Updating Problem Reports

1. From the Problem Report Status Page, select Update Ticket under the ticket to update.
2. The Username and Password are the same ones used when logging onto your computer.
3. Enter information in the Update Details field.
4. Select Submit once all information is entered. Or, select Cancel if updates are not needed.

Note:

- If you are looking at the details of a ticket and find an update is needed, you don’t need to return to the Problem Report Status Page. Select the link at either the top of the ticket or the bottom of the ticket that says “To provide an update for this ticket, click here.”