


# INTRANET - Reporting an Incident (GOLIVE & Hypercare)

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### HOW TO REPORT AN INCIDENT ON ECO OR SCO INTRANET

Step-by-Step	Screenshots
1. Go to Service One Digital Workplace with this <a href="#">link</a> .	
2. Click on this tile "Report Application / Software Incident"	
3. Read through carefully that you are raising an Incident due to Application issue and not related to Infrastructure issue.  Tick on the checkboxes.  <div data-bbox="186 1199 342 1835" style="border: 1px solid red; padding: 5px;"><p><b>!</b> If failure to do so, your ticket will be routed to the wrong group, and hence might take more time to reach the right team for RESOLUTION.</p></div>	<p>I confirm that have checked the service catalog and did not find anything related to my request. <i>(required)</i></p> <p><input checked="" type="checkbox"/> Yes</p> <p>I confirm that this issue is related to an Application / Software on my device. <i>(required)</i></p> <p><input checked="" type="checkbox"/> Yes</p>

#### 4. Enter **Summary**

This is the title of the ticket that needs to be meaningful.



Please use prefix **ECO** or **SCO** so that it can be clearly identified and speed up our resolution.

#### Summary **(required)**

Please provide a short description of your issue.

#### 5. Enter **Description**



The more information you provide, the easier for us to detect the root cause of the issue.

Please provide information like:

#### Description **(required)**


Please enter the full description of your issue.

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▪ **WHAT** is the problem (final objective that you are wanting to do in ECO or SCO Intranet)

▪ **HOW** is the problem mentioned (describe the steps to reproduce)

6. Enter **Affected Application = "Drupal Solvay One (Intranet)"**

 Important to select "Drupal Solvay One (Intranet)" so that it can be routed to the right team for RESOLUTION.

Select

Filtered to 1

Drupal Solvay One (intranet)

7. Enter **Urgency.**

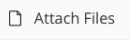
Urgency (required)

The issue is bothering me, but it is not affecting my work.

**8. Enter Attachments.**

Please take a screen shot of where the error is so that it proves as an evidence for us to identify the rootcause.

Attachments

 or drag and drop files here