

Issue August 9, 2016

# Vendor Held Equipment (VHE) Project

Creating an AOTS Ticket

Job Aid



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#### Overview:

AT&T is transitioning the VAST Support Mailbox to an internal ticketing system.

# **Purpose:**

Users will log into the AOTS Trouble Ticketing System to request assistance from an AT&T SME on either a question or issue.

# **VAST Support Mailbox:**

The VAST Support Mailbox will be maintained for questions or issues which cannot be submitted in the AOTS Trouble Ticketing System.



#### **Acronyms**

AOTS AT&T One Ticket System SME Subject Matter Expert

VAST Vendor Asset Scanning Tool

External AOTS site URL: <a href="https://www.e-access.att.com/ushportal/">https://www.e-access.att.com/ushportal/</a>

# **Log into Global Logon:**







#### Select Create a Trouble Ticket:

# Welcome to Universal Self Help!

- Create a trouble ticket
  - $\leftarrow$
- Find a trouble ticket

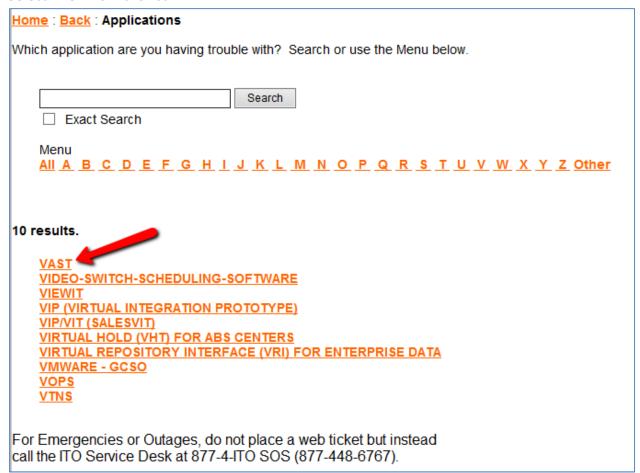
For Emergencies or Outages, do not place a web ticket but instead call the ITO Service Desk at 877-4-ITO SOS (877-448-6767).

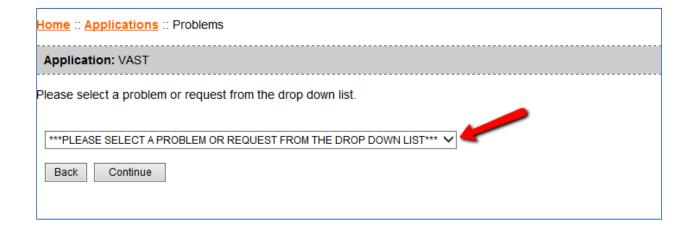
#### Select 'V' for VAST:





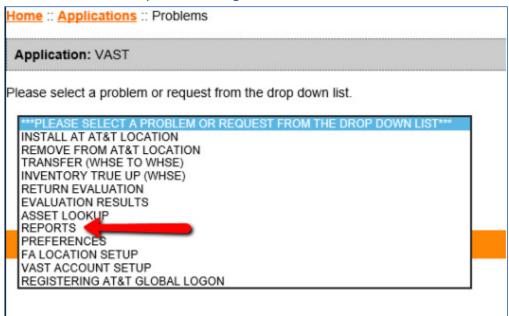
#### Select VAST from the list:



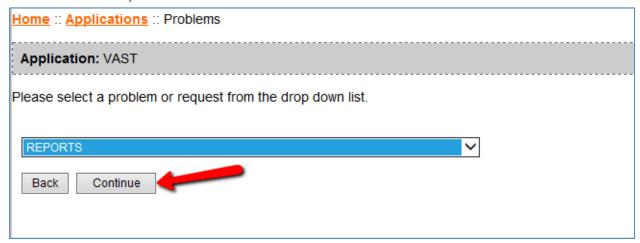




# Select from the list of problem categories:



#### Click continue to open form for details:





# Enter Details on form and submit:

	plication: VAST oblem: REPORTS						
en	fill out the following form, * indicates a requi- sitive Personal Information (SPI) must NOT be examples: SS#, Bank Account#, Credit Card#	entered		rt as input in a	ny field or as an at	tachment.	
	* Name of VAST User and User ID:						
	* Email Address for VAST User:						
	* Contact Number for VAST User:						
De	vice information(iPhone/Samsung, etc) * Device Manufacture:						
	* Device Model:						
	* Operating System Version:						
	* Location:						
	* AT&T Tag#:						
iss	* Please provide the specific details of your sue with a VAST transaction. Including VATS transaction type, error message, and data your are entering.: (500 chars max)	500	characters le	eft			
	Additional problem or error message details (Provide screenshot or doc upload): (Files over 5MB will be deleted!!)			Browse	HTML Files cannot be File name should not	Uploaded include any special characters	or spaces
*	Please provide Contact Number for ATTUID:						
	* CSP ID:	dw1867	,				
	Alt contact ATTUID:						