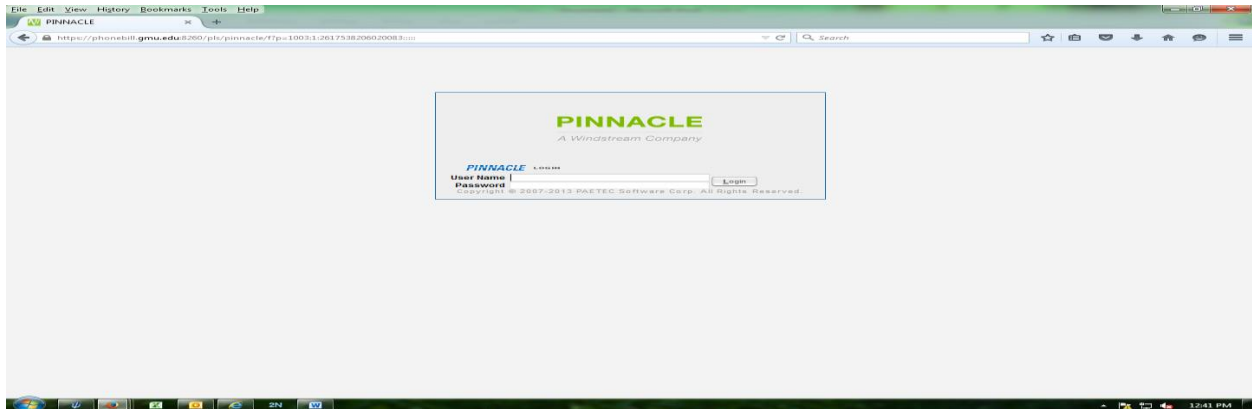


Create **Incident** (trouble ticket):

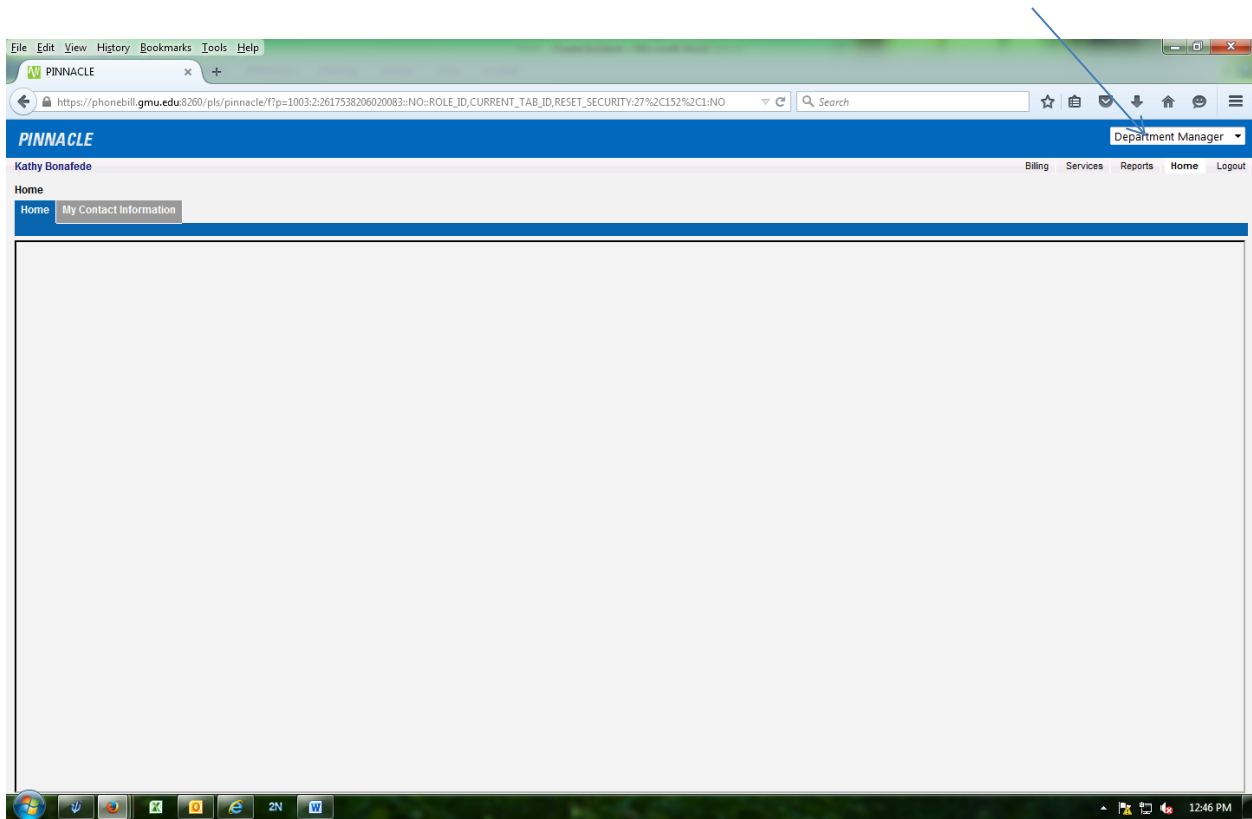
Login to phonebill.gmu.edu using your Net ID name and Mesa password.

