

VFO-TA

Creating Trouble Tickets

Quick Reference Guide

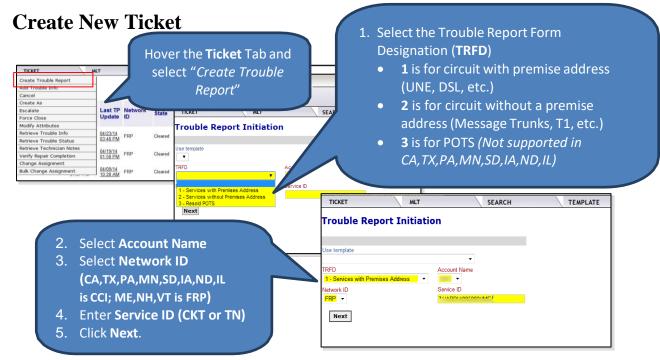
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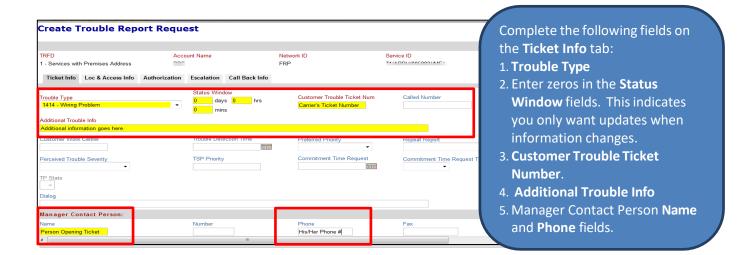
Logging into Trouble Administration Module

- Go to Microsoft Edge / Google Chrome browser and enter URL: https://vfoprod-fidium.razorflow.ai/
- 2. Enter your username and password.
- 3. Select TA as the module.
- 4. Click "Login" button.





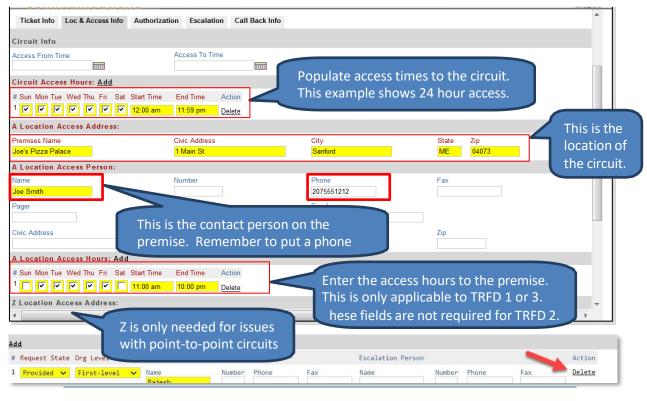
Completing Ticket Info Tab



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Completing Loc & Access Info



Note: You can delete the Authorization and Escalation items.

Submitting Tickets



Managing Tickets

The Ticket appears in the Work List. You can view the latest statuses and open the ticket to view more.



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