



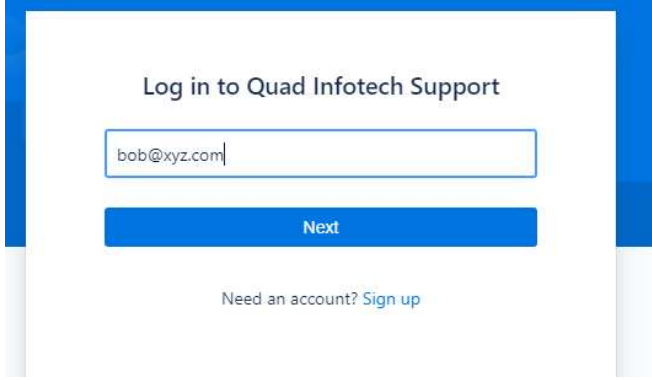
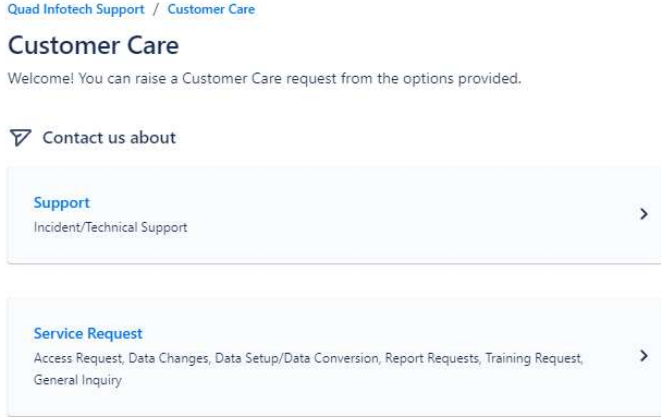
Quad InfoTech Inc.

Self-Service Portal Guide

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Sharing a Ticket

<p>Step 1: Log in our Self-Service Portal</p>	
<p>Step 2: Select the appropriate option for your needs and complete the details of the ticket</p>	

Step 3: You can choose to Share your ticket by selecting the appropriate organization or keep the ticket private.

IT/Incident Ticket Number

Enter your IT/Incident ticket number if you have one, e.g. Service Now.

Responsibility *

Share with *

Share with Test Organizati... ▼

Share with Test Organization

No one

Step 4: Click Send to submit your ticket

IT/Incident Ticket Number

Enter your IT/Incident ticket number if you have one, e.g. Service Now.

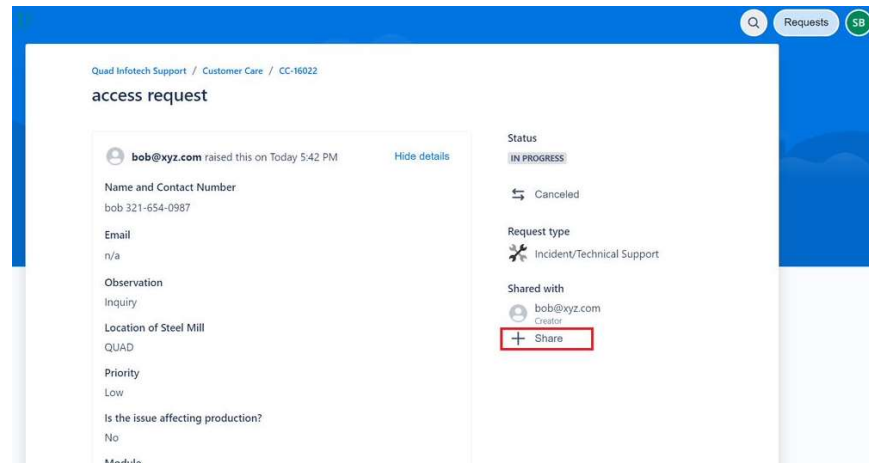
Responsibility *

Share with *

Share with Test Organizati... ▼

Cancel

Step 5: You can also Share your ticket after you've submitted. Click on '+ Share'.

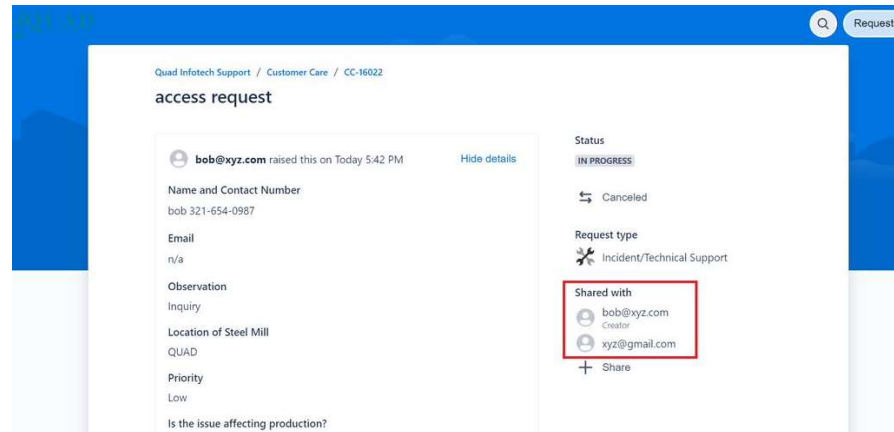


Step 6: Enter the email address of the user that you would like to share the ticket with.

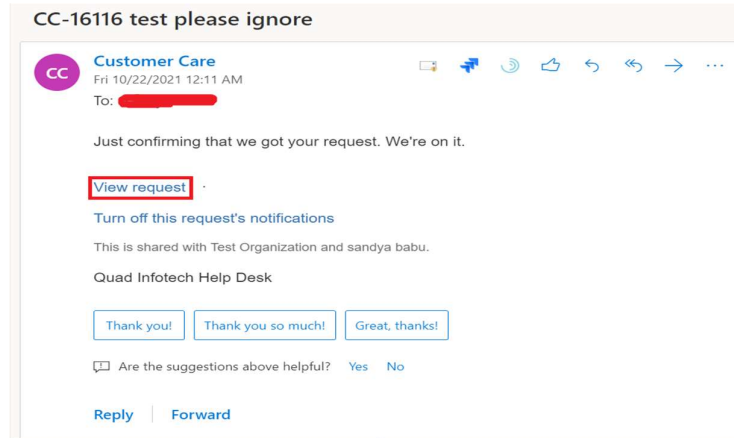
Note: Only users who have Jira accounts and are part of the same organization as the reporter will be available for selection.

You can create a new user account using the link below

[Create a Account](#)



Step 7: An email notification will also sent be to the user to view the ticket.
Click on 'view request' to view the status of the ticket.



Step 8: Notification alerts of shared request can be turned off using "Turn off this Request's notifications"