Click login.



You will then see the “home”, or main, page.

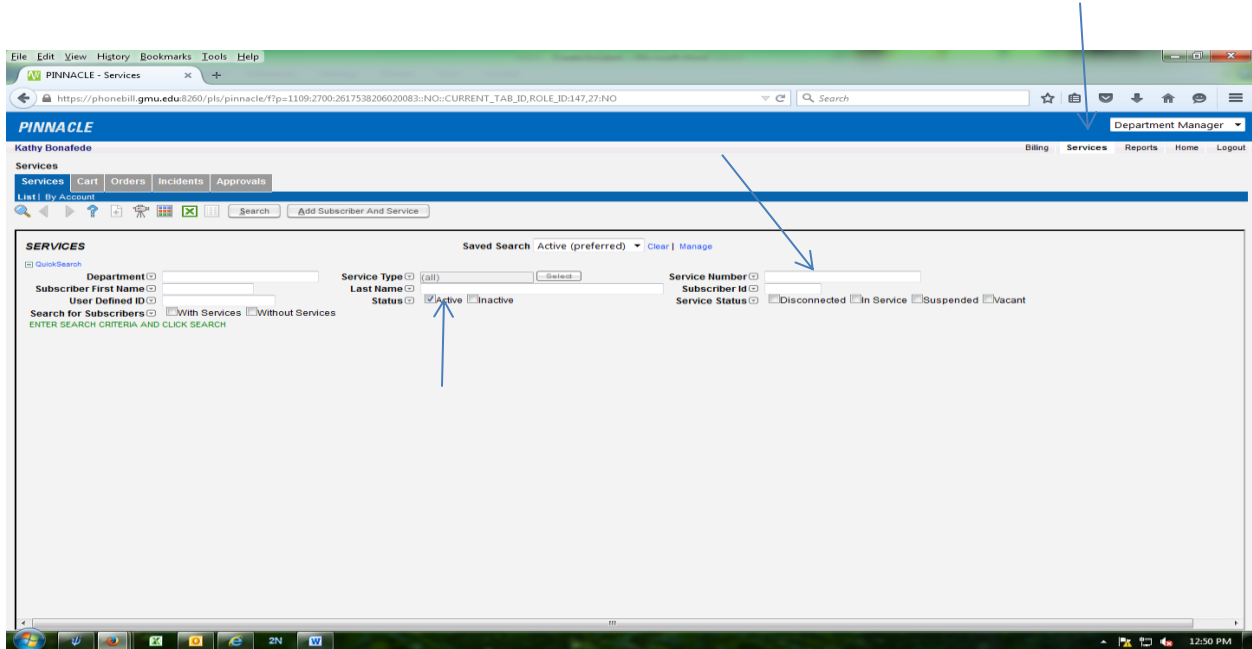
Your role in Pinnacle is “Department Manager”.



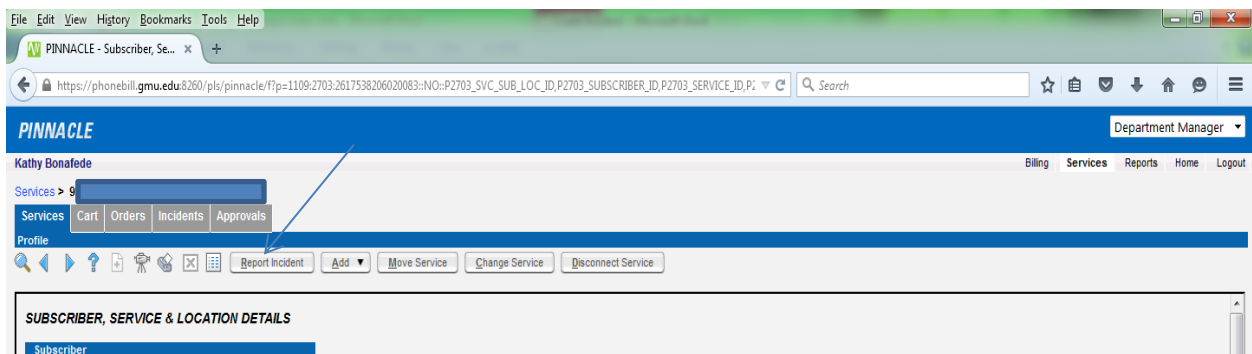
Click on “services” (arrow on the right top side of this screen shot).

