

QuickGuide: Submitting a Ticket Through CTO Support Helpdesk

CTO Stream users can now request CTO Stream support through our CTO Helpdesk ticketing system. The new helpdesk increases CTO’s capacity to provide support to our users and ensures all inquires are responded to in a timely manner.

The Helpdesk system is simple to use and allows users to:

- Submit a ticket to request assistance with an issue
- Track the status of existing tickets and update information at any time
- Keep a centralized archive of previous questions, requests, and solutions

NOTE: CTO recommends that users register a profile with CTO Helpdesk to obtain full access to all tickets they are associated with

To submit a ticket:

1. Visit the CTO Helpdesk portal at <https://support.ctontario.ca>.
2. Create a new ticket by clicking the blue “Open a New Ticket” button, or sign in using your username and password.

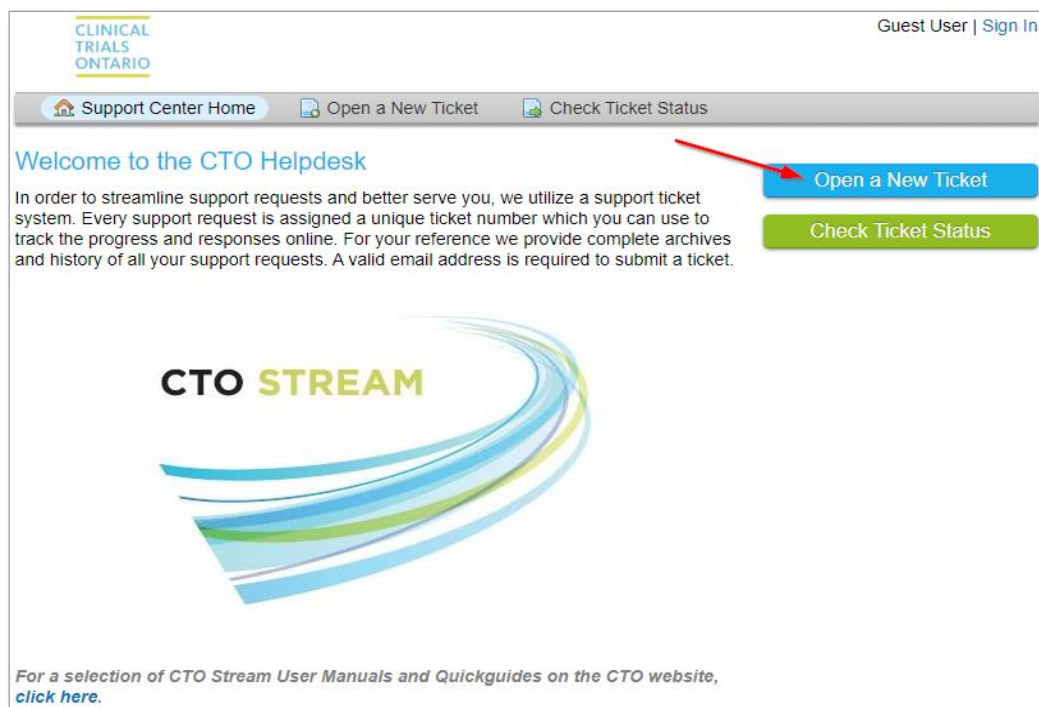
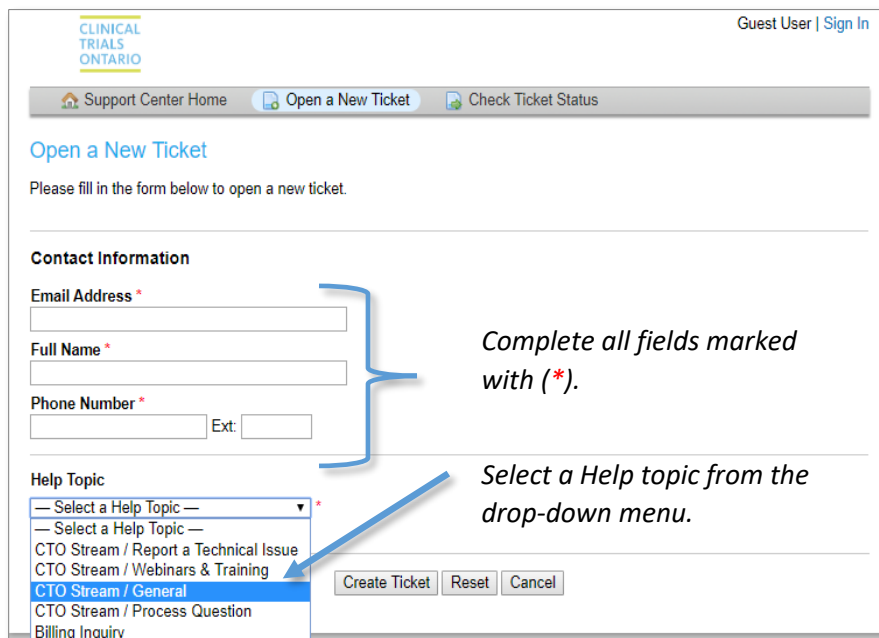


Figure 1.0

3. Complete all fields marked with a red Asterix (*) and choose a Help Topic that is relevant to your issue/question from the drop-down menu (Figure 2.0). If you are unsure which to select, select “CTO Stream/General”.



CLINICAL TRIALS ONTARIO

Guest User | Sign In

Support Center Home Open a New Ticket Check Ticket Status

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *

Full Name *

Phone Number * Ext:

Help Topic

— Select a Help Topic — *
 — Select a Help Topic —
 CTO Stream / Report a Technical Issue
 CTO Stream / Webinars & Training
 CTO Stream / General
 CTO Stream / Process Question
 Billing Inquiry

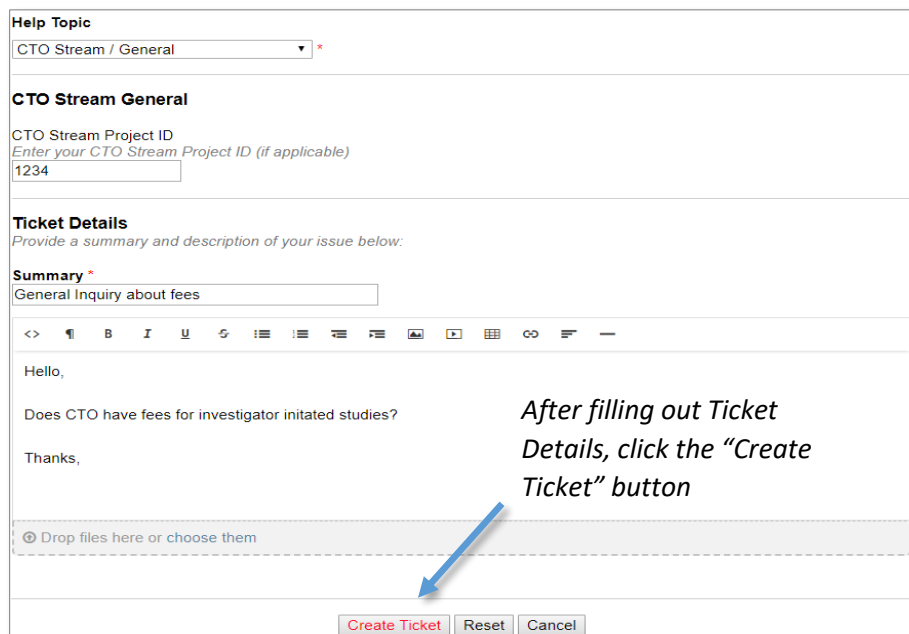
Create Ticket Reset Cancel

Complete all fields marked with ().*

Select a Help topic from the drop-down menu.

Figure 2.0

- Based on the selected topic fields will appear to be filled out with required information (i.e. Project ID, Centre Name, etc.). Provide a brief summary of your issue in the “Summary” field and give a detailed description of your issue/question in the text editor below. Once ready to submit your ticket, click the red “Create Ticket” button at the bottom of the page (Figure 3.0).



Help Topic

CTO Stream / General *

CTO Stream General

CTO Stream Project ID
 Enter your CTO Stream Project ID (if applicable)
 1234

Ticket Details
 Provide a summary and description of your issue below:

Summary *
 General Inquiry about fees

Rich text editor content:
 Hello,
 Does CTO have fees for investigator initiated studies?
 Thanks,

Drop files here or choose them

Create Ticket Reset Cancel

After filling out Ticket Details, click the “Create Ticket” button

Figure 3.0

5. Once the ticket is submitted you will receive a confirmation email. This email contains a ticket number and links to the ticket within the online helpdesk system (Figure 4.0). You will also receive an email when CTO responds to your inquiry.

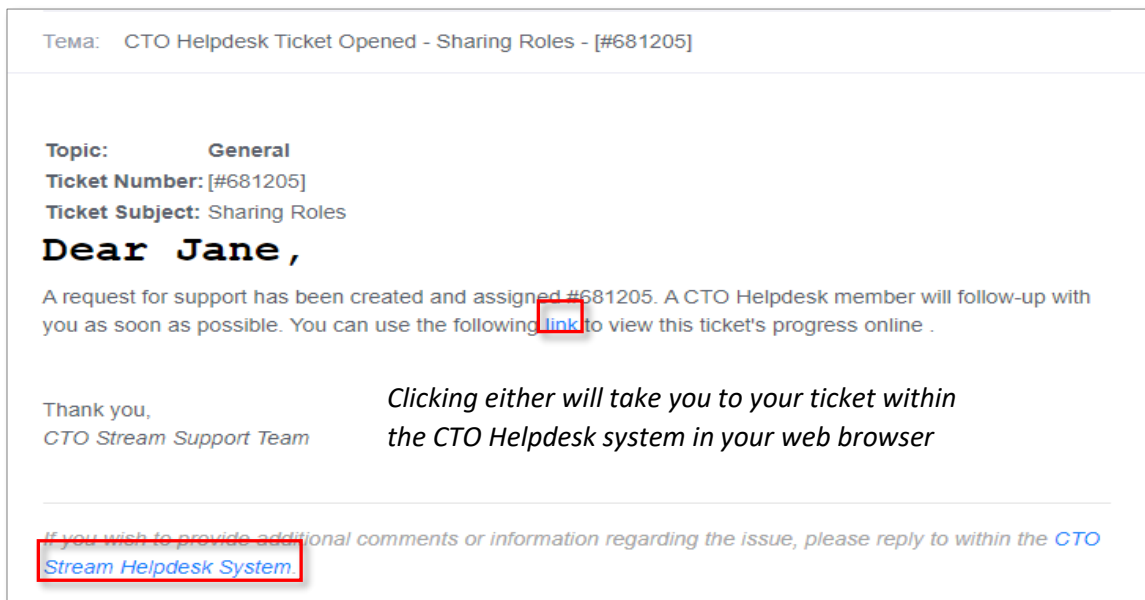


Figure 4.0

To respond to a ticket:

1. When CTO responds to your ticket you will receive an email notification. If you would like to respond to this notification, click “view this ticket’s progress online” (Figure 4.1).

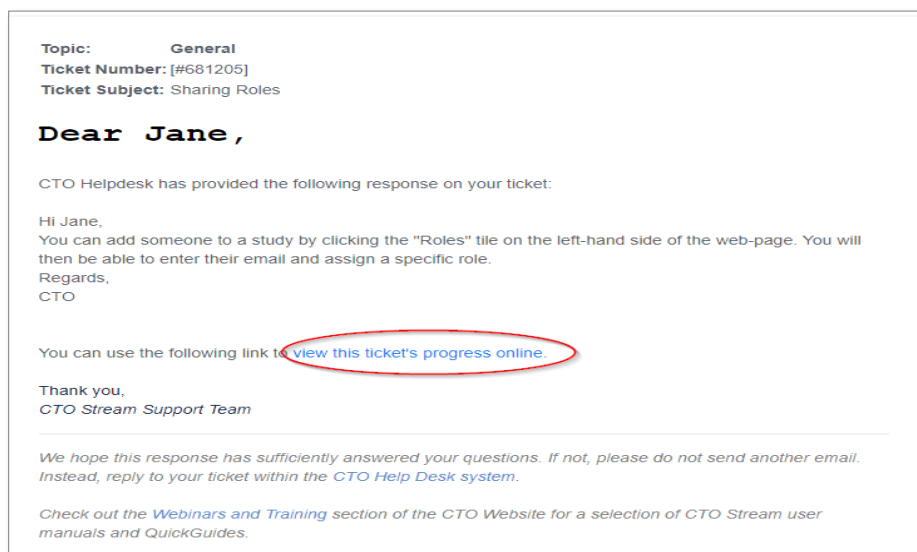
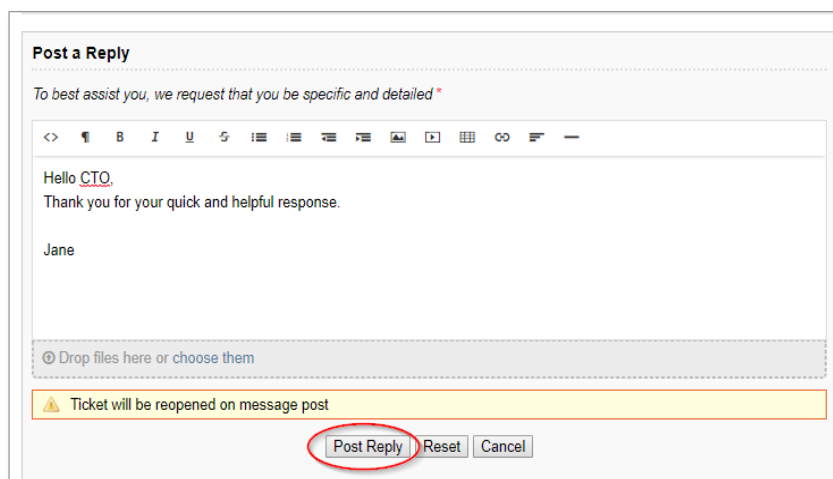



Figure 4.1

2. Enter your response in the space provided and click “Post Reply” to submit (*Figure 5.0*).



Post a Reply

To best assist you, we request that you be specific and detailed *

<> B I U 

Hello [CTO](#).
Thank you for your quick and helpful response.

Jane

Drop files here or choose them

⚠ Ticket will be reopened on message post

Post Reply Reset Cancel

Figure 5.0

Tickets can be submitted at anytime however; CTO will only be responding to tickets during regular business hours (Mon-Fri 9-5pm)

Questions?

streamline@ctontario.ca