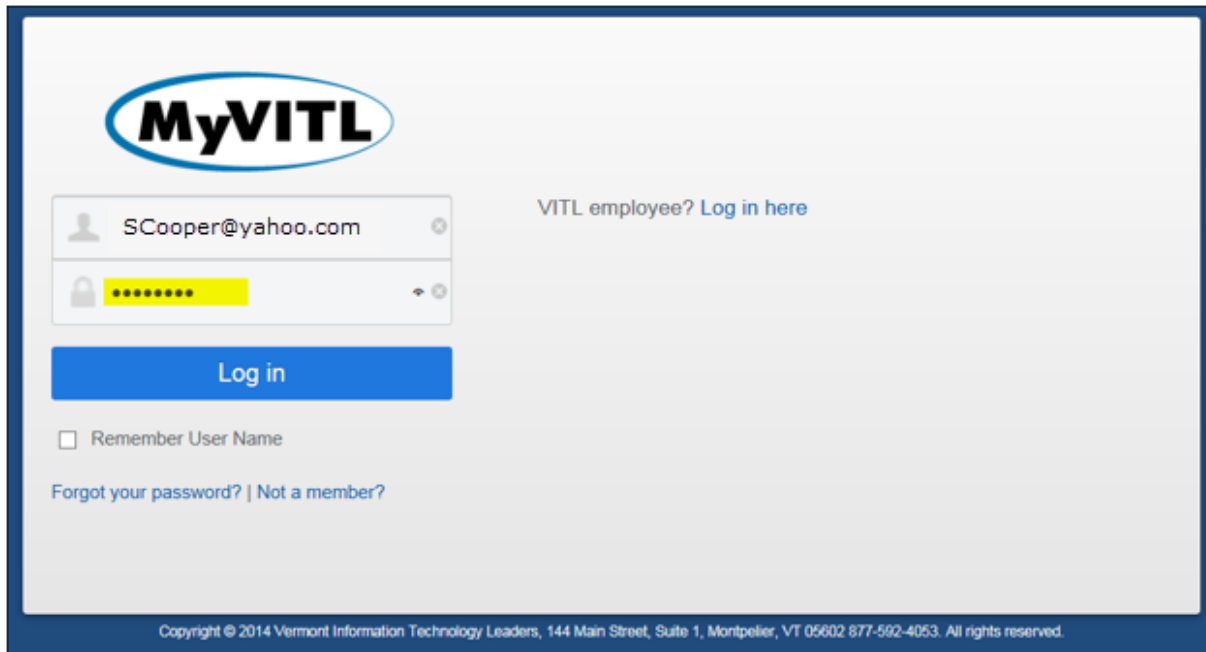


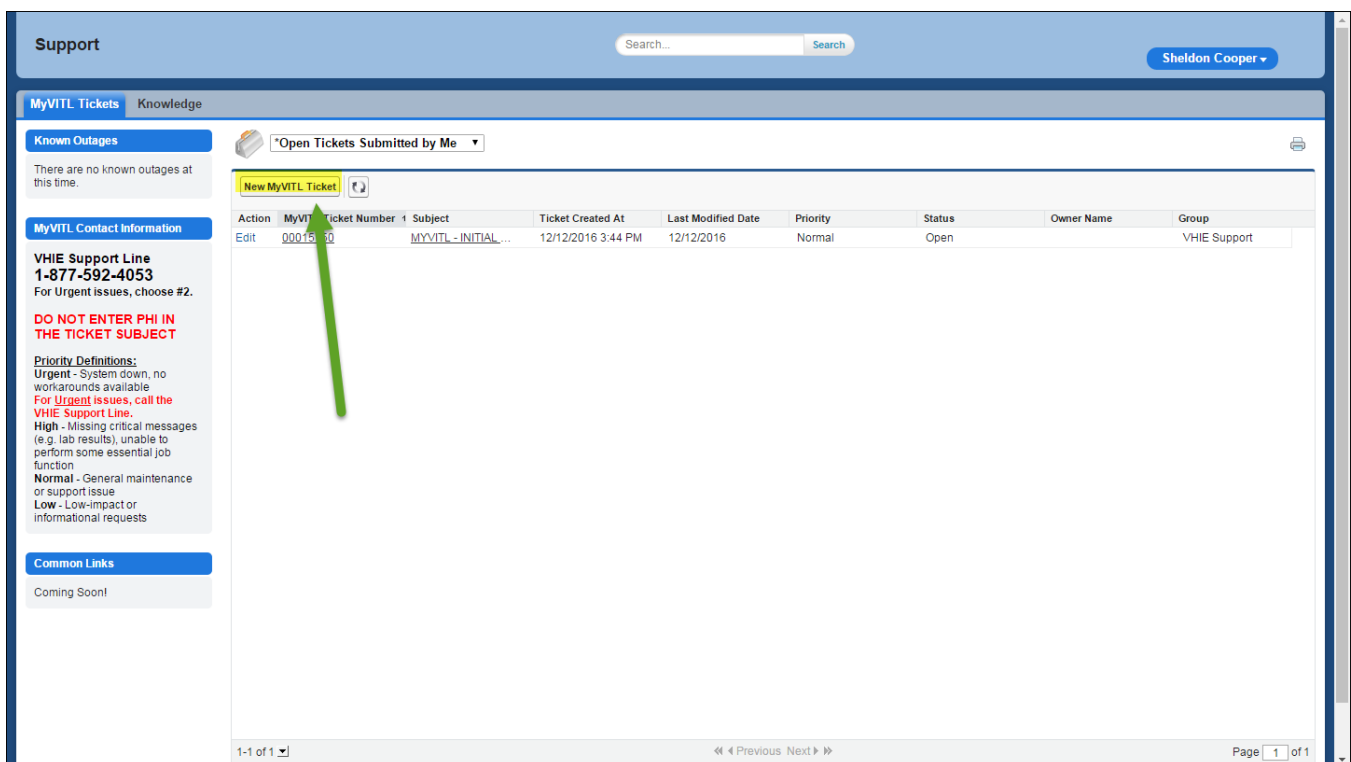
## I. Navigate to MyVITL.net

a) Sign in with your existing username and password.



The screenshot shows the MyVITL login interface. At the top left is the MyVITL logo. Below it is a login form with two input fields: one for the username (containing 'SCooper@yahoo.com') and one for the password (masked with yellow dots). A blue 'Log in' button is positioned below the password field. Underneath the button is a checkbox labeled 'Remember User Name'. At the bottom of the form are two links: 'Forgot your password?' and 'Not a member?'. To the right of the form, there is a link that says 'VITL employee? Log in here'. At the very bottom of the page, there is a copyright notice: 'Copyright © 2014 Vermont Information Technology Leaders, 144 Main Street, Suite 1, Montpelier, VT 05602 877-592-4053. All rights reserved.'

b) From the dashboard click on “New MyVITL Ticket” button.

