

# Raising a SherIOCC Support Request

This guide explains how to raise and manage your support requests through the OCC SherIOCC Customer Portal.

## Requirements

- **Service desk customer account**  
Please contact the support desk on 01865 305225 if you require an account.

## Accessing the Portal

The SherIOCC Customer Portal is accessible via the following URL: [sherlocc.oxfordcc.co.uk](http://sherlocc.oxfordcc.co.uk)

To view the homepage, login using your account username and password:







The screenshot shows a login form with the following elements:

- Login** header
- Username input field
- Password input field
- Log in** button
- Keep me logged in
- [Forgotten your password?](#) link

A callout box points to the "Forgotten your password?" link with the text: **Forgotten your password?** Use this link to reset it.

## Raising a Request

After logging in, you will be greeted with the support request options available to you:

-  [Raise a Support Call](#)
  -  [Raise an Upgrade Request](#)
  -  [Raise a Change Request](#)
  -  [Raise a Training Request](#)
- A callout box points to the "Raise a Support Call" option with the text: **Unsure which option to select?** Select Support Call – a ticket type can easily be changed by support at any point in the workflow.

## Logging a Request

OCC Connect / Support  
**Raise a Support Call**

Subject  Brief description of the issue

Description  Full description of the issue. Please include as much information as possible which may be of use to our investigation.

Priority

Product

Environment

Fill in the boxes with the relevant details. Fields are mandatory unless suffixed with *(optional)*.

Some fields have a brief description detailing what is required from support to ensure the ticket can be resolved as quickly as possible.

Once you've filled in the request form, hit create:

Attachment *(optional)*

## Managing Your Existing Requests

Once you have created a request, you will have the following view:

OCC Connect / Support  
**Test Support Call** NEW 1

Reference: **OCC-48 2**

**Details** Today 11:19 AM **3**

Description  
Test Support Call

Priority  
Major

Product  
ContrOCC

Environment  
Live

Liquidlogic Jira Reference  
Test-123

**People involved**

**4**  
Creator

**You can** **5**

[Add a comment](#)

[Add attachment](#)

1. The current status of your ticket
2. The ticket reference

### 3. The ticket details

4. **Participating customers.** This ticket will be visible to all members of this list.
5. **Actions currently available to you.** The available options will depend on the current status of the ticket. For example, the option “Pass to Support” is only available when the ticket is awaiting customer feedback.

## Updating Tickets and Changing Status

As a customer you have the ability to update your currently existing tickets in several ways:

- **Adding a comment in the comment box:** 

Adding a comment will simply update the ticket with the text you put in the comment box. Please note, this will not initiate a status transition (such as pushing a ticket over to support). For example, if a comment is added to a ticket with status “Awaiting client feedback”, it will not change to “Awaiting Support”. This is to give you the option of adding multiple comments and attachments to a ticket before you are ready to pass it to support.

- **Adding an attachment:** [Add attachment](#)

Attachments of up to 10mb in size can be added in the portal. The agent will then be able to view and download this attachment to assist in their investigation. Please ensure that all attachments are cleaned of any client sensitive data as per our usual policy. There is no limit on the number of attachments that can be added to a ticket.

#### Actions

- **Changing Status Actions:** [Pass to Upgrade Manager](#)

Actions in the customer portal allow you to pass the ticket over (and thereby transfer ownership of the ticket) to Support. Once you have passed ownership to Support, you will still be able to add comments or attachments to the ticket.

## Adding People to a Request

You can add other service desk customers to a particular request and thereby give them visibility of the request in their portal. This is done by using the Add People button:

#### People involved

 Jonathan Barnes  
Creator

[+Add people](#)

Once you have added another person to the request, they will be notified via email and will see the request under the “Created by others” list in their portal. They will be able to comment, add attachments and use the same actions available to you on the ticket.