

# Self-Service Ticket Portal - IQN VMS

This document provides a brief overview of the self-service ticket portal for IQN VMS users. Below you will find step-by-step instructions on how to create, update, and view tickets.

## Table of Contents

Accessing the Portal.....	2
First-Time Users.....	2
Welcome Email.....	2
Logging In.....	2
Forgot Password.....	2
Ticket Management.....	3
Submitting Ticket(s).....	5
Searching Your Requests.....	5
Reviewing Ticket(s).....	6
Email Notifications.....	7
User Preferences.....	3
Managing Your Profile.....	3
Change Your Password.....	4

## Accessing the Portal

### First-Time Users

If you are a first-time user of the self-service ticket portal, you may register by visiting the following URL and clicking on “Sign up for an account” on the right hand side: <https://jira.beeline.com/servicedesk/>

#### Don't have a login?

Sign up for an account to raise and comment on requests

[Sign up for an account](#)



*Please note that this account is separate from your IQN VMS account*

### Welcome Email

- Once registered for the ticket portal, you will receive an email from [BLTickets@beeline.com](mailto:BLTickets@beeline.com).
- You will need to supply your name, email, and a desired password
- You will be immediately logged in to the portal

### Logging In

To access the self-service portal:

1. Go to <https://jira.Beeline.com/servicedesk>
2. Log in with your user name and password.

### Forgot Password

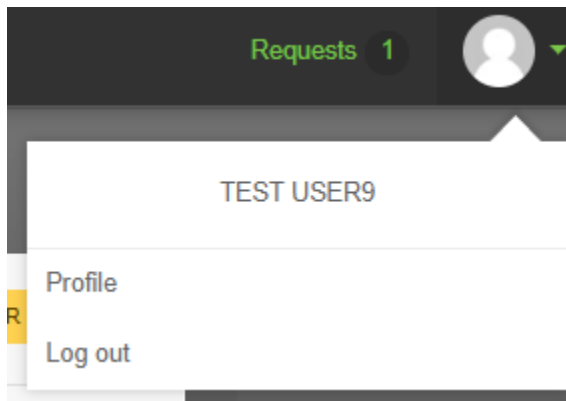
If you have forgotten your password:

1. From the log in screen, click on **Forgot Your Password?**
2. Enter your *user name*.
3. Click **Email me**.
4. A reset password link has been sent to the specified email address. Follow the link to select a new password.

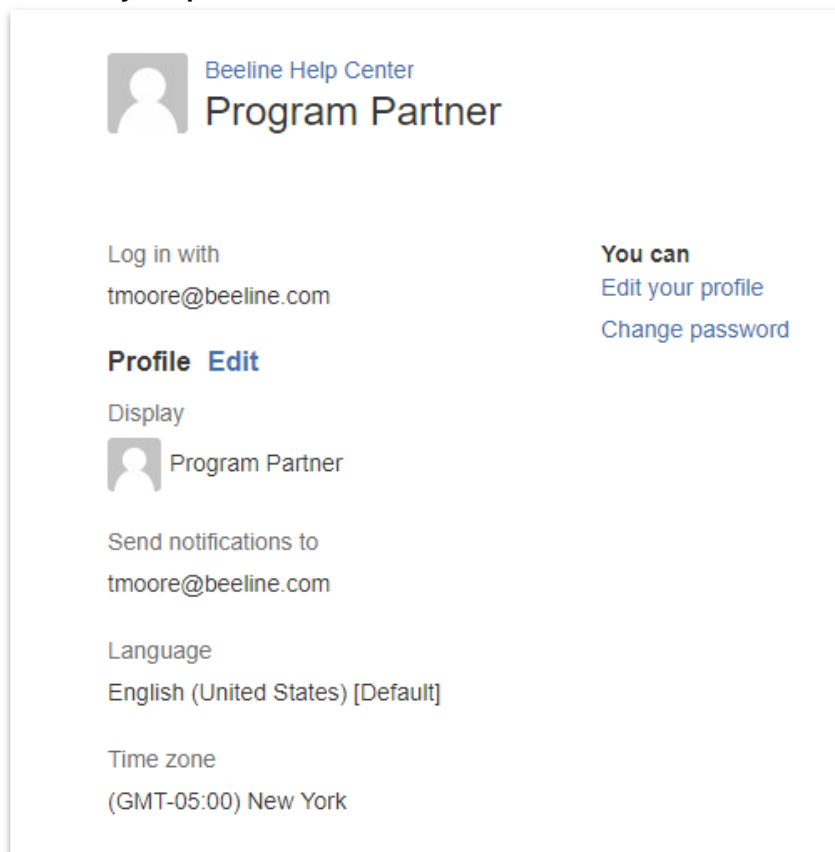
## User Preferences

### Managing Your Profile

1. Once logged in, click on the **green down arrow** in the top right hand corner of the ticket portal. Select **Profile**.



