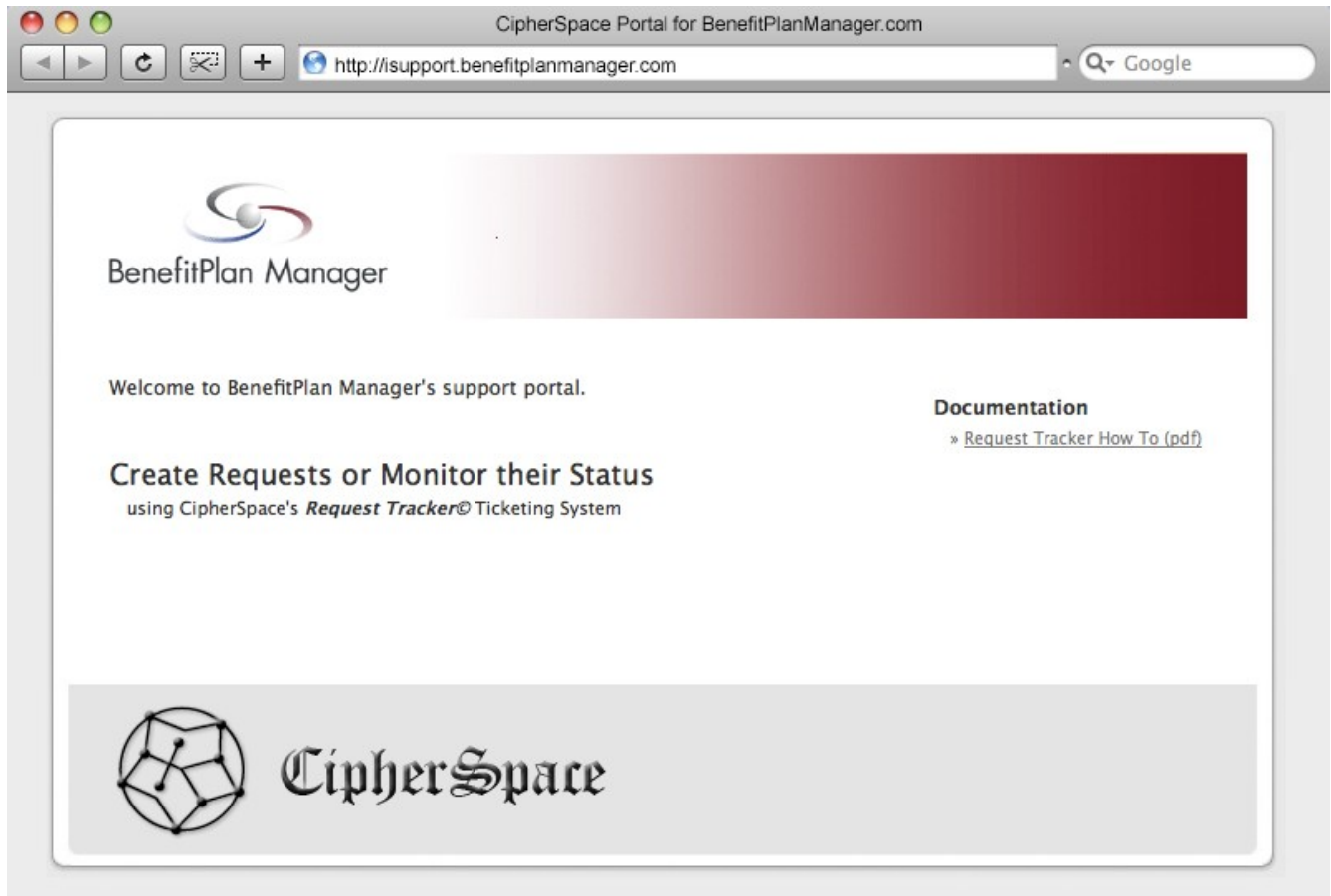
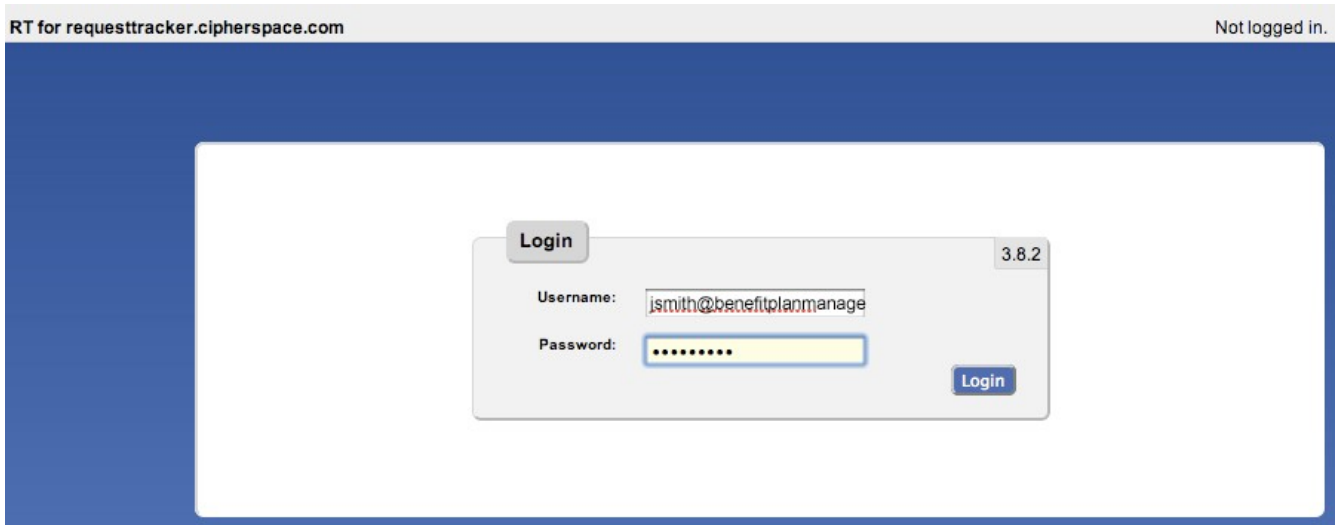