Before you start the process, click on the “clear” button to remove any prior search information.

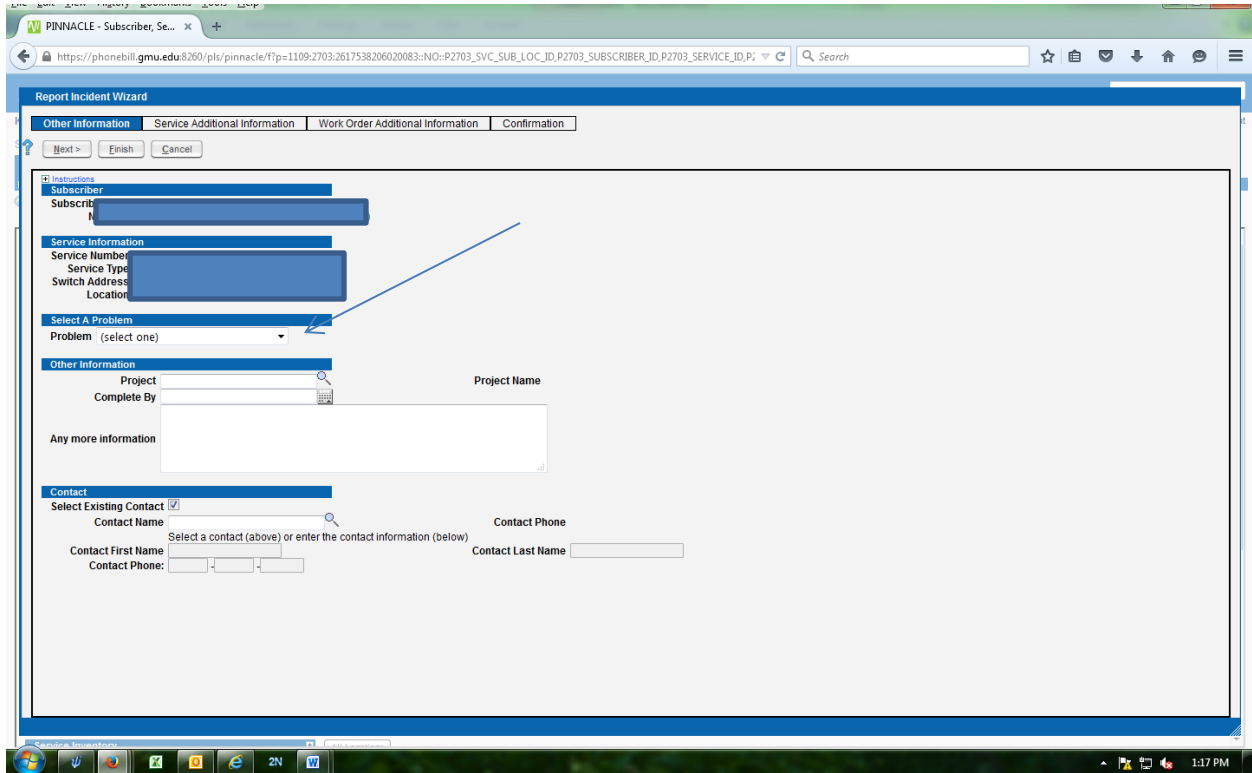
At the “service number” area, and making sure that the only “status” checked is “active”, enter the 5 digit extension (or 10 digit if Verizon business line) of the service with the issue. **Do NOT** use any spaces or dashes when entering this number. Perform a “search”.



When the line of information appears, you will see several blue hyperlinks. You can click on any of these hyperlinks. After clicking on a hyperlink, you will see the following screen. Click on the “Report Incident” tab.



You will see a screen similar to this one shown below.



Next to the “Problem” section, click on the down arrow to the right of the blank space. It will then display a screen with a listing of various problem types. Choose the type of problem that is most appropriate for your issue.

There is no need to fill in the information next to the “Project” or “Complete By” blocks. Provide more detailed information in the “Any more information” space.

In the “Contact” section, you will note that the box next to the “Select Existing Contact” defaults to a check mark. On the next line “Contact Name” and to the right is a magnifying glass. If you click on the magnifying glass, another screen will appear. At this smaller screen, click on the “search” button and a listing of all of those names associated with this particular fund or org code will appear. Click on your name, if listed. If you wish to list someone other than yourself as the point of contact, uncheck the “Select Existing Contact” box and provide the requested information. When complete, click on the “Finish” tab near the top of the screen.

Incidents create request numbers but will NOT appear in your cart or in your order tab. They appear under the “Incidents” tab. Click on the “Incidents” tab. At the next screen find the “Status” section and click on the “open” box. Now, perform a “Search”. A list of your open incident/s (or trouble ticket/s) will appear. You will find your request number listed in the left-most column of the incident that you created.