

Submitting new support issues to ZAG Interactive

USING ZAGHelp.com



860.633.4818 *phone*
ZAGinteractive.com

20 Western Boulevard
Glastonbury, CT 06033



INSTRUCTIONS FOR SUBMITTING A NEW ISSUE TO ZAG

1. Check your Email

A member of the ZAG 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. Please note, this link expires in 24 hours and will need to be reset if a full day elapses.

If you do not receive the email, please let your Account Manager know and they work with you to have this resolved.

2. Log In to Workfront

To log in to Workfront after you have set your password, visit www.ZAGHelp.com and select "View Existing Tickets"

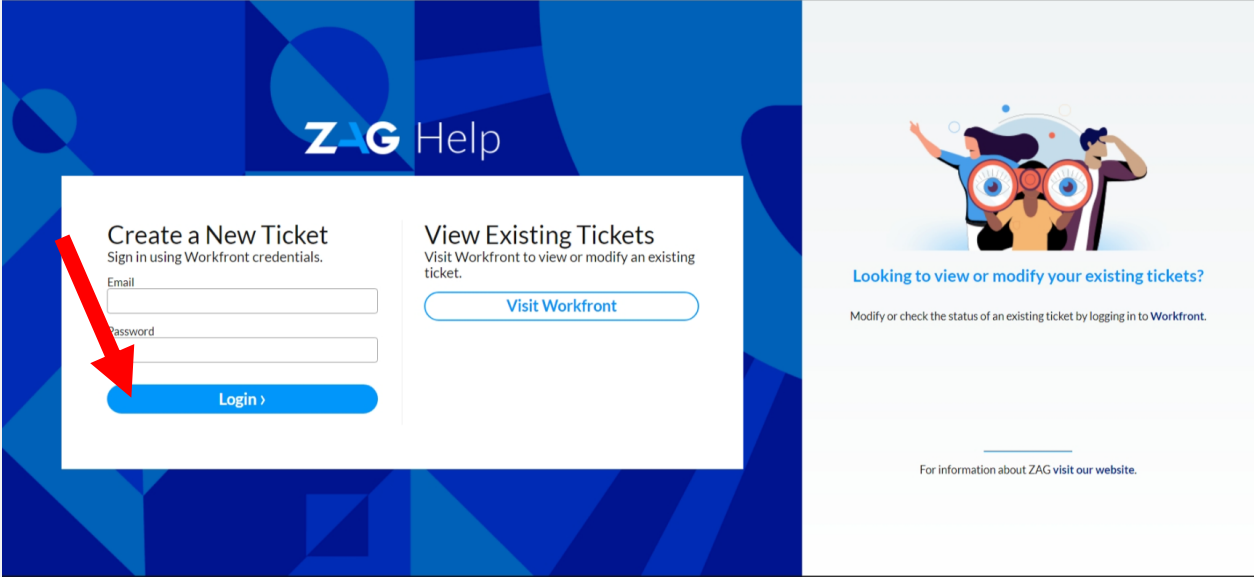
Please note: your username is case sensitive.

The screenshot shows the ZAG Help website interface. At the top, there is a navigation bar with the text "To view or modify an existing ticket, please visit Workfront." and a button labeled "View Existing Tickets". Below this, the main content area is divided into two columns. The left column is titled "Create a New Ticket" and contains a form with fields for "Email" and "Password", and a "Login" button. The right column is titled "View Existing Tickets" and contains a "Visit Workfront" button. A red arrow points to the "Visit Workfront" button. Below the "View Existing Tickets" section, there is a question: "Looking to view or modify your existing tickets?" followed by the text "Modify or check the status of an existing ticket by logging in to Workfront." At the bottom of the page, there is a footer with the text "For more information about ZAG visit our website." and "20 Western Boulevard, Glastonbury CT 06033 | Phone: 860.633.4818".

3. Submit a New Request or Issue

To submit a new request or issue, visit www.ZAGHelp.com and enter your Workfront Credentials and select "Login"

Please note: your username is case sensitive.



The screenshot displays the ZAG Help website interface. At the top, a navigation bar contains the text "To view or modify an existing ticket, please visit Workfront." and a "View Existing Tickets" button. The main content area is split into two columns. The left column, titled "ZAG Help", features a "Create a New Ticket" section with the instruction "Sign in using Workfront credentials." Below this are input fields for "Email" and "Password", and a blue "Login >" button. A red arrow points to this button. The right column has an illustration of people looking through binoculars, with the heading "Looking to view or modify your existing tickets?" and the text "Modify or check the status of an existing ticket by logging in to Workfront." Below this is a link "Visit Workfront" and a footer note "For information about ZAG visit our website." The bottom of the page has a dark footer with contact information: "For more information about ZAG visit our website." on the left and "20 Western Boulevard, Glastonbury CT 06033 | Phone: 860.633.4818" on the right.

4. Select the Type of ticket

Select if yes or no if you are experiencing a critical incident such as website outage.

To view or modify an existing ticket, please visit Workfront. [View Existing Tickets](#) ✕

ZAG Help

Start — Gather Info — Submit

Are you currently experiencing an emergency with your site?

