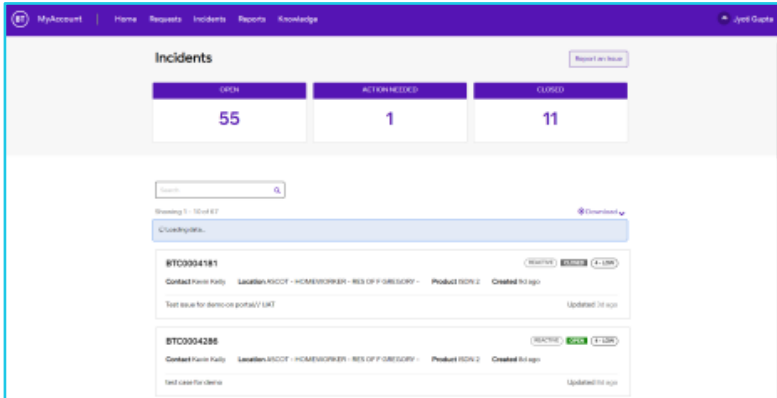


Raise and manage requests for new services and report any issues you might have with your service.

Overview

Once logged in you will be presented with this screen.

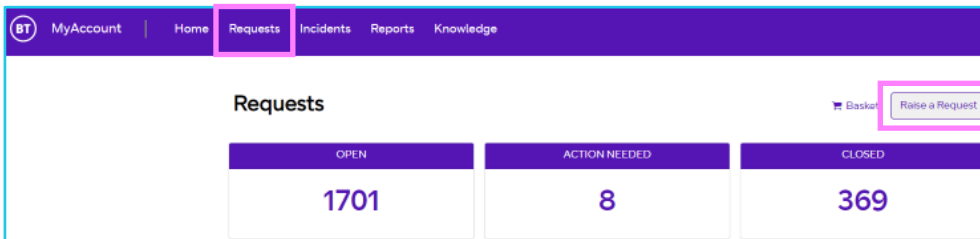


The Home screen allows a single pane view of any Open, Closed or Action Needed Incidents.

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**.



View all **Open**, **Closed** and **Action needed** tickets here.

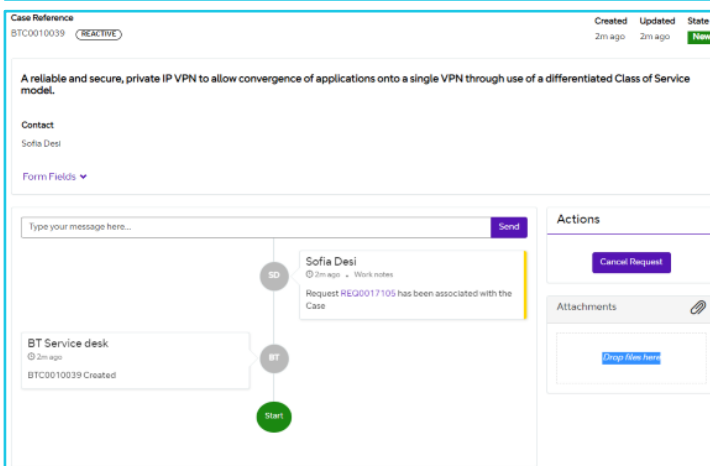
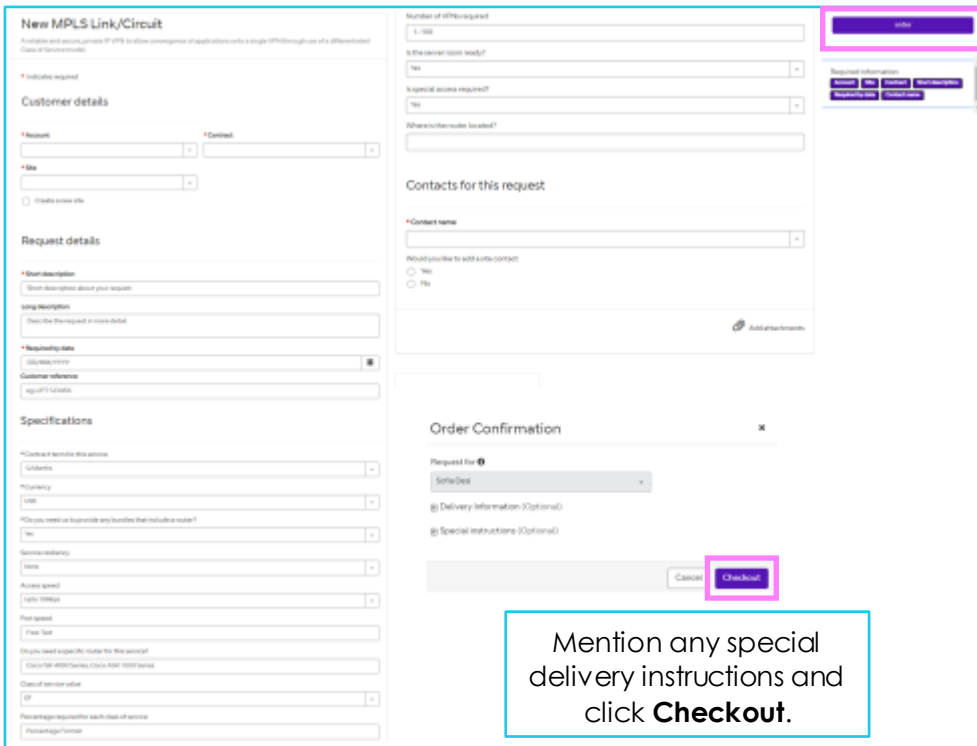
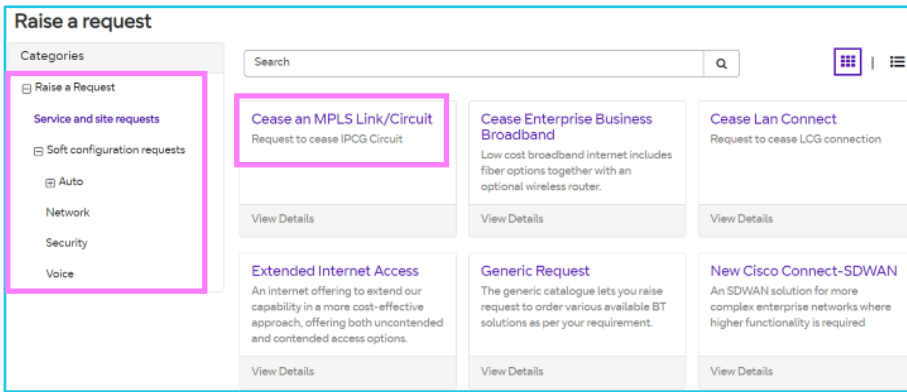
Select a category:

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**.



Once a Case Reference is generated, Customer progress and audit trail is captured.

Chat functionality helps to interact with BT Service desk, if required.

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.

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

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

View all **Open**, **Closed** and **Action needed** tickets here.

Enter the required fields and click **Next**.

Complete the form, add attachments (if any) and click **Submit**.

Once a Case Reference is generated, Customer progress and audit trail is captured. Chat functionality helps to interact with BT Service desk, if required.

Discover more at the [BT Support Centre >](#)

