Pegasus

™

Powered by Onsite

Pegasus Support Portal – Site User Guide

V1.101

Logging In

Link: https://support.poweredbyonsite.com/SelfService

Enter your username and password

Fields are case sensitive

If you copy and paste ensure you do not copy any blank spaces

Homescreen

All of your active tickets will be listed. Resolved tickets will not appear.

Creating a Ticket

When logging a ticket, it is important to provide as much information as possible. Depending on the type of request, below are important things to consider when logging your request.

Software Issues

- Workers Name and ID Number

- Are you working in a realm, site or portal?

- What browser are you using? Chrome, Firefox, IE, Safari

- If you receive an error message are you able to attach a full screen shot

Hardware Issues

- Site Contact (name, phone number and email)

- Site Name

- Site Location

- Device Name

- Device Type

Send your request to your designated email address. Any emails sent this address will automatically create a ticket. You will be able to track your tickets in the Pegasus Support Portal.

![Pegasus logo](Powered by Onsite)

Understanding the Different Status Definitions

When logging a ticket, it is important to provide as much information as possible. Depending on the type of request, below are important things to consider when logging your request.

New – ticket has been logged into system but not yet assigned

Open – a team member has taken the ticket to action

WCR – waiting client response

WIR – waiting internal response (escalated internally for additional information)

JIRA – ticket with Pegasus development team

Responded- Client has responded to a ticket

WTP – waiting third party (could be used if hardware has been ordered)

Future – ticket to be actioned in the future (change kiosk name on a certain date)

Roadmap - new development work and improvements

Searching for Ticket

Each ticket will be assigned a unique number. This number will be listed against the ticket in the Pegasus Support Portal as well as on any email correspondence. You can search for the ticket by entering the unique ticket number into the search field in the top right and clicking enter. The ticket will then open.

RT for support.poweredbyonsite.com **Pegasus**

Responding to a Ticket

You can reply to the email you received which will include the ticket number in the subject. Do not add or delete anything from the subject line.

Then add additional information into the email and send. This will update the ticket.

The ticket will then appear with a **'responded'** status