TRAVELPORT

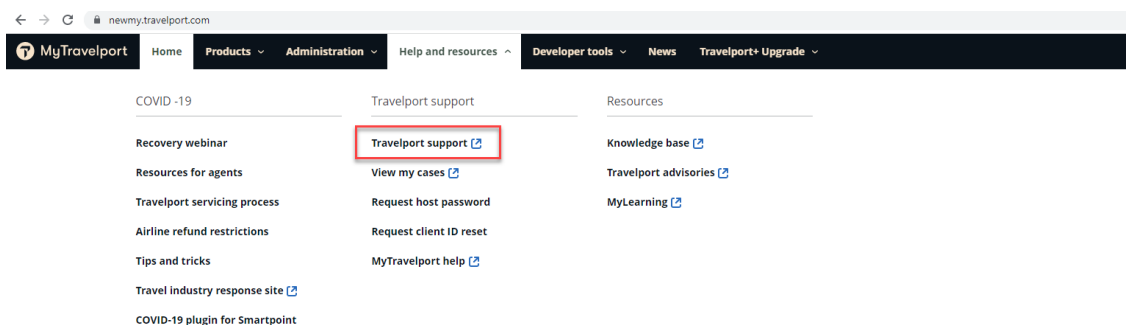# INCIDENT SUPPORT GUIDELINES

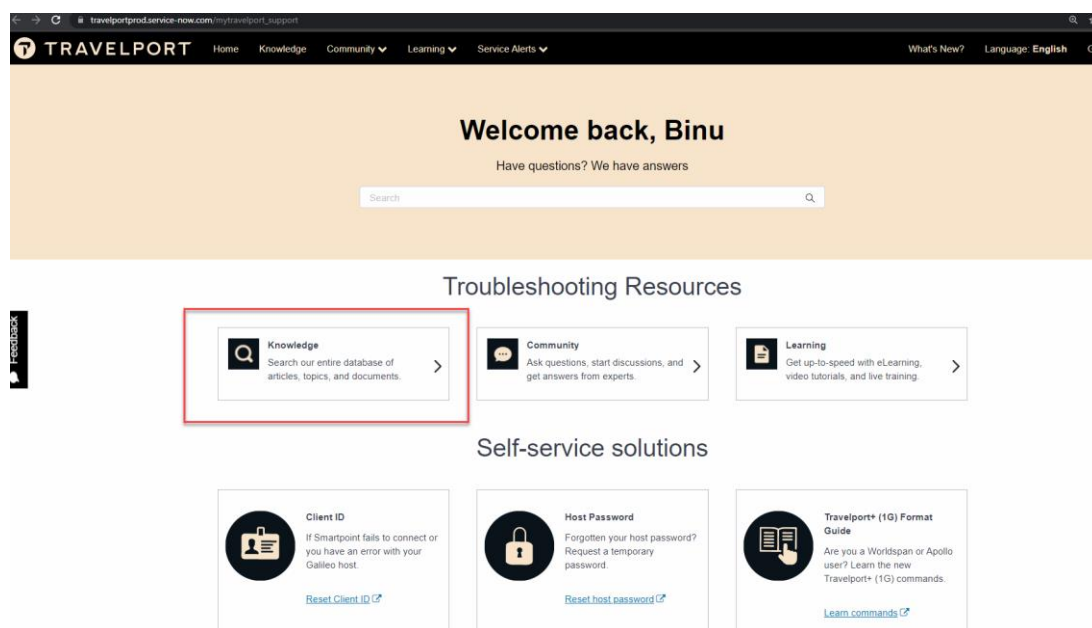**User Guide**

Version 1.0

How to create an incident support ticket?

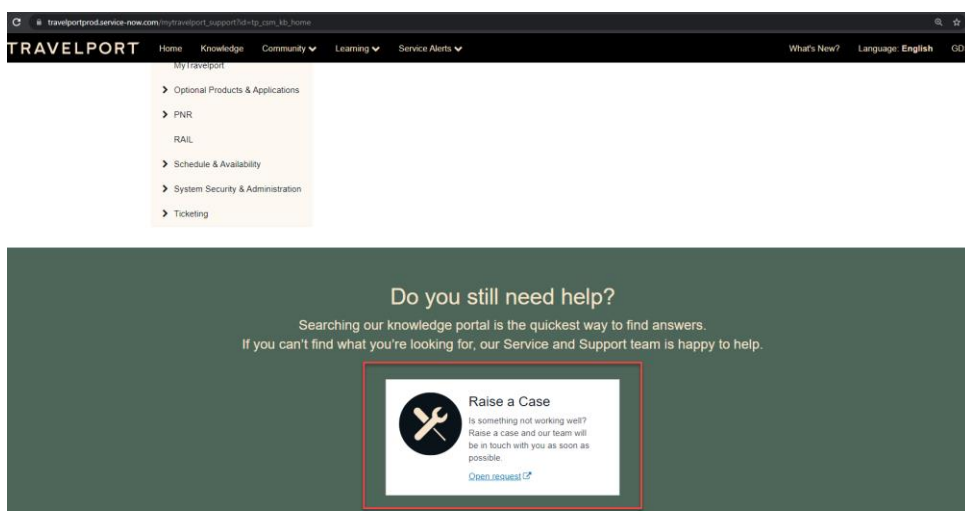Go to https://newmy.travelport.com/ and select the option listed below:

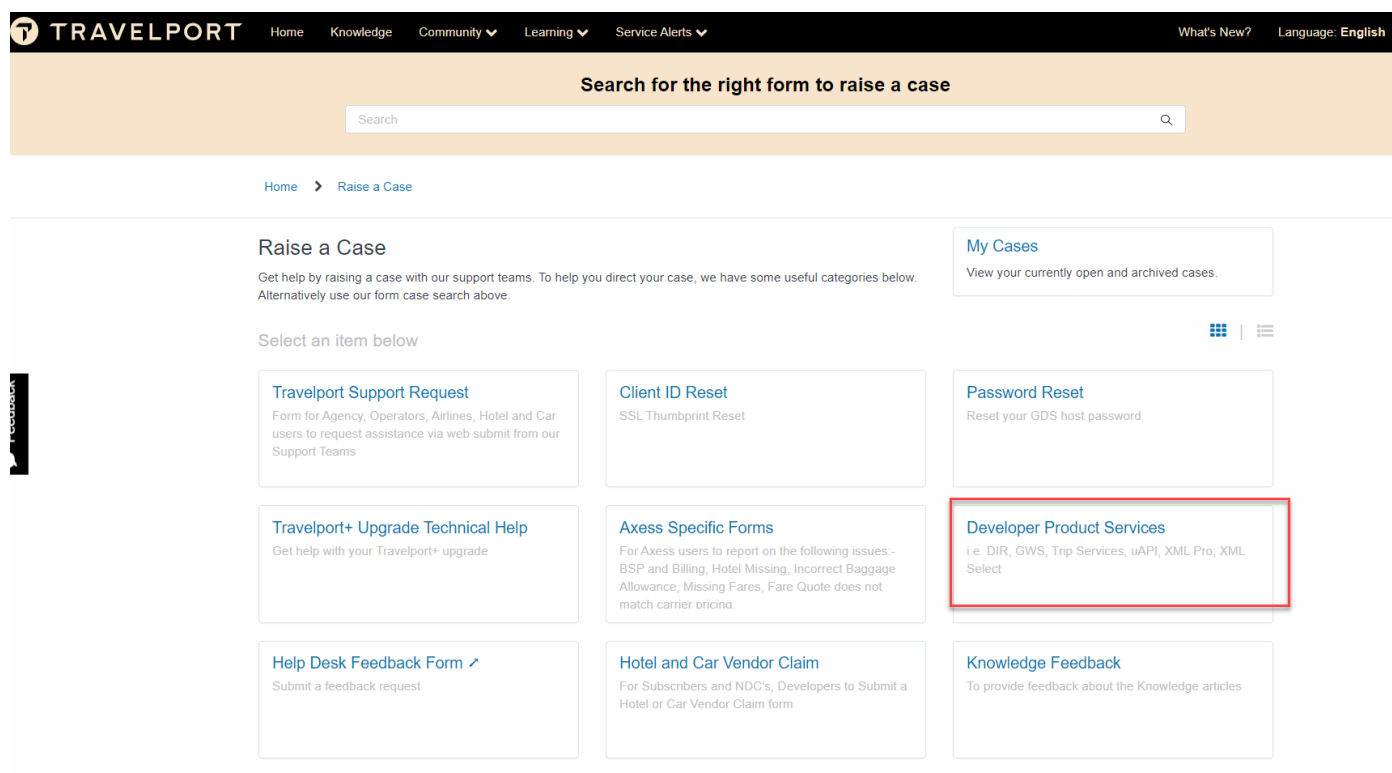When the Travelport Support link is selected, the below screen opens:

Click on the Knowledge link as highlighted above, which opens the screen as shown below:

The option "Raise a Case" must be selected. This launches the page as shown below:

If it is a request related to certification of products, please select the option highlighted below:

This will launch the screen below:

Please select the problem type as certification and cc email id as DesktopSDKSupport@travelport.com.

Once the request has been raised, kindly use the above email id for any further clarifications/queries related to certification of the product.

If it is a request related to any issues related to products, please select the below highlighted option:

When "Travelport Support Request" option is selected, the below screen launches:

Please select the option "Other" as highlighted.

For the products, please make the following selections:

QCC:

Marketplace:

GTSM:

Please ensure the short description starts with GTSM for easy identification

APT:

Please ensure the short description starts with APT for easy identification

Please add description, subject, and attach emails/documents related to the incident that is raised.

What if it is urgent?

If your request is urgent, please write "Urgent - Escalate to level 2" in "Full Description of the Problem" area.