

Your incidents

With incidents you can:

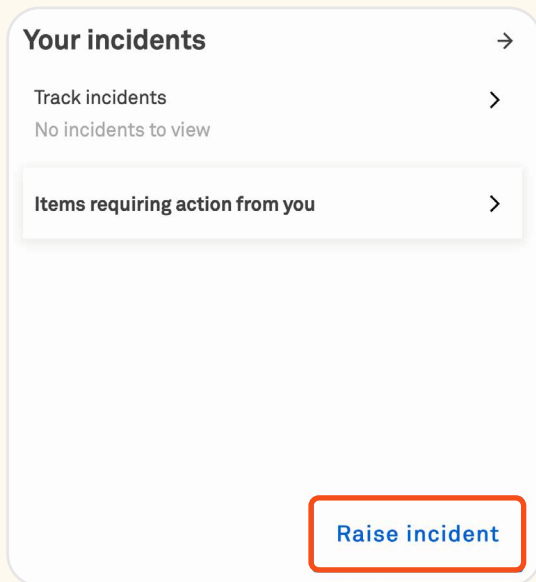
- Raise an Incident by answering 8 simple questions, saving you time on the phone
- View and track the progress of your Incident in near real time
- Interact on the Incident without having to call your account representative or service desk for updates

Your incidents

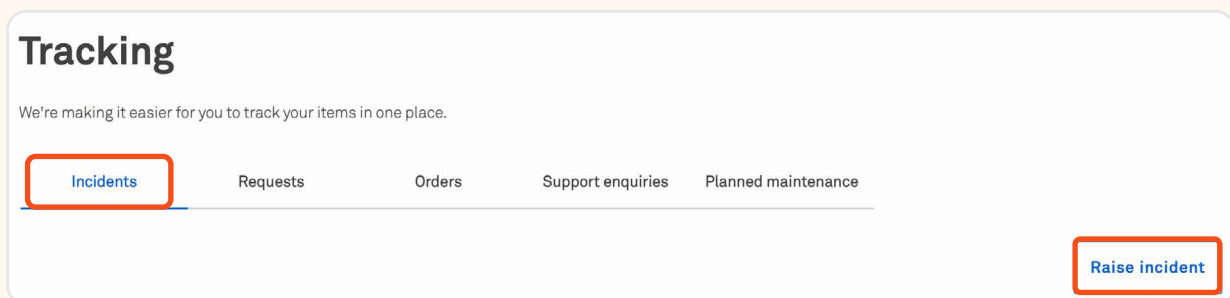
How to raise an Incident

1 There are 3 ways to raise a new Incident

a On the main dashboard, from 'Your incidents' tile, select 'Raise incident'.



b On the 'Tracking' page, from 'Incidents' tab, select 'Raise incident'.



c On the main dashboard, from the top right-hand corner, select 'Create' and select 'Incident'.



- 2 You will be re-directed to the 'Raise incident' page. Select the affected product or service that can be found by Service ID or Location.

Raise incident

What is the affected product or service ID? ▼

If you don't know your service ID you can [search for it by location](#) or [enter a service ID manually](#)

- 3 Once you have selected a service, the system will automatically run a proactive triage, and any open incidents or planned maintenance events will be displayed.

a

Raise incident

What is the affected product or service ID? ▼

MASTER GIP 0000000

✓ Product name: Global IP Virtual Private Network

If you don't know your service ID you can [search for it by location](#) or [enter a service ID manually](#)

ⓘ Issue(s) found

Please investigate the existing issues related to this service before raising an incident.

[Continue to raise an incident](#) →

b

Raise incident

What is the affected product or service ID? ▼

MASTER GIP 0000001

✓ Product name: Global IP Virtual Private Network

If you don't know your service ID you can [search for it by location](#) or [enter a service ID manually](#)

✔ No issue found

If you're still having issues or don't think the problem has been identified, you can continue to raise an incident for this service ID or [enter a new service ID](#).

[Continue to raise an incident](#) →

4 If you continue with the process, fill in the incident form. You can add an attachment, if required, and select 'Submit incident'

Raise incident

What is the affected product or service ID?
MASTER GIP 000001

✓ **Product name:** Global IP Virtual Private Network

If you don't know your service ID you can [search for it by location](#) or [enter a service ID manually](#).

① The diagnostic test results for this service will be included when you raise this incident.

Diagnostic test results. [Show results](#)

Category

A brief summary of the incident
E.g. "Device is online but link is down since 9am"

Details of the incident

Include as much information as possible that will help the investigation, including but not limited to any troubleshooting you've done, error messages received, trace results, ping tests, usernames impacted.

Your reference (optional)
Enter a reference that will help you and your team recognise this incident later.

What effect is this incident having?

Able to work

Disruption to work

Unable to work

What locations is it impacting?

Single location

Multiple locations

Not sure

Attachments (optional) 0 / 5 files

Attachments (optional)
or
[Upload from your device](#)

Upload any relevant images or files to support your enquiry or request.

Note: The details you upload will be visible to others in your organization. Please do not upload personal or sensitive information you don't want others to see.

