

New Technical Ticket

An * indicates a required field.

[Ticket Help Guide](#)

Step 1 Contact Information	Step 2 System Information	Step 3 Ticket Details
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Contact Information

Please confirm that your **Contact Information** is accurate.

Account * Select the Matter name for Insight or Customer account for Legal Hold from the available list

Catalyst Tickets

Preferred Contact Method *

Email

Preferred Phone Numbers * ?

555-555-5555

Contact Language *

English

Preferred Email Addresses * ?

myemail@mycompany.com

You may enter more than 1 email address
Separate addresses with a ";"

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System Information ?

We have populated your **System Information** based on your previous ticket. Please confirm that you would like to use the same system information for this ticket, select from a previous System Information option or create a New System.

Choose name or title for your system information.
At next login, select this name and all information will automatically populate.

Enter Your System Information Name *

Catalyst Ticket Tests

[Add New](#) [Cancel](#)

Product Line * Select Legal Tech

Legal Tech

Application * Select Insight or Legal Hold

Insight
Legal Hold

Application Version * Choose Cloud

Cloud

System Type * Other options include Production, Test, etc.
Allows you to define separate environment information for easy ticket submission

N/A

Support Level: OpenText Protect

Support Level Details: During regional working hours, you have access to our Support Center for all severity issues. Our Customer Service Portal, product upgrades, service packs, patches remain available with valid login any time of day.

Learn more about the Open Text Product support programs [here](#).

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Step 1

Contact Information

Step 2

System Information

Step 3

Ticket Details

Ticket Details

Please enter your **Ticket Details** for this ticket including any attachments and text to help deal with your issue. When you are ready then click the **Submit Ticket** button.

Subject *

Creating a Test Ticket

Priority *

3 - Normal

What is your question? *

What specific component or functionality do you have a question about? Are you experiencing something different from what you expect?

The number of attachments is unlimited but each file cannot exceed 25MB. To upload files larger than 25MB, [request an FTP account](#).

Supported file types: pdf, doc, docx, txt, gif, jpg, jpeg, png, jpe, jfif, htm, html, zip, avi.

Attachments**What is the origin of your inquiry?**

Is a certain component of the software affected or is it system-wide? Does it occur only under certain conditions or in specific situations? Is it happening in one or more environments?

Filename	Size	Status
Add files		
	0 b	0%

When did you become aware of this?

Provide the date when you first encountered or noticed the symptoms related to your inquiry.

Is the situation changing or is it stable?

Is the situation or concern observed in more than one area of the software? Is it growing or evolving in any way?

Previous Step

Submit Ticket