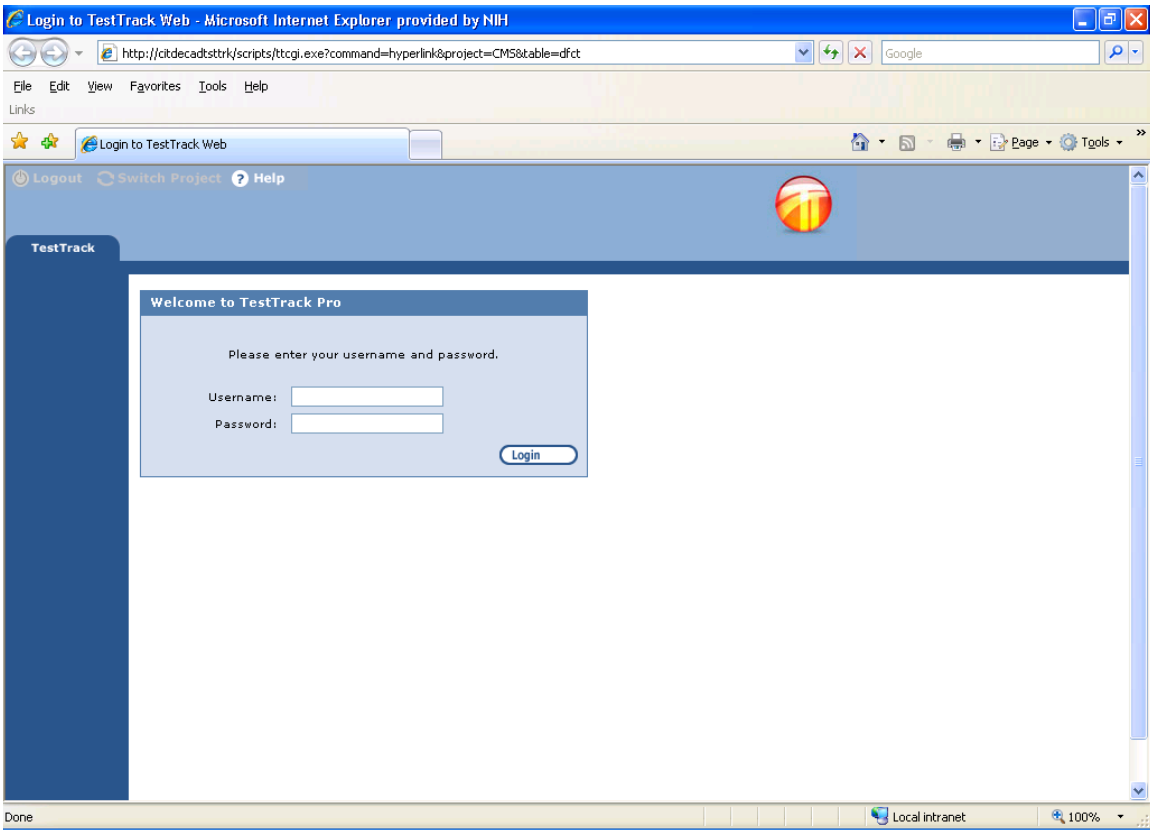
TestTrackPro Quick Reference Guide

Login and Main Page:

