You can raise a request for CTM Support using the options provided."

The form contains the following fields and sections:

- Contact us about:** A dropdown menu with "Online Support" selected.
- What can we help you with?:** A dropdown menu with "Cytric - Online Booking Tool Support" selected.
- Raise this request on behalf of:** A dropdown menu with "Brendan McGeady (brendan.mcgeady@travelctm.com)" selected.
- Summary:** A text input field.
- Traveller / Booker Name:** A text input field.
- Traveller / Booker Email:** A text input field.
- PNR / Booking Reference:** A text input field.
- Entity:** A dropdown menu.
- Attachment:** A section with a dashed border containing the text "Drag and drop files, paste screenshots, or browse" and a "Browse" button.
- Description:** A rich text editor with a toolbar showing options like "Normal text", "Bold", "Italic", "Text color", "List", "Link", "Image", "Code", "Quote", and "More".

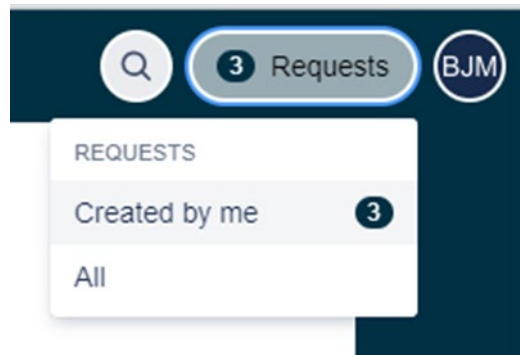
At the bottom of the form are "Send" and "Cancel" buttons. The footer of the page states "Powered by Jira Service Management".

- 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.**

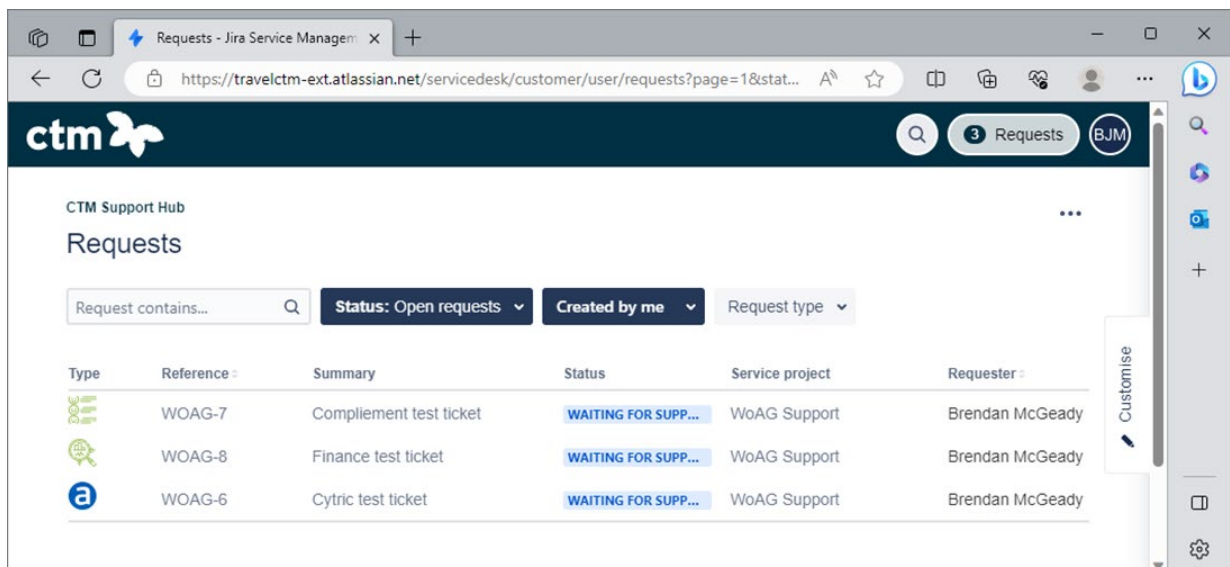


View existing open tickets

- 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.

Cytric test ticket - WoAG Support

https://travelctm-ext.atlassian.net/servicedesk/customer/portal/1/WOAG-6

ctm

3 Requests

BJM

CTM Support Hub / WoAG Support / WOAG-6

Cytric test ticket

BJM

Brendan McGeady raised this on Today 9:45 AM

Hide details

Traveller / Booker Name

brendan

Traveller / Booker Email

brendan.mcgeady@travelctm.com

PNR / Booking Reference

abc123

Entity

Clean Energy Finance Corporation

Description

test1

Status

WAITING FOR SUPPORT

Notifications on

Escalate

Resolve this issue

Cancel request

Request type

a

Cytric - Online Booking Tool Support

Shared with

BJM

Brendan McGeady

Creator

Share

Activity

BJM

Add a comment

Powered by Jira Service Management