Submitting a New Support Issue to ZAG Interactive using Workfront

ZAG INTERACTIVE

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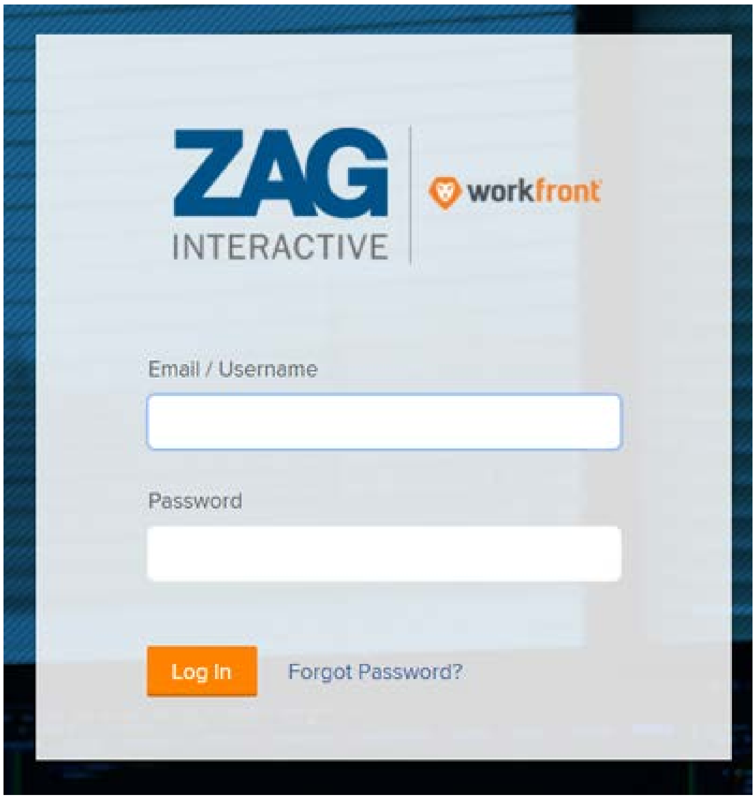
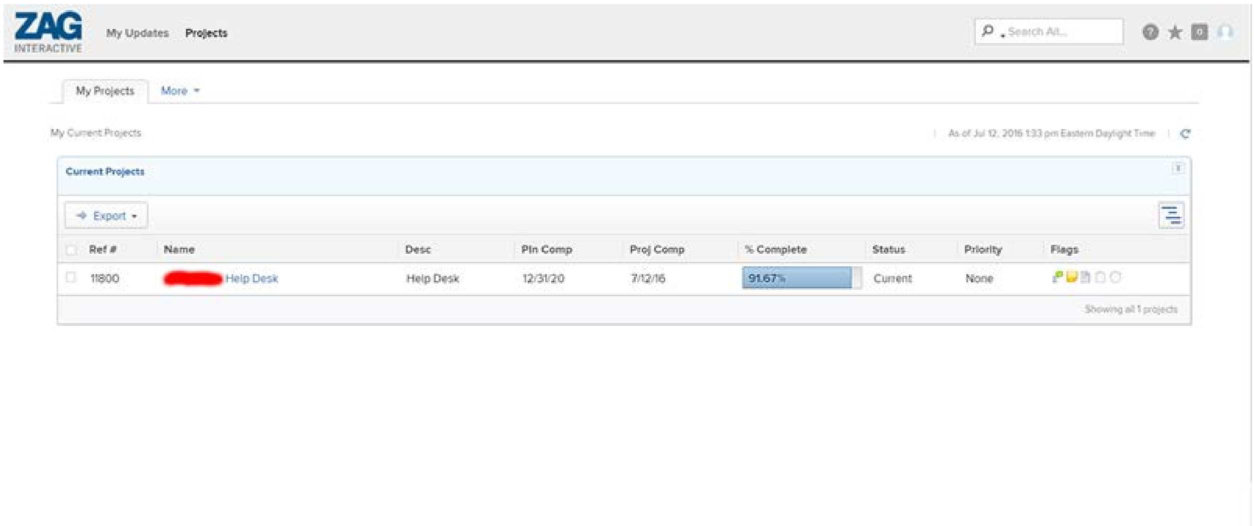
Instructions for Submitting a New Issue to ZAG

1. A member of our Client Care team has created a Workfront account for you. This will prompt an automated email from Workfront that includes your username and a link to set your Workfront password. If you do not receive the email, please let Client Care know and they will resend.
2. To login to Workfront after you have set your password, visit zag.attask-ondemand.com. **Please note:** your username is case sensitive.

