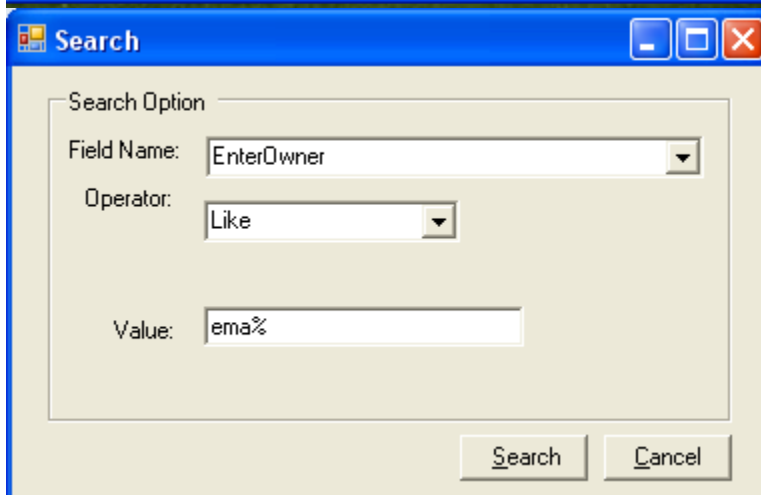
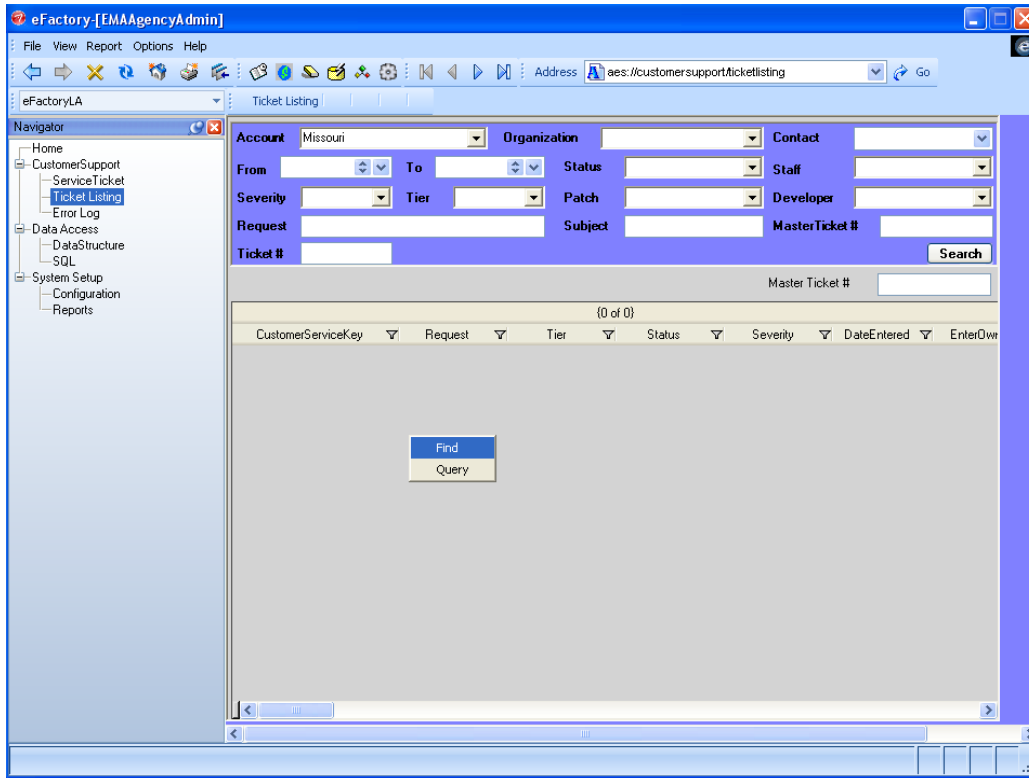