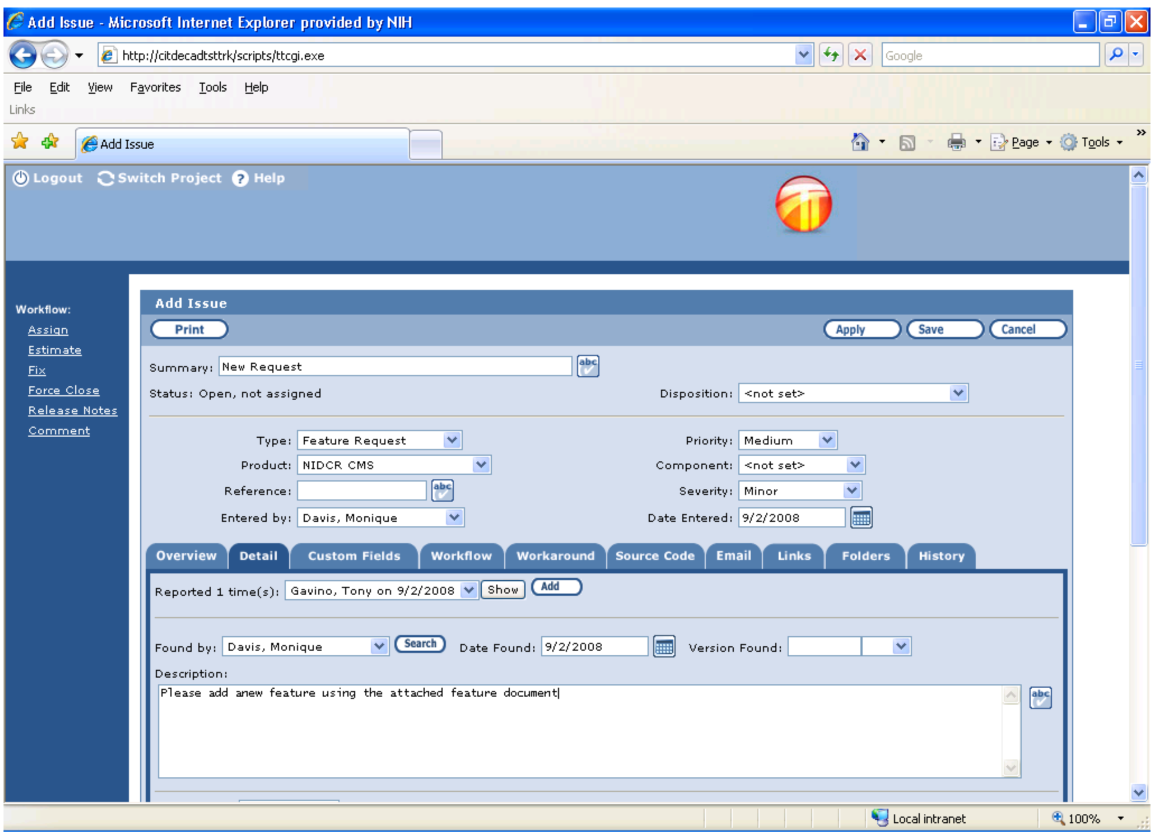
1. Use the URL
   http://citdecadtsttrk/scripts/ttcgi.exe?command=hyperlink&project=CMS&table=dfct
   to log into the application.
2. Use your TestTrack Pro username and password to log in.



5. Main Screen: You will only see the appropriate
   a. Options on the left pane
   b. Tabs on the top highlighted (Support Request in this case)
   c. Logout, User options and Help on the top

Add a New Request

6. Click on "Add" button to create a new request.

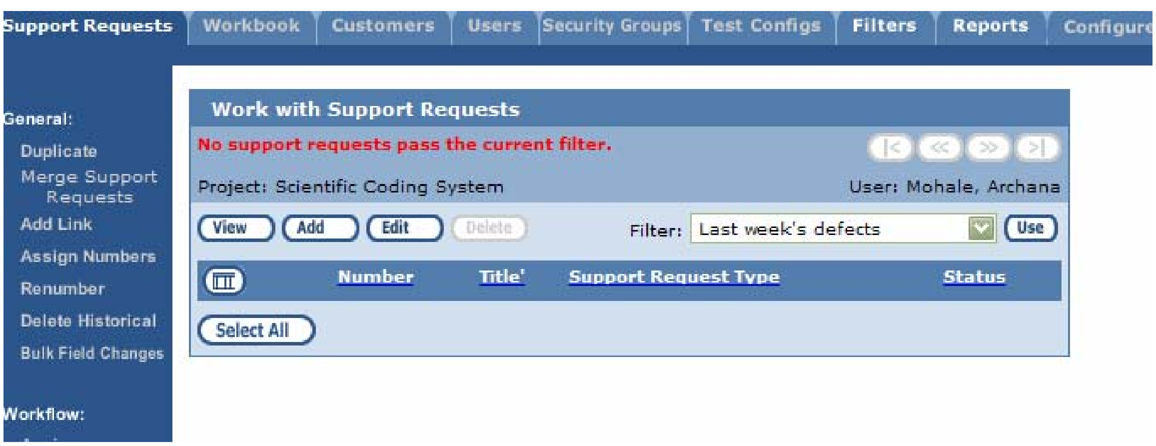


7. Enter Request Details:
    a. Summary: Name your Request
    b. Disposition: leave as blank
    c. Type: Select a specific type of request
    d. Priority: Select a priority level