2. Click **Edit your profile**.



3. You can select an avatar or update your name, language, and time zones as appropriate.
4. Once finished, select **Save**.



*You cannot change your user name or email address. If you need these updated, please submit a ticket using your existing credentials and request for your email address to be changed*

## Change Your Password

1. Edit your Profile in the top right hand corner.
2. Select **Change password**.

A screenshot of a 'Change password' dialog box. The title bar says 'Change password' with a close button (X) on the right. Below the title bar are three input fields: 'Current Password\*', 'New Password\*', and 'Confirm Password\*'. Below the input fields is a message: 'You'll be asked to log in again after you update your password.' At the bottom right of the dialog box are two buttons: 'Update' and 'Cancel'.

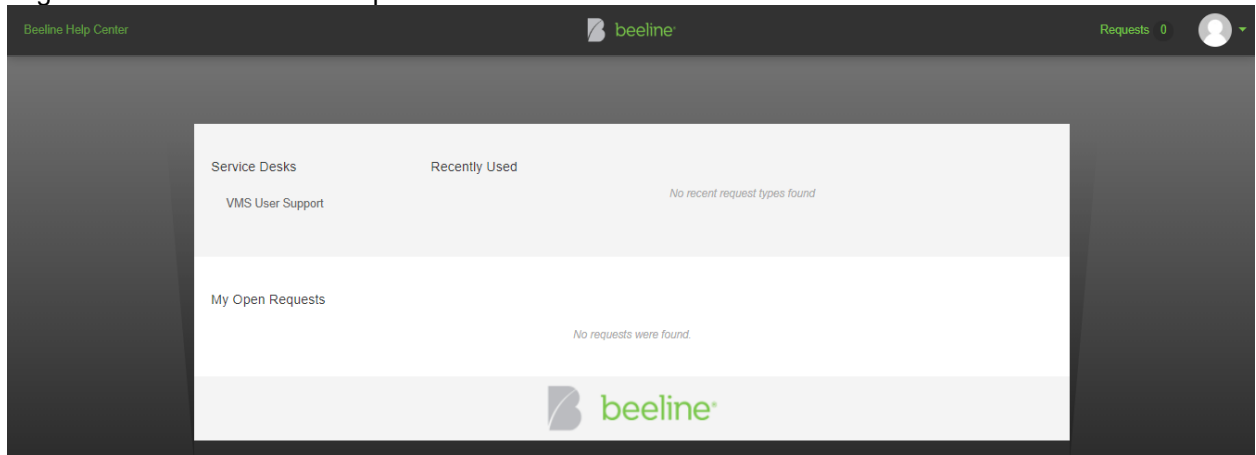
3. Enter current password, new password, and confirm your new password.
4. Select **Update**.

## Ticket Management

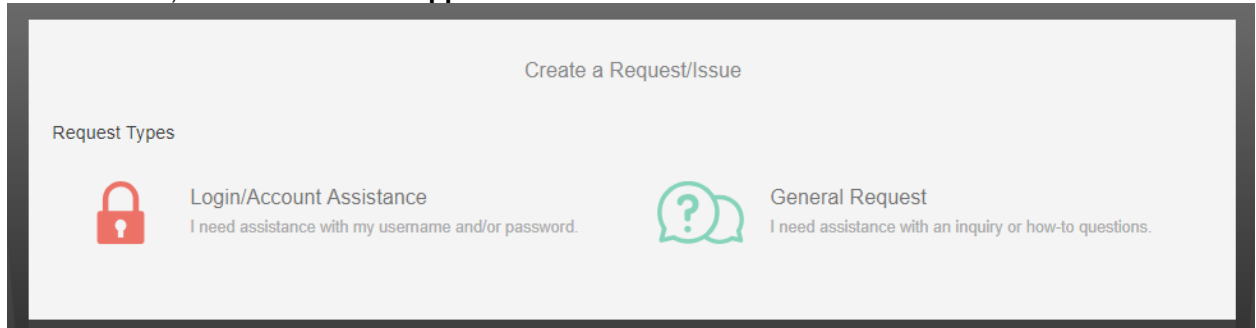
### Submitting Ticket(s)

To create a new ticket:

1. Log in to the self-service ticket portal.



2. Under Portals, select **VMS User Support** on the left hand side.



3. Select one of the following options:
  - a. **Login/Account Assistance** - I need assistance with my username and/or password.
  - b. **General Request** - I need assistance with an inquiry or how to questions.
4. Each option will have various requested data.
  - a. For "Company/Client Name" please input **your client company**.
5. Click **Create**. All tickets will be assigned an USER- number.
6. Your ticket has been submitted to Beeline Support.