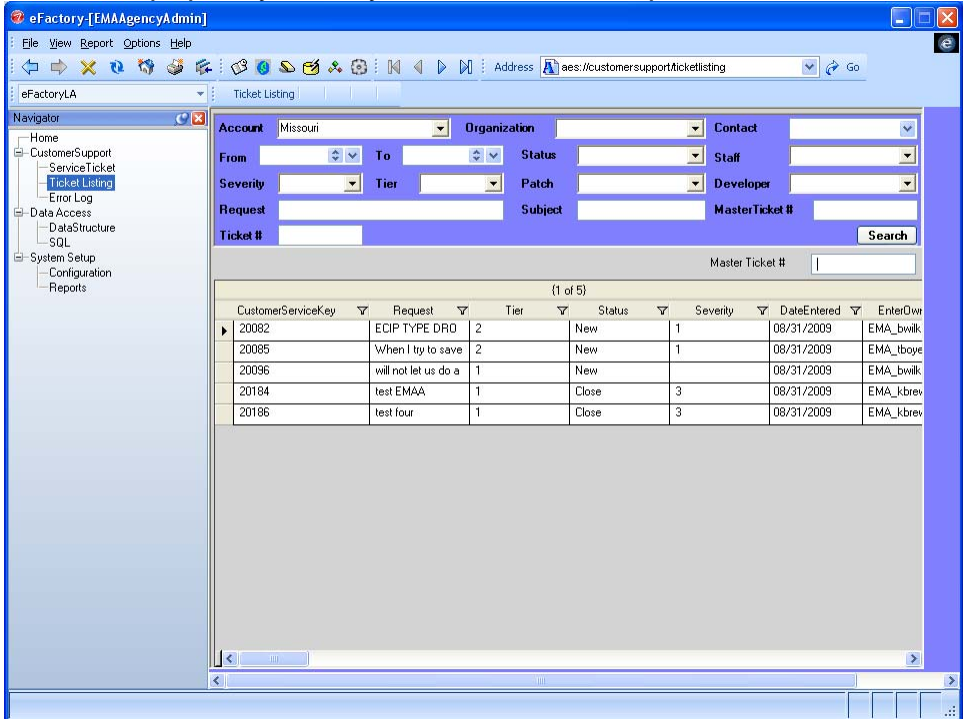
## Quick Reference – How to View and Respond to eFactory Tickets

In the Application Role dropdown (above the Navigator menu on the left side of the screen), select the eFactoryLA option, and then select the Ticket Listing page. Right-click in the middle of the page and select the Find option.



In the popup window, type or select "EnterOwner" in the Field Name dropdown box, then type or select "Like" in the Operator dropdown box. In the "Value" text box, type in your three-digit agency prefix and the % sign, and then click the Search button. This will bring up a list of all tickets entered by users at your agency.

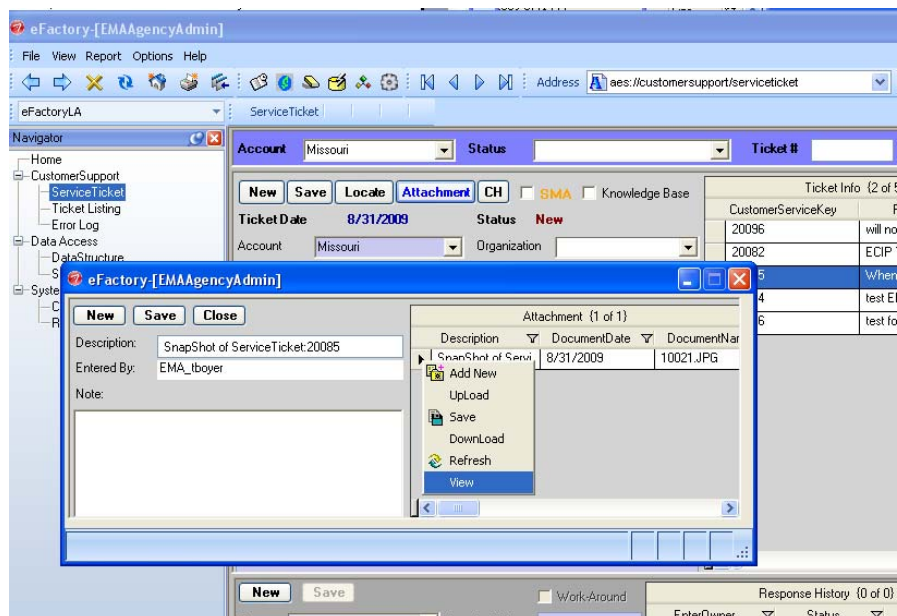
Once you have the list of tickets, you can sort by any of the columns in the grid (status, severity, tier, or date would be the most common sorting choices). This should help quickly identify the tickets that require attention.