I consent to sharing the details of the attachment/s with Telstra agents and others in my organisation with Telstra Connect access.

Raise Incident on behalf of (optional)

Sometimes the fastest way to resolve an incident is to give you a call. In that case, who is the best person to call?

A site / technical contact	Me
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When is the best time to call?
Most of our resolution teams are available Monday to Friday 7am - 7pm AEST/AEDT, excluding public holidays.

[Back](#) [Submit incident ->](#)

5 Your Incident is now submitted. You can track the Incident through the Incident ID and you will also receive an email when the ticket is created.

Incident submitted

Incident number: [SNI1586806](#)

We typically respond within one hour. Bookmark the [incident tracking page](#) to track this incident plus any others you raise.

[View incidents](#)

How to track my Incidents



1 You can view your list of incidents

a On the main dashboard, from 'Your incidents' tile, select 'Track incidents'.

Your incidents →

Track incidents →
No incidents to view

Items requiring action from you →

Raise incident

b On the main dashboard, from 'Tracking' tile, select 'Incidents'.

Tracking →

Incidents →
View closed incidents

Requests →
View all requests

Orders →
7 active orders

Planned maintenance →
12 active planned maintenance

2 Within your account, you will have the ability to access a comprehensive view of both open and closed incidents. Additionally, you can export a filtered list of incidents based on your specified criteria from the list page below.

Incident number, your reference, summary

Open × Clear all

Track all open incidents and incidents that have been closed in the last 45 days. Select columns Export table

Priority	Number	Your reference	Brief summary	Status	Location	Assigned to	Estimated resolution	CSV
P1	SNI2813425		Test Short Description	Open	To be confirmed	Telstra	11 May 2023 8pm	Darpan Test
P1	SNI2818083		Test Short Description	Open	To be confirmed	Telstra	19 Jul 2023 3pm	Darpan Test

3 To view more details, you can select an incident.


Incident number, your reference, summary

Open × Clear all

Track all open incidents and incidents that have been closed in the last 45 days. Select columns Export table

Priority	Number	Your reference	Brief summary	Status	Location	Assigned to	Estimated resolution	CSV
P1	SNI2813425		Test Short Description	Open	To be confirmed	Telstra	11 May 2023 8pm	Darpan Test
P1	SNI2818083		Test Short Description	Open	To be confirmed	Telstra	19 Jul 2023 3pm	Darpan Test

- 4 You will be redirected to the Incident detail page. In the activity section you can view updates from Telstra and add comments to communicate with the team.

 Note: 'Telstra attachments' are uploaded by the Telstra team. Attachments uploaded by yourself will be under 'Your attachments'.

Tracking > SNI1586375

SNI1586375

Summary







- Brief summary**
[IGNORE] Test Ticket
- Your reference**
Not specified
- Status**
Cancelled
- Incident raised**
Last Wednesday 07:56am
- Estimated resolution time**
To be determined
- Actual resolution time**
Last Wednesday 07:57am
- Affected service**
Other | To be determined
- Location**
-
- Raised by**
Our Customer
e: Not available
- Watched by**
 - example1
example1@example.com
 - example2
example2@example.com
 - example3
example3@example.com
 - example4
example4@example.com
 - example5
example5W@example.com[Show more \(4\)](#)

Activity

Add a comment

New comments are disabled

31 Aug 22

-  Status changed to Cancelled 31 Aug 22, 07:57am
-  Telstra 31 Aug 22, 07:57am
This is a test ticket, please ignore.
-  Telstra 31 Aug 22, 07:57am
Test Message
-  Priority changed to P4 31 Aug 22, 07:57am
-  Status changed to Open 31 Aug 22, 07:57am
-  Incident raised 31 Aug 22, 07:56am

Attachments

- Your attachments**
No attachment

5 When an update is made to your Incident, you will receive an email to check the enquiry in Telstra Connect.

Your incident has been updated

Company
Test Account

Incident number
SNI1586746

Your reference

Status
In Progress

Affected service
MASTER GIP 100000

Location
Australia

Raised by
John

You can keep track of this incident in Telstra Connect.

[Track incident](#)

Update
File attached by User1: MicrosoftTeamsimage 1.png

Details
Service Type: ATM/FR Network
Category: ATM/FR Network
A brief summary of the incident: test incident
Details of the incident: t
Your reference (optional): Test_Reference
What effect is this incident having?: Able to work
What locations is it impacting?: Single site
Customer Reference ID: Test_Reference
Tell Us More:
Site Contact Name: user user3
Site Contact Number: 09111111115 or +9222222226
Operating Hours: 9am to 5pm
Attachment/s consent given: true

Estimated resolution time
2022-09-09 08:04:50 Etc/UTC

Please do not reply to this email. It's been sent from an automated system.

6 When the Incident has been resolved or closed, adding new comments will be disabled.

Summary

Brief summary
Test

Your reference
12345

Status
Open

Incident raised
Today 02:01pm

Activity

Add a comment

0 [Attach file](#) [Send](#)

Today

Incident raised 09 Sep 22, 02:01pm

Details of the incident
Test



Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra representative