

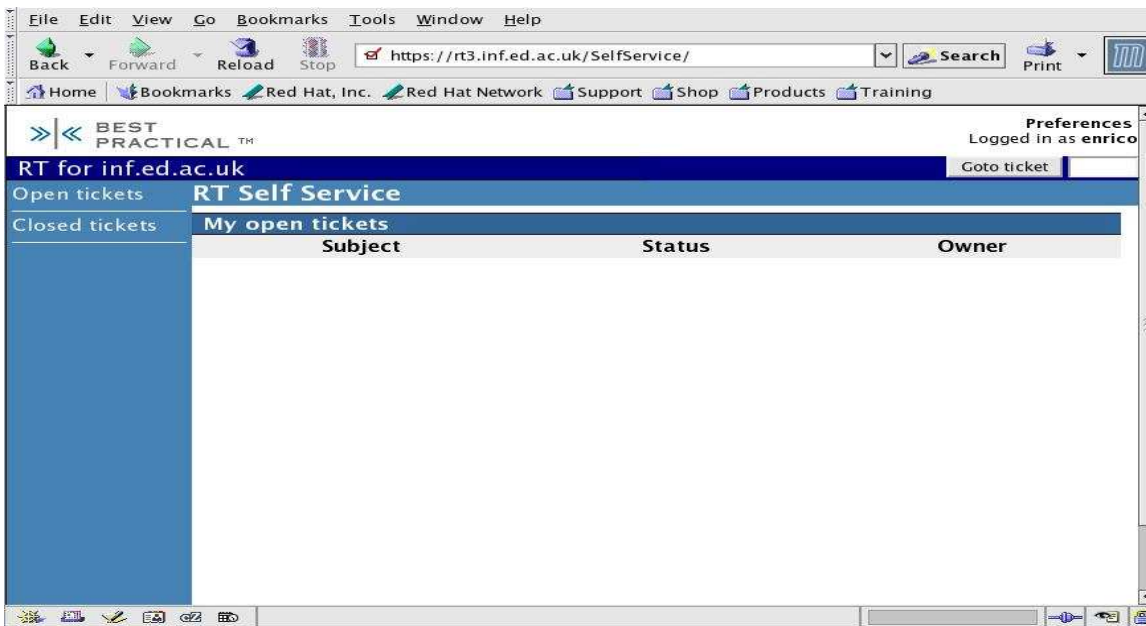
ACCESS TO YOUR SUPPORT MESSAGES

It is now possible for staff to view their RT tickets on-line, provided that the initial request has been made using a DICE authenticated username and valid informatics e-mail address.

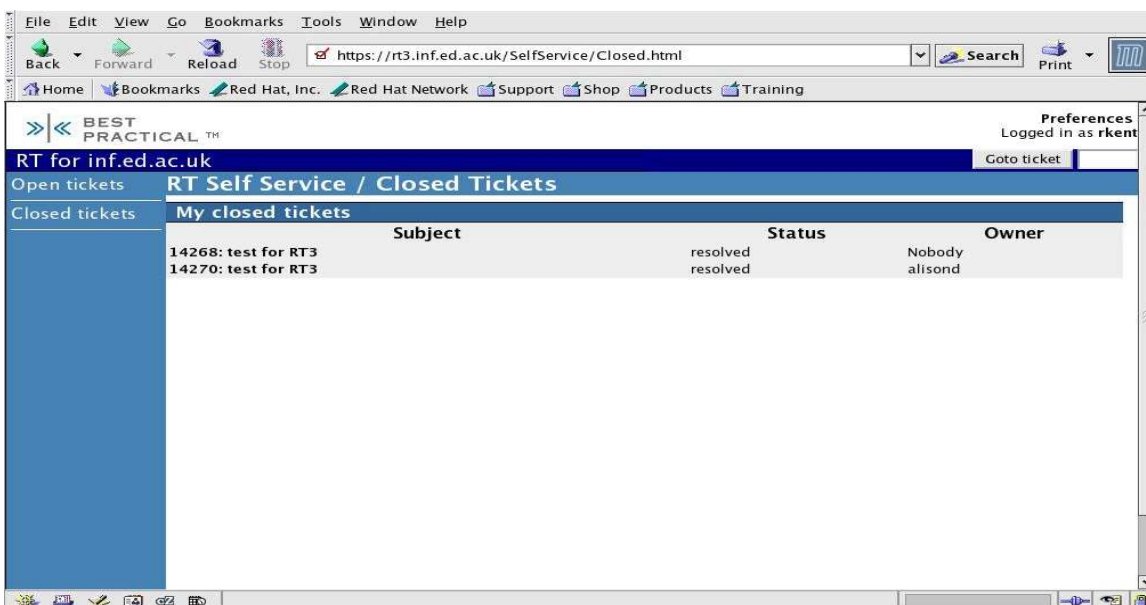
The simplest way to view your tickets is from a DICE machine, by going to the url:

<https://rt3.inf.ed.ac.uk>

Provided that your details have authenticated correctly you should be taken straight to the following page:



The initial page displays a summary of your open tickets. Clicking on the 'Closed tickets' option on the left-hand side of the page displays the following page.



You can then click on each individual ticket to display more detailed information about the ticket. This includes all the correspondence and comments associated with the ticket. Comments are not normally sent

to you so this may provide you with more information about the progress of your ticket. The page that you will see is similar to the following.

The screenshot shows a web browser window displaying a ticket page for 'RT Self Service / #14270: test for RT3'. The browser's address bar shows the URL 'https://rt3.inf.ed.ac.uk/SelfService/Display.html?id=14270'. The page header includes the 'BEST PRACTICAL' logo and the text 'RT for inf.ed.ac.uk'. The user is logged in as 'rkent'. The page is divided into several sections:

- Open tickets:** RT Self Service / #14270: test for RT3
- Closed tickets:** A list of closed tickets is visible on the left side.
- The Basics:** Ticket details including Id: 14270, Status: resolved, Worked: 0 min, Priority: 0/0, and Queue.
- Dates:** A table of dates for the ticket:

Date	Action
Tue Nov 23 11:23:26 2004	Created
Tue Nov 23 16:02:46 2004	Started
Tue Nov 23 12:14:30 2004	Last Contact
Wed Nov 24 12:41:35 2004	Closed
Wed Nov 24 12:41:35 2004	Updated by alisond
- History:** A list of actions taken on the ticket, including 'Ticket created' by 'rkent' on Tue Nov 23 11:23:26 2004. The subject is 'test for RT3' and the sender is 'Richard Kent <rkent@inf.ed.ac.uk>'. The history also includes a comment 'another test' and 'Additional info added by the Support web form:' with details like Username: rkent, Real name: Richard Kent, Home dir partition: ptn038, and Roles: ex-staff.

You will also be able to access the pages from a non-DICE machine. Entering <https://rt3.inf.ed.ac.uk> will first redirect you to the Informatics Web Authportal. Here you will be asked to enter your DICE username and password. Before trying this for the first time, please read the instructions regarding the authportal at www.inf.ed.ac.uk/systems/authportal.

The screenshot shows a web browser window displaying the 'dice authentication portal' login page. The browser's address bar shows the URL 'https://authportal.inf.ed.ac.uk/login/'. The page header includes the 'dice authentication portal' logo and the text 'Found 7 tickets'. The page contains the following text and form elements:

Use this form to login for School of Informatics web services from remote machines. This includes EUCS Open-access Computing Laboratory Workstations and home user personal computers.

Note that you should not need to use this form from DICE Workstations.

This is the only location on the web you should trust with your DICE username and password!

Your Informatics Username:

Your Informatics Password:

Key size (select 2048):