

NERC

NORTH AMERICAN ELECTRIC
RELIABILITY CORPORATION

ERO Enterprise Helpdesk

Training Guide

08/09/2019

RELIABILITY | RESILIENCE | SECURITY



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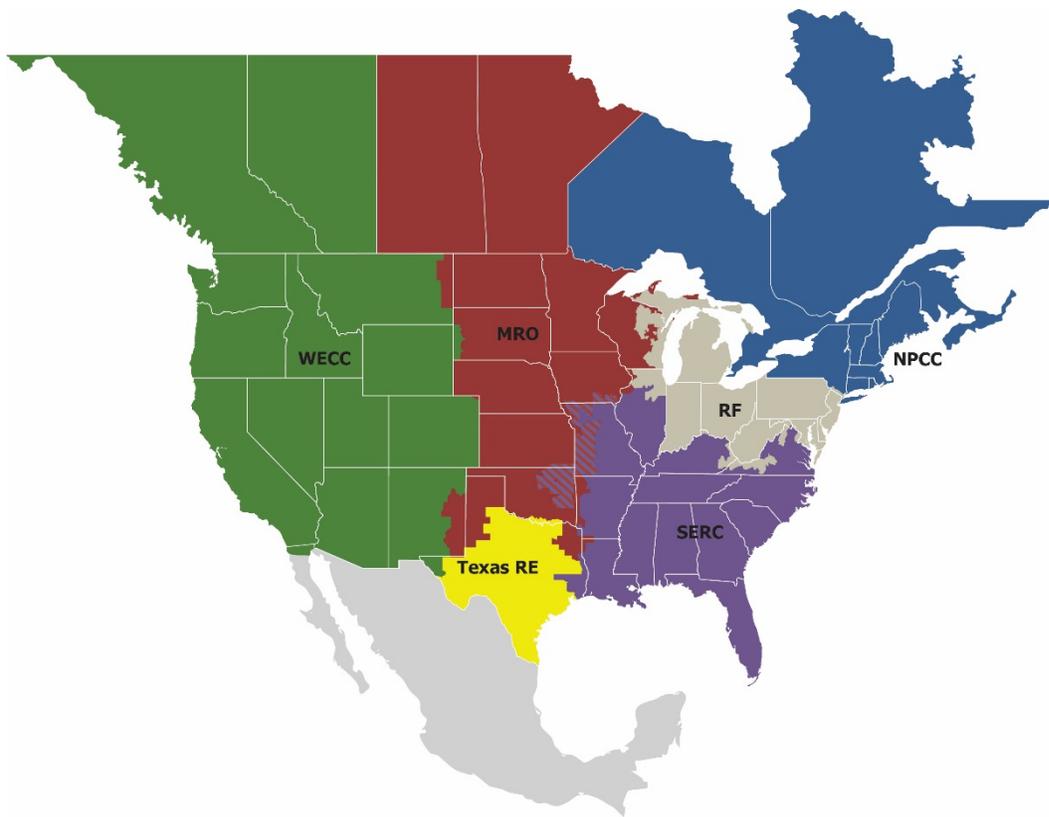
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Preface

Electricity is a key component of the fabric of modern society and the Electric Reliability Organization (ERO) Enterprise serves to strengthen that fabric. The vision for the ERO Enterprise, which is comprised of the North American Electric Reliability Corporation (NERC) and the six Regional Entities (REs), is a highly reliable and secure North American bulk power system (BPS). Our mission is to assure the effective and efficient reduction of risks to the reliability and security of the grid.

Reliability | Resilience | Security
Because nearly 400 million citizens in North America are counting on us

The North American BPS is divided into six RE boundaries as shown in the map and corresponding table below. The multicolored area denotes overlap as some load-serving entities participate in one Region while associated Transmission Owners/Operators participate in another.



MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	ReliabilityFirst
SERC	SERC Reliability Corporation
Texas RE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

Introduction

Background

The purpose of the ERO Enterprise Helpdesk project is to upgrade the existing Footprints support desk implementation used by the NERC Client Support Services team (CSS) to support a wide range of products and clients to include NERC staff, Regional and Registered Entities. The current version is out of support, and does not allow for a distributed regional support model, which will be increasingly important as NERC introduces applications like CORES for entity registration and the ALIGN project . Currently, the CSS team receives and monitors helpdesk tickets submitted through a variety channels, including but not limited to phone calls, text messages, drive by request and tickets submitted by online form. Upgrading to the latest version will allow NERC to take advantage of new features and functionality enabling better management and routing of tickets as well as enhanced reporting. In addition, a distributed help desk model will be implemented, standardizing how NERC staff, Regional Entities, and Registered Entities submit support tickets.

The subsequent sections of this document will cover the core functionality available in the upgraded Footprints v12 application. Additional detail is provided regarding the updated ERO and NERC online support forms and using these forms to for submitting internal and external support tickets.

Chapter 1: Logging into Footprints

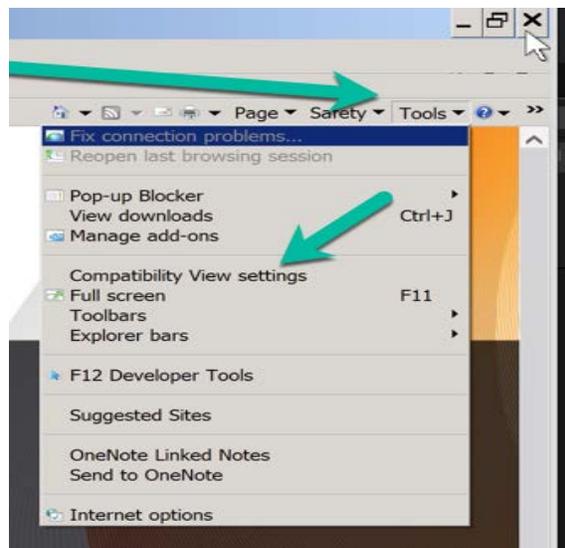
- To login to the FootPrints system enter you Active Directory username and password or the Footprints User Name and Password that was provided.



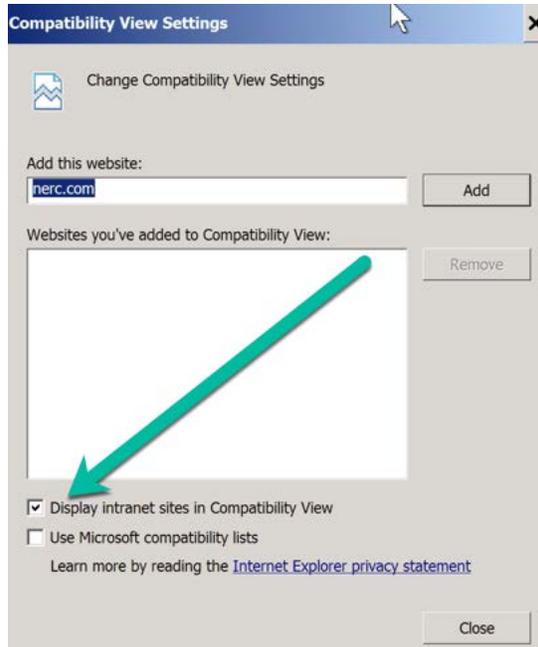
- If you do not see the User Name / Password boxes and using Internet Explorer / Edge, you must disable compatibility mode in your browser using the following steps.



1. Select the Tools Menu / Compatibility Mode



2. Uncheck the Display Internet sites in Compatibility View checkbox



3. The User Name / Password boxes will redraw, and you can now login



Chapter 2: Interface Basics

The main user interface will be presented after login and consists of the following sections

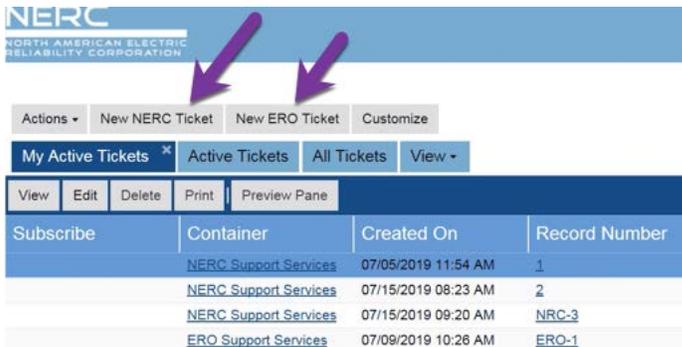
The screenshot displays the NERC user interface. At the top left is the NERC logo (North American Electric Reliability Corporation). The navigation bar includes links for Home, Address Book, and More. On the right, there are links for Service Analytics, Welcome, FP Admin, About, and Help. Below the navigation bar are action buttons: New NERC Ticket, New ERO Ticket, and Customize. A search bar is located to the right of these buttons. Below the search bar are tabs for My Active Tickets, Active Tickets, and All Tickets. A table of tickets is shown below, with columns for Container, Created On, Record Number, Priority, Status, Title, Assignees, Updated On, and Contacts. The table contains four rows of ticket data. At the bottom, there is a pagination bar showing Page 1 of 1, Number of records per page: 25, and Displaying records 1 - 4 of 4.

