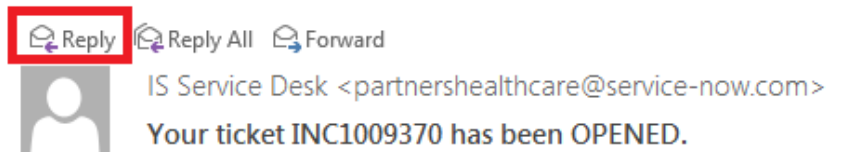


How to Add an Attachment to a Ticket

- When you submit your ticket, you will receive an initial email that your CALL has been opened and it needs to be reviewed.
- Once someone from IS reviews the CALL, they will transfer it to an INC or RITM(TASK), which will send you a second email
- To add your attachment to the ticket, Reply to this second email with your document attached, and any note you may want to add



Click here [LINK](#) to view or update your ticket. You may also reply to this e-mail to update your ticket.