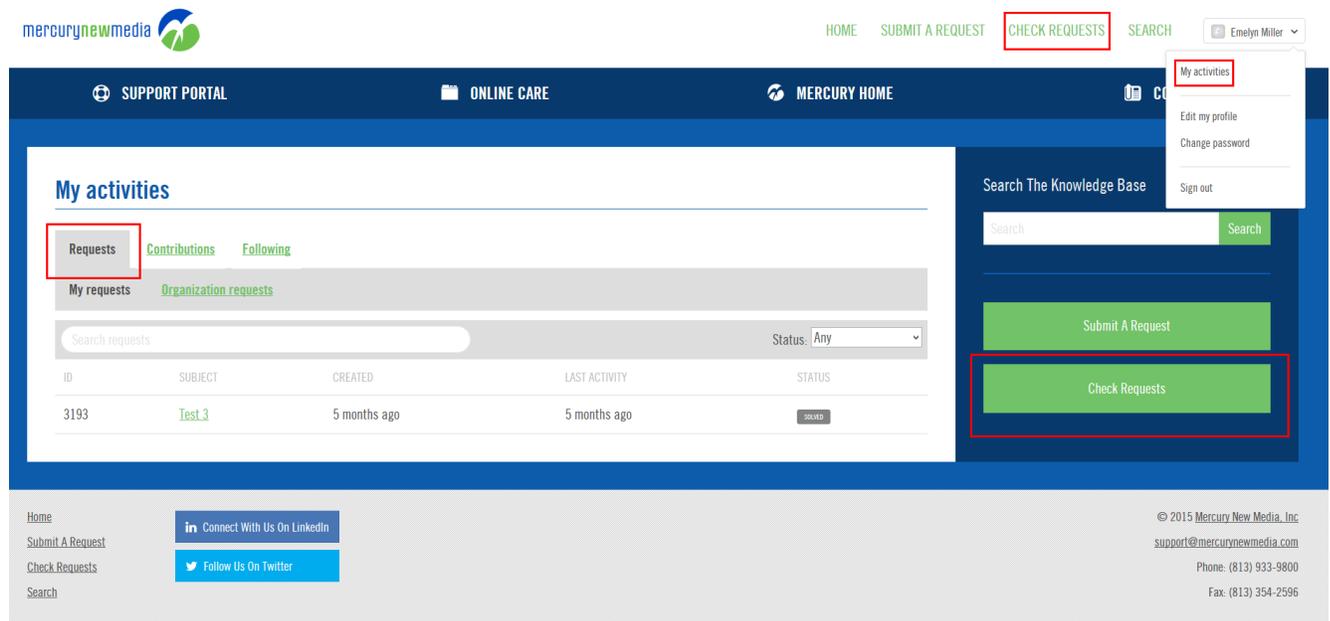


HOW TO ADD OR VIEW COMMENTS ON MY REQUESTS

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

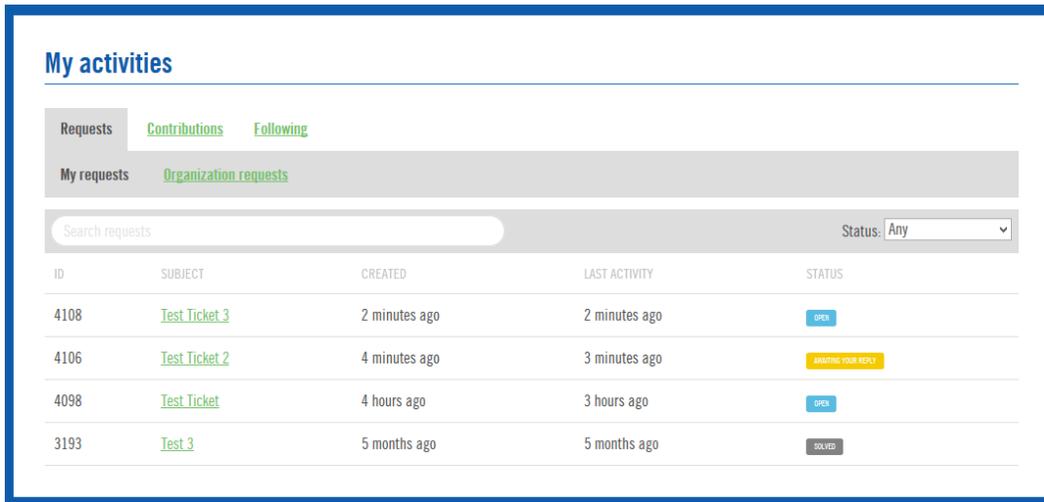


The screenshot shows the Mercury New Media Support Portal. The user is logged in as Emelyn Miller. The 'CHECK REQUESTS' link in the top navigation bar is highlighted with a red box. The 'My activities' dropdown menu is open, showing options like 'My activities', 'Edit my profile', 'Change password', and 'Sign out'. The 