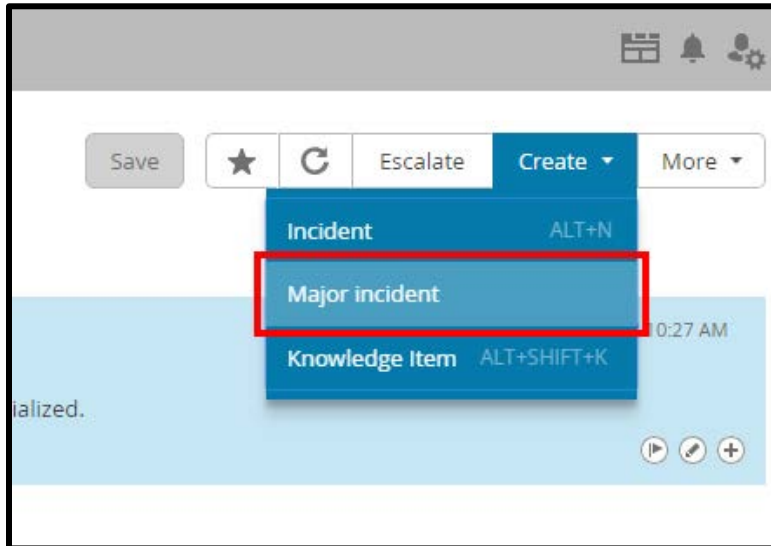
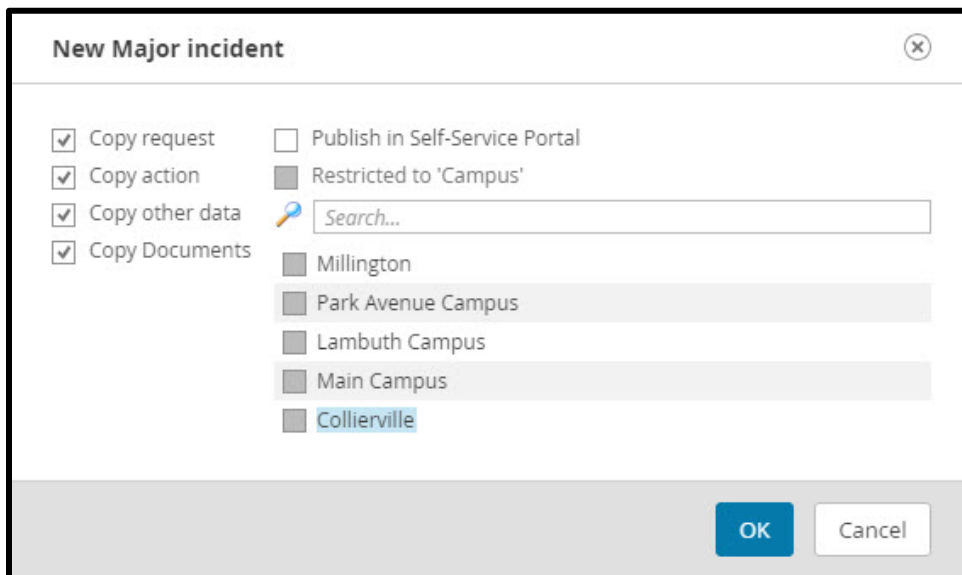


Creating a Major Incident

1. Open a ticket that you want to base the Major Incident.
2. Under *Create*, click the *Major Incident* option.



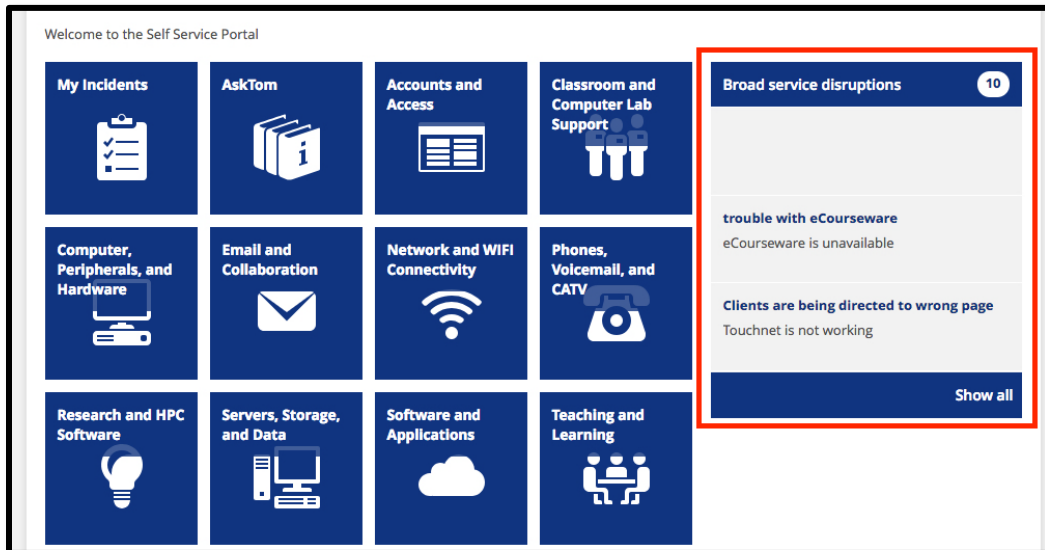
3. Select the information you want to copy to the major incident.
Indicate whether the major incident should be shown in the Self-Service Portal.



