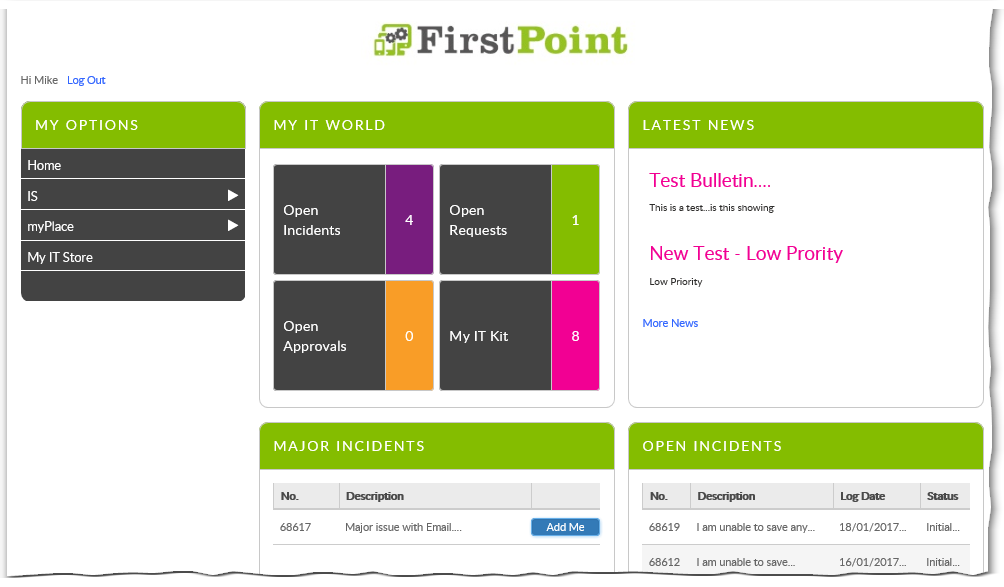
This is the process you would use to record IT incidents, requests, suggestions or complaints.

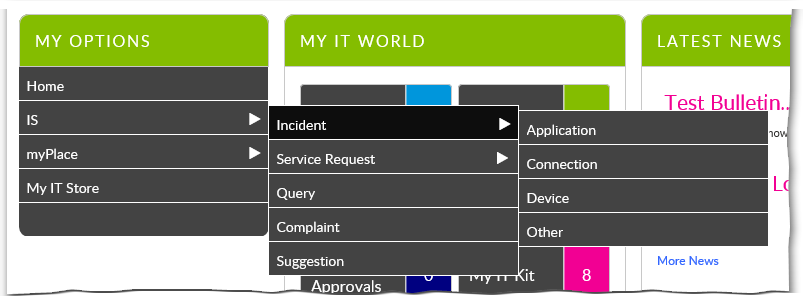


* After opening FirstPoint, you start by selecting either **IS** or **myPlace** from the **My Options** menu on the left, depending on what system the ticket relates to.
  + Use the myPlace option for any myPlace, iExpenses or Direct Input issues.
  + Use the IS option for any other IT related issues.

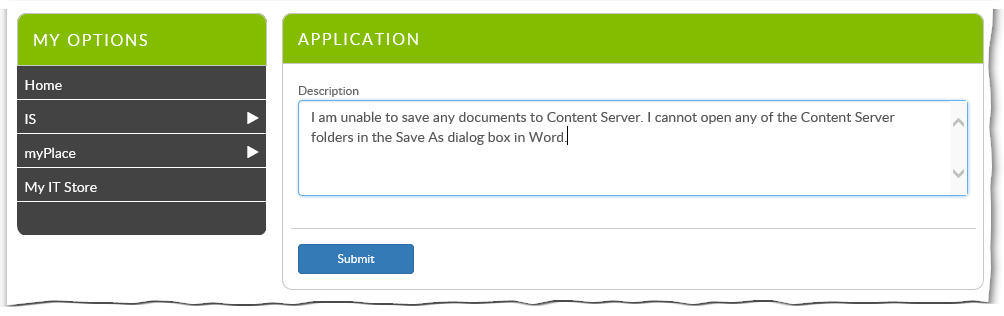
**Note:** The examples in this guide use the IS categories, but the same process can be used in the myPlace categories.



* This is where the different ticket types are displayed.
  + To log a fault with an application, a device or your connection, you would select **Incident**.
  + To request access to reporting, such as Discoverer, to ask for a blocked email to be released, or to request a telephone bill you should select Service **Request**.
  + The other options allow you to ask a question, make a complaint or make a suggestion.
* Select the appropriate category. For Incident and Service request a further submenu will appear Incident in this example).



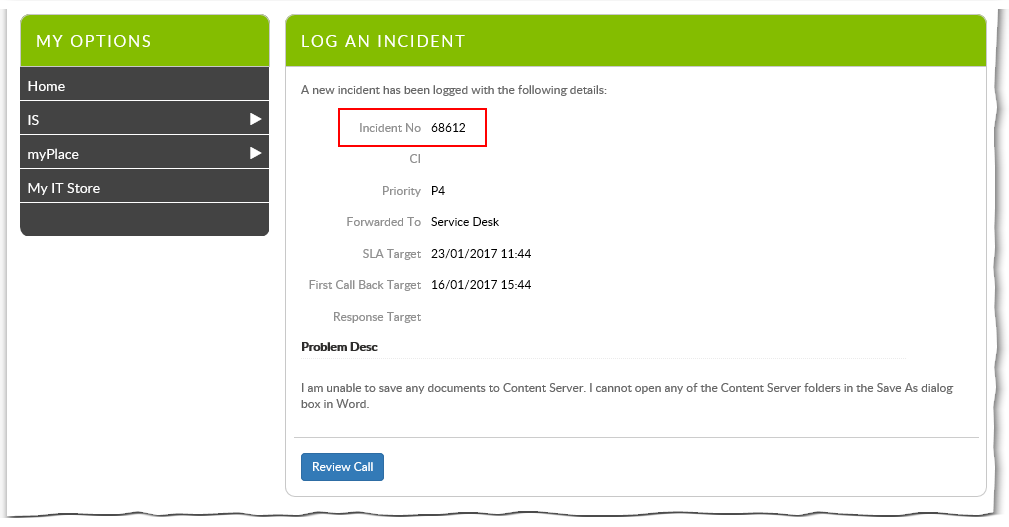
* Select the appropriate category.



* On this screen you should enter a comprehensive description of the issue.

**Note:** With other ticket types you may be given specific questions at this point, related to the particulars of the request.

* Once you have completed the description, click **Submit**.



Your ticket has now been recorded and assigned an Incident Number. You will get an email confirming the details. You will also get emails whenever the ticket is updated.