'Requests' tab is selected and highlighted with a red box. Below the tabs, there is a search bar for requests and a status dropdown menu. A table of requests is displayed with the following data:

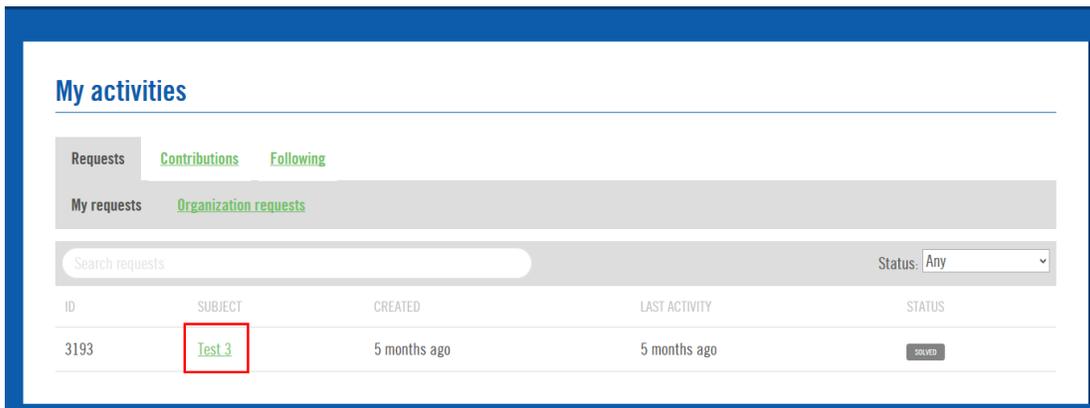
ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
3193	Test 3	5 months ago	5 months ago	Solved

At the bottom of the page, there are social media links for LinkedIn and Twitter, and contact information for Mercury New Media, Inc. including phone and fax numbers.

