

HOW TO ADD OR VIEW COMMENTS ON MY REQUESTS

- 1. Go to https://www.support.mercurynewmedia.com
- 2. Click 'Sign in'
- 3. Enter your
 - a. Email address
 - b. Password
- 4. Click 'Sign in'
- 5. Click 'Check Requests' or 'My Activities'
- 6. All your requests will populate in the 'Requests' tab

| mercury new me | dia ő | | | HOME SUBMIT A REQU | JEST CHECK REQUESTS SEAR(| CH Emelyn Miller V |
|-----------------------|-----------------------|---------------|---------------|--------------------|---------------------------|--|
| @ SI | UPPORT PORTAL | ••• 01 | ILINE CARE | 🌮 MERCURY HOME | () (| My activities |
| My activ | ities | | | | Search The Knowledge Base | Change password Sign out |
| Requests | Contributions Followi | īč | | | Search | Search |
| My requests | Organization requests | | | | | |
| Search requ | ests | | | Status: Any 🗸 | Submit A Reque | st |
| ID | SUBJECT | CREATED | LAST ACTIVITY | STATUS | Check Request | S |
| 3193 | Test 3 | 5 months ago | 5 months ago | SOLVED | | |
| | | | | | | |
| Home | in Connect With Us | In LinkedIn | | | (| © 2015 <u>Mercury New Media, Inc</u> |
| Submit A Request | 👽 Follow Us On Twit | ter | | | <u>2</u> | pport@mercurynewmedia.com Phone. (813) 933-9800 |
| Search | | | | | | Fax: (813) 354-2596 |
| | | | | | | |

- 7. You can work with your requests in a variety of ways:
 - a. Search by ticket name or number
 - b. Page through the grid
 - c. Use the Status dropdown to filter out specific types of requests
 - i. Open
 - ii. Awaiting your reply
 - iii. Solved



| Requests | Contributions Following | | | |
|---------------|-------------------------|---------------|---------------|---------------------|
| My requests | Organization requests | | | |
| Search reques | its | | | Status: Any 🗸 |
| | SUBJECT | CREATED | LAST ACTIVITY | STATUS |
| 4108 | Test Ticket 3 | 2 minutes ago | 2 minutes ago | OPEN |
| 4106 | Test Ticket 2 | 4 minutes ago | 3 minutes ago | AWAITING YOUR REPLY |
| 4098 | Test Ticket | 4 hours ago | 3 hours ago | OPEN |
| 3193 | Test 3 | 5 months ago | 5 months ago | SOLVED |

8. Once you have located the request you want to view click on the subject to view additional details

| Requests | Contributions Following | I | |
|-------------|--------------------------------|---|-------------|
| My request | s <u>Organization requests</u> | | |
| Search reg | ueete | | Status: ADV |
| obaron requ | | | orana. |

- 9. The ticket opens and all the relevant ticket details can be examined
 - a. Breadcrumb navigation is present at the top that allows you to easily jump back to your master list
 - b. The request number is included below the navigation
 - c. The ticket title is below the request number
 - d. The ticket description is immediately below the ticket title
 - e. The supporting ticket details are located in the lighter blue callout on the right hand side
 - i. Status
 - ii. Priority
 - iii. Assignment
 - iv. Topic
 - v. Browser information
 - f. Comments are banded for easy readability and are listed chronologically
 - i. Each comment has the time and date the comment was added to the ticket and by whom it was added



| SUPPO | RT PORTAL | CONLINE CARE | The second secon | 🗊 CONTACT |
|-------|---|--------------|--|---|
| | Support Partal / My activities Request #4098 Test Ticket Melissa Miller Test ticket description Thank you, Melissa | | Today at 10.42 | his request |
| | Melissa Miller Test comment Thank you, Melissa | | Today at 10.42 Browser Google Chrome Browser Versid 36 CCs The following p request is updi • Meirssa Millie | n vojde will also be notified when this ted: r |