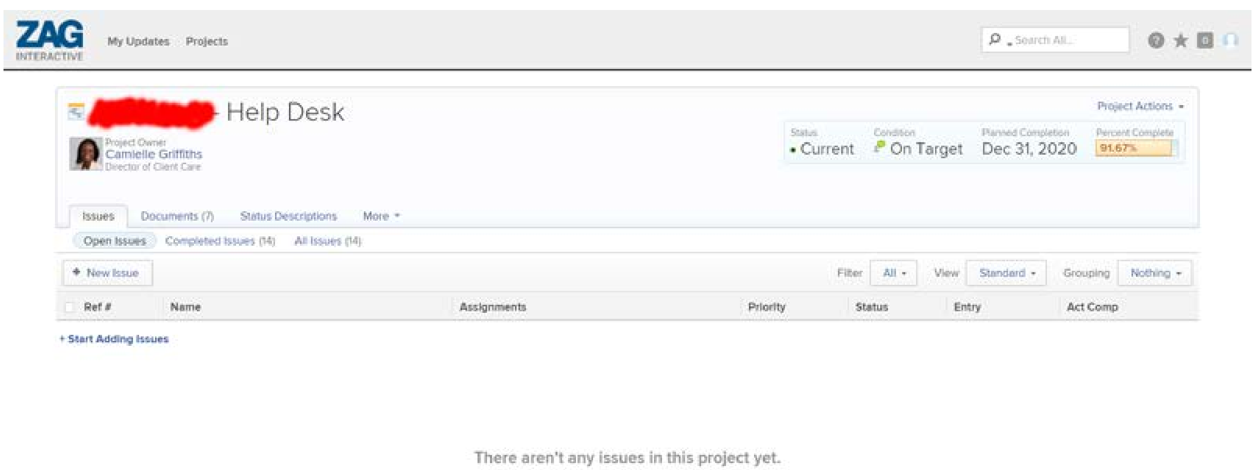


3. Once you've logged into Workfront you will see your Projects tab. Listed on this page you will see which projects you have access to. The project you will submit new requests to and report issues is the <YOUR COMPANY NAME>- Help Desk project on this page.

4. Select the Help Desk project.



5. On the following page, you will see all Open and Closed “Issues” listed below. It is here where can edit existing issues or add a new issue. Select “New Issue”



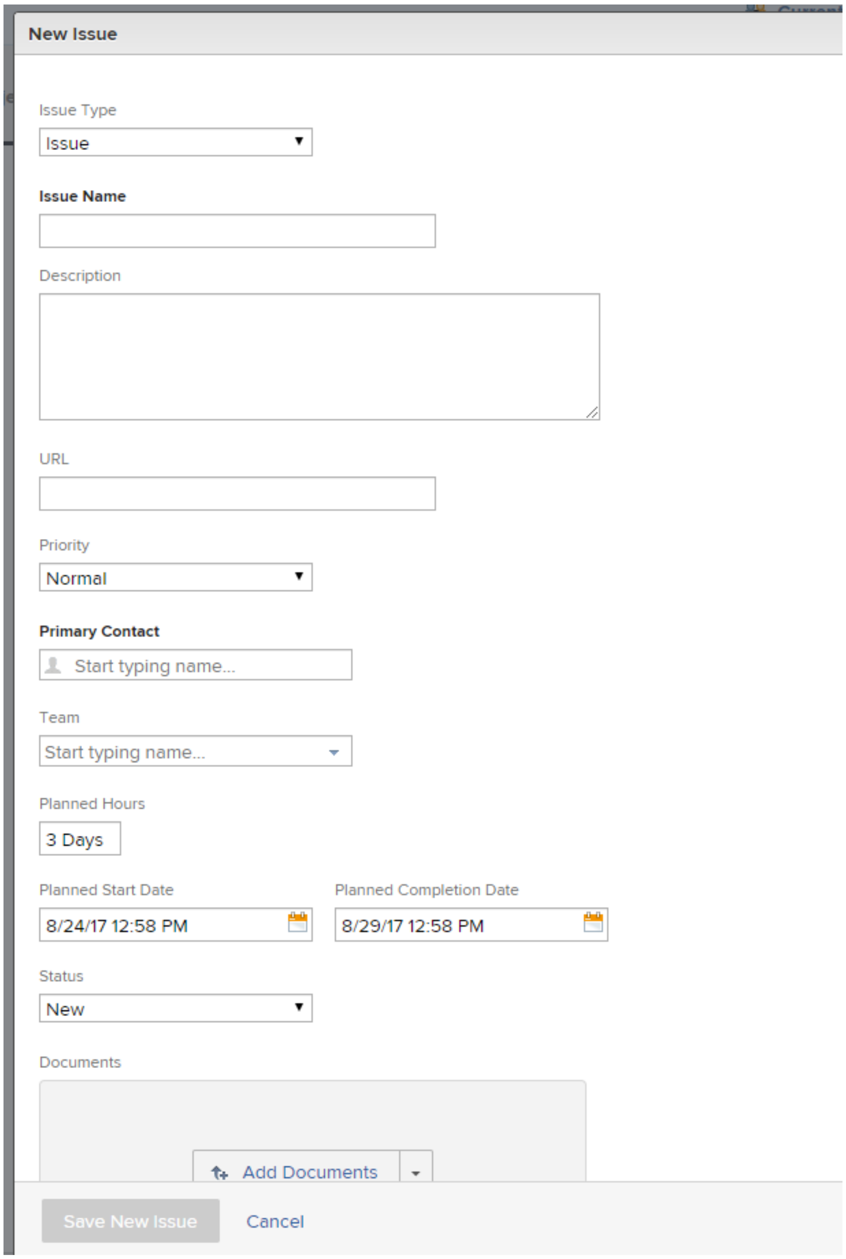
6. When entering a new issue enter all information that is relevant to your request or issue. Including documents or images, screenshots are very helpful.

