# Incidents

With **Incidents** you can:

- Raise an incident via a simple online form, saving you time on the phone
- View and track the progress of your incident in near real time
- Interact on an incident without having to call your account representative or service desk for updates

**1** **Raising a new incident**

To raise a new incident, click on the incidents tile and then select 'New incident', or select 'Create New' from your dashboard.
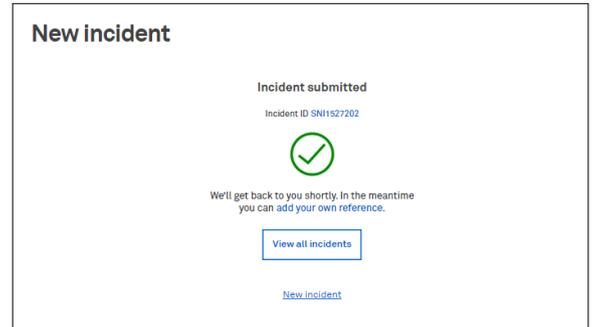


**2** Fill out the online form and add an attachment if required. If you don't know your service ID, you have the option to search by location. When complete, select 'Submit incident'.
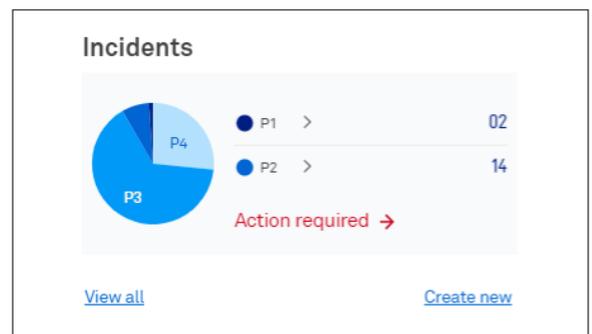


**3** You will receive your incident ID on screen, which you can use to track your incident.

Here you can add your own reference, view all your incidents and create a new incident.



**4** **Tracking an incident**

To track an incident, select 'View all' from your dashboard.



**5** You can view and track all your incidents by selecting the incident or searching by incident number. When the incident has been resolved, it will move to the closed tab.

**6** By selecting an incident you will be able view more details, and communicate with us about the incident.

You can also close your incidents at any point if you've made a mistake, or if your service has been restored.
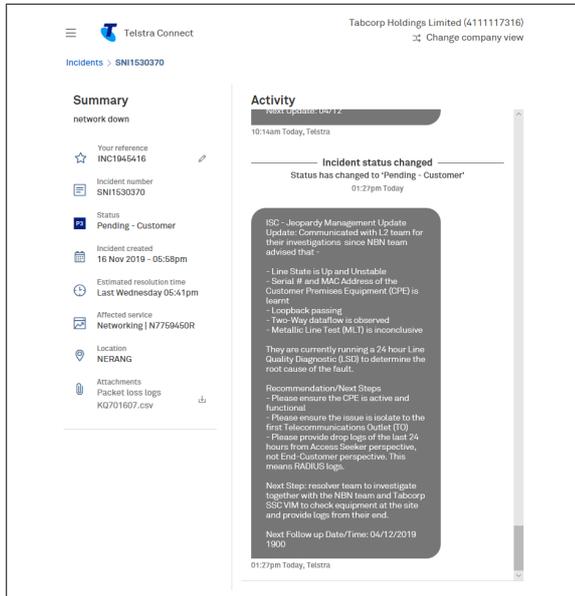


**7** **Viewing major outages**

If we're experiencing a major service outage, we'll proactively show you where on the Incidents page. If your business is affected, let us know by clicking on the link with the outage details and raising an incident. You can then return to the Incidents page to track our progress as we fix it.
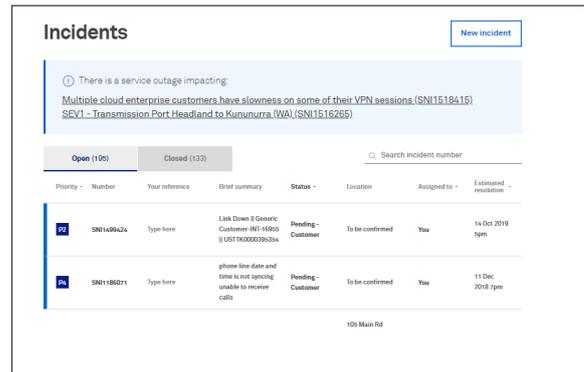


Sign in to Telstra Connect: https://connectapp.telstra.com/
If you have any questions or feedback, please contact your Telstra representative.