Subscribe	Container	Created On	Record Number	Priority	Status	Title	Assignees	Updated On	Contacts F
	NERC Support Services	07/05/2019 11:54 AM	1	P2	Open	TEST	FP Admin	07/05/2019 11:54 AM	
	NERC Support Services	07/15/2019 08:23 AM	2		Open	test	FP Admin	07/15/2019 08:23 AM	
	NERC Support Services	07/15/2019 09:20 AM	NRC-3		Open	test	FP Admin	07/16/2019 10:28 AM	Suzanne Smith
	ERO Support Services	07/09/2019 10:26 AM	ERO-1		Open	est	FP Admin	07/09/2019 10:26 AM	

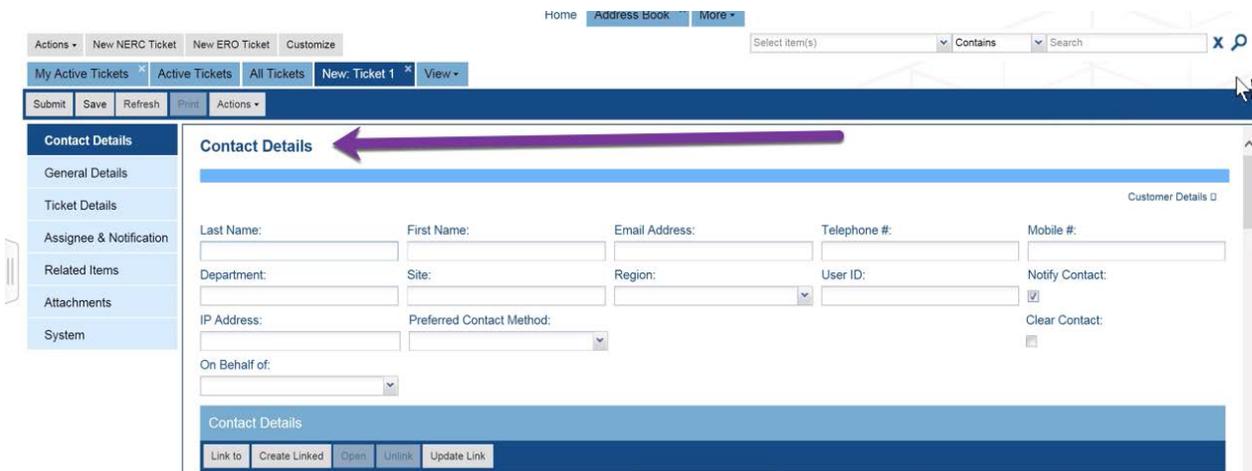
1. Action Button to create a new NERC Ticket.
2. Action Button to create a new ERO Ticket.
3. Action Button to customize the console.
4. Displays the Home Page TAB
5. Displays the Address Book TAB
6. Quick Search Bar
7. Quick Link to Service Analytics Reporting
8. Quick Link to User Preferences
9. Quick Link to System Details
10. Quick Links to View, Edit, Print or Preview Tickets
11. Ticket Grid
12. Quick Links to Change Pages in the Ticket Grid
13. Displays Total Number of Ticket Displayed

Chapter 3: Creating a Ticket

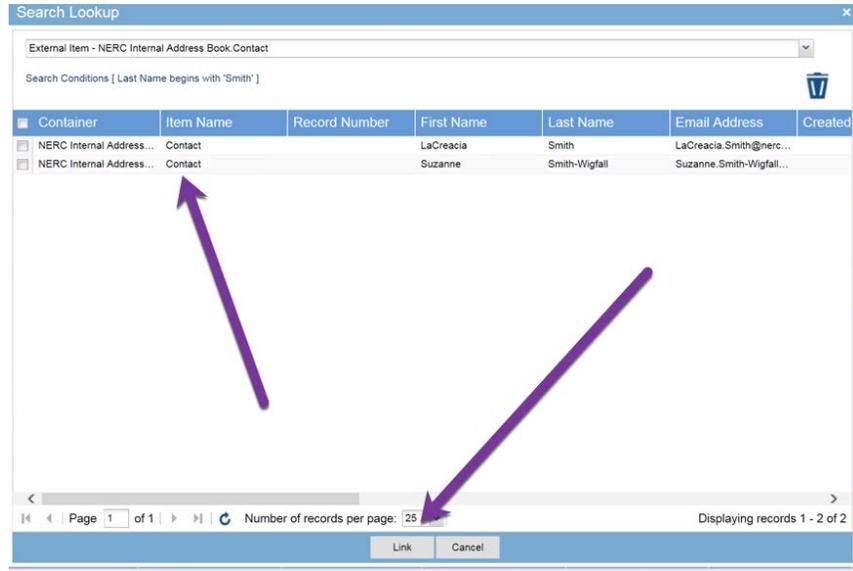
To create a new Ticket, Click **the New NERC Ticket** or the **New ERO Ticket** Action button



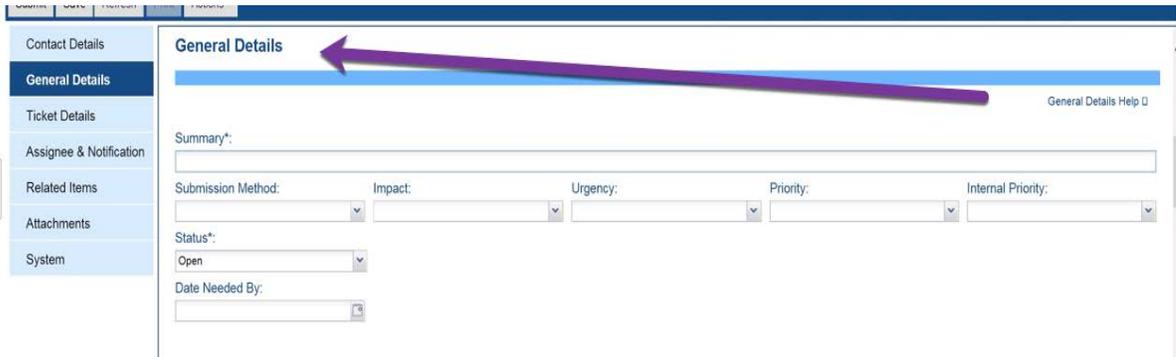
The Ticket Entry window is displayed, the Ticket Window is split into the following sections
Contact Details – Displays Information regarding the contact of the ticket.



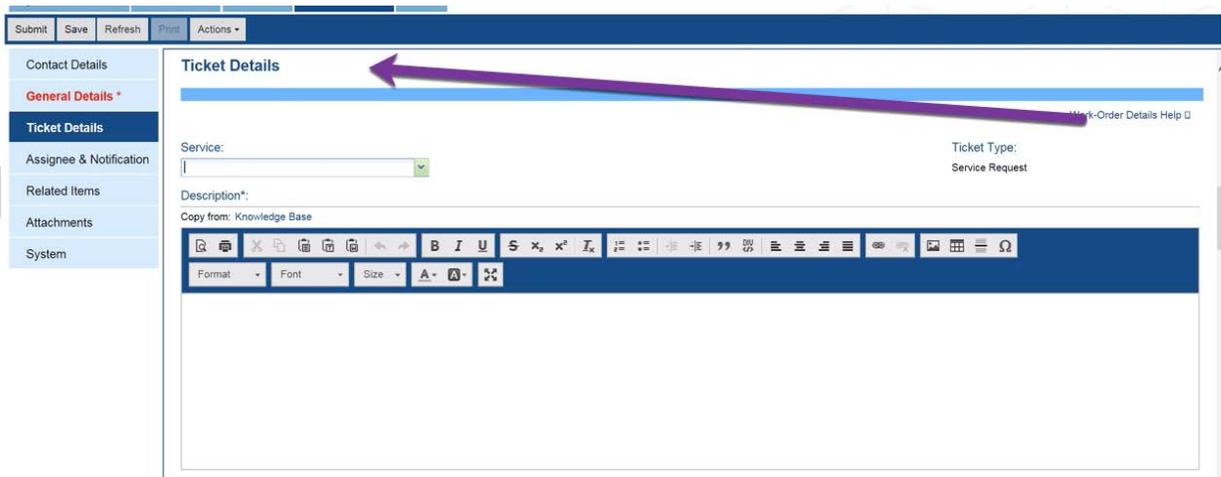
- To lookup a Contact enter part of the Last Name and / or First Name and hit enter. The system will perform a lookup against the address book and if a match is found return the data. If multiple matches are found a dialog box will be displayed where you can select the correct contact by clicking the **Link** button.