   A few important guidelines -

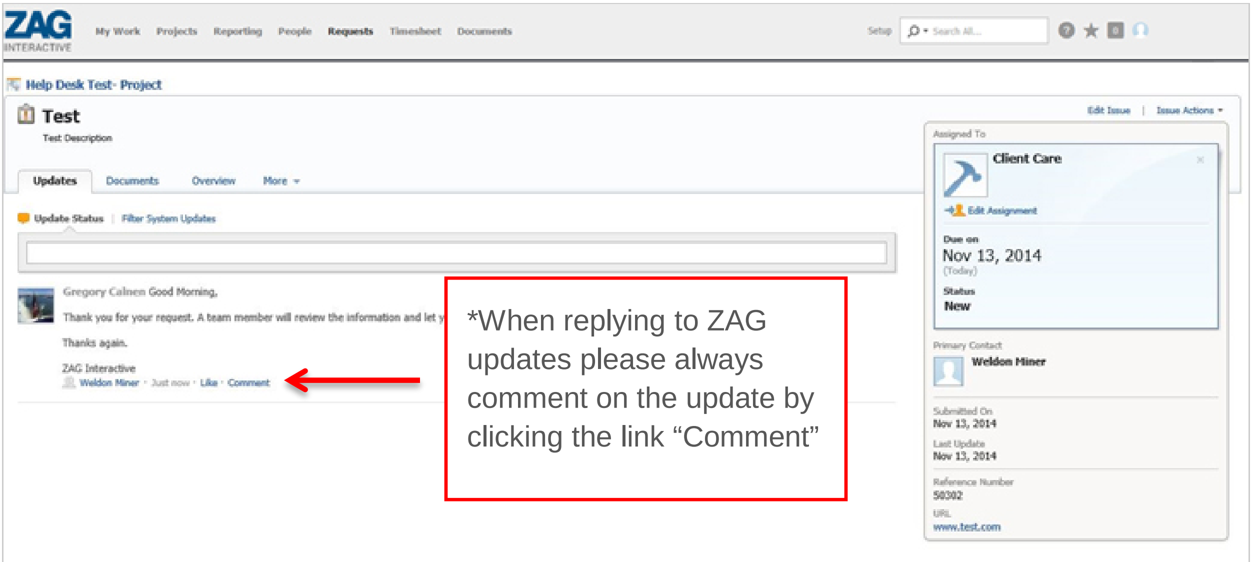
   1. It is very important that you DO **NOT** fill out the “Team” field. This may seem counter-intuitive, but our ticketing system actually depends on this field being left blank.

   2. DO **NOT** change the ticket status. The ticket status should be left as “New.”

   3. DO include a URL. If the issue is specific to a particular page of your site, ex the “Loans” page, please include that URL in the URL field.

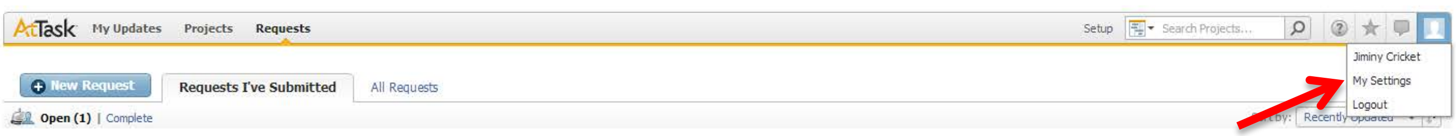


7. Once submitted you will receive a confirmation email. To update or change a submission, open the task from the Help Desk project view. You can also see any status updates from ZAG in this screen.

