

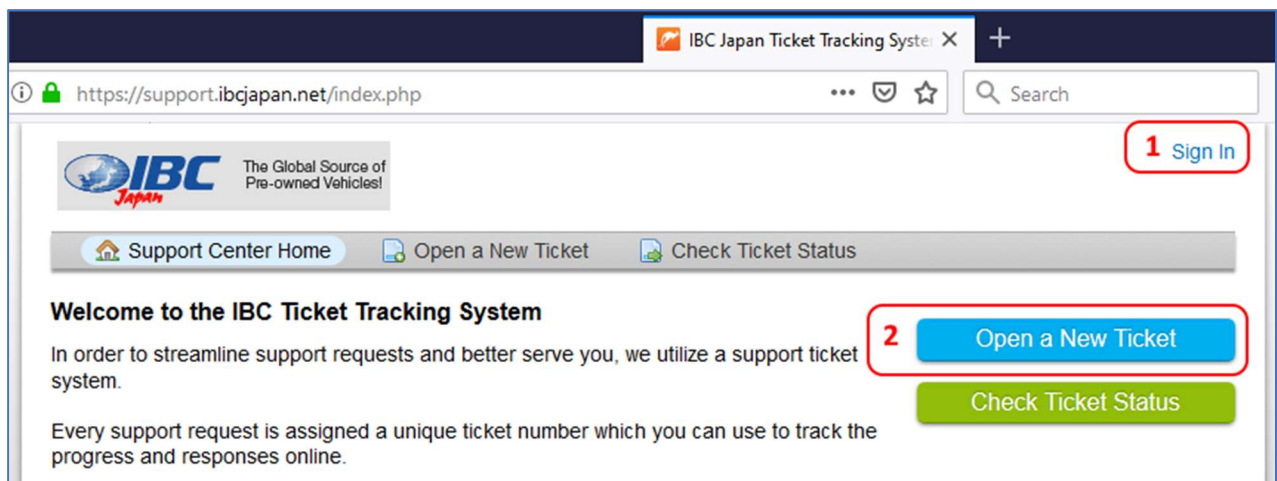
IBC Japan Ticket Tracking System Quick Guide for End Users v1.0

Systems Support Services 07.08.2019

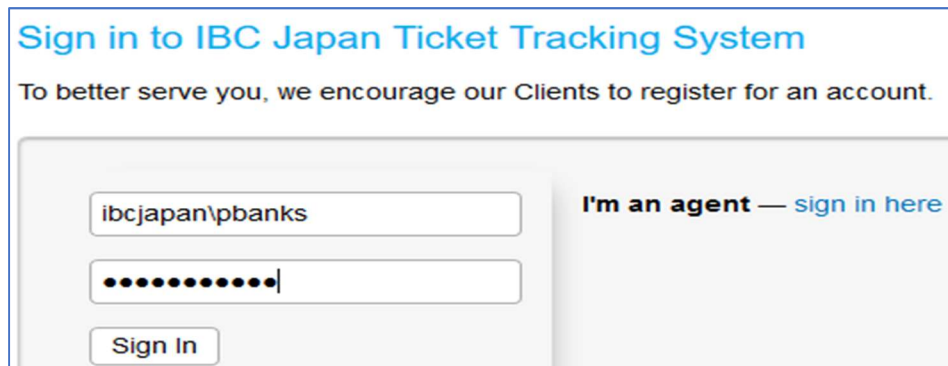
The URL for the Ticket Tracking System is **https://support.ibcjapan.net**

Sign In

Users can sign into the system by clicking the (1) **Sign in** link in the Upper Right corner of the site or you can directly click on the (2) **Open a New Ticket** button.