e. Product: Select a product that you want to enter a change request for
f. Component: leave as blank
g. Reference: leave as blank
h. Severity: Select a severity. (e.g. Medium)
i. Entered by: By default "You". (e.g. Davis, Monique)
j. Date Entered: Default is Today's date
k. Add Button: When reported multiple times
l. Found by: By default "You" (e.g. Davis, Monique)
m. Date Reported: Default is Today's date
n. Version Found: leave as blank
o. Description: Enter Description for the request, spell check option at right
p. Reproduced: leave as blank
q. Steps to Reproduce: leave as blank
r. Computer Config: leave as blank
s. Attachments: Feel free to attach a screenshot or spreadsheet as attachment using "Add" attachment
t. Don't forget to "SAVE"
u. You should receive an "Acknowledgement Email" within the next few minutes.

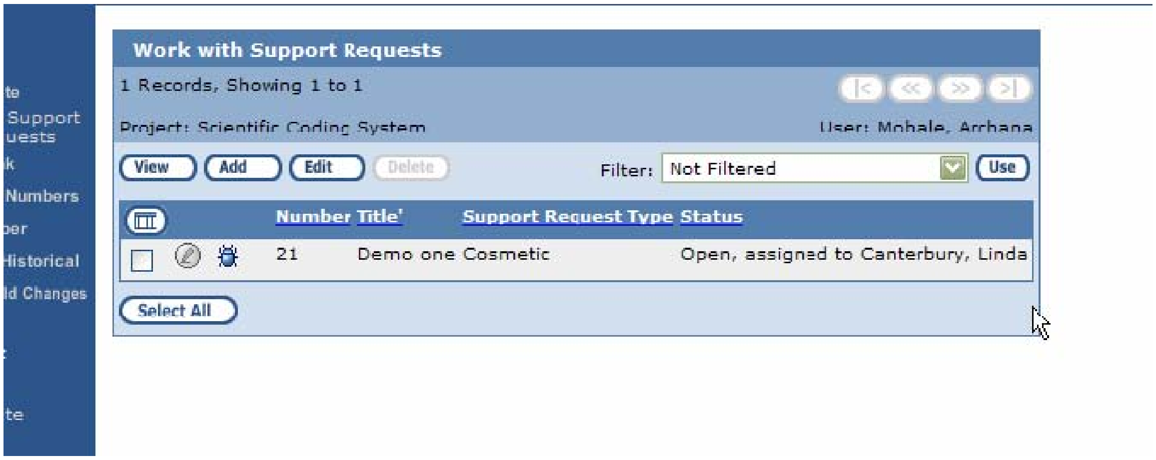
View/Modify/Status Check/Action a Request

1. Click "View" to view an already created request report.
2. You can filter your requests by several predefined criteria.



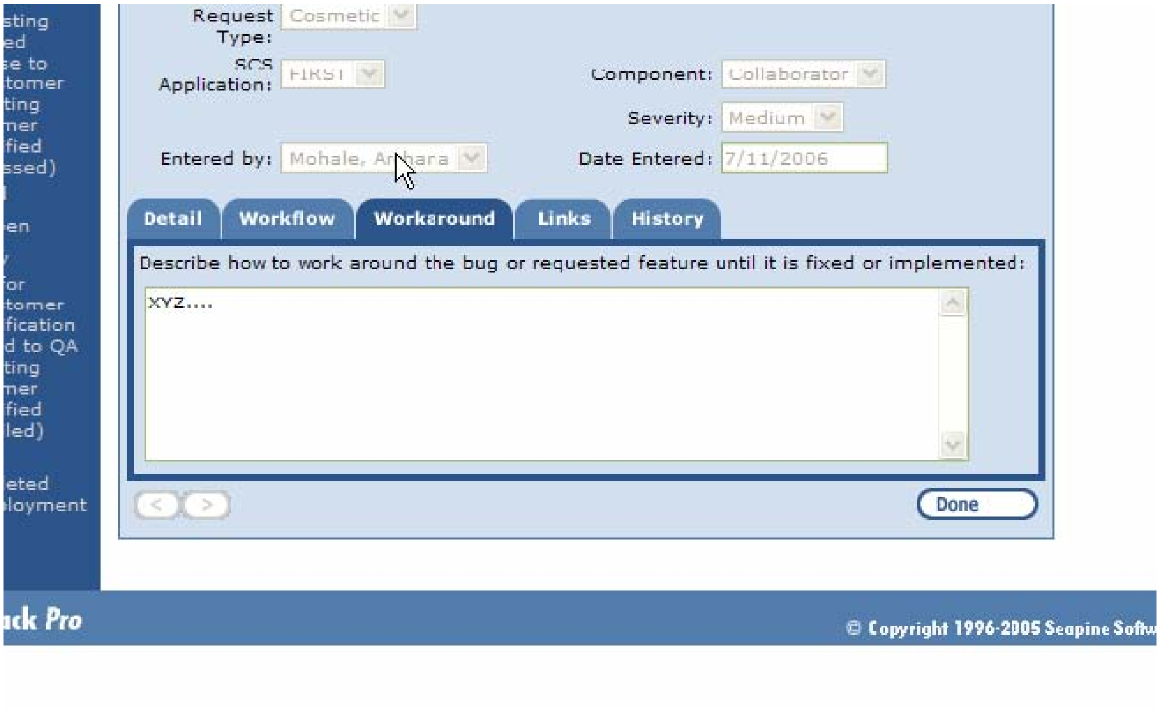
3. You can also
    a. sort by Column
    b. generate some predefined reports
    c. check status without "View"ing the details here