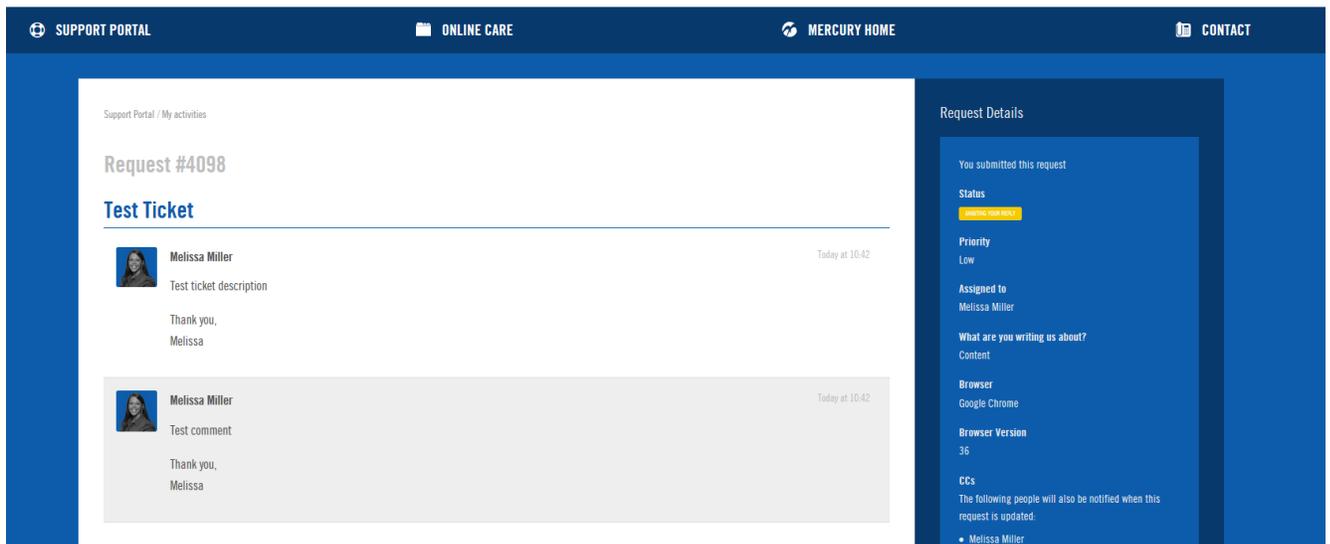
7. You can work with your requests in a variety of ways:
 - a. Search by ticket name or number
 - b. Page through the grid
 - c. Use the Status dropdown to filter out specific types of requests
 - i. Open
 - ii. Awaiting your reply
 - iii. Solved



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



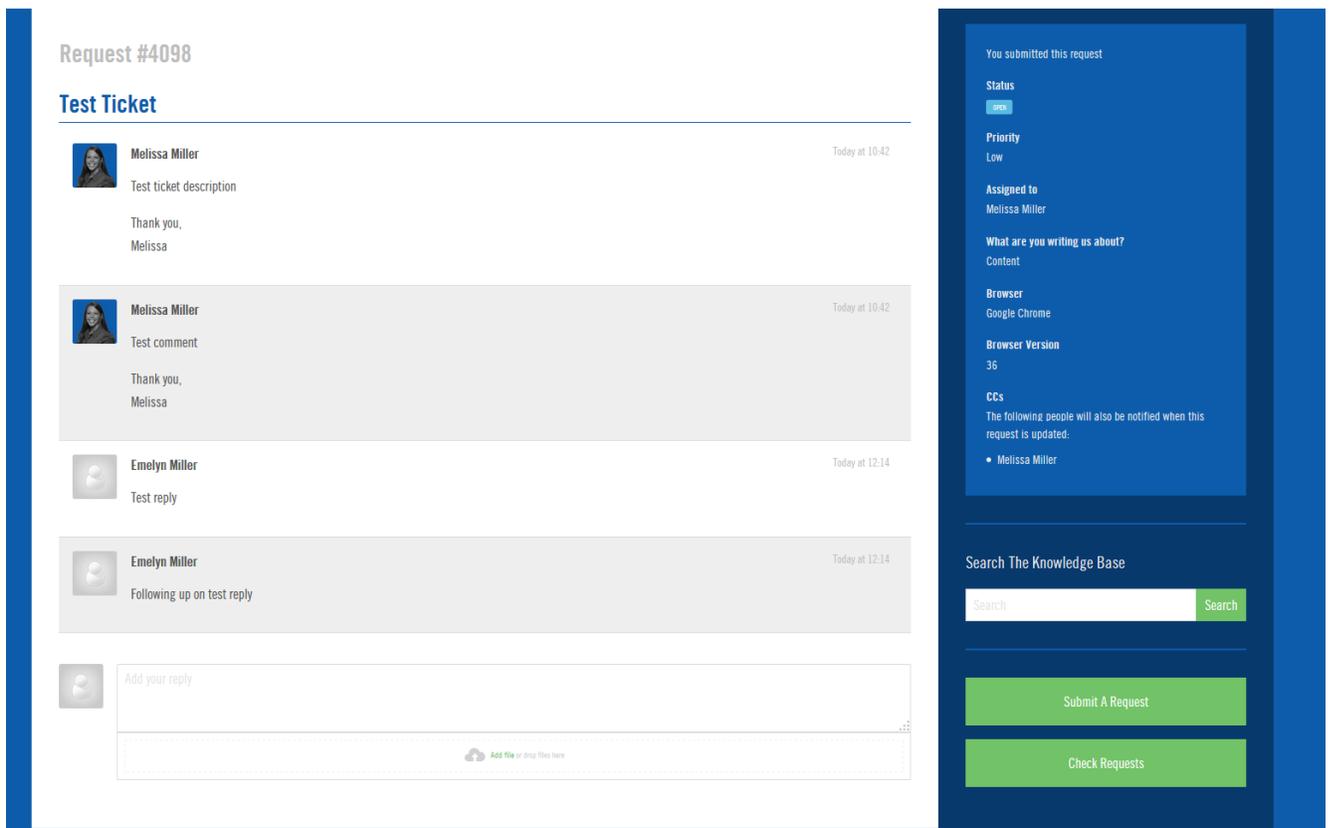
9. The ticket opens and all the relevant ticket details can be examined
- a. Breadcrumb navigation is present at the top that allows you to easily jump back to your master list
 - b. The request number is included below the navigation
 - c. The ticket title is below the request number
 - d. The ticket 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



