RideShark.com

ANNOUNCEMENT

RideShark 'Support Ticket Module' Introduced

We are very pleased to announce that RideShark has developed a custom online support ticket module for clients' submission and tracking of support requests. We really hope you'll give it a try and let us know what you think!

Some of the module's key highlights are provided below …

1. What Is It?

The purpose of the *RideShark Support Ticket module* is to streamline and better manage issue reporting, tracking and accountability. Administrators will now have easy online access to report, track and monitor tickets that they've opened within the system. It provides the assurance to Administrators that their issue has been logged, actioned and, very importantly, resolved.

As a custom-built support module integrated into the application, we recognize that the Support Ticket Module will continue to evolve over time. With this, please be patient as we work through this new system together.

The RideShark Support Ticket system is for Administrators only. End users will still use the online *Contact Us* form in the site footer.

NOTE: We would ideally like for all Administrators to use the Support Ticket module for issue reporting.

However, this does not preclude site administrators from following up with an email, or contacting us by phone as usual. The Support Ticket module is designed to enhance communications, not to limit how you interact with RideShark team members.

2. Where Can I Find It?

The RideShark Ticket Support is available for all Administrators. It is located in the Admin Portal under Site Configuration → Support Tickets.

It is also available as a direct link from the Admin Portal header.

Administration for: [⌄]   Welcome: Sharon (TMA Administrator) **ADMINISTRATOR SIGNOUT**

A direct link is provided on the Admin Portal header

⚑ Request Support

UserID _____

LOGIN AS USER   **CREATE ACCOUNT FOR USER**

GO TO ADMIN PORTAL   **EDIT SITE**

3. Severity Level Descriptions And Target Resolution Timelines

To provide common expectations, we have developed the following general guidelines on Support Ticket resolution timelines as well as a general description of Support Ticket Severity Levels.

Severity Level	# Users Affected	Description	Support Hours	Target Response Time	Target Restore Time
Level 1 Urgent/ Critical	All Users	• System down • Users can't access the system • Administrators can't access Admin Portal	24 hrs/day, 7 days/week	< 2 hrs	< 8 hrs
Level 2 High	All Users	• High impact on a User's ability to use system • High impact on an Administrators ability to use the Admin Portal	24 hrs/day, 7 days/week	< 4 hrs	< 1 day
Level 3 Medium	Many Users	• Medium impact to users on core functionality • Medium impact to Adminstrators on Admin Portal usage • Does not affect core ability to use the system	24 hrs/day, 7 days/week	< 8 hrs	< 2 days
Level 4 Low	One or Few Users	• Low priority issue affect only one or a few users • No system impact • Routine request for branding updates • Core system functionality for users unaffected	8am to 5pm Monday to Friday, local time	< 1 day	< 1 week
Level 5 Low	New Feature Request	• Not a support request • Log a new feature request, or enhancement to existing functionality	TBD	TBD	TBD

4. How Do I Use The Support Ticket Module?

i). Click Request Support from the Admin Portal

⚑ Request Support

UserID

LOGIN AS USER   CREATE ACCOUNT FOR USER

GO TO ADMIN PORTAL   EDIT SITE

Navigate to Site Configuration → Support Tickets

ii). Click Create New Ticket

Support Tickets - Client Portal

Support Tickets enable you to submit support requests directly to RideShark IT, and view the progress and status of the request.

Search for
Enter multiple search parameters one per line or separate by Semi-Colon (;)

Site Name   Virginia

Type   All

Status   All

Priority   All

Ticket Creation Date   From: 3/4/2017   To:

Filter Legend
Purple - Value exists in filtered results below

Reset Filters   Search

Create New Ticket   Export To Excel   Page 1 of 1   Page Size 100   Go   Total Items: 2

iii). A New Ticket Box will open, with the following fields to be completed

a. **Title**
b. **Sub-Title**
c. **Type**
d. **Status**
e. **Priority**
f. **Custom Subsites Affected**
g. **Description**

Create Support Tickets - Client Portal Record

Title	
Sub-Title	
Type	** Please Select **
Priority	** Please Select **
Custom Sub-Sites Affected	All
Description	

Design   HTML   Preview   Words: 0   Characters: 0

Save   Close

Instructions for what to enter into each field are provided below ...

a. **Title**   Provide a title that will help our developers clearly understand the Support Ticket Request

b. **Sub-Title**   Use a Subtitle, if necessary, to further detail the request.

c. Type   At this time, five types of Support Tickets have been included … Bug Report, Assistance Request, Question, Feature Request or Other.

Please select the Type of Support Ticket you are requesting, based on the description of the Type that best matches your needs.
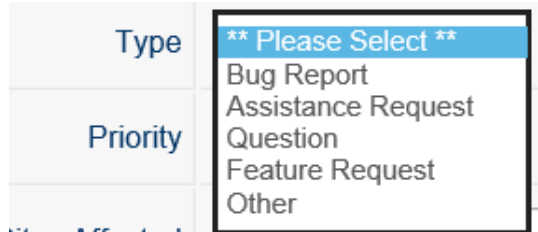

Definitions Of The Types Of Support Include …

- **Bug Report**   Something in the system isn't behaving as expected.
There is an issue with system functionality.
- **Assistance Request**   Assistance requested to help the Administrator use or understand system.
- **Question**   A general question that does not relate to a Bug or a need for Assistance
- **Feature Request**   Have a great idea for an enhancement, new feature or module that will improve how the RideShark system can better meet your needs? … we want to know!
- **Other**   For all other types of support requests that do not fall into one of the above categories.