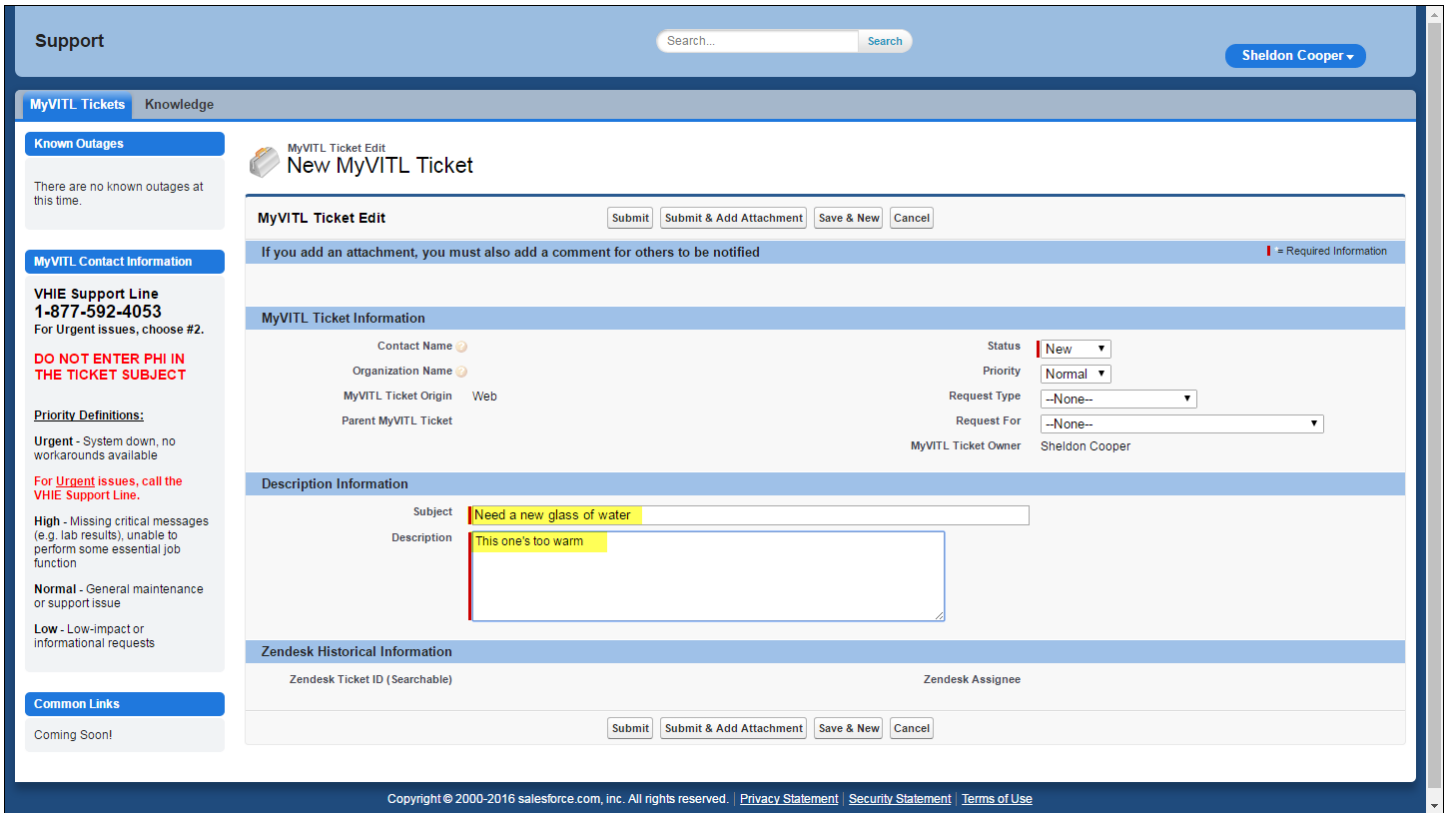


The screenshot shows the MyVITL dashboard. At the top, there is a 'Support' header with a search bar and a user profile dropdown for 'Sheldon Cooper'. Below the header, there are two tabs: 'MyVITL Tickets' and 'Knowledge'. The 'MyVITL Tickets' tab is active. On the left side, there are several informational boxes: 'Known Outages' (stating there are no known outages), 'MyVITL Contact Information' (providing the support line number 1-877-592-4053 and warning not to enter PHI in the subject), and 'Common Links' (stating 'Coming Soon!'). The main area of the dashboard shows a dropdown menu for '\*Open Tickets Submitted by Me' and a 'New MyVITL Ticket' button. Below this is a table of tickets. A green arrow points to the 'New MyVITL Ticket' button.

Action	MyVITL Ticket Number	Subject	Ticket Created At	Last Modified Date	Priority	Status	Owner Name	Group
Edit	0001830	MYVITL - INITIAL...	12/12/2016 3:44 PM	12/12/2016	Normal	Open		VHIE Support

- c) Complete both the required fields of Subject and Description. **Do Not** include Protected Health Information (PHI) in the subject line as this information is included in emails which is not secure.

The subject line will allow up to 255 characters and the description box will allow up to 32,000 characters.



The screenshot shows the 'MyVITL Ticket Edit' interface. At the top, there is a search bar and a user profile for Sheldon Cooper. The main content area is titled 'New MyVITL Ticket' and includes several sections:

- MyVITL Ticket Edit:** Contains buttons for 'Submit', 'Submit & Add Attachment', 'Save & New', and 'Cancel'. Below this is a note: 'If you add an attachment, you must also add a comment for others to be notified'.
- MyVITL Ticket Information:** A form with fields for 'Contact Name', 'Organization Name', 'MyVITL Ticket Origin' (set to 'Web'), and 'Parent MyVITL Ticket'. On the right, there are dropdown menus for 'Status' (set to 'New'), 'Priority' (set to 'Normal'), 'Request Type' (set to '--None--'), and 'Request For' (set to '--None--'). The 'MyVITL Ticket Owner' is listed as 'Sheldon Cooper'.
- Description Information:** A form with a 'Subject' field containing 'Need a new glass of water' and a 'Description' field containing 'This one's too warm'.
- Zendesk Historical Information:** Fields for 'Zendesk Ticket ID (Searchable)' and 'Zendesk Assignee'.