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



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.



TICKET #4108: TEST TICKET 3

Your request ([#4108](#)) has been updated. Reply to this email or click the link below:
<http://support.mercurynewmedia.com/hc/requests/4108>

Melissa Miller, Feb 4, 3:03 PM:

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 additional 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.

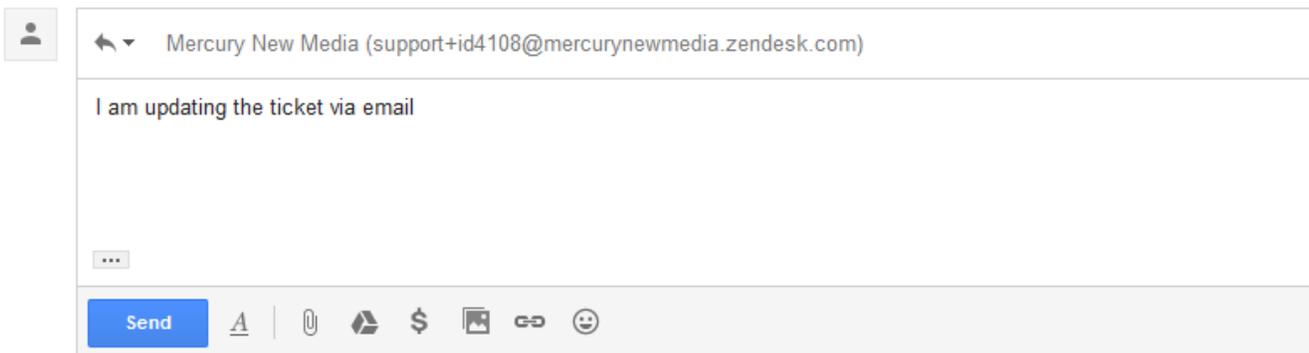
We will get back to you shortly.

Thank you,
Melissa

Melissa Miller, Feb 4, 3:03 PM:

This is the description for my test ticket.

Thank you,
Melissa



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

Today at 15:03

This is the description for my test ticket.

Thank you,
Melissa



Melissa Miller

Today at 15:03

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 additional 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



Emelyn Miller

Today at 15:28

I am updating the ticket via email



Add your reply

 Add file or drag files here