### Searching Your Requests

There are two ways to search for your existing and historical tickets:

1. Log in to the self-service ticket portal.
2. Review the snapshot data of active requests directly from the home page [OR](#)

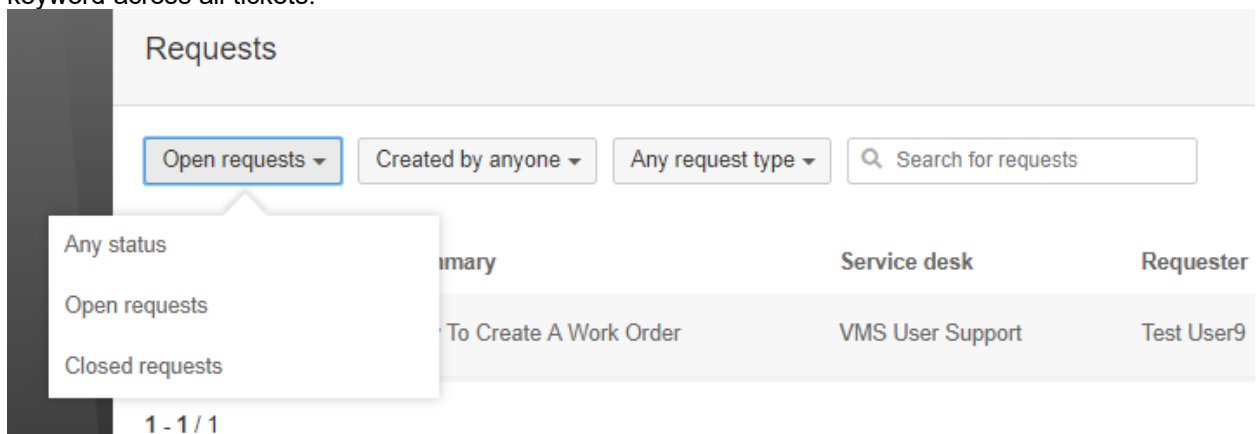
My Open Requests

USER-1889 How To Create A Work Order VMS User Support Test User9 WAITING FOR SUPPORT

- Click on **Requests** in the top right hand corner. **Note:** The number after **Requests** indicates the total open tickets.



- You will see a drop down with the following options:
  - My requests** – provides a search screen for all open tickets you submitted
- Each option provides you flexible filters to complete your search including: status, created by user, and request types. Additionally, you can utilize the simple search option to search any keyword across all tickets.



## Reviewing Ticket(s)

To update or comment on an existing ticket:

- Log in to the self-service ticket portal.
- Find the ticket you'd like to update. See [Searching Your Requests](#) if you need assistance.

3. Select the ticket. An example ticket is shown below.

The screenshot shows a ticket interface with the following elements:

- Header:** A question mark icon, the title "How To Create A Work Order" with "(USER-1889)" in parentheses, and a yellow status badge that says "WAITING FOR SUPPORT".
- Comment Area:** A text input field with the placeholder "Comment on this request..." and a small icon on the right.
- DETAILS:** A section titled "DETAILS" with a timestamp "Today 12:00 AM". It lists the following information:
  - Company/Client Name: Charles Schwab
  - User Type: Hiring Manager/Client Users
  - VMS User Name: username
  - Staffing Agency (if applicable): Acme
  - Category: Assignments
  - Additional Details: Please provide steps to create a work order
- CREATOR:** A section titled "CREATOR" showing a user profile for "Test User9" with the role "Creator".
- Actions:** On the right side, there are two buttons: "Don't notify me" (with a bell icon) and "Cancel Request" (with a plus icon).

4. From this view, you can:
- review all original ticket details.
  - review ticket status and activity.
  - add new ticket comments for Beeline's review.
  - turn off email notifications for this specific ticket.

## Email Notifications

Email notifications are sent to ticket creators for all activity changes. Users may respond directly to the email to add comments directly to the ticket without having to login to the ticket portal by replying above the designated comment line