General Details – Displays the summary details of the ticket.



Ticket Details – Displays the categorization and notes of the ticket.



Assignees & Notifications – Displays the current assignment information for the ticket

: Creating a Ticket

Related Items – Displays information on tickets that are relegated to the ticket. Any related sub-tasks or knowledge base documents will show here

Attachments – Displays the attachments for the ticket.

History – Displays the complete history of the ticket

System – Displays system generated information for the ticket.

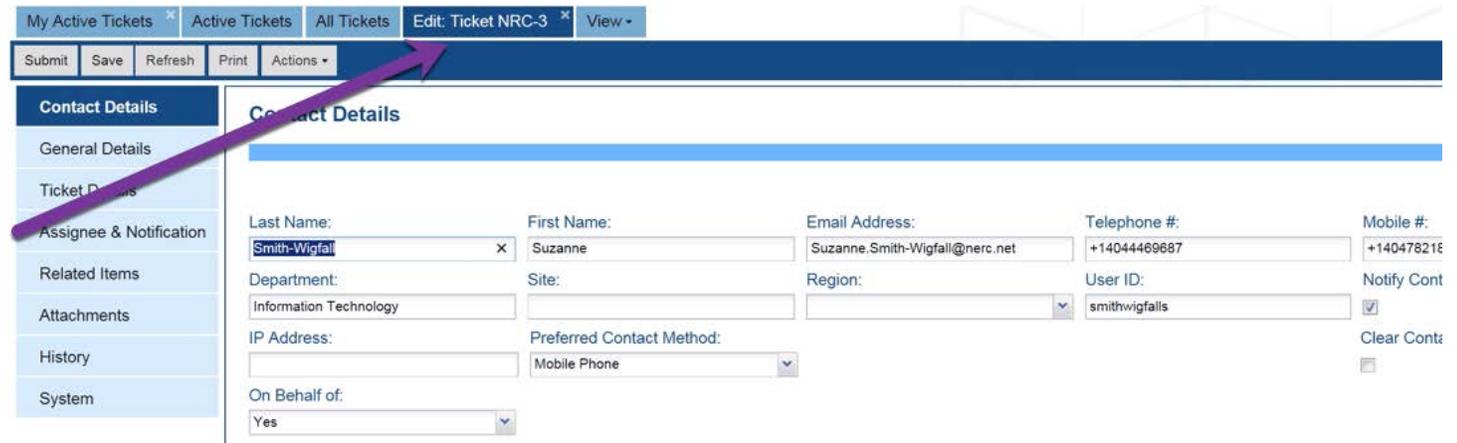
Chapter 4: Edit an Existing Ticket

To edit an existing ticket, from the ticket grid select the ticket to be edited and click the **Edit** button



Subscri	Container	Created On	Record Number	Priority	Status	Title	Assignees	Updated On
	NERC Support Services	07/05/2019 11:54 AM	1	P2	Open	TEST	FP Admin	07/05/2019 11:54 A
	NERC Support Services	07/15/2019 08:23 AM	2		Open	test	FP Admin	07/15/2019 08:23 A
	NERC Support Services	07/15/2019 09:20 AM	NRC-3		Open	test	FP Admin	07/16/2019 10:28 A
	ERO Support Services	07/09/2019 10:26 AM	ERO-1		Open	est	FP Admin	07/09/2019 10:26 A

The ticket is opened in Edit mode.



My Active Tickets x Active Tickets All Tickets **Edit: Ticket NRC-3** x View -

Submit Save Refresh Print Actions v

Contact Details

General Details

Ticket Details

Assignee & Notification

Related Items

Attachments

History

System

Last Name: x First Name: Email Address: Telephone #: Mobile #:

Department: Site: Region: User ID: Notify Cont:

IP Address: Preferred Contact Method: Clear Cont:

On Behalf of:

Chapter 5: Viewing and Existing Ticket

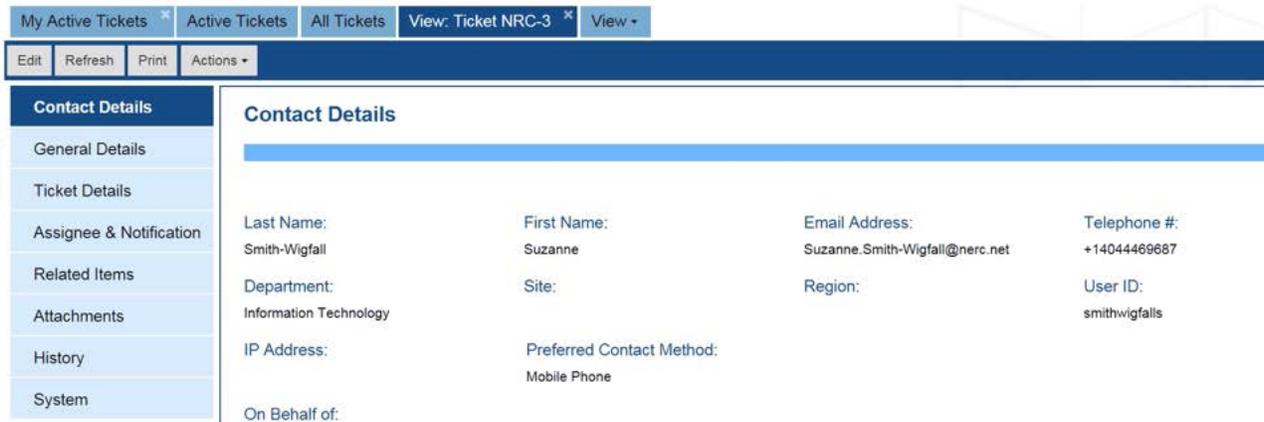
To View an existing ticket, form the ticket grid select the ticket to be view and click the **View** button.



The screenshot shows a ticket grid with the following columns: Container, Created On, Record Number, Priority, Status, Title, Assignees, and Updated On. The third row is highlighted in blue, and a purple arrow points to the 'View' button in the top-left corner of the grid.

Container	Created On	Record Number	Priority	Status	Title	Assignees	Updated On
NERC_Support_Services	07/05/2019 11:54 AM	1	P2	Open	TEST	FP Admin	07/05/2019 11:54 A
NERC_Support_Services	07/15/2019 08:23 AM	2		Open	test	FP Admin	07/15/2019 08:23 A
NERC_Support_Services	07/15/2019 09:20 AM	NRC-3		Open	test	FP Admin	07/16/2019 10:28 A
ERO_Support_Services	07/09/2019 10:26 AM	ERO-1		Open	est	FP Admin	07/09/2019 10:26 A

The ticket is opened in View mode.

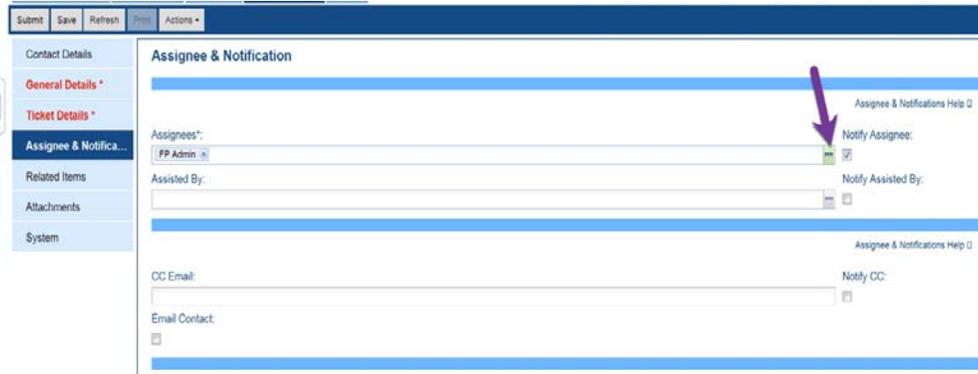


The screenshot shows the 'View: Ticket NRC-3' page. The left sidebar contains a 'Contact Details' section with a list of sub-sections: General Details, Ticket Details, Assignee & Notification, Related Items, Attachments, History, and System. The main content area displays the contact details for the ticket.