- 10. To make a new comment enter it in the text field provided and click 'Add reply'
 - a. You can also include an attachment by clicking the 'Add file' link below the ticket comment field
- 11. Your new comment will be added directly to the ticket below the last comment

| Fest Ticket Today at 19.2 Missa Miller Today at 19.2 Taka you, Meissa Today at 19.2 Missa Miller Missa Miller Today at 19.2 Today at 19.2 Missa Miller Missa Miller Today at 19.2 Today at 19.2 Missa Miller Missa Miller Today at 19.2 Today at 19.4 Missa Miller Missa Miller Today at 19.4 Missa Miller Missa Miller Missa Miller Today at 19.4 Today at 19.4 | You submitted this request | |
|---|---|--|
| Maissa Miller Tiday at 10.42 Priority Test ticket description Tiday at 10.42 A signed to Thank you, Melissa Molessa Miller Molessa Miller Molessa Miller Test comment Tiday at 10.42 Berowser Berowser Thank you, Melissa Molessa Miller Berowser Berowser Thank you, Melissa Tiday at 10.42 Berowser Version Berowser Version Miles Tiday at 10.42 Berowser Version Berowser Version Miler Tiday at 12.4 Berowser Version Berowser Version Miler Tiday at 12.4 Molessa Miller Molessa Miller Test reply Tiday at 12.4 Molessa Miller Molessa Miller | Status Bea | |
| Melissa Miller Today at 1942 Browser Test comment Thank you, Melissa Browser Version Thank you, Melissa Cos Cos Test reply Today at 12:14 Cos Following up on test reply Today at 12:14 Search The Knowledge Base | Today at 10.42 Priority Low Assigned to Mediasa Miller What are you writing us about? Content | |
| Emelyn Miller Today at 12:14 • Mellssa Miller Test reply Today at 12:14 • Mellssa Miller Emelyn Miller Today at 12:14 • Search The Knowledge Base Following up on test reply Following up on test reply • Mellssa Miller | Today at 10.42 Today at 10.42 Browser Forsion 36 CCs The following people will also be notified when this request is updated: | |
| Emelyn Miller Today at 12.14 Search The Knowledge Base | Today at 12:14 • Melissa Miller | |
| Following up on test reply | Today at 12:14 Search The Knowledge Base | |
| Search Search Search | Search Search | |
| Add your reply Submit A Request | Submit A Request | |
| Add file or day files have Check Requests | Add files of days than have Check Requests | |



Comments by Email

If you are not logged into the Support Portal you can still work with your tickets. Every action on a ticket sends an email notification to you the requestor. Simply click reply on the email notification to add a comment to the ticket.

| mercur | ynewmedia Support Center |
|--------------------------|--|
| TICKE | <u>T #4108: TEST TICKET 3</u> |
| Your reque http://sup | est (<u>#4108</u>) has been updated. Reply to this email or click the link below: port.mercurynewmedia.com/hc/requests/4108 |
| Melissa N | tiller, Feb 4, 3:03 PM: |
| Hi Emelyn | Miller, |
| Thank you mercuryne | i for contacting Mercury New Media Support. Your issue has been logged into our system. You can review the status of your request and add additional comments by following this link |
| When prov | riding updates to this item please include the item number 4108 in the mail subject. |
| We will ge | t back to you shortly. |
| Thank you Melissa | ь. |
| Melissa N | liller, Feb 4, 3:03 PM: |
| This is the | description for my test ticket. |
| Thank you Melissa | ц. |
| | |
| + | ★ 	Mercury New Media (support+id4108@mercurynewmedia.zendesk.com) |
| | I am updating the ticket via email |
| | |
| | |
| | |
| | |
| | Send <u>A</u> 🗍 🕰 \$ 🖪 🖙 😳 |

The comment is added to the ticket and is visible in the portal even though I didn't log into make the comment. However, email formatting is stripped out so any color coding will be lost in your response.



Request #4108

Test Ticket 3

| | Melissa Miller Ted This is the description for my test ticket. Thank you, Melissa Melissa | ay at 15:03 |
|---|--|-------------|
| | Melissa Miller Ted Hi Emelyn Miller, Thank you for contacting Mercury New Media Support. Your issue has been logged into our system. You can review the status of your request and add a comments by following this link mercurynewmedia.zendesk.com/agent/tickets/4108 When providing updates to this item please include the item number 4108 in the mail subject. We will get back to you shortly. Thank you, Melissa | ay at 15:03 |
| 8 | Emelyn Miller Ted I am updating the ticket via email Ted | ay at 15:28 |
| 8 | Add your reply Add file or drup files have | : |