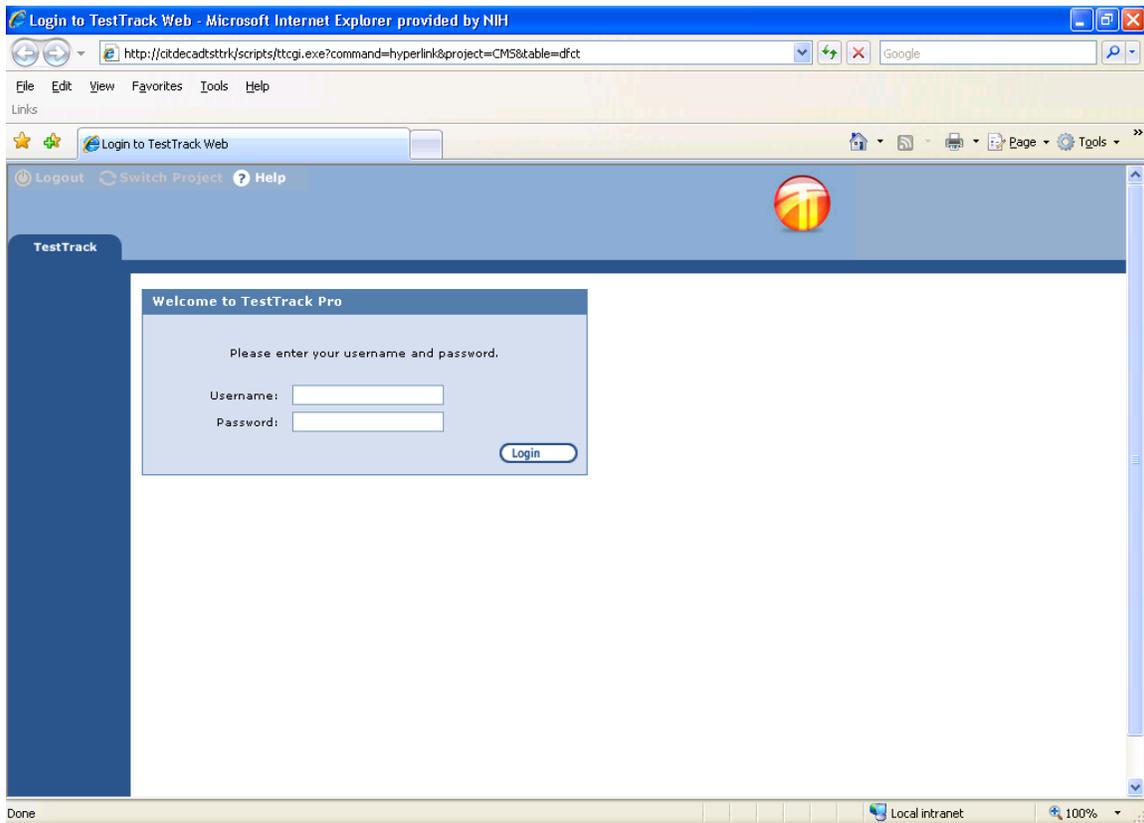


TestTrackPro Quick Reference Guide

Login and Main Page:

1. Use the URL
<http://citdecadtstrk/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.

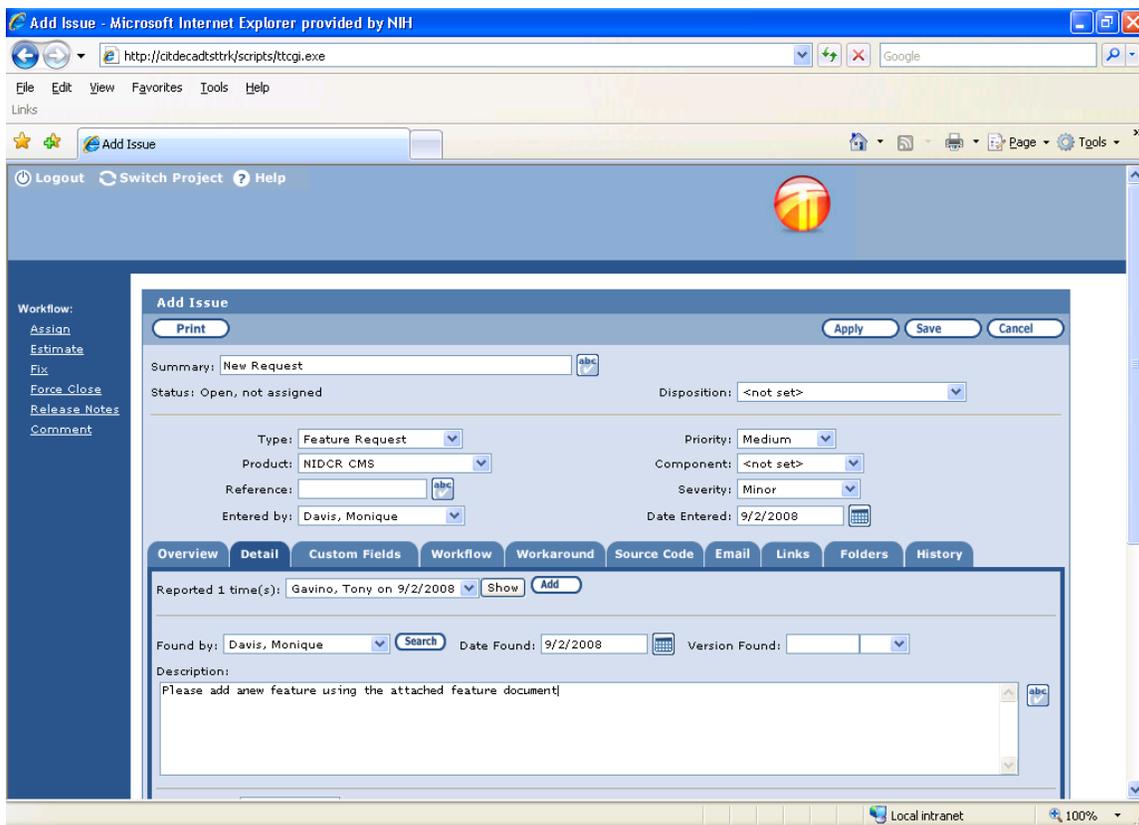


5. Main Screen: You will only see the appropriate
 - a. Options on the left pane
 - b. Tabs on the top highlighted (Support Request in this case)
 - c. Logout, User options and Help on the top



Add a New Request

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



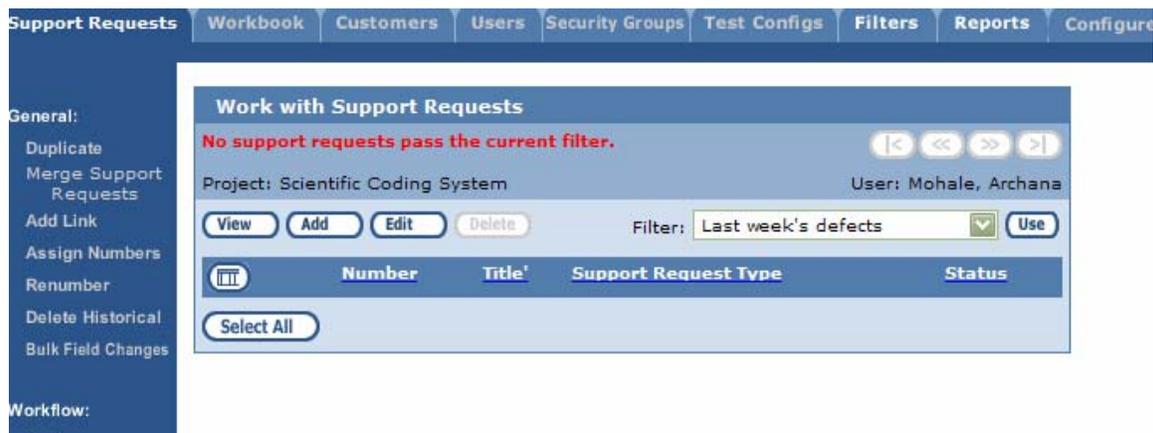
7. Enter Request Details:

- 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.



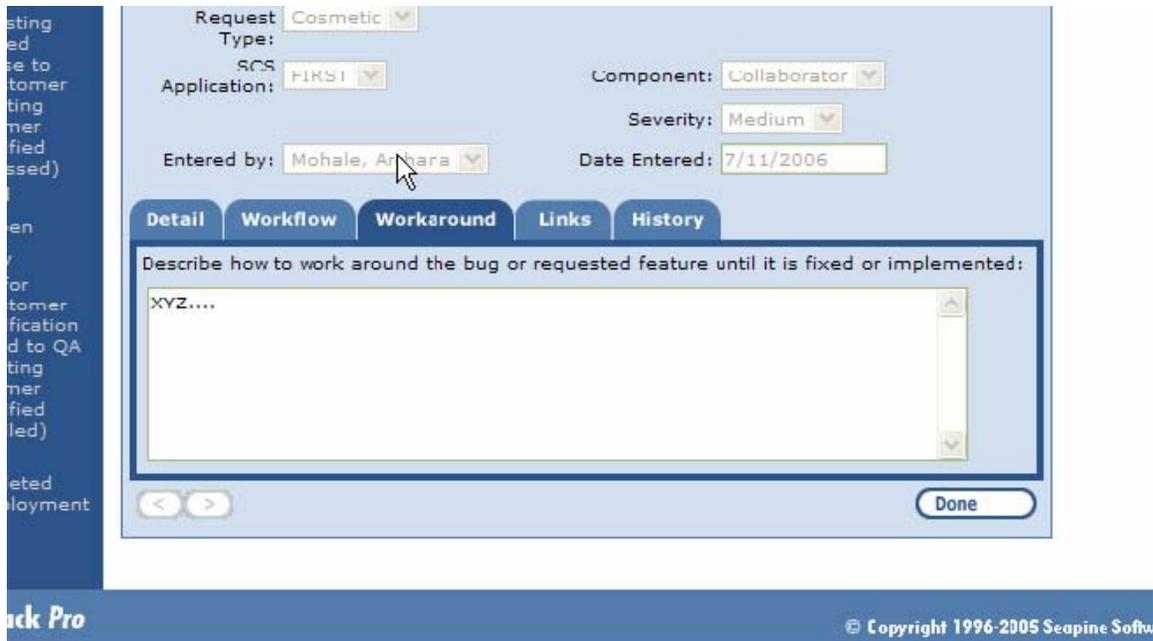
3. You can also
 - a. sort by Column
 - b. generate some predefined reports
 - c. check status without "View"ing the details here
4. Select a specific request from the left option box and then click "View"