4. Click **OK**.
5. Click **Save**.

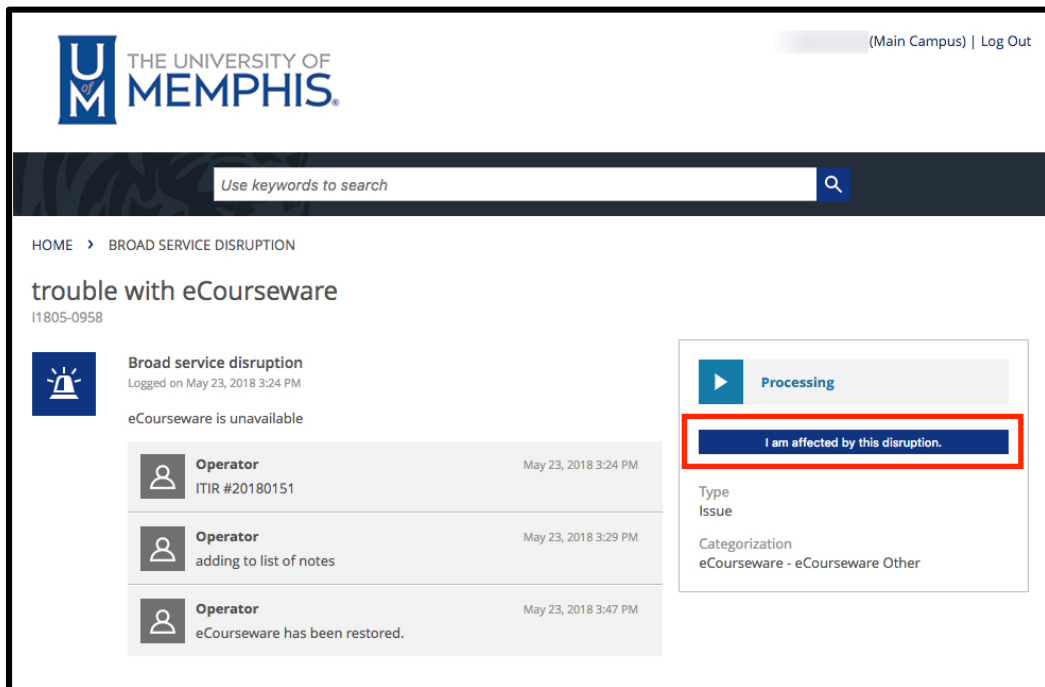
Note: When a major incident is shown in the Self-Service Portal, users can easily indicate that they are having that same problem as well. A new ticket is automatically created based on the major incident, and when the problem is solved you can inform all affected users at one time.

Note: Major incidents shown in Self-Service Portal:



Welcome to the Self Service Portal

My Incidents Icon: Clipboard with checkmarks	AskTom Icon: Book with 'i'	Accounts and Access Icon: Document with checkmarks	Classroom and Computer Lab Support Icon: Three people at computers	Broad service disruptions 10 trouble with eCourseware eCourseware is unavailable Clients are being directed to wrong page Touchnet is not working <a>Show all
Computer, Peripherals, and Hardware Icon: Computer monitor and tower	Email and Collaboration Icon: Envelope	Network and WIFI Connectivity Icon: Wi-Fi signal	Phones, Voicemail, and CATV Icon: Telephone	
Research and HPC Software Icon: Lightbulb	Servers, Storage, and Data Icon: Server rack	Software and Applications Icon: Cloud	Teaching and Learning Icon: People at computers	



THE UNIVERSITY OF
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Use keywords to search

HOME > BROAD SERVICE DISRUPTION

trouble with eCourseware

11805-0958

Broad service disruption
Logged on May 23, 2018 3:24 PM

eCourseware is unavailable

Operator ITIR #20180151	May 23, 2018 3:24 PM
Operator adding to list of notes	May 23, 2018 3:29 PM
Operator eCourseware has been restored.	May 23, 2018 3:47 PM


Processing


I am affected by this disruption.

Type
Issue

Categorization
eCourseware - eCourseware Other

Note: Automatic ticket created based on major incident:

 **Processing**

 Thank you!

We have received your request. You can find it under My requests.
[1805-1226](tel:1805-1226)

Type
Issue

Categorization
eCourseware - eCourseware Other