Raise and manage requests for new services and report any issues you might have with your service.

Overview

Once logged in you will be presented with this screen.

 Incidents
 Incidents

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The Home screen allows a single pane view of any Open, Closed or Action Needed Incidents.

Requests

You may raise a request to Add, Cease or Modify your services.

Go to **Requests** at the top bar and click **Raise a Request**.

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Select a category:

1. Service and site requests

- Select an item from the catalogue to Raise a Request.
- Complete the form and click **Order**, a **case reference** will be generated.
- The request will be picked up by **BT Service desk**, Once complete the ticket status changes to **Closed**.

2. Soft configuration

- Choose an applicable option from sub-category Network, Security or Voice.
- Select an item from the catalogue to Raise a Request.
- Complete the form and click **Order**, a **case reference** will be generated.
- The request will be picked up by **BT Service desk**, Once complete the ticket status changes to **Closed**.

erviceNow Portal

View all Open, Closed and Action needed tickets here.



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Soft configuration requests			Low cost broadband internet includes fiber options together with an		
⊕ Auto			optional wireless router.		
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Security					
Voice	Extended Internet Access An internet offering to extend our capability in a more cost-effective approach, offering both uncontended and contended access options		Generic Request The generic catalogue lets you raise request to order various available BT solutions as per your requirement.	New Cisco Conr An SDWAN solution complex enterprise in higher functionality	nect-SDWAN for more networks where is required
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Incidents

Report an Issue by submitting a form.

- Click on **Report an Issue** and submit a form.
- Click **Submit**, a **case reference** will be generated.

• The issue will be picked up by **BT Service desk**, Once resolved the ticket status changes to **Closed**.

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