

Issue
August 9, 2016

Vendor Held Equipment (VHE) Project

Creating an AOTS Ticket

Job Aid

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Overview:

AT&T is transitioning the VAST Support Mailbox to an internal ticketing system.

Purpose:

Users will log into the AOTS Trouble Ticketing System to request assistance from an AT&T SME on either a question or issue.

VAST Support Mailbox:

The VAST Support Mailbox will be maintained for questions or issues which cannot be submitted in the AOTS Trouble Ticketing System.

Acronyms

AOTS	AT&T One Ticket System
SME	Subject Matter Expert
VAST	Vendor Asset Scanning Tool

External AOTS site URL: <https://www.e-access.att.com/ushportal/>

Log into Global Logon:

AT&T Global Logon

[Forgot password?](#) [Register New Password](#)

Password SecurID® Token SAFENet® Token

ATTUID:

Password:

[Remember Me](#) (and my settings) on this computer

Log On Successful

Name: John Doe

From the Security Awareness Team:

Global Logon to begin restricting communication security protocol TLS 1.0.
Ensure your browser supports the latest protocols to maintain access to this site.

[Learn More](#)

Select Create a Trouble Ticket:

Welcome to Universal Self Help!

- [Create a trouble ticket](#) 
- [Find a trouble ticket](#)

For Emergencies or Outages, do not place a web ticket but instead call the ITO Service Desk at 877-4-ITO SOS (877-448-6767).

Select 'V' for VAST:

[Home](#) : [Back](#) : **Applications**

Which application are you having trouble with? Search or use the Menu below.

Exact Search

Menu

[All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [Other](#)



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Select VAST from the list:

[Home](#) : [Back](#) : **Applications**

Which application are you having trouble with? Search or use the Menu below.

Exact Search

Menu
[All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [Other](#)

10 results.

- [VAST](#)
- [VIDEO-SWITCH-SCHEDULING-SOFTWARE](#)
- [VIEWIT](#)
- [VIP \(VIRTUAL INTEGRATION PROTOTYPE\)](#)
- [VIP/VIT \(SALESVIT\)](#)
- [VIRTUAL HOLD \(VHT\) FOR ABS CENTERS](#)
- [VIRTUAL REPOSITORY INTERFACE \(VRI\) FOR ENTERPRISE DATA](#)
- [VMWARE - GCSO](#)
- [VOPS](#)
- [VTNS](#)

For Emergencies or Outages, do not place a web ticket but instead call the ITO Service Desk at 877-4-ITO SOS (877-448-6767).

[Home](#) :: [Applications](#) :: Problems

Application: VAST

Please select a problem or request from the drop down list.

PLEASE SELECT A PROBLEM OR REQUEST FROM THE DROP DOWN LIST ▼


Select from the list of problem categories:

[Home](#) :: [Applications](#) :: Problems

Application: VAST

Please select a problem or request from the drop down list.

PLEASE SELECT A PROBLEM OR REQUEST FROM THE DROP DOWN LIST


- INSTALL AT AT&T LOCATION
- REMOVE FROM AT&T LOCATION
- TRANSFER (WHSE TO WHSE)
- INVENTORY TRUE UP (WHSE)
- RETURN EVALUATION
- EVALUATION RESULTS
- ASSET LOOKUP
- REPORTS 
- PREFERENCES
- FA LOCATION SETUP
- VAST ACCOUNT SETUP
- REGISTERING AT&T GLOBAL LOGON

Click continue to open form for details:

[Home](#) :: [Applications](#) :: Problems

Application: VAST

Please select a problem or request from the drop down list.

REPORTS 

Enter Details on form and submit:

[Home](#) :: [Applications](#) :: [Problems](#) :: Enter Details

Application: VAST
Problem: REPORTS

Please fill out the following form, * indicates a required field.

Sensitive Personal Information (SPI) must NOT be entered in whole or part as input in any field or as an attachment.
SPI examples: SS#, Bank Account#, Credit Card#, Driver License#, etc.

* Name of VAST User and User ID:	<input type="text"/>
* Email Address for VAST User:	<input type="text"/>
* Contact Number for VAST User:	<input type="text"/>
Device information(iPhone/Samsung, etc)	
* Device Manufacture:	<input type="text"/>
* Device Model:	<input type="text"/>
* Operating System Version:	<input type="text"/>
* Location:	<input type="text"/>
* AT&T Tag#:	<input type="text"/>
* Please provide the specific details of your issue with a VAST transaction. Including VATS transaction type, error message, and data you are entering. (500 chars max)	<input type="text"/> 500 characters left
Additional problem or error message details (Provide screenshot or doc upload): (Files over 5MB will be deleted!!)	<input type="text"/> <input type="button" value="Browse..."/> <small>HTML Files cannot be Uploaded File name should not include any special characters or spaces</small>
* Please provide Contact Number for ATTUID:	<input type="text"/>
* CSP ID:	dw1867
Alt contact ATTUID:	<input type="text"/>