Instructions on how to create a new Remedy Incident report
How to log/enter a ticket?

1. Go to this website: https://support.temple.edu/arsys/shared/login.jsp?/arsys/, and it will take you to login screen shown below: (Fig.1)

   ![Login Screen](Image)

2. Enter your temple accessnet to login (You cannot login to this site from a lab side or wireless)
   Example:
   User Name: tub85569
   Password: TUpassword

3. After successful authentication, you will be able to view the “Incident Console”, where you need to create a new incident or a new ticket relating to your task you attended:
   - Click on “New Incident,” on the left.
4. After clicking on "New Incident", you will be shown a screen like below to enter details:

5. Fill the information needed:
   - Customer name if you have it. If you don't just add your own name
   - Summary of the incident: Describe the issue. Such as, printer jam.
   - Leave the following items as default (No need to change them)
     - Impact
     - Urgency
     - Priority
     - Incident type
   (Note: See image below)
- Reported Source:
  - Click on the list and select direct input (see image below)

- Assigned group:
  - Select ‘Temple’
  - Select ‘University Libraries’
  - Select ‘LTS Tech Students’
- **Assignee:**
  - From the drop down menu select
    - Your name, if you can solve the issue, or
    - Your manager’s name, if you weren’t able to solve the issue

- **Status:**
  - Select from the drop down menu - **In progress**

- **Notes:** Add more information if summary was not enough
6. Click on 'Categorization'

7. Operational Categorization:
   - Select tier 1 from drop down menu:
     - In this example it is 'failure'
Select Tier 2 from drop down menu:
  - In this example it is 'system component'

8. Product categorization:
   - Select tier 1 from drop down menu:
     - In this example it is 'hardware'
● Select tier 2 from drop down menu:
  ○ In this example it is ‘printer’

● Select the product name from drop down menu:
  ○ In this example it is ‘Printer - University owned’
6. Click **save**.
   - This will save your ticket

**How do you add the resolution on the system?**

1. Under categorization there is a link called:
   - **Show resolution categorization** - Click on it
2. Resolution Categorization - Default

Resolution Product Categorization:
- Tier 1 - same information entered earlier
- Tier 2 - same information entered earlier
- Product Name - same information entered earlier
3. Update the status
   - Status: select ‘Resolved’ from the drop down menu
   - Status reason: ‘No further action required’ from drop down menu
   And click save
4. After you save it, this screen should appear like the one below, and it should indicate no tickets under your name.