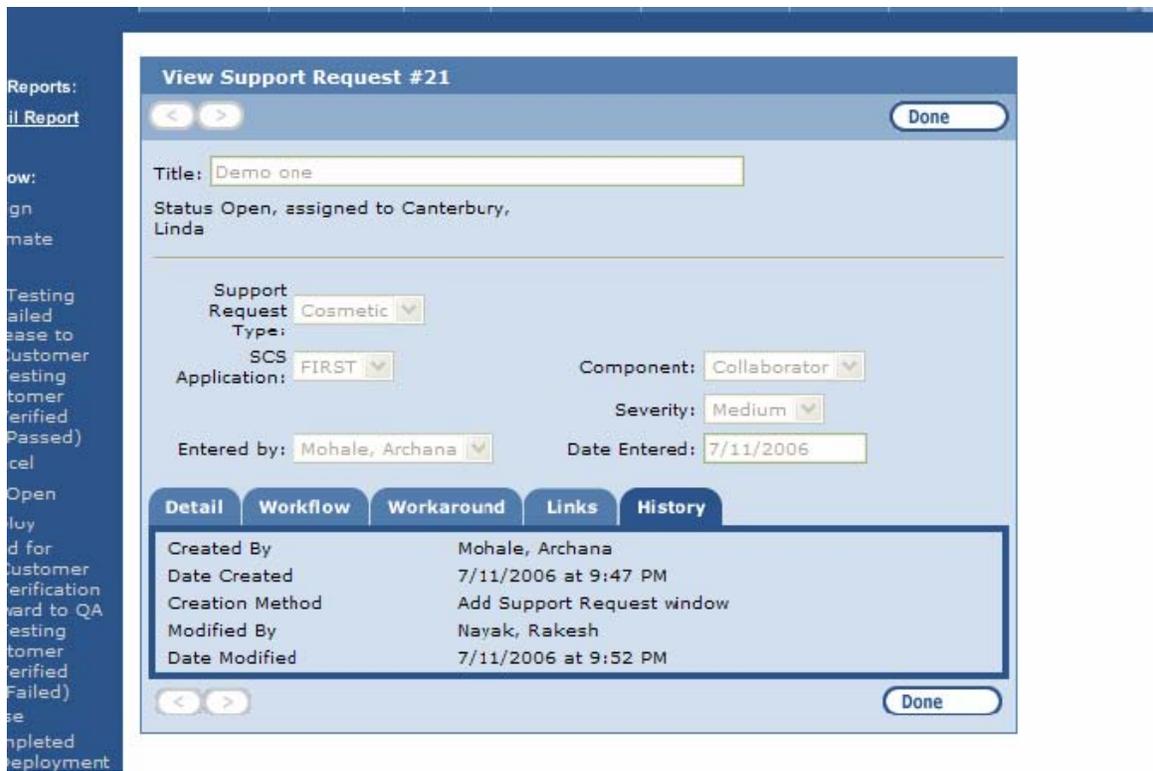
- Workflow tab gives you the statistics of the intermediate status of the request. It shows where the request is within the workflow.



- 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)

The screenshot displays a software interface for managing support requests. At the top, a navigation bar includes tabs for 'Support Requests', 'Workbook', 'Customers', 'Users', 'Security Groups', 'Test Configs', 'Filters', 'Reports', and 'Configure'. The 'Support Requests' tab is active.

On the left, a dark blue sidebar contains two sections: 'General' and 'Workflow'. The 'Workflow' section is highlighted, showing options for 'Assign' and 'Estimate'. The 'Estimate' option is currently selected.

The main content area, titled 'Work with Support Requests', shows '1 Records, Showing 1 to 1'. It includes navigation controls (back, first, last, forward) and project information: 'Project: Scientific Coding System' and 'User: Mohale, Archana'. Below this are buttons for 'View', 'Add', 'Edit', and 'Delete', along with a 'Filter: Not Filtered' dropdown and a 'Use' button.

A table displays the support request data:

	Number	Title	Support Request Type	Status
<input type="checkbox"/>	21	Demo one	Cosmetic	Closed(Cancel)

Below the table is a 'Select All' button.