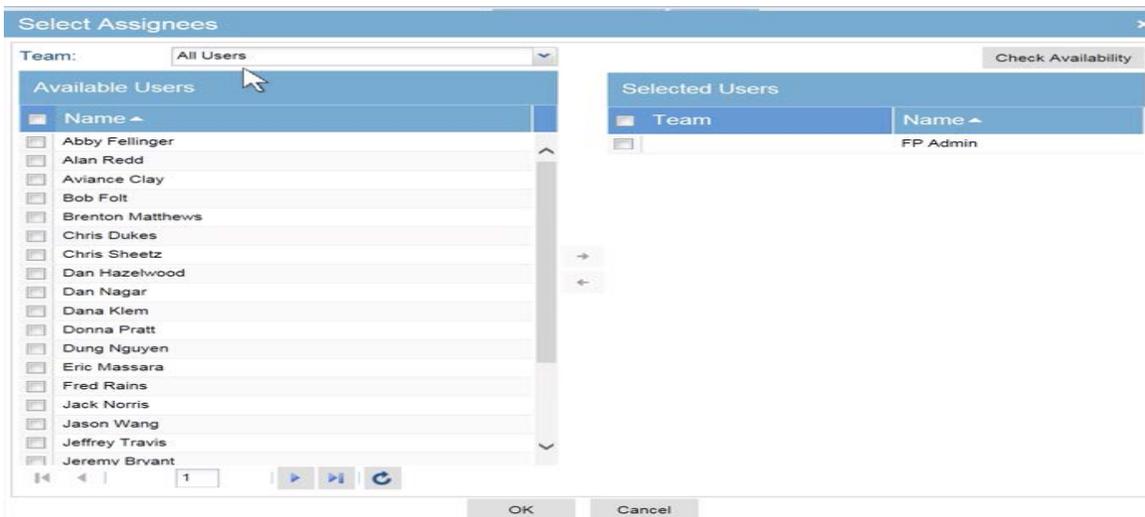
Contact Details			
Last Name:	First Name:	Email Address:	Telephone #:
Smith-Wigfall	Suzanne	Suzanne.Smith-Wigfall@nerc.net	+14044469687
Department:	Site:	Region:	User ID:
Information Technology			smithwigfalls
IP Address:	Preferred Contact Method:		
	Mobile Phone		
On Behalf of:			

Chapter 6: Assigning a Ticket

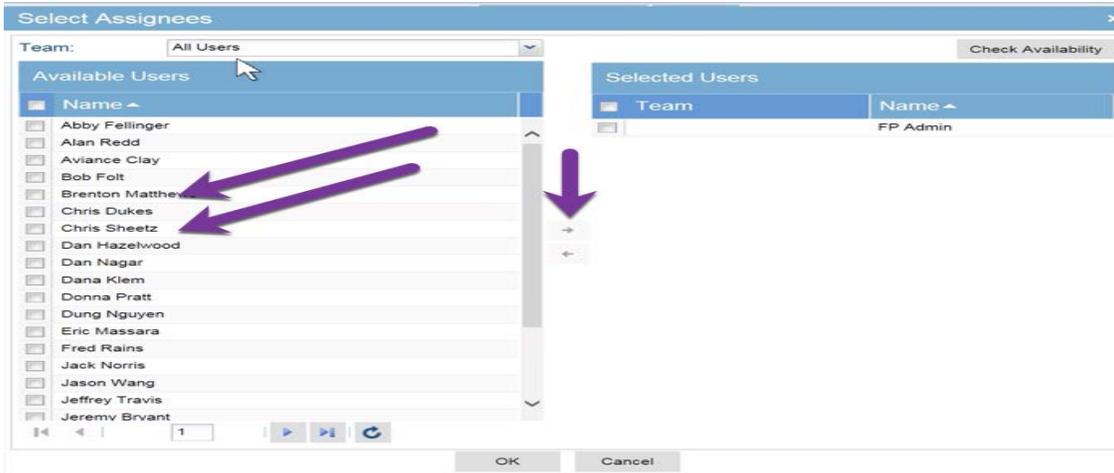
To change / update the assignment of a ticket click the **Assignment Control**



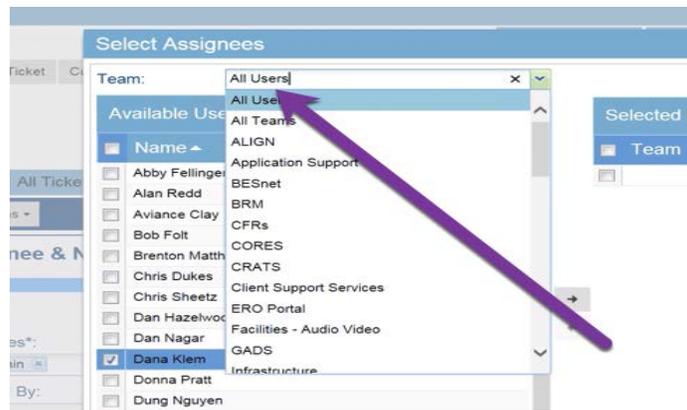
The Assignment Control is displayed



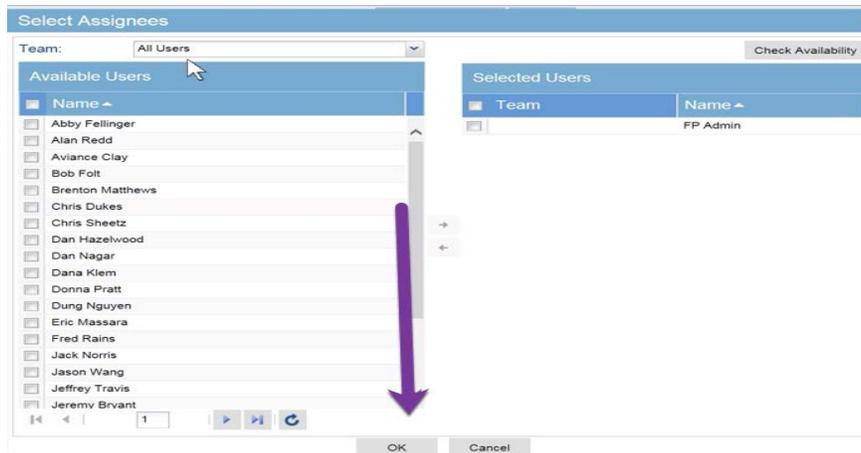
To change Assignments, select the person/people who should be assigned to the ticket and click the assignment arrows