At the bottom of the form, there are buttons for 'Submit', 'Submit & Add Attachment', 'Save & New', and 'Cancel'. The footer of the page contains copyright information: 'Copyright © 2000-2016 salesforce.com, inc. All rights reserved. | [Privacy Statement](#) | [Security Statement](#) | [Terms of Use](#)'.

Choose either “Submit” or “Submit & Add Attachment” depending on your preference. Attachments can always be added at a later time.

## II. Adding Attachments

- a) To add an attachment, select ticket from dashboard and scroll down to the “Attachments” section. Select the “Attach File” button.

The screenshot shows a MyVITL ticket page for ticket number 00015151. The ticket is titled "Need a new glass of water" with the description "This one's too warm". The ticket is currently open and assigned to VHIE Support. The "Attachments" section is visible, and the "Attach File" button is circled in red. Other sections include "MyVITL Ticket Comments", "Articles", and "Related MyVITL Tickets".

- b) Select the “Browse” button and navigate to where the file is stored on your system. Choose the file. Select the “Attach File” button and once the file has uploaded, choose “Done”

The screenshot shows the "Attach File to MyVITL Ticket 00015151" dialog box. The instructions are as follows:

- Select the File  
Type the path of the file or click the Browse button to find the file.  
**Choose File** | No file chosen
- Click the "Attach File" button.  
Repeat steps 1 and 2 to attach multiple files.  
(When the upload is complete the file information will appear below.)  
**Attach File**
- Click the Done button to return to the previous page.  
(This will cancel an in-progress upload.)  
**Done**

The "Choose File", "Attach File", and "Done" buttons are circled in red. The "Attach File" button is also circled in red in the previous screenshot.

## III. Adding Comments

- a) To add new comments to a ticket, select the ticket from the dashboard and scroll down to the “MyVITL Ticket Comments” section. Select the “Add Comment” button.

The screenshot shows a MyVITL ticket details page. On the left is a sidebar with contact information and priority definitions. The main content area displays ticket metadata, system information, and a 'MyVITL Ticket Comments' section. In the 'MyVITL Ticket Comments' section, the 'Add Comment' button is circled in red. Below it, a comment is visible: 'Created By: Sheldon Cooper (12/12/2016 4:12 PM) And the glass is dirty'. Other sections include Attachments, Articles, and Related MyVITL Tickets.

- b) Add comments as needed and choose the “Save” button. Your new comments will show in the Comments section of the ticket.

The screenshot shows the 'MyVITL Ticket Comment Edit' form. The form is titled 'MyVITL Ticket Comment Edit' and has 'Save' and 'Cancel' buttons. Below the title is the 'MyVITL Ticket Details' section, which includes the subject 'New a new glass of water' and the description 'This one's too warm'. The 'Comment Details' section contains a text area with the comment 'And the glass is dirty'. At the bottom of the form, there are 'Save' and 'Cancel' buttons. The page also includes a search bar, a user profile dropdown, and a footer with copyright information.

## c) Ticket Comments:

**MyVITL Ticket**  
00015151  
Printable View

MyVITL Ticket Comments [1] | Attachments [0] | Articles [0] | Related MyVITL Tickets [0]

**MyVITL Ticket Detail** [Edit] [Close Ticket]

If you add an attachment, you must also add a comment for others to be notified

MyVITL Ticket Number	00015151 [View Hierarchy]	Status	Open
Contact Name	Sheldon Cooper	Priority	Normal
Organization Name	Vermont Hospital on Main	Request Type	
Contact Email	Scooper@yahoo.com	Request For	
Contact Phone		MyVITL Ticket Owner	VHIE Support
Contact Mobile			
MyVITL Ticket Origin	Web		
Parent MyVITL Ticket			
Subject	Need a new glass of water		
Description	This one's too warm		

**Zendesk Historical Information**

Zendesk Ticket ID (Searchable)		Zendesk Assignee	
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**System Information**

Date/Time Opened	12/12/2016 4:06 PM	Date/Time Closed	
Created By	Sheldon Cooper, 12/12/2016 4:06 PM	Last Modified By	Sheldon Cooper, 12/12/2016 4:14 PM

[Edit] [Close Ticket]

**MyVITL Ticket Comments** [Add Comment]

Comment

Created By: Sheldon Cooper (12/12/2016 4:12 PM)  
And the glass is dirty

**Attachments** [Attach File]

No records to display