4. Select a specific request from the left option box and then click "View"

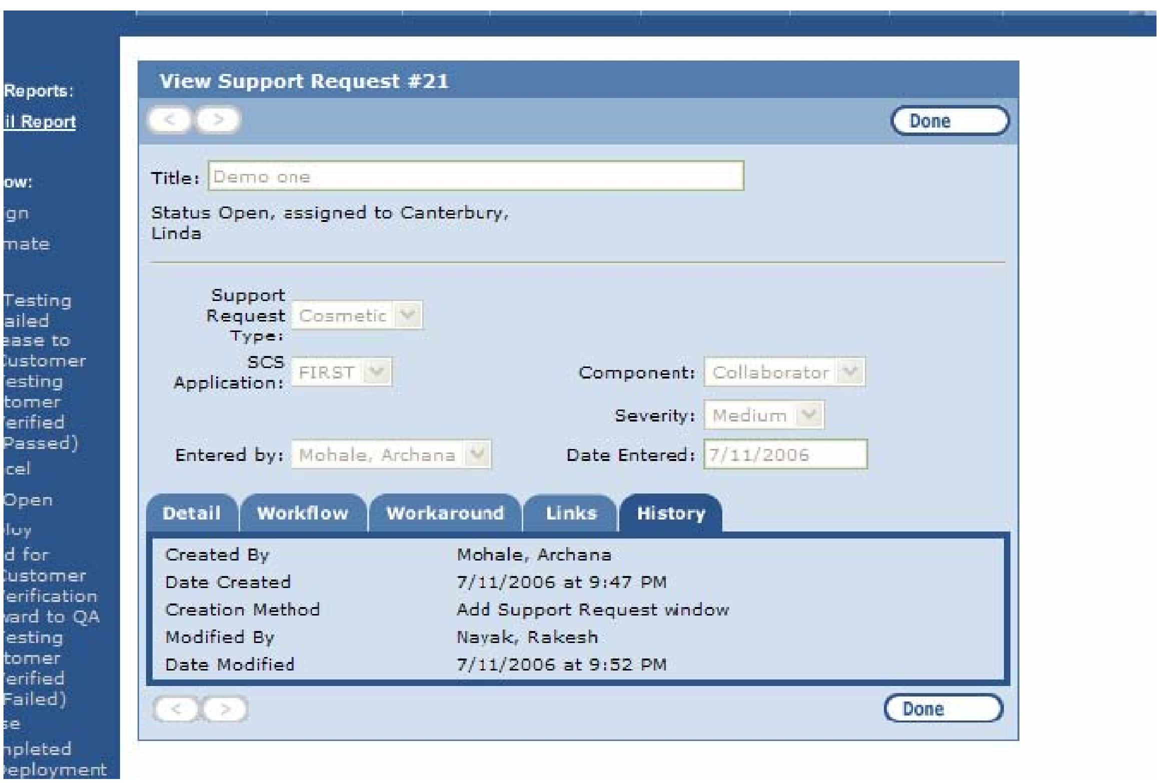


5. Workflow tab gives you the statistics of the intermediate status of the request. It shows where the request is within the workflow.

6. Workaround tab provides you any workaround that may exist for the request.



7. History tab provides you the chronological statistics.



8. Left pane highlighted workflow state allows you to change the status of your request if it needs your action. (e.g. Cancel in this case)