To assign the ticket to a Team select the Team control

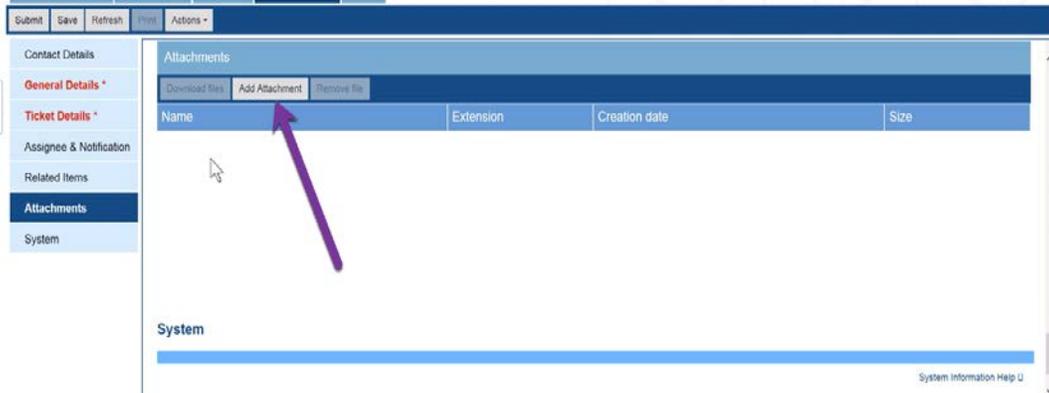


To finishing assigning or reassigning a ticket click the **OK** button

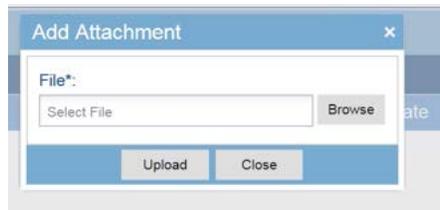


Chapter 7: Adding attachments

To add attachments to the ticket, click the **Add Attachment** button

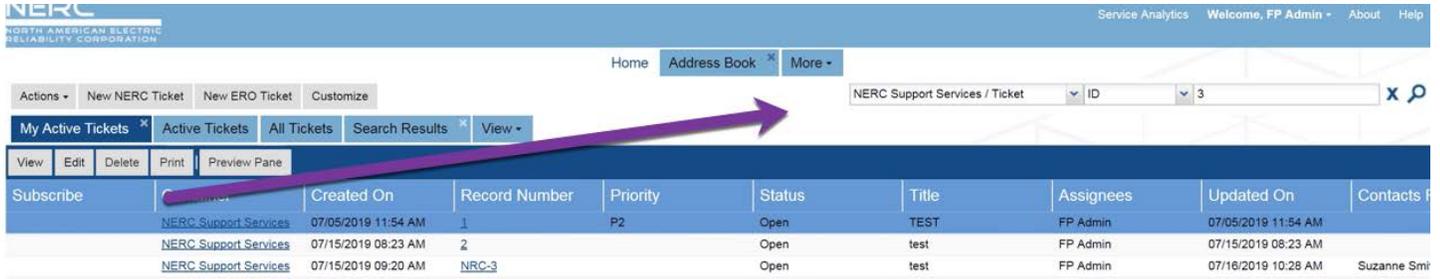


The Add Attachment dialog box is displayed

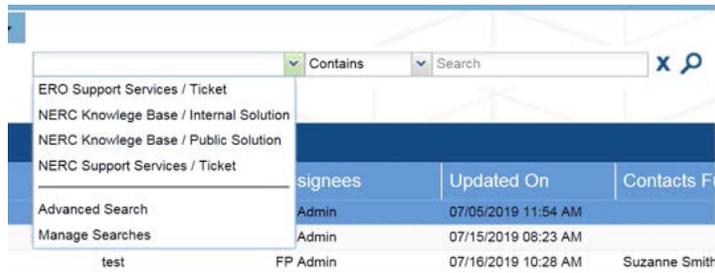


Chapter 8: Searching for a Ticket by Ticket Number

To search for a ticket by the ticket number use the quick search bar.



Select the Item to be searched (NERC or ERO ticket)



Select Search by ID



Enter the Ticket Number



Click the Search Button



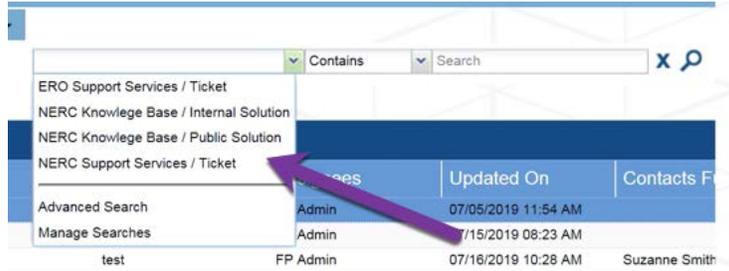
The ticket is opened in View mode

The screenshot shows a web application interface for searching and viewing tickets. At the top, there is a navigation bar with buttons for 'Actions', 'New NERC Ticket', 'New ERO Ticket', and 'Customize'. Below this is a breadcrumb trail: 'My Active Tickets', 'Active Tickets', 'All Tickets', 'Search Results', and 'View: Ticket NRC-3'. A purple arrow points to the 'View: Ticket NRC-3' tab. Below the breadcrumb trail is a secondary navigation bar with buttons for 'Edit', 'Refresh', 'Print', and 'Actions'. The main content area is divided into two sections. On the left is a sidebar menu with the following items: 'Contact Details', 'General Details', 'Ticket Details', 'Assignment & Notification', and 'Related Items'. The 'Contact Details' item is selected. The main content area displays the 'Contact Details' for the ticket. The details are as follows:

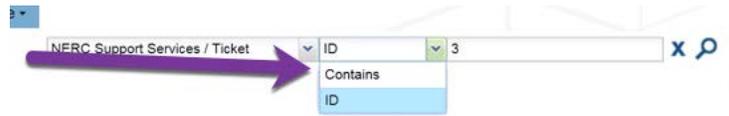
Field	Value
Last Name:	Smith-Wigfall
First Name:	Suzanne
Email Address:	Suzanne.Smith-Wigfall@nerc
Department:	
Site:	
Region:	

Chapter 9: To Search by Keyword

To search tickets for a specific word, use the quick search bar.
Select the Item(s) to be searched



Select the Contains operator



Enter the word(s) to be searched for



Click the Search button



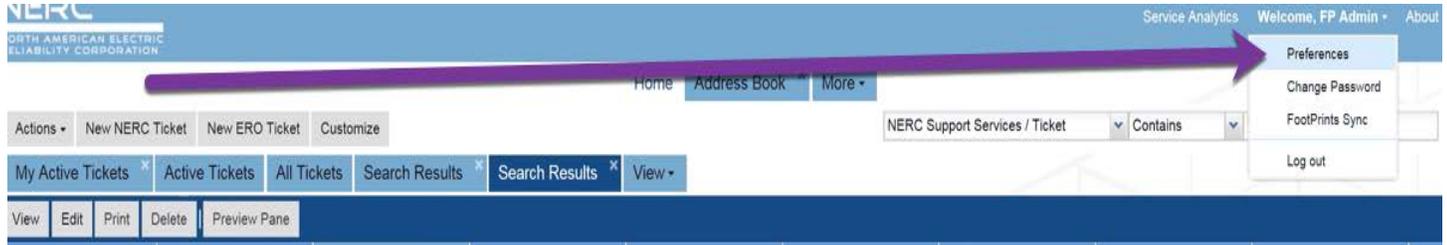
The Search Results are returned

The screenshot shows the search results page. At the top, there are tabs: 'My Active Tickets', 'Active Tickets', 'All Tickets', 'Search Results', and 'View'. The 'Search Results' tab is selected. Below the tabs is a table with columns: 'Item Name', 'Record Number', 'Title', 'Priority', 'Status', and 'Created On'. The table has 11 rows of data. A purple arrow points to the 'Search Results' tab.

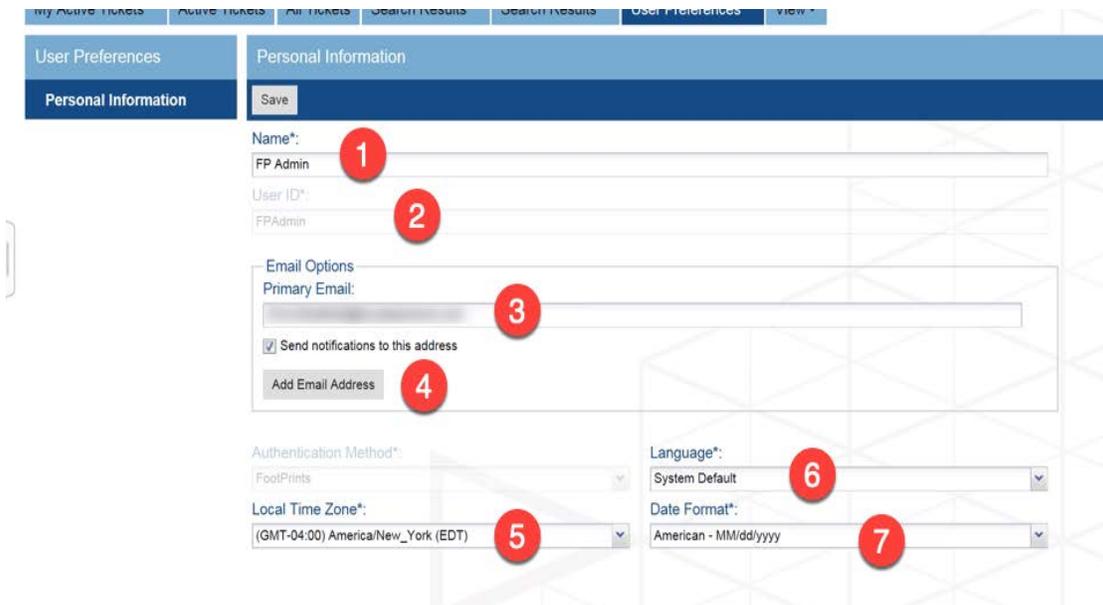
Item Name	Record Number	Title	Priority	Status	Created On
NERC Support Services Ticket	1	TEST	P2	Open	07/05/2019 11:54
NERC Support Services Ticket	2	test		Open	07/15/2019 08:23
NERC Support Services Ticket	NRC-3	test		Open	07/15/2019 09:20
NERC Support Services Ticket	NRC-5	I got problems !!	P1	Open	07/15/2019 10:21
NERC Support Services Ticket	NRC-10	Marvin test ticket	4-Low	Open	07/19/2019 12:34
NERC Support Services Ticket	NRC-11	Test email		Open	07/24/2019 04:28
NERC Support Services Ticket	NRC-12	Test		Open	07/24/2019 04:33

