

# HELPPPOINT TICKET x GLC

How to create an HELPPPOINT Support  
Request for GLC Application

# 1 - HELPPPOINT Support

Use this link : [http://shared.infra.ge.com/gei\\_home/index.jsp](http://shared.infra.ge.com/gei_home/index.jsp)

GE Infrastructure

GEI Shared Portal Welcome GEI User, ge

**HELP point**  
IT Solutions Portal

Home  
HelpPoint  
Create New Ticket  
My Open Tickets/Projects  
My Closed Tickets/Project  
Search Tickets/Projects  
PO/P1 Open Tickets  
Update Profile  
HelpPoint Administrati  
Marketing  
Risk Assessment  
Global Inventory System  
Business Intelligence

Site Map

HelpPoint Recent Changes : Please click [here](#)  
HelpPoint Training : Please click [here](#)  
HelpDesk Phone #'s : Please click [here](#)

**STOP! PLEASE READ these notices.**

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This application is hosted on a U.S.-based server and may not be used in connection with any activity involving a country covered under the GE Policy: State Sponsors Of Terrorism. The countries currently covered by this policy are Cuba Iran, North Korea, Sudan and Syria. Click on the following link to view the GE Policy: State Sponsors Of Terrorism: [http://supportcentral.ge.com/products/sup\\_products.asp?prod\\_id=25521](http://supportcentral.ge.com/products/sup_products.asp?prod_id=25521)

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> Click on «Create New Ticket»

# 2 - HELPPPOINT Support

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GE Infrastructure

Home

HelpPoint

- Create New Ticket
- My Open Tickets/Projects
- My Closed Tickets/Project
- Search Tickets/Projects
- P0/P1 Open Tickets
- Update Profile

HelpPoint Administration

Marketing

Risk Assessment

Global Inventory System

Business Intelligence

Site Map

## Create New Ticket

**Type of Issue**

Is your issue **Business Critical (P0)** or **Urgent (P1)** ?

Yes

No

## Select Issue Type

**High Level Issues**

Use the drop down to select a issue type.

Issue Type: Application/Software

## Search for Application

**Application/Software Search**

**Warning** - Use business/sub business search options with caution. Enter the business/sub business of the organization that "owns" this application, this may not be the same business you work in. If your search does not find the application you are looking for, please retry without selecting a business/sub business.

Please enter at least 3 characters:

\*Application/Software Name: GLOBALLOGISTICCONSOLE  
(examples: "HPSD", "HELPPpoint")

Business (Optional): GE Oil and Gas

Sub Business (Optional): Nuovo Pignone

Search

Select :  
➤ «No»

➤ Application/Software

Enter :  
«GLOBALLOGISTICCONSOLE»

Select : GE OIL & GAS  
Select : «Nuovo Pignone»

Click «SEARCH»

# 3 - HELPPPOINT Support

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Select Application

Issue Type: Application/Software  
Application Name: GLOBALLOGISTICCONSOLE

Choose the appropriate Application from the list.

If your Application is not listed below  
[Start Over](#) or [Search Again](#) or [Choose Other](#)

Add this link to your favorite  
[Click Here](#) To add this page to your favorite

[Printable Version](#)

Application List					
Results 1-1 of 1					
Show 20 Results		Sort By: Acronym			
		Sort Order: Ascending			
	Acronym	Application Name	Aliases	Business Supported	SubBusiness Supported
<a href="#">Select</a>	GLOBALLOGISTICCONSOLE	Global Logistic Console	-	GE Oil and Gas	Nuovo Pignone

Results 1-1 of 1

Download Results As: [Data File](#) [Go](#)

➤ Click : «Select»

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Select Issue Category

Note:

- Service Request: A service request is defined as something you need this week that you did not need last week, such as access request for an application/server/database or additional privileges.
- Break Fix: A Break-Fix is something that was working earlier and is not working now, such as Application was working fine yesterday or an hour ago and not working now.

Service Request  
 Break Fix

➤ Click «Break Fix»

# 5 - HELPPPOINT Support

## Select Urgency

**Note:**

- Please select the best scenario that defines the Urgency of the issue you are reporting. Your selection will help us assign appropriate priority to your ticket. For Business Critical or Urgent issues you may be advised to call your respective Helpdesk.

**High Urgency**

A business critical task is stopped. impacting an ERP, a high revenue generating system, or an application that supports SOX.

**Medium Urgency**

A non-business critical task impacting Multiple Users and/or Multiple Sites.

**Low Urgency**

A non-business critical task impacting a Single User and/or a Single Site.

Continue

Select the URGENCY type,  
Based on your need .....

Select :  
«Medium» in most cases  
Is appropriate ...

Click «Continue»

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**Ticket Details**

**Note:** Please do not copy data into text fields from other applications. If you need to copy data into HelpPoint - you will need to copy into Notepad and then from Notepad into HelpPoint.

**Module:** Global Logistic Console  
**Priority:** P2 - Estimated Resolution Time 24 Hrs

**\*Create a short name for this ticket (example: Unable to access HPSD):**  75

**\*What application is this concerning?:**  99

**\*Provide a thorough description of the issue (e.g. error message) or request that you have.:**  999

**\*What is your current telephone number? (Country Code - Area Code - Phone - Extension):**  -  -  -


**What is your alternate telephone number? (Country Code - Area Code - Phone - Extension):**  -  -  -

**What is your current address? (Include street address, building/floor, town/city, state/province, country, and postal code):**

**If you would like to open a ticket on behalf of someone else - enter their SSO here - otherwise leave blank:**

**Optional - "cc" email to:**  [Add Address](#) [Remove Address](#)

**Add Attachments (Up to 4 files totaling 10 MB):**



**Restrict Ticket Visibility on HELPPoint to Others:**

Feel in all fields in the ticket ,

- Provide your phone #
- Describe in details what is the error
- Add F.Parrella / A.Ciano inCC
- Attach screenshots to document
  - Data entered
  - Error messages
- Preview the ticket and submit