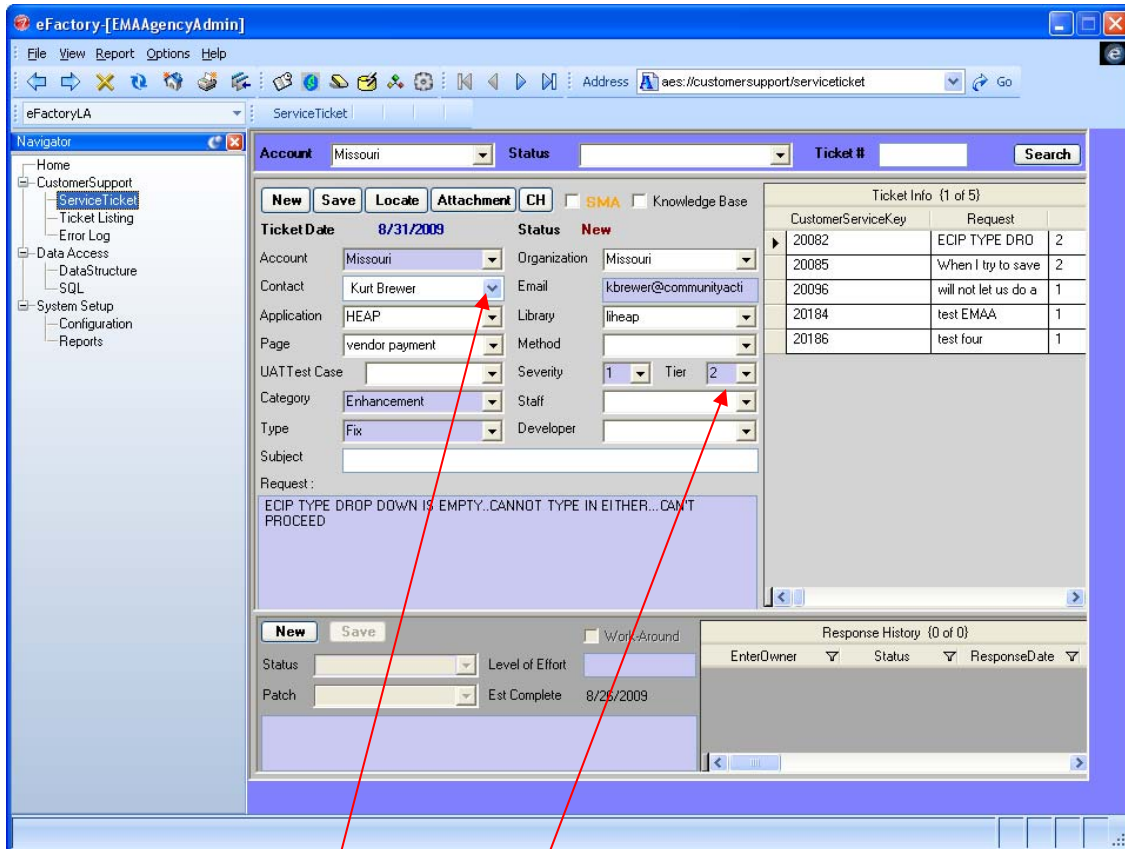
Details for each ticket appear on the Service Ticket page. Tickets are listed in the same order on both pages, so if you sort on the Ticket Listing page, the Service Ticket page will also be sorted.

Use the Service Ticket page to review more information about the ticket, to close or respond to a ticket, or to escalate a ticket to Tier 2 support (statewide system administrators at the MACA office).

To view an attachment to a ticket, click the Attachment button and then right-click on the desired attachment record. Select View to view an image, or you can download the file.



To respond to a ticket, use the bottom container of the Service Ticket page. Click New, select a Status option, and enter the response or comments in the text box at the bottom. Level of Effort is for the developers, but requires an entry to save the response, so please enter a zero in that field before you click Save.



To escalate a ticket, change the Tier field to Tier 2, and then select an entry from the Contact dropdown list. Complete the Category and Type fields if they are not already populated. Click Save, and an e-mail will be generated to the contact selected.