How to create an RT ticket

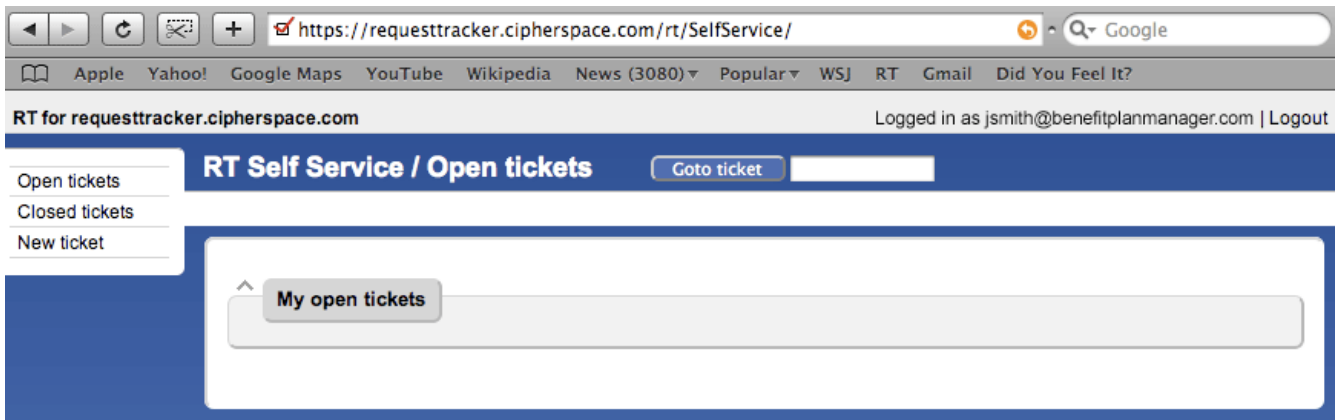
Step 1: Go to the support portal by going to the URL: <http://isupport.benefitplanmanager.com/>



Step 2: Click on the “Request Tracker” link to go to the Request Tracker login page. Login using your Benefitplan Manager email address and your email password.



Step 3: Request Tracker Home page



Step 4: Click on the “New ticket” link on the left to create a new ticket and choose the Benefitplan Manager (BPM) queue

RT for requesttracker.cipherspace.com Logged in as jsmith@benefitplanmanager.com | Logout

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**RT Self Service / Create a ticket** [Goto ticket](#)

- [Open tickets](#)
- [Closed tickets](#)
- [New ticket](#)

Queue: **BPM**

Requestors:

Cc:

Subject:

Severity Select one value   
Show Stopper  
Critical  
High  
Medium

Ticket Type Select one value   
*Input must match [Mandatory]*

Attach file:  no file selected

Describe the issue below:

Step 5: Enter the required information and click on the “Create” button. Be sure to choose the appropriate Ticket Type and an appropriate “Severity” for what you are reporting. Subsequently, you will be able to come back to this same ticket and track its progress.

RT for requesttracker.cipherspace.com Logged in as jsmith@benefitplanmanager.com | Logout

**RT Self Service / Create a ticket** [Goto ticket](#)

Open tickets  
Closed tickets  
New ticket

Queue: **BPM**

Requestors:

Cc:

Subject:

Severity: **Medium** (Select one value)  
*Input must match [Mandatory]*

Ticket Type: **(no value)** (Select one value)

- (no value)
- Email Support  
Email: (Outlook|Calendar|Contacts|LDAP) setup|maintenance|support
- Desktop Support  
Employee/Contractor: User initial setup or termination
- Hardware: (Printer/Scanner/Workstation components) setup|maintenance|support
- Network: (Security/Folders/VPN/Internet) setup|maintenance|access|permissions
- Software: (Workstation) setup|upgrade|maintenance|support
- Workstation: (Desktop/Laptop) rebuild|setup|maintenance|support
- Server Support  
Server: rebuild|setup|maintenance|support
- Phone(VoIP) Support  
VoIP: (Phone/voicemail) setup|maintenance|support
- Procurement Support  
Buy New: (Hardware/Software/Equipment/Service)
- Handheld/Mobile Support  
Mobile: (PDA/Handheld/Smartphone) support|sync
- Customized  
Customized: (Website/Systems/Projects) design|develop|deploy|document|support

Attach file:

Describe the issue below: