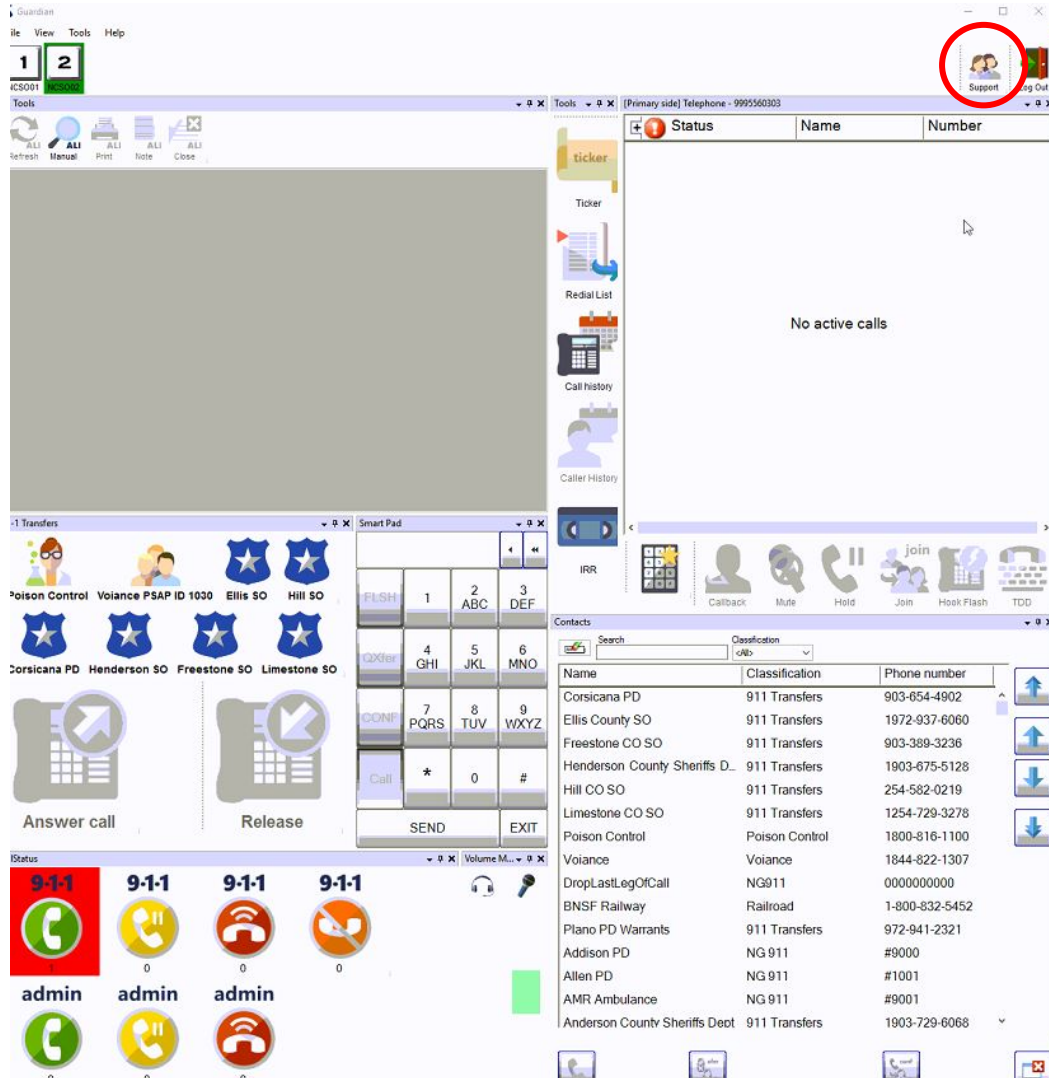


Submitting a Ticket

To request monthly reports or to add, edit or delete a Solacom “user” submit a support ticket by following the steps below:

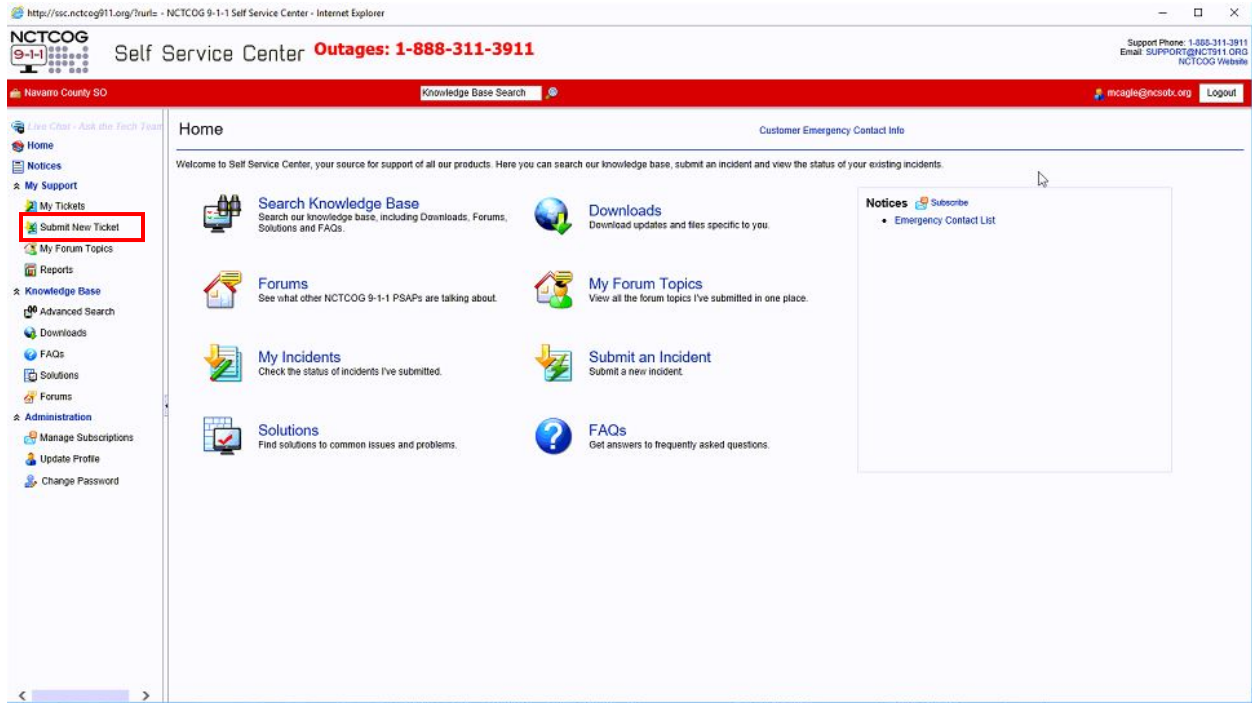
- Login into Solacom
- Click the Support button at the top right-hand corner of the Solacom screen.



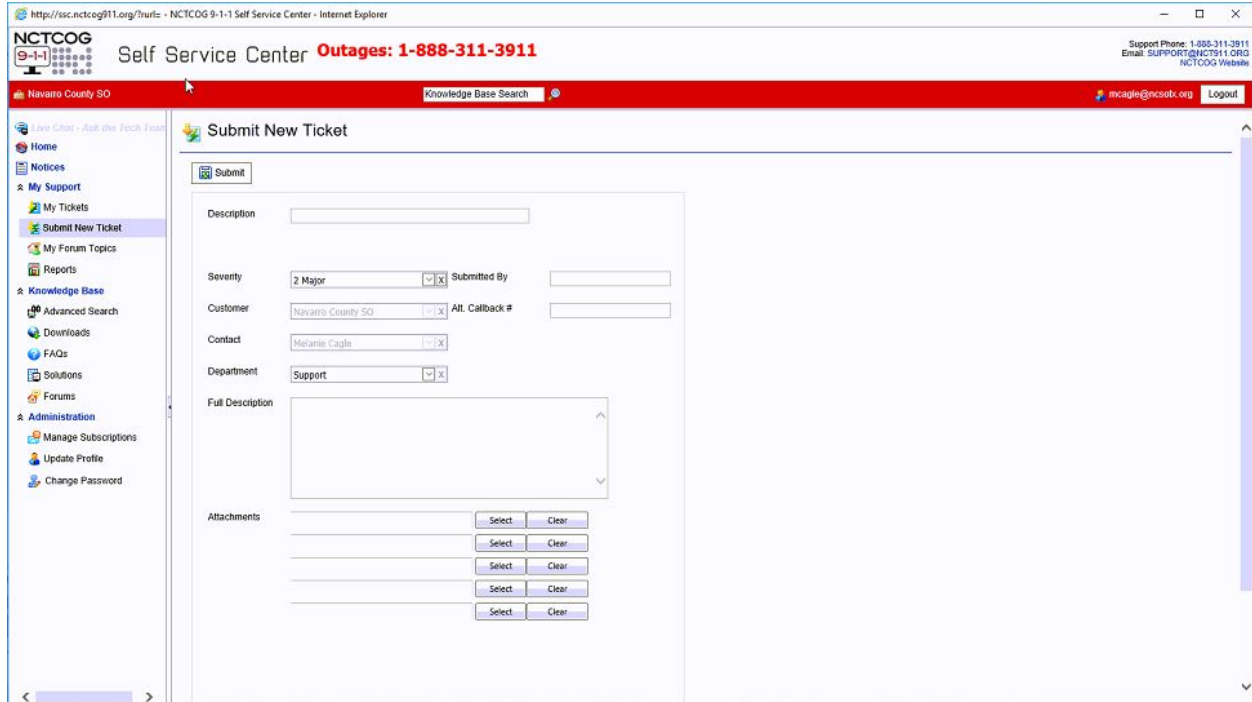
- The self-service center window will open over the 9-1-1 system.
- Login
 - Email Address is your work email address
 - The password is 911.
 - Click Login

The screenshot shows a web browser window with the address bar displaying "http://ssc.nctcog911.org/ - NCTCOG 9-1-1 Self Service Center - Internet Explorer". The page header includes the NCTCOG logo, the text "Self Service Center", and "Outages: 1-888-311-3911". On the right side of the header, contact information is provided: "Support Phone: 1-888-311-3911", "Email: SUPPORT@NCT911.ORG", and "NCTCOG Website". The main content area is titled "Login" and contains the following elements: an "Email Address:" label with an input field, a "Password:" label with an input field, a checkbox labeled "Remember me next time", a "Login" button, and a link that says "Forgot your password? Click here."

- Select the Submit New Ticket option on the left side of the screen.



- Fill out the Submit New Ticket form.
- If requesting a report, please be as specific as possible so that we can ensure to send everything needed.



The screenshot shows a web browser window displaying the NCTCOG Self Service Center. The page title is "Submit New Ticket". The form includes the following fields and options:

- Description:** A text input field.
- Severity:** A dropdown menu with "2 Major" selected.
- Submitted By:** A text input field.
- Customer:** A dropdown menu with "Navarro County SO" selected, and an "Alt. Callback #" text input field.
- Contact:** A dropdown menu with "Melanie Cagle" selected.
- Department:** A dropdown menu with "Support" selected.
- Full Description:** A large text area for detailed information.
- Attachments:** A section with five rows, each containing a "Select" button and a "Clear" button.

The left sidebar contains navigation links: Home, Notices, My Support, My Tickets, Submit New Ticket (highlighted), My Forum Topics, Reports, Knowledge Base, Advanced Search, Downloads, FAQs, Solutions, Forums, Administration, Manage Subscriptions, Update Profile, and Change Password. The top navigation bar includes "Navarro County SO", "Knowledge Base Search", and a "Logout" link.

If you have any issues or questions, please contact Brittney Burross bburross@nctcog.org.