Yes
 No

[Next >](#)
Start Over

For more information about ZAG [visit our website](#). 20 Western Boulevard, Glastonbury CT 06033 | Phone: 860.633.4818

5. Select Your Help Desk Project

Once you've logged into the ZAGHelp.com portal, you will be shown a drop down that allows you to select your Help Desk project. The project you will submit new requests to and report issues is the <YOUR COMPANY NAME>- Help Desk project on this page.

To view or modify an existing ticket, please visit Workfront. [View Existing Tickets](#) ✕

ZAG Help

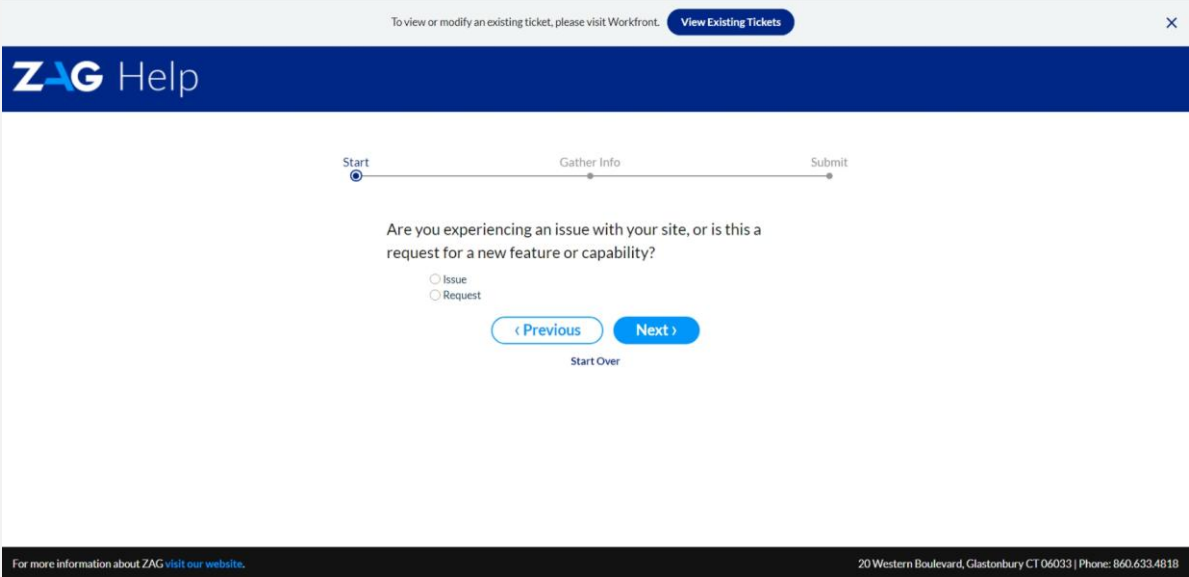
Choose the helpdesk where this ticket should be created:

[Next >](#)

For more information about ZAG [visit our website](#). 20 Western Boulevard, Glastonbury CT 06033 | Phone: 860.633.4818

6. Add a New Issue or Request

On the following screens, you will see a series of questions depending on the answers you select. It is here where you can add all necessary information.



The screenshot shows a web form titled "ZAG Help". At the top, there is a navigation bar with the text "To view or modify an existing ticket, please visit Workfront." and a button labeled "View Existing Tickets". Below the navigation bar, the form has a progress indicator with three steps: "Start", "Gather Info", and "Submit". The "Start" step is currently active. The main question is "Are you experiencing an issue with your site, or is this a request for a new feature or capability?". There are two radio button options: "Issue" and "Request". Below the options are two buttons: "Previous" and "Next". A "Start Over" link is located below the "Next" button. At the bottom of the form, there is a footer with the text "For more information about ZAG visit our website." and "20 Western Boulevard, Glastonbury CT 06033 | Phone: 860.633.4818".

7. Submitted Request

Once submitted you will receive a confirmation email. At this point you can continue to check updates in your Workfront Help Desk by clicking on the “Check Updates” Button on this screen.

To view or modify an existing ticket, please visit Workfront. [View Existing Tickets](#) ×

ZAG Help

Success!

Your submission has been received, and we will contact you soon.

View your ticket
Modify or check the status of an existing ticket by logging in to Workfront.
[Review your new ticket here.](#)

Create a new ticket
Go back to start a new ticket submission in ZAG Help.
[Start a new ticket](#)

What you can expect for next steps

- 1**
ZAG reviews request, asks questions and assigns a resource.
- 2**
ZAG provides a solution, timeline and estimate.
- 3**
ZAG requests client approval, feedback and completes request.

Visit the support page on our website for resources and assistance.
[More Information](#)

For more information about ZAG [visit our website.](#) 20 Western Boulevard, Glastonbury CT 06033 | Phone: 860.633.4818

8 . Checking Status of Ticket

In Workfront the new experience has created a menu option in the top right of the screen as shown below. This is where you can access your help desk project.