Chapter 10: User Preferences

To update / modify your user preferences select you name in the toolbar and click Preferences



The Preferences window is displayed



1. Name – The Full Name that is displayed when you use FootPrints
2. User ID – Your FootPrints Login ID, this cannot be changed
3. Primary Email – The email address that Footprints will send notifications to
4. Add Email Address – Allows additional email addresses to be added for notifications
5. Local Time Zone – Displays your current time zone
6. Language – The language that FootPrints uses to display information to you
7. Date Format – The format that dates are displayed in

Chapter 11: Customizing your view

You may change the sort-order by clicking the column header and the selecting Sort Acceding or Sort Descending.

Subscribe	Container	Created On	Record Number	Priority	Status	Title	Assignees	Updated
	Support Services	2019-08-30 09:28	NERC-158	2-High	Open	Selected Issue: NERC...	Dung Nguyen, Robert ...	2019-09-
	Support Services	2019-08-30 11:33	NERC-160	3-Medium	Open	Selected Issue: Other	Travis Heyward	2019-09-
	Support Services	2019-09-03 08:37	NERC-169	2-High	Open	Selected Issue: Other	Eric Massara	2019-09-
	Support Services	2019-09-03 15:35	NERC-179	3-Medium	Open	Selected Issue: WebEx	Eric Massara	2019-09-
	Support Services	2019-09-06 10:40	NERC-209	3-Medium	In Progress	Selected Issue: WebEx	Maria S De Souza	2019-09-
	Support Services	2019-09-09 08:31	NERC-223	3-Medium	In Progress	Selected Issue: Softwar	Maria S De Souza	2019-09-
	Support Services	2019-09-09 09:05	NERC-227	3-Medium	Open	Issue removing a user (2019-09-
	Support Services	2019-09-09 11:26	NERC-236	3-Medium	Pending	Repstor Shows as Unli...		2019-09-
	Support Services	2019-09-09 13:43	NERC-240	4-Low	In Progress	Selected Issue: Other	Eric Massara	2019-09-
	Support Services	2019-09-09 16:29	NERC-243	4-Low	Open	Selected Issue: WebEx	Thadius Billings, Maria ...	2019-09-
	Support Services	2019-09-10 11:16	NERC-256	3-Medium	In Progress	Selected Issue: Other	Maria S De Souza	2019-09-
	Support Services	2019-09-10 13:16	NERC-259	4-Low	Open	Mohamed O > Matlab: f...	Travis Heyward	2019-09-
	Support Services	2019-09-10 13:55	NERC-261	2-High	In Progress	access In Communicati	Maria S De Souza Tha	2019-09-

You may Group tickets by clicking the column header and then select Group By

Subscribe	Container	Created On	Record Number	Priority	Status	Title	Assignees	Updated
	Support Services	2019-08-30 09:28	NERC-158	2-High	Open	Selected Issue: NERC...	Dung Nguyen, Robert ...	2019-09-
	Support Services	2019-08-30 11:33	NERC-160	3-Medium	Open	Selected Issue: Other	Travis Heyward	2019-09-
	Support Services	2019-09-03 08:37	NERC-169	2-High	Open	Selected Issue: Other	Eric Massara	2019-09-
	Support Services	2019-09-03 15:35	NERC-179	3-Medium	Open	Selected Issue: WebEx	Eric Massara	2019-09-
	Support Services	2019-09-06 10:40	NERC-209	3-Medium	In Progress	Selected Issue: WebEx	Maria S De Souza	2019-09-
	Support Services	2019-09-09 08:31	NERC-223	3-Medium	In Progress	Selected Issue: Softwar	Maria S De Souza	2019-09-

Chapter 12: Reporting

To access the Reporting Module, click the Service Analytics link.

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Home | Message Base | More -

Service Analytics | Welcome, System - | About | Help

Actions - New NERC Ticket | New ERO Ticket | ...

Select item(s) | Contains | Search

My Active Tickets | Active Tickets | All Tickets | View -

Subscribe	Container	Created On	Record Number	Priority	Status	Title	Assignees	Updated
	Support Services	2019-08-30 09:28	NERC-158	2-High	Open	Selected Issue: NERC...	Dung Nguyen, Robert ...	2019-09-

Running reports

Reports run automatically whenever you display them. You can run reports based on events (when tickets are created, activated, resolved, and so on) or based on metrics (how many tickets are in each category).

To run a report

1. Click **Service Analytics**.

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Home | Message Base | More -

Service Analytics | Welcome, System - | About | Help

Actions - New NERC Ticket | New ERO Ticket | ...

Select item(s) | Contains | Search

My Active Tickets | Active Tickets | All Tickets | View -

Subscribe	Container	Created On	Record Number	Priority	Status	Title	Assignees	Updated
	Support Services	2019-08-30 09:28	NERC-158	2-High	Open	Selected Issue: NERC...	Dung Nguyen, Robert ...	2019-09-

The Service Analytics utility opens in a new window.

New ▾

All Reports

- + Ticket Management
- + Service Portfolio
- + Custom
- + Cross Item
- + Time Tracking
- + Dashboard

2. Expand the section containing the type of report that you want to run and click the link in the **Name** column.

Ticket Management

Name	Count	Notes																								
Activity	2	Shows ticket activity during a particular time period.																								
<table border="1"><thead><tr><th>Title</th><th>Description</th><th>Created by</th><th>Created on</th><th>Modified by</th><th>Modified on</th><th>Visibility</th><th>Record Type</th></tr></thead><tbody><tr><td>NERC Number of tickets submitted/closed weekly</td><td></td><td>System</td><td>2019-09-04 13:53:37</td><td>System</td><td>2019-09-19 13:30:53</td><td>SHARED</td><td>Support Services.NERC</td></tr><tr><td>ERO Number of tickets submitted/closed weekly</td><td></td><td>System</td><td>2019-09-17 12:39:51</td><td>System</td><td>2019-09-19 12:44:26</td><td>SHARED</td><td>Support Services.ERO</td></tr></tbody></table>			Title	Description	Created by	Created on	Modified by	Modified on	Visibility	Record Type	NERC Number of tickets submitted/closed weekly		System	2019-09-04 13:53:37	System	2019-09-19 13:30:53	SHARED	Support Services.NERC	ERO Number of tickets submitted/closed weekly		System	2019-09-17 12:39:51	System	2019-09-19 12:44:26	SHARED	Support Services.ERO
Title	Description	Created by	Created on	Modified by	Modified on	Visibility	Record Type																			
NERC Number of tickets submitted/closed weekly		System	2019-09-04 13:53:37	System	2019-09-19 13:30:53	SHARED	Support Services.NERC																			
ERO Number of tickets submitted/closed weekly		System	2019-09-17 12:39:51	System	2019-09-19 12:44:26	SHARED	Support Services.ERO																			
Average Age	2	Shows average ages of unresolved tickets by assigned agent.																								
Ticket Lifecycle Statistics	0	Provides a comparison of the number of tickets in a specified state during two specified time periods.																								
Resolution Response Rate	2	Shows Response or resolution times for tickets between two lifecycle events during a specific period.																								
State 1 vs. State 2	0	Provides a comparison of the number of tickets in one state to the number of tickets in another state for a particular time period.																								
State Transition Statistics	0	Lists counts of tickets and average times for transition between states.																								
Turn-around Time by Status	0	Shows time metrics on tickets remaining in a particular state.																								
Turn-around Time between Statuses	0	Shows time metrics on tickets moving from one state to another.																								
Watchlist	2	Shows the number of tickets in a specified state.																								