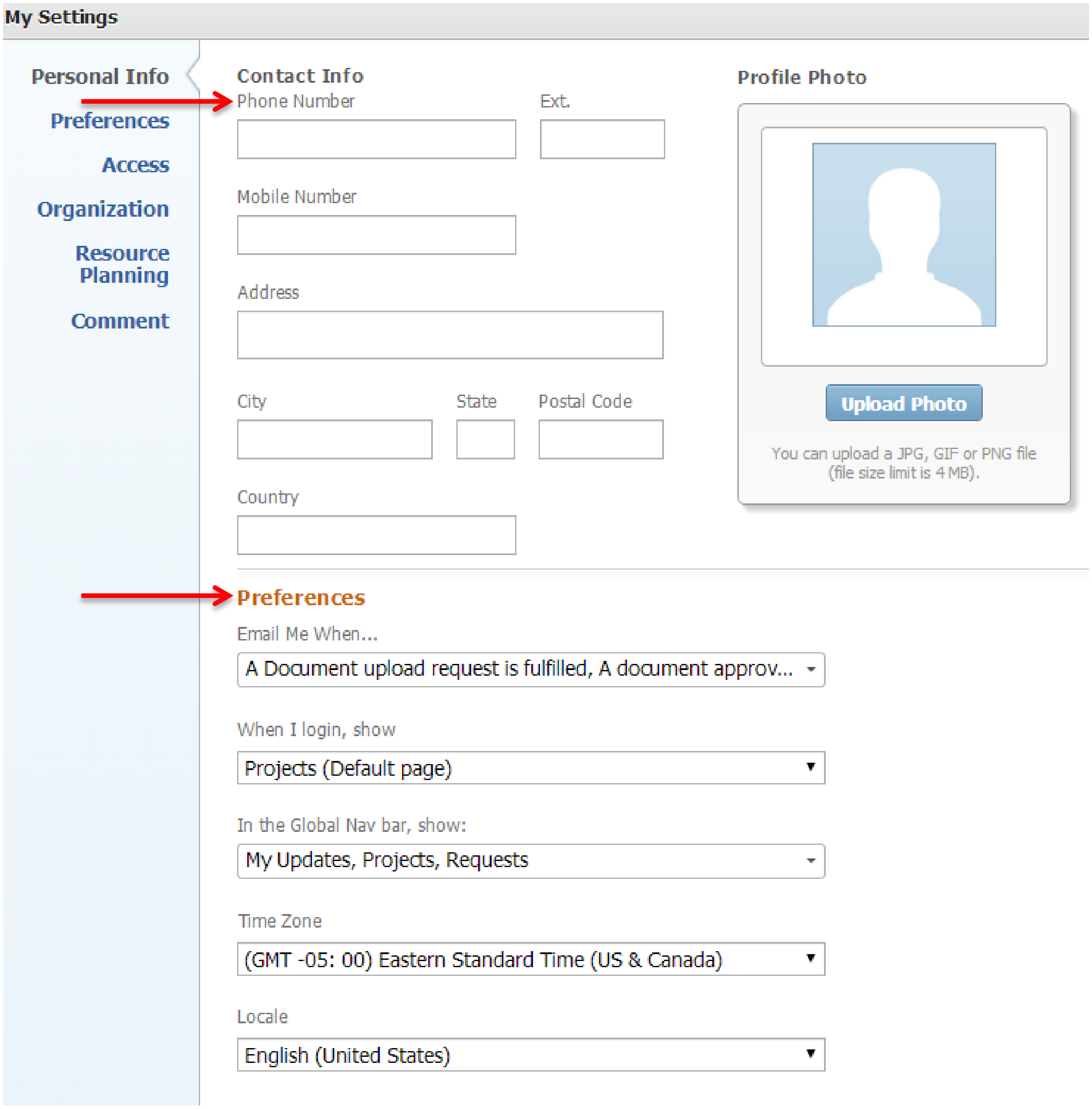


Updating your Profile or Email Notifications

1. In the top right of any Workfront page, click on **My Settings**.



2. Here you will be able to update your personal information if you would like to (job title, phone number, etc.). You will also be able to update when you receive email notifications, your default page view and time zone. (see screenshot below)



If you have any questions regarding these directions, please contact ZAG Interactive at 860-633-4818.

Thank you very much for working with ZAG Interactive