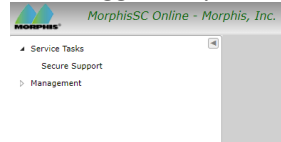




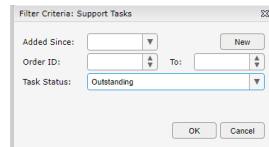
# Tip of the Month

## How to open a support ticket in Morphis.

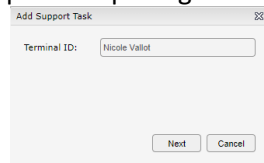
1. Log in to the MorphisJS site:
  - a. [www.MorphisOnline.net/MorphisJS](http://www.MorphisOnline.net/MorphisJS)
2. You should have been supplied credentials from Morphis for this login. If you did not receive them or if you do not remember them, please contact us at [MorphisSupport@morphisinc.com](mailto:MorphisSupport@morphisinc.com) and we will get them for you.
3. Once you are logged in, you will see the following choices in the upper-left of your screen:



4. Choose “Service Tasks” and then choose “Secure Support”. You will see the following box appear:



5. Click on the “New” button and click “OK”. You will see the following box that tells you that you are the person opening the new ticket:



6. Click “Next” and a window will open for you to enter the information about your issue:

The form contains the following fields and options:

- User Reference: Nicole Vallot
- Customer: MECC
- Task Name: (empty text box)
- Task Category: Maintenance & Support
- Service Type: 1st Line
- Problem Type: Customer Support
- Task Priority: (empty dropdown)
- Cause Type: (empty dropdown)
- Importance: Medium
- Cause Date: (empty dropdown)
- Date Due: 6/14/2021 10:08:06 AM
- Req. Action By: 4/29/2021 10:08:06 AM
- Proc. Status: Submitted
- Issue Details: (empty text area)

- a. Task Name – This is a quick subject line description of the issue you are having.
- b. Issue Details – This is where you should describe your issue in detail. The more information you provide us, the better.



# Tip of the Month

- c. Importance – This is the priority that you are requesting your issue be categorized as. There are 4 levels of importance with different levels of SLA:
    - i. Urgent – Issue will attempt to be resolved within 48 hours (2 business days)
    - ii. High - Issue will attempt to be resolved within 5 business days (1 week)
    - iii. Medium - Issue will attempt to be resolved within 10 business days (2 weeks)
    - iv. Low - Issue will attempt to be resolved within 20 business days (1 month)
  7. Once this is filled in, click on “OK” and your ticket will be created in the Morphis ticketing system. You will receive an email that the ticket was created, as well as any updates to the ticket while it is open. You will then receive an email update when the ticket is closed.
- If you have any questions/comments/concerns about this process, please email us at [MorphisSupport@morphisinc.com](mailto:MorphisSupport@morphisinc.com).