

# Submitting a New Support Issue to ZAG Interactive using Workfront

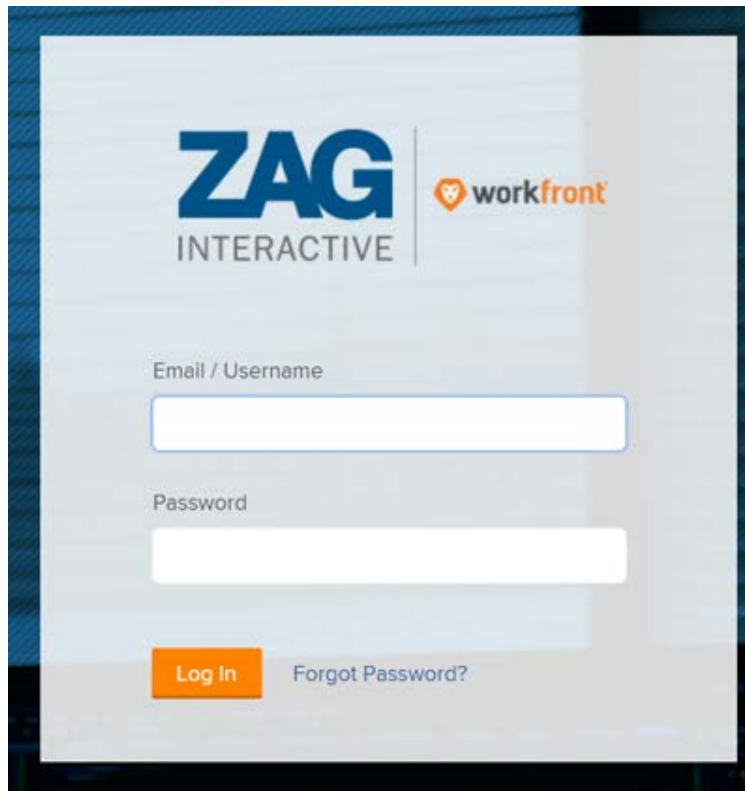


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## Instructions for Submitting a New Issue to ZAG

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](https://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.

My Current Projects

As of Jul 12, 2016 1:33 pm Eastern Daylight Time

Ref #	Name	Desc	Pln Comp	Proj Comp	% Complete	Status	Priority	Flags
11800	Help Desk	Help Desk	12/31/20	7/12/16	91.67%	Current	None	

Showing all 1 projects

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"

Help Desk

Project Owner: Camielle Griffiths, Director of Client Care

Status: Current, Condition: On Target, Planned Completion: Dec 31, 2020, Percent Complete: 91.67%

Issues, Documents (7), Status Descriptions, More

Open Issues, Completed Issues (14), All Issues (14)

+ New Issue

Ref #	Name	Assignments	Priority	Status	Entry	Act Comp
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+ Start Adding Issues

There aren't any issues in this project yet.

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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.

**New Issue**

Issue Type  
Issue

**Issue Name**

Description

URL

Priority  
Normal

**Primary Contact**

Team

Planned Hours  
3 Days

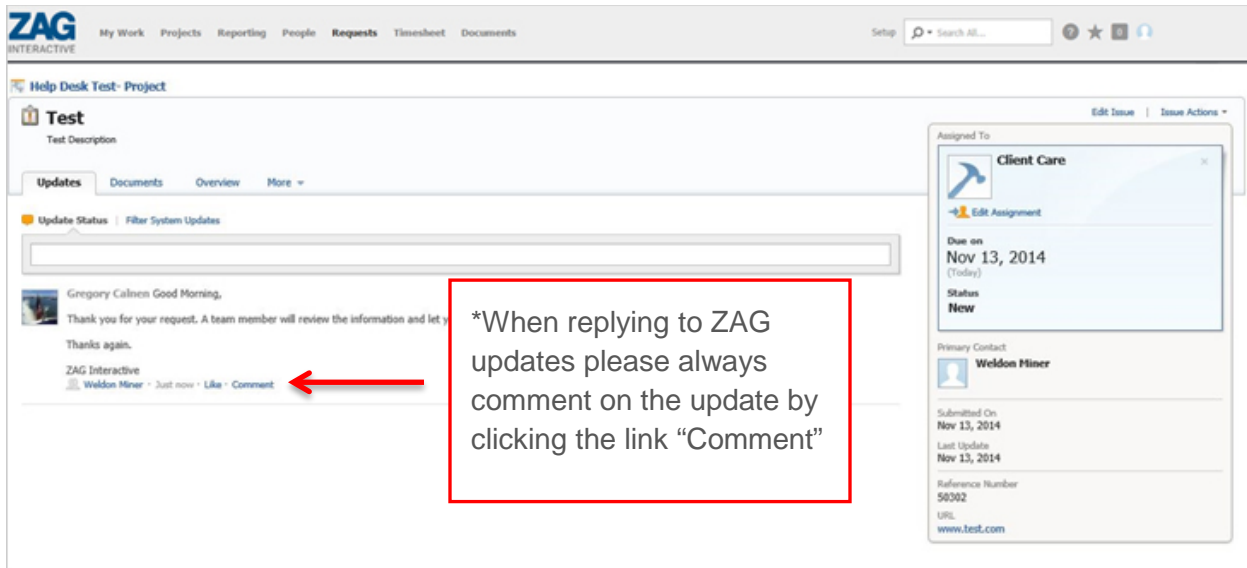
Planned Start Date  
8/24/17 12:58 PM

Planned Completion Date  
8/29/17 12:58 PM

Status  
New

Documents

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)

## My Settings

Personal Info

Preferences

Access

Organization

Resource  
Planning

Comment

### Contact Info

Phone Number  Ext.

Mobile Number

Address

City  State  Postal Code

Country

### Profile Photo



[Upload Photo](#)

You can upload a JPG, GIF or PNG file  
(file size limit is 4 MB).

### Preferences

Email Me When...

When I login, show

In the Global Nav bar, show:

Time Zone

Locale

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