Service Portfolio

The Report Settings page appears.

Report Settings

Report Setup

Report Type*
Activity

Record Type*
Support Services.NERC

Title*
NERC Number of tickets submitted/closed weekly

Description

Report Visibility Is*
 Private Shared

Make Available In
 Dashboard Consoles

Configurations

Saved Search
Select one

Time Dimension Granularity
Week

Create a new saved search

* When the Time Dimension Granularity is Dynamic, only base metrics are available. Choose static granularity to see Active, Unresolved, Unclosed, and Activated Unclosed metrics.

Apply Changes

Filters

Rows
Metrics
Time by Week

Columns
Metrics
Time by Week

Values
Tickets

Filter
Metrics
Time by Week

View
 Chart

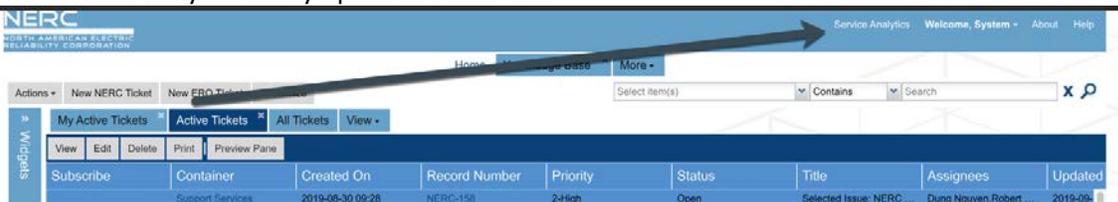
Table

Select a Dimension for the Rows.

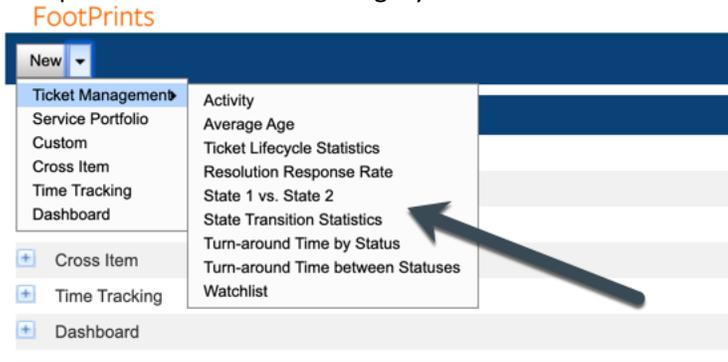
Select the Report Metrics/ Filters to display the data.

To create a report

1. Click Service Analytics (at the top right corner of the window).
The Service Analytics utility opens in a new tab.



- 2. From the table listing the available report types, expand the Ticket Management entry to view the nine types of reports available in that category.



- 3. Click New and select the type of report you want to define.
- 4. In the Report Setup section:
 - a. In the Record Type field, select an item.



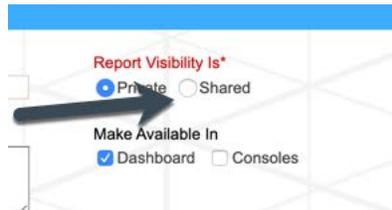
- b. In the Title field, type a descriptive name for this report.



- c. (Optional) In the Description field, add any notes to explain the purpose of this report.

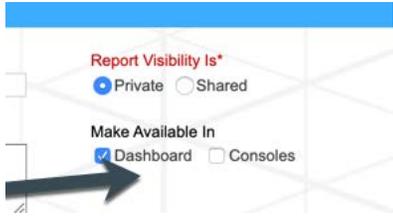


- d. (Optional) To allow other users to access this report, in the Report Visibility Is field, select Shared and click OK.



If you accept the default of Private, no other users can access this report. If you select Shared, only users authorized with at least read-only rights to the selected workspace can view this report.

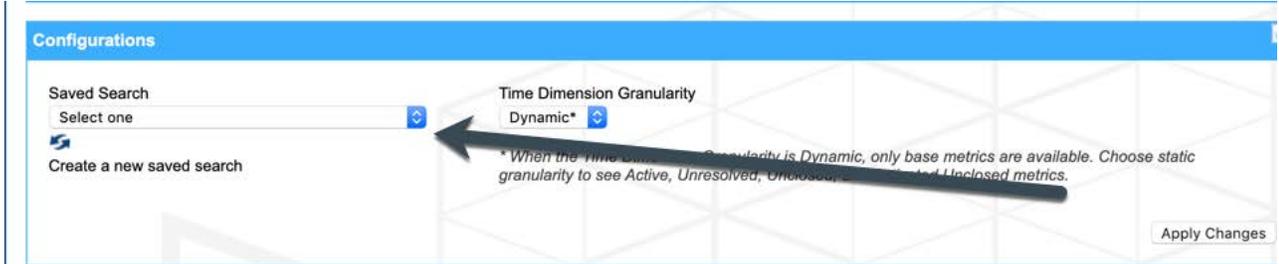
- e. (Optional) If you want this report to be available as a widget that can be displayed in consoles, in the Make Available In field, select Consoles.



The options in the Configurations and Filters sections will vary based on your selections in the Report Setup section.

5. In the Configurations section:

- a. (Optional) In the Saved Search field, select a search to find the data for this report or to create a new search, click the Create a new saved search link.



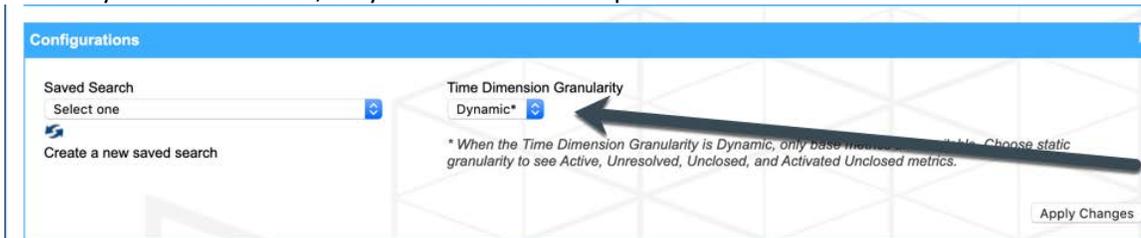
When the new search is saved, return to this report definition, click the Refresh icon next to the Saved Search field to update the list, and select the new search.

- b. (Reports on Ticket items only) To include the time spend regardless of status, select Include time regardless of Status.

This setting ignores the lifecycle time measurement settings defined for the selected item.

- c. (Activity type reports only) In the Time Dimension Granularity field, select a time period, such as Week.

When Dynamic is selected, only base metrics are reported.



6. In the Filters section:



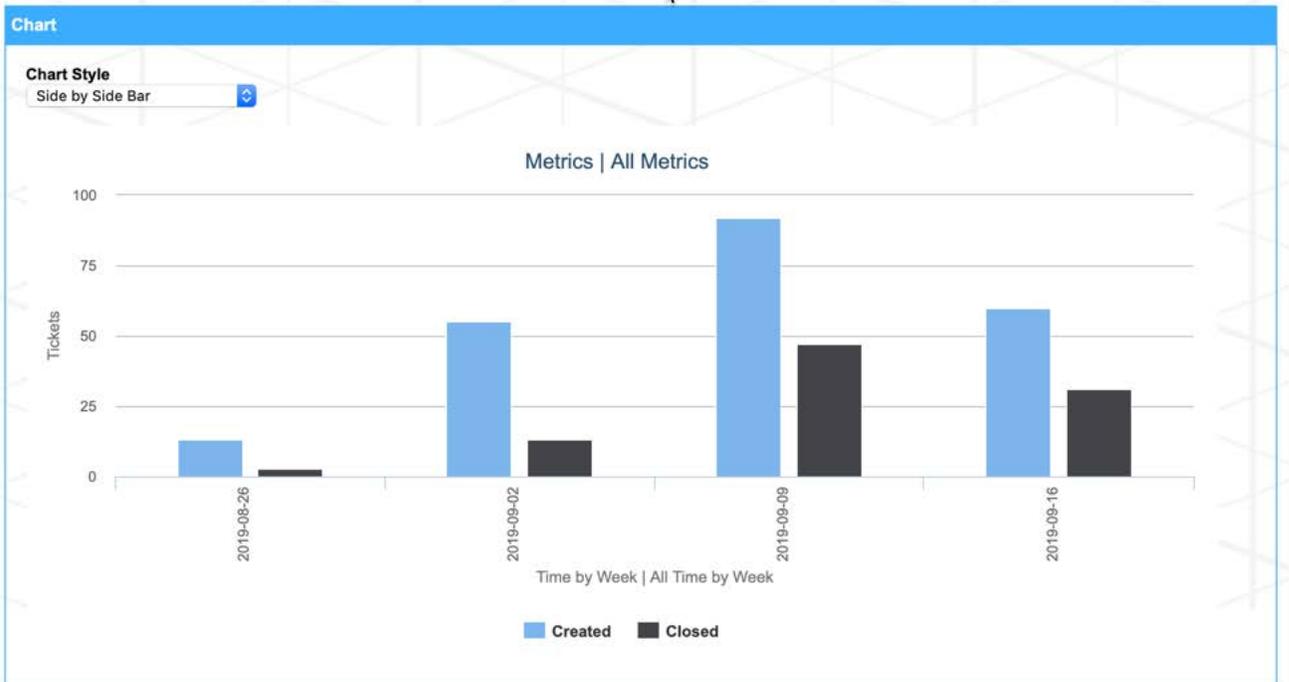
- a. In the Rows field, select a category for the data rows.
- b. In the Columns field, select a format for the data columns.
Do not select the same category as you selected for Rows. You cannot display the same data category both as a row and a column.
- c. In the Values field, select a value.
- d. In the Filter field, select a filter.
- e. In the View field, select the report graphs that you want available to be displayed on the Dashboard.
- f. Depending on the type of report you are defining, different options will appear.

