

How to create an AODocs Hypercare ticket (Issue related to migration)

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Goal of this document

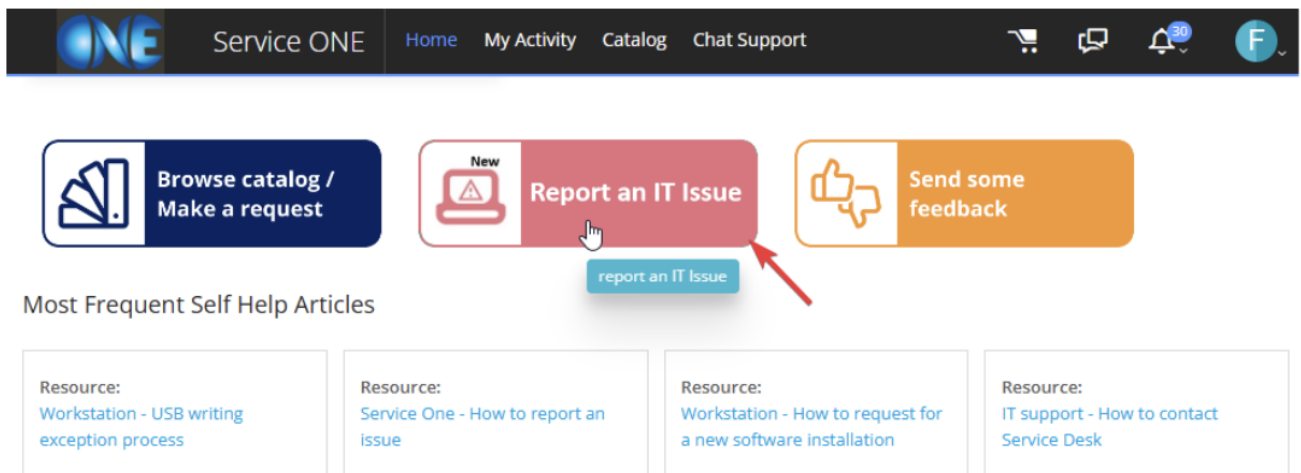
- The Goal of this document is help to AODocs users and administrators to guide in the ticket creation process
- As high level view this is the summary:
 - You have an issue with a Syensqo AODocs library migrated recently, report an incident for application **AODocs-SCo**. If you have doubts see next chapter.
 - For any other kind of incident or request, request your incidents and service request in the usual way application **AODocs**
- From November 2024 till May 2025, Syensqo AODocs library will be migrated in batches. For optimal performance tickets should be created in the right application depending on the library status.

How to know if my Library is Syensqo AODocs migrated?

1. Check if your AODocs library have been migrated recently here [Syensqo AODocs Libraries migrated](#)
 - a. Open the link
 - b. Search in the title AODocs Library with your AODocs library title
 - c. Check status column
1. If your library does show up in the list or the status of the library is Scheduled, your library have not been migrated yet. Go to [How to create a standard AODocs Incident?](#)
2. If your library is shown in the list with the status Completed, see here how to create the ticket [How to create an AODocs Incident related to Syensqo Migration project?](#)

How to create an AODocs Incident related to Syensqo migration project?

1. Open <https://solvay-dwp.onbmc.com/>
2. Click in Report an IT issue



3. Fill the following fields:

If you wish to report a major network, phone, connectivity, or functionality outage that is impacting more than 5 people, please call your [Service Desk](#) for a better prioritization of these issues.

1

I confirm that the issue I am reporting is only impacting me. (required)

Yes

2

I wish to report (required)

For more information, please refer to the description above.

An Application Issue

3

Affected Application (required)

Please select the application you are having issues with. If your application is not listed, please select "Other"

AODocs-SCo

4

Subject (required)

Please provide a short description of your issue.

Library with the name "XXX" migrated and not working as expected

Submit request

Save and close

Total cost
Free

Collaborators

3.1 - Check the box, I confirm the issue I am reporting is only impacting me

3.2 - I wish to report: **An Application Issue**

3.3 - Affected Application: **AODocs-SCo**

NOTE: This is the main difference, for AODocs-SCo is used for migration project related incidents

3.4 - Subject: **Describe the issue**

3.5 - Description: Describe the issue you are facing, and specify a library URL if possible.

3.6 - Submit Request