HOW TO SUBMIT A TOPAZ TICKET

1. Go to Computing Assistance Request website
   a. If you are an employee, enter the last 6 digits of your employee number and click on “Continue” button.

   ![Computing Assistance Request website](image1)

   b. If you do not have a uOttawa employee number, click on the “I am neither a student nor an employee” link.

   ![Computing Assistance Request website](image2)
2- From the “Computing Assistance Form”, choose *Software Troubleshooting* for the “Subject” field.

   Fill up the “Enter a detailed description” field with an issue description, steps to reproduce the issue, computer and browser used (e.g. PC or Mac & Firefox, chrome, Internet Explorer, etc. and the version number)

3- Ex:

   TOPAZ - Error when creating a new protocol

   The problem is intermittent and happened more often between 1pm to 3pm.

   Steps to reproduce:

   Login the system
   Choose Animal Protocols
   Choose Open Approved Protocols
   Error message appears

   I am using IE 10 with Windows 7 on a PC.

4- Leave the Priority field with the default value.
5- Provide your email address and Phone number.
6- Provide your name and surname in the “Additional Contact Information” section.
7- Input `tthonghu@uottawa.ca` in the “Keep the following person informed about the request” field.
8- Click on “Send” button.
How to submit a TOPAZ ticket

1. Classification: Employee
2. Subject: Software Troubleshooting
3. Detailed description:
   - The problem is intermittent and happened more often between 1pm to 3pm.
4. Priority: 5 - Non-critical request. The client can continue working.
5. E-mail address: odjean@uottawa.ca
6. Name: St-Jean
7. Notifying someone else about this request:
   - E-mail address of reporter (optional): monghu@uottawa.ca
8. Send
9- You would receive an email similar to the one below.

![Incident Ticket Example]

**Note:** If there are any screenshots or error messages generated by the application, it would be helpful to send those to be attached to the Incident ticket. To do so, just reply to the email and provide the information in attachment.