d. Priority   At this time, Administrators can self-select the Support Ticket Priority Level based on the following four priority levels …
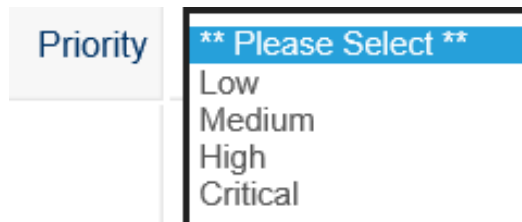
Please use the following guidelines when selecting a priority level …

Severity Level	# Users Affected	Description
Level 1 – Urgent/Critical	All Users	• System down • Users can't access the system • Administrators can't access Admin Portal
Level 2 – High	All Users	• High impact on a User's ability to use system • High impact on an Administrators ability to use the Admin Portal
Level 3 – Medium	Many Users	• Medium impact to users on core functionality • Medium impact to Adminstrators on Admin Portal usage • Does not affect core ability to use the system
Level 4 - Low	One or Few Users or New Feature Request	• Low priority issue affect only one or a few users • No system impact • Routine request for branding updates • Core system functionality for users unaffected

e. Custom Subsites Affected

A dropdown will allow you to select ALL or only those subsites that related to the Support Ticket being requested.

f. Description   Enter a full description of the issue, including screenshots.
If it is an issue related to a user, be sure to include the USERID.

iv). Click SAVE

You will receive an immediate confirmation of the Ticket being submitted, along with a Ticket ID number. The Ticket ID number will be formatted as follows … *RS-SiteName-#*

Administrators submitting the support request will receive a confirmation email. Site Administrators approved to receive Support Emails will receive a copy of Tickets submitted by Site or Subsite Administrators.

NOTE: To check, or edit, which Administrator is set up to receive the Support Emails go to …

Admin Portal → Site Configuration → Site Settings → Edit Site Properties

Type *SupportEmailAddress* into the search field

Click Search

Click on the Edit button to modify the Support Email, if desired …

Field Name	Beta.RideShark.com	Compare: Virginia.RideShark.com
SupportEmailAddress	✏ Admin@RideShark.com	Admin@RideShark.com

v). Review Ticket Status

In the Support Tickets Admin Portal, all tickets can be viewed and updated at any time.

They are color-coded for ease of searching and will indicate status.

Select All Visible / Deselect All			Support Ticket ID	Support Ticket Priority	Support Ticket Status	Support Ticket Type	Support Ticket Assigned To R S Staff	Support Ticket Title	Support Ticket Thread Summary Last Entry	Support Ticket Created By Admin User ID Num
☐	Update	View	Virginia-95 Created: 2017-05-03 9:57:35 AM	Medium	Open	Assistance Request		New image needed for main page	1) *May 3 2017 9:57AM* Opened By: **SharonTest** (Sharon Lewinson) **Assistance Request** Priority: Medium Status: Open Info: *Please change the main page image on my site to the one attached.*	2888

Clicking Update will allow the Administrator to enter supplementary, follow-up information.

Clicking View will allow the Administrator to view the original request and its progress.

TICKET ASSIGNED

When a ticket has been assigned to RideShark staff the Administrator will see the status changed, and the details of the assignment.

			Support Ticket ID	Support Ticket Priority	Support Ticket Status	Support Ticket Type	Support Ticket Assigned To R S Staff	Support Ticket Title	Support Ticket Thread Summary Last Entry	Support Ticket Created By Admin User ID Num
☐	Update	View	Virginia-95 Created: 2017-05-03 9:57:35 AM	Medium	Assigned	Assistance Request	TL	New image needed for main page	2) May 3 2017 9:57AM Response By: SharonTest (Sharon Lewinson) Status Changed From: Open To: Assigned Assigned To: TL Custom Sub-Sites Updated: NewZealand Info: For Tom (testing only)	2888

(Create New Ticket   Export To Excel   Page **1** of **1**   Page Size 100   Go   Total Items: **4**)

(Select All Visible / Deselect All)

In progress updates are included on the View Support Tickets record.

View Support Tickets - Client Portal Record	
Support Ticket ID	95
Support Ticket Created By Admin User ID Num	2888
Support Ticket Creation Date Time	2017-05-03 9:57:35 AM
Support Ticket Title	New image needed for main page
Support Ticket Sub Title	Add new image
Support Ticket Type	Assistance Request
Support Ticket Status	Assigned
Support Ticket Priority	Medium
Support Ticket Custom Sub Sites Affected	NewZealand
Assigned To RideShark Staff	TL
Support Ticket Full Description	2) May 3 2017 9:57AM Response By: SharonTest (Sharon Lewinson) Status Changed From: Open To: Assigned Assigned To: TL Custom Sub-Sites Updated: NewZealand

For Tom (testing only)

___

1) May 3 2017 9:57AM Opened By: SharonTest (Sharon Lewinson) Assistance Request Priority: Medium Status: Open

Please change the main page image on my site to the one attached. |

Close

TICKET COMPLETED

When completed, the Ticket Status and Priority will be shaded.

Administrators can click View to see details.

Select All Visible / Deselect All			Support Ticket ID	Support Ticket Priority	Support Ticket Status	Support Ticket Type	Support Ticket Assigned To R S Staff	Support Ticket Title	Support Ticket Thread Summary Last Entry	Support Ticket Created By Admin User ID Num
☐	Update	View	**Virginia-95** *Created: 2017-05-03 9:57:35 AM*	Medium	Closed	**Assistance Request**	TL	New image needed for main page	3) *May 3 2017 9:57AM* Response By: **SharonTest** (Sharon Lewinson) Status Changed From: Open To: Closed Info: *The new image has been completed*	2888