- 7. In the Table section, review the sample report or to review the most current data, click Refresh at the top of the page.

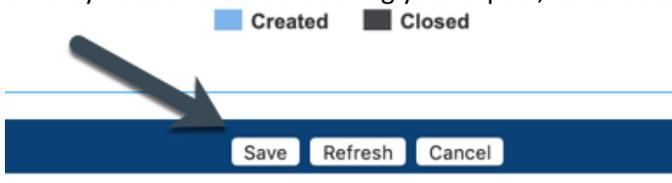
Table

Time by Week		Created	Closed
		Tickets	Tickets
<input type="checkbox"/> All Time by Week			
2019-08-26		13	3
2019-09-02		55	13
2019-09-09		92	47
2019-09-16		60	31

- 8. Below the Table section, the available report formats appear for this type of report. Generally, there is a Chart format and one or two additional formats such as Heatmap.

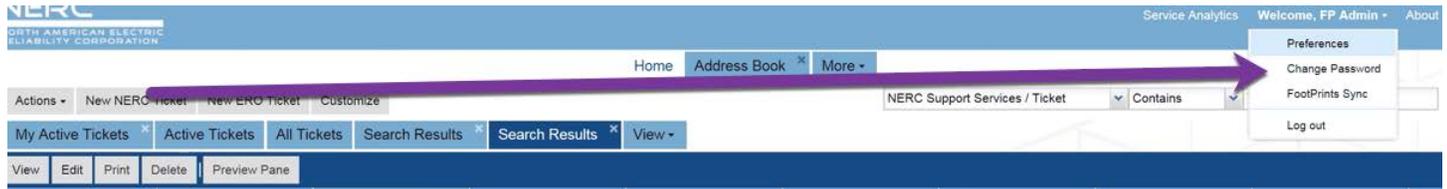


- a. Review the formats to verify that your settings are returning the data you need.
 - b. In the format sections, select display options to change the default views.
 - c. Make additional changes to the report, click Apply Changes and review the updated results in the bottom sections of the page.
- 9. When you have finished defining your report, click Save.



Chapter 13: Changing Your Password

To change your password, click your name in the toolbar and select **Change Password**



The password dialog box is displayed

A screenshot of the password change dialog box. It features a 'Submit' button at the top. Below the button are four input fields: 'User Name*' (containing 'FPAdmin'), 'Old Password*', 'New Password*', and 'Confirm New Password*'. The dialog box is partially obscured by a sidebar icon on the left.

Enter your current password and new password and click submit, the Change takes effect immediately.

NOTE: If you are using an Active Directory account to login to Footprints you cannot change your password from FootPrints.

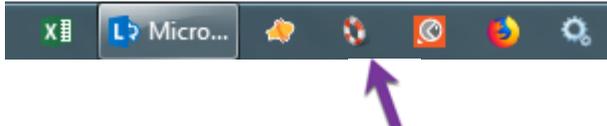
Chapter 14: Logging Out

To logout click your name in the toolbar and select **Log Out**

Chapter 15: Creating a NERC Ticket from External Support Form

For NERC employees, there is another option to create a new ticket with minimal input. This option is available from their desktop machine provided by NERC.

To create a new NERC Ticket, Click **the Life Saver icon** from your desktop.



The NERC Ticket Entry website will be displayed, the Ticket Window is split into the following sections

1. **Your Personal Information** – Displays Information regarding the contact of the ticket. For ease of use, information in this section will be provided automatically by the system based on the signed on user’s Active Directory information. All fields in this section are READ-ONLY (no input necessary).

* required fields

Your Personal Information

Last Name Nagar	First Name Dan	Email Address dan.nagar@nerc.net
User ID nagar	User IP Address 10.32.7.65	Phone +14044469632
		Company NERC

2. **Submit a New Ticket** – Displays the summary details of the ticket. This section is the only input required from the user. All required fields will need to be filled out before submitting a ticket.

Client Services Support phone number 404-446-9790 (business hours). After hours call 609-452-1893.

Submit a New Ticket

Priority: Medium Service: Select

Description * (1000 characters remaining)

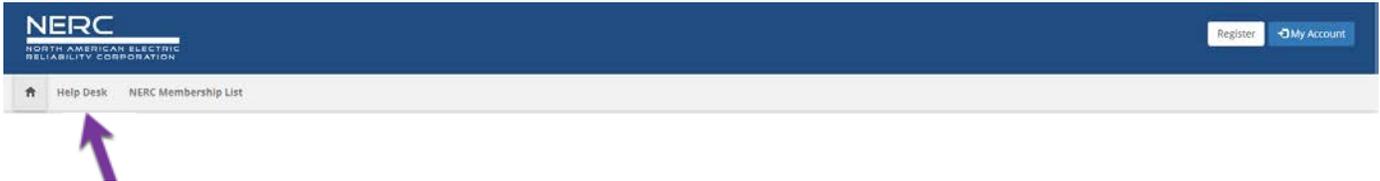
File Attachment (if you need to send multiple files, please create a single zip file)
Choose Files No file chosen

3. Once all required fields have been filled out, Click **Submit** button to create the NERC ticket.

Chapter 16: Creating a ERO Ticket from External Support Form

For ERO users, there is another option to create a new ticket with minimal input. This option is available from the ERO website.

To create a new Ticket, Click the **Help Desk** link from the **ERO website**.



The NERC Ticket Entry website will be displayed, the Ticket Window is split into the following sections

1. **Submit a new Ticket** – Displays the summary details of the ticket. All required fields will need to be filled out before submitting a ticket.

A screenshot of the 'Submit a new Ticket' form. At the top left is a 'SUBMIT' button with an envelope icon. At the top right are links for '* required fields', 'Home', and 'Contact Us'. The form has a dark blue header with the text 'Submit a new Ticket'. Below the header are several input fields: 'Title *' (text input), 'Region *' (dropdown menu with 'MRO' selected), 'Priority *' (dropdown menu with 'Medium' selected), 'Service *' (dropdown menu with 'Select' selected), and 'File Attachment' (with a 'Choose File' button and the text 'No file chosen'). A note below the file attachment field says '(If you need to send multiple files, please create a single zip file)'. There are red asterisks next to the labels for Title, Region, Priority, and Service.

2. **Your Personal Information** – Displays Information regarding the contact of the ticket.

A screenshot of the 'Your Personal Information' form. It has a dark blue header with the text 'Your Personal Information'. Below the header are six input fields arranged in two rows and three columns: 'Last Name *', 'First Name *', 'Email Address *' in the first row; and 'User ID', 'Phone * (Format: xxx-xxx-xxxx)', 'Company *' in the second row. There are red asterisks next to the labels for Last Name, First Name, Email Address, and Phone.

3. Description – Displays the description in more details of the ticket.

Description

Description * (1000 characters remaining)



4. Once all required fields have been filled out, Click **Submit** button to create the ERO ticket.