The screenshot shows the Workfront dashboard with the 'My Current Projects' section. A red arrow points to the 'Help' icon in the top navigation menu. Another red arrow points to the 'My Help Desk' link in the project list table.

Ref #	Name	Desc	Pln Comp	Proj Comp	% Complete	Status	Priority	Flags
12345	My Help Desk		12/31/24	1/7/27	99.29%	Current	None	
456789	My Help Desk - Marketing		12/31/27	12/31/27	90%	Current	None	

Once in the help desk, you can follow along with your issues/requests that have been entered by selecting the appropriate request. Please note that if you have a new request/issue, you will have to visit www.ZAGHelp.com.

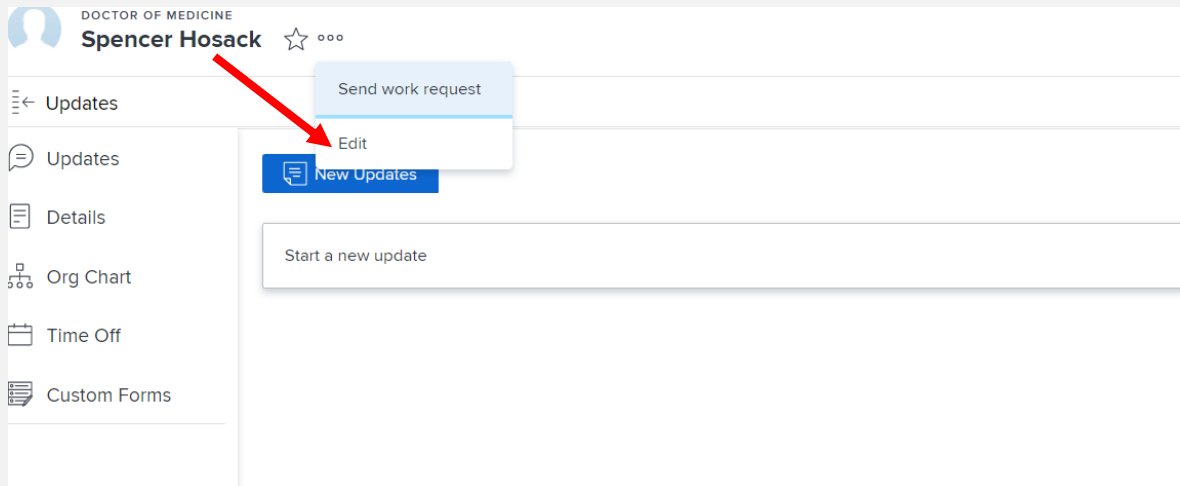
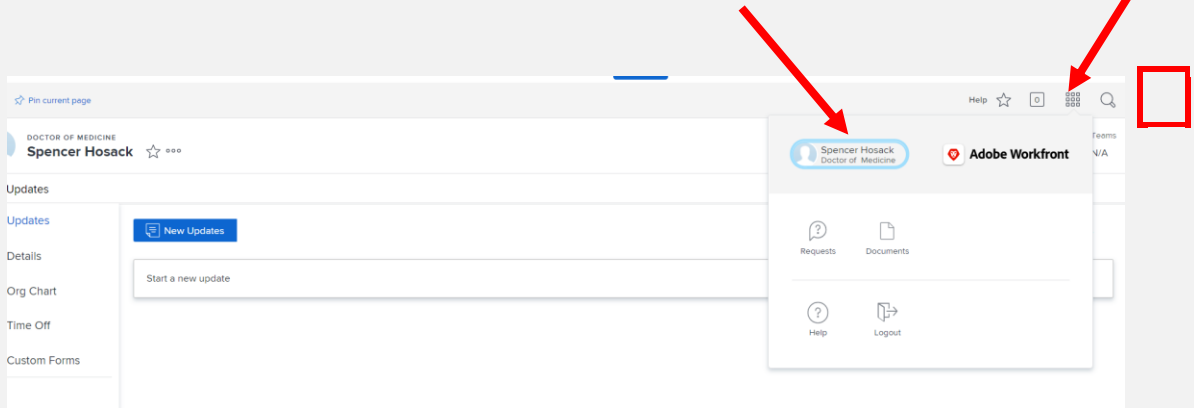
The screenshot shows the Workfront help desk interface for the 'Block Island Duck- Help Desk' project. A red arrow points to the 'Test Request' issue in the list.

Ref #	Name	Assignments	Priority	Status	Entry	Act Comp
967588	Test Request	ADT - Triage	Normal	New	7/29/21	

UPDATING YOUR PROFILE OR EMAIL NOTIFICATIONS

1. Open Your Settings

In the top right corner of any Workfront page, click on the menu and then click on your profile image. Within the dropdown menu, select "My Settings".



2. Update Your Preferences

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.

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...
A Document upload request is fulfilled, A document approv... ▾

When I login, show
Projects (Default page) ▾

In the Global Nav bar, show:
My Updates, Projects, Requests ▾

Time Zone
(GMT -05: 00) Eastern Standard Time (US & Canada) ▾

Locale
English (United States) ▾

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.**