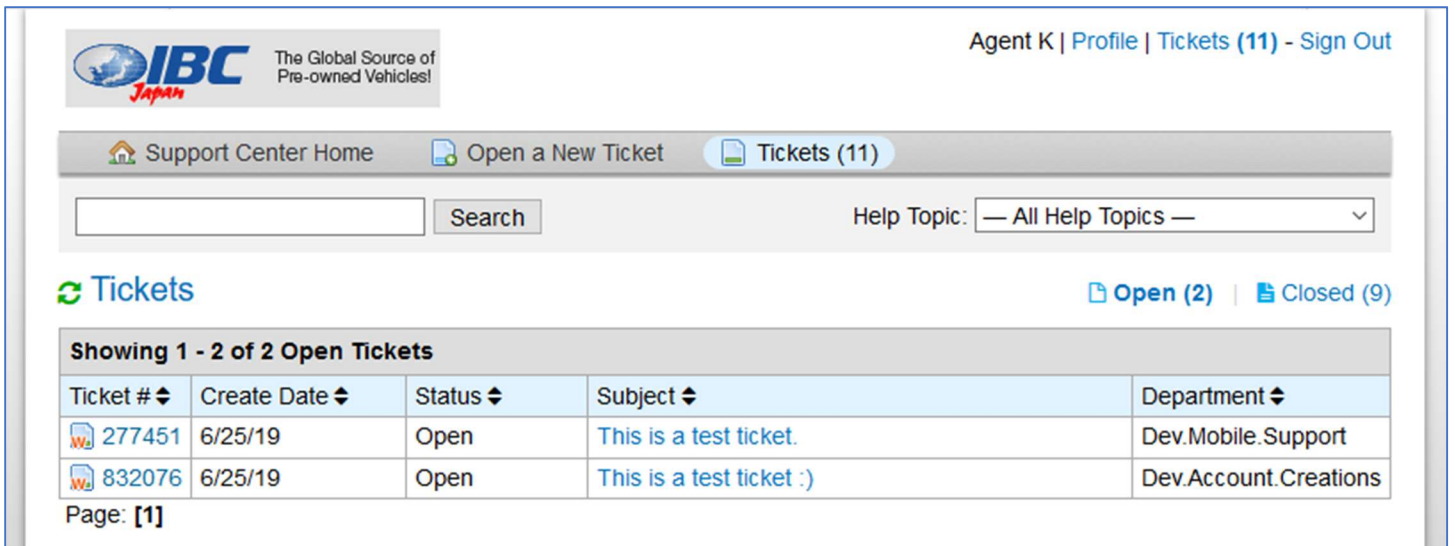
Users will now be presented with the login screen. Please login using your OWA login and password in this format: ibcjapan\OWA login (ex: ibcjapan\pbanks)



Limitations: Users can only have an invalid login (wrong password, etc.) for up to 6 times, then the system will lock out the session and the user can retry logging in again after 1 minute.

Main Dashboard

Once logged in, users are now presented with the main dashboard with a default view on the currently open tickets the user has filed in the past.



The screenshot shows the IBC Japan main dashboard. At the top left is the IBC Japan logo with the tagline "The Global Source of Pre-owned Vehicles!". On the top right, it says "Agent K | Profile | Tickets (11) - Sign Out". Below the logo is a navigation bar with "Support Center Home", "Open a New Ticket", and "Tickets (11)". A search bar and a "Help Topic" dropdown menu are also present. The main section is titled "Tickets" and shows "Open (2)" and "Closed (9)". A table displays the following data:

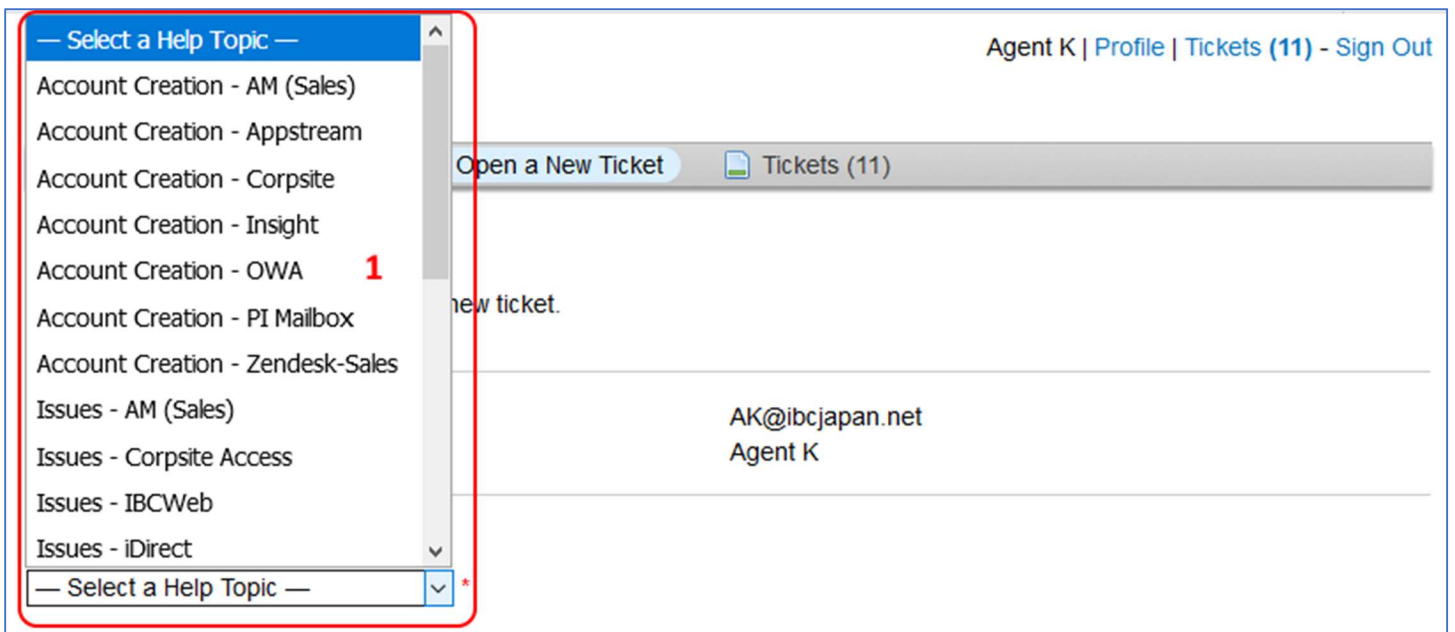
Ticket #	Create Date	Status	Subject	Department
277451	6/25/19	Open	This is a test ticket.	Dev.Mobile.Support
832076	6/25/19	Open	This is a test ticket :)	Dev.Account.Creations

Page: [1]

Opening a New Ticket

To open a New Ticket, click on the Open a New Ticket link and a dropdown selection will appear.

Select the desired Request/Issue that you want to file and fill up the required information. Please be as accurate as possible in describing the issue. When everything is all filled up, click on the Create Ticket button.



The screenshot shows the "Open a New Ticket" dropdown menu. The menu is open, displaying a list of help topics. A red box highlights the dropdown menu. The list includes:

- Account Creation - AM (Sales)
- Account Creation - Appstream
- Account Creation - Corpsite
- Account Creation - Insight
- Account Creation - OWA **1**
- Account Creation - PI Mailbox
- Account Creation - Zendesk-Sales
- Issues - AM (Sales)
- Issues - Corpsite Access
- Issues - IBCWeb
- Issues - iDirect

The background shows the "Open a New Ticket" button and the "Tickets (11)" link. The user's email "AK@ibcJapan.net" and name "Agent K" are visible.

Please select the nearest Help Topic related to your request/issue. If you can't find a Help Topic that is closely related to your concern, please select the Help Topic, Issues – Other (DevOps) or Issues – Other (Systems). Our Support resource will be the one to check and assign the ticket to the related department where it will be worked on.

Support Center Home Open a New Ticket Tickets (12)

I can not sent emails #749919 [Print](#) [Edit](#)

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Agent K
Department:	Systems Support Group	Email:	AK@ibcJapan.net
Create Date:	7/8/19, 1:22 PM	Phone:	

Request/Issue Details:

OWA Login of User	PBanks
Experiencing the Error:	
Department:	Systems

Agent K posted 7/8/19, 1:22 PM

I can not send emails to external addresses since this morning. Please check.

Created by **Agent K** 7/8/19, 1:22 PM

Post a Reply

*To best assist you, we request that you be specific and detailed **

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Drop files here or choose them

[Post Reply](#) [Reset](#) [Cancel](#)

Users can use the ticket number to make a follow up on the status of the ticket.

Once a Support resource updates the ticket, an email is automatically sent to the user's email containing the update and a direct link to the ticket.

That's it for the quick guide. We strive to make the ticketing process easy and simple to the end users. For more information, questions, queries, and feedbacks, please send an email to AK@ibcJapan.net