



★ VIRGINIA ★
DEPARTMENT *of* ELECTIONS

Opening and commenting on an ELECT Systems Support Ticket

Creating a new ticket

1. Log into <https://secure.elections.virginia.gov> like you normally would to access VERIS.
2. Once logged in, you will be at the “Notice and Warnings” page. Towards the bottom of the page, where you would normally click “VERIS as xxxx”. You will see an additional new option, “Submit a request”.

Notice and Warning ×

This computer system is the property of the Commonwealth of Virginia and is intended for authorized users only. By accessing and using this system you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of this computer system may subject you to State or Federal criminal prosecution and penalties.

Welcome 

Username

Email

IP Address

Locality

Systems Support Team

[Submit a request](#)

Log into VERIS

[VERIS as](#)

Log into VERIS Training

[VERIS Training as](#)

Desktop Applications

[VoPho](#)

[Dagr](#)

3. Clicking on “Submit a request” will take you to the new online VERIS Help ticketing portal as seen below.

Welcome to the VERIS Help Web Portal!
This announcements area will be updated frequently with important info such as...

- VERIS Down
- Known Issues
- Support Staff Updates
- etc...

Help Center
ELECT Systems Support Team

Welcome! You can raise a VERIS Help request from the options provided.

What do you need help with? 

[Search help](#)

-  **User Software Support**
Get assistance for general questions related to applications - e.g., training.
-  **Report a Security-Related Issue**
Report any issues related to security breaches, suspicious communication, etc.
-  **Report a System Problem**
Report any problems related to the system or request new functionality.
-  **Request a System Enhancement**
Request a system enhancement.
-  **Onboard User**
Onboard a new worker
-  **ELECT User Request/Support**
Request software, hardware, Web Ex account, account change, user permission, etc.

4. On the top of this page is an Announcement section. This section will be updated when there are any known issues, outages, etc. The Systems Support Team will also occasionally put staff updates, and other updates on here as well.
5. You can type in some key words in the “What do you need help with?” field. Such as “Voter”, “Slow”, or any other keywords to search for a knowledge article to help resolve your issue or question without opening a ticket. Additional knowledge base articles will be added frequently, so do not forget to type in your issue here.
6. If you did not find what you were looking for in the search tool, simply click “Try searching for something else” near the bottom of the page to be taken back to the main menu.
7. To open a ticket Click the icon that best suits your issue/request. Typically, “User Software Support” will be used to report VERIS issues, or other issues. However, please choose the option that you feel best suits your issue/request.

8. After clicking your desired selection from the previous step, please make sure to fill in all fields on the form:
 - i. Contact information – include your email address and phone number.
 - ii. System – the first field is the primary system, such as VERIS.
 - a. The second field is the sub system, such as Absentee.
 - iii. Severity – this is how critical the issue is. There are four levels from minor (cosmetic issue) to Critical (all work has stopped). Normal is the default.
 - iv. Priority – This is how quickly this needs to be fixed. Medium is the default.
 - v. Summary – This is a brief description of the issue/request.
 - vi. Description – Provide as much detail as possible on your issue/request. The more information the better!
 - vii. Attachment – This can be used to attach any supporting documentation or screen shots for your request/issue.
 - viii. Locality – The first field you need to set to Locality. The second field should be your county.
 - ix. Click “Create”, and your request will be submitted to the Systems Support Team.
9. As you type in your Summary from previous step 8-v, you will notice that knowledgebase articles will automatically start popping up. These will appear based on the topic of your summary. Articles will be created frequently, so please do not ignore these helpful articles. You may find a common fix for your request, and not need to open a ticket at all!
10. Once your request is submitted from previous step 8-ix, you will see a screen with your ticket number, and a summary of what you submitted. You will also receive an automated email from the System Support Team with your ticket information. **Do not reply to the ticket email you receive. It will not be delivered to the ELECT Systems Support Team. Please see the section below for Commenting on a ticket.**
11. As your request is being worked on, you will receive email updates along the way. If the Systems Support Team has any questions or needs additional information, you will be notified via email and any other contact information you included in your request.

***** Do not reply to the ticket email you receive from ELECT Systems Support Team. It will not be delivered to the team. Please see the section below for Commenting on a ticket.**

Commenting on a ticket

There are two ways to comment on an already open ticket.

Option 1:

1. Open one of the emails you received from the ELECT Systems Support Team about your ticket
2. You will see a link for “View Request”. Click that link.



ELECT Systems Support Team

Just confirming that we got your request. We're on it.

changed the status to In progress.

[View request](#)

[Turn off this request's notifications](#)

3. Clicking that link will take you to your open ticket.
4. You will be able to comment on your ticket, and add attachments if necessary. You can also view previous comments, and when they were created.

[Help Center](#) / [ELECT Systems Support Tea...](#) / [ESD-104](#)

test



Attachment Here!

Comment Here!

Activity

Your request status changed to **Closed** with resolution **Completed**. 17 minutes ago **LATEST**

 32 minutes ago

Greetings!

From the ELECT Systems Support Team

5. Once you post a comment or attachment, click the ADD button and it will be added to your ticket.

Option 2:

1. Log into <https://secure.elections.virginia.gov> as you normally would to access VERIS or the new ticketing system.
2. Click the link to access the new ticketing system.
3. Once in the new web portal, you will see 'Requests' in the upper right portion of your screen.
4. Click 'Requests', then click 'My Requests'.
5. You will see a listing of all the requests you have opened.
6. If you click on a request, you can see its status, provide additional information or comments, or even add attachments.

Systems Support Emergency Contact

The Systems Support Team available from 7am to 6pm Monday - Friday except for State holidays. You can call the following toll-free number in emergencies to reach a member of the team, 833-716-0001.

This number should only be used for:

- Report VERIS down if the portal announcement section does not reflect VERIS is down.
- Report a security breach or incident.
- If you are unable to log in and access the new ticketing system.