

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.

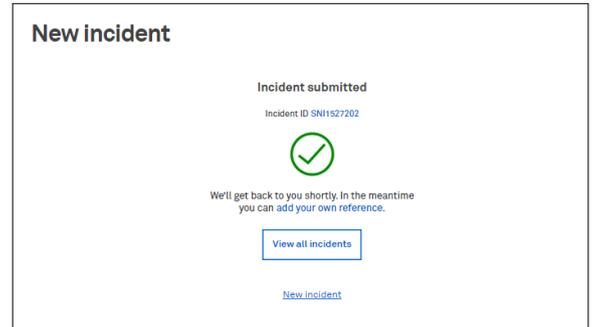


2 Fill out the online form and add an attachment if required. If you don't know your service ID, you have the option to search by location. When complete, select 'Submit incident'.

The screenshot shows a 'New incident' form. It starts with a dropdown menu for 'What is the affected product or service ID?'. Below this is a link: 'If you don't know your service ID you can search for it by location or enter a service ID manually.'. There is a section for 'A brief summary of the incident' with a text area and an example: 'E.g. "Device is online but link is down since 9am"'. Below that is 'Details of the incident' with a larger text area. A note says: 'Include as much information as possible that will help the investigation, including but not limited to any troubleshooting you've done, error messages received, trace results, ping tests, usernames impacted.'. There are three radio button options for 'What effect is this incident having?': 'Able to work', 'Disruption to work', and 'Unable to work'. Below that are three radio button options for 'What locations is it impacting?': 'Single location', 'Multiple locations', and 'Not sure'. There is an 'Attachments (optional) 0/5 Files' section with a dashed box for 'Drop files here' and a link 'Upload from your device'. A note says: 'Upload images or files that could help our investigation e.g. screenshots, error messages, test results.'. There is a section for 'Sometimes the fastest way to resolve an incident is to give you a call. In that case, who is the best person to call?' with two radio button options: 'A site / technical contact' and 'Me'. Below that is a section for 'Can we call 24/7 if we need to?' with two radio button options: 'Yes' and 'No'. At the bottom left is a 'Back' link and at the bottom right is a 'Submit incident >' button.

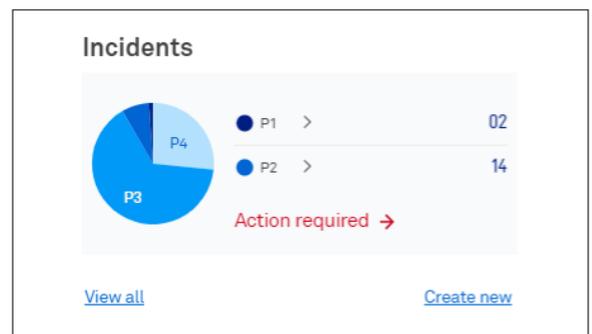
3 You will receive your incident ID on screen, which you can use to track your incident.

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.



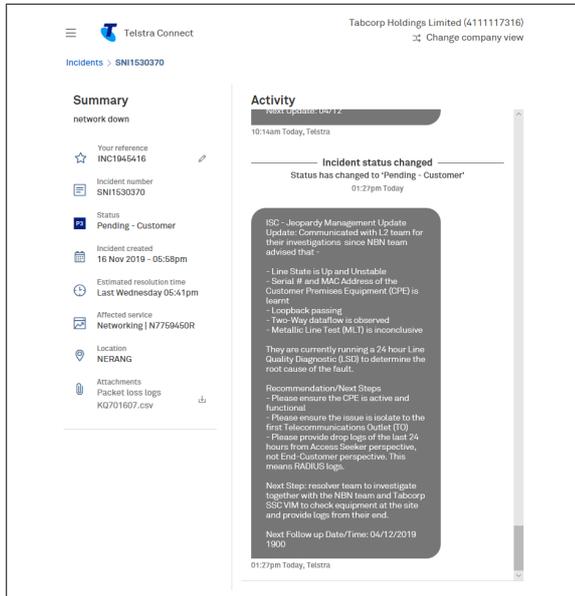
5 You can view and track all your incidents by selecting the incident or searching by incident number. When the incident has been resolved, it will move to the closed tab.

The screenshot shows an 'Incidents' tracking page. It has a 'New incident' button in the top right. Below the header, there is a notification: 'There is a service outage impacting: Multiple cloud enterprise customers have slowness on some of their VPN sessions (SN1518415) SEV1 - Transmission Port Headland to Kununurra (WA) (SN1516265)'. There are two tabs: 'Open (106)' and 'Closed (133)'. A search bar is labeled 'Search incident number'. Below the tabs is a table with the following columns: Priority, Number, Your reference, Brief summary, Status, Location, Assigned to, and Estimated resolution. The table contains five rows of incident data.

Priority	Number	Your reference	Brief summary	Status	Location	Assigned to	Estimated resolution
P3	SN1527202	Type here	service is down	Open	Unit 3 Anyon Market Place 5 Sidney Nolan St Clonoe Australian Capital Territory Australia	Teletsa	Thursday 12pm
P3	SN1526227	Type here	SIAM testing - Transactions	Open	T6 Building B 334 Foxwell Rd Coomera Queensland Australia	Teletsa	29 Jul 2020 2pm
P3	SN1507437	test	SIAM testing - Transactions	In Progress	T6 Building B 334 Foxwell Rd Coomera Queensland Australia	Teletsa	04 Dec 2019 8am
P3	SN1527074	Type here	t	Open	To be confirmed	Teletsa	Last Friday 1am
P3	SN1496424	Type here	Link Down II Generic Customer INT-16900 E USTK0000395304	Pending - Customer	To be confirmed	You	14 Oct 2019 5pm

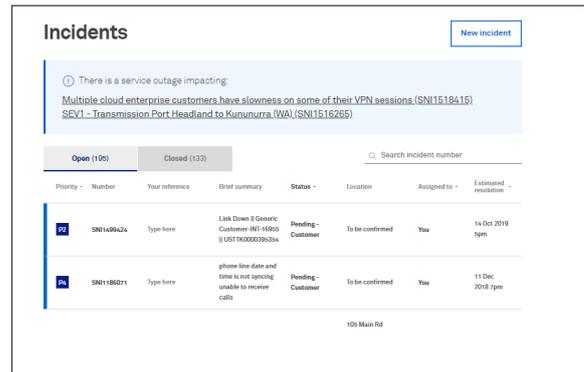
6 By selecting an incident you will be able view more details, and communicate with us about the incident.

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.