

WordPress Support Plus

A Ticketing System for Marketing Requests

Revised October 4, 2017

WordPress Support Plus is a feature on CPD websites that will better organize requests from Conference Planners to the Marketing department. The following is a step-by-step guide to using the program.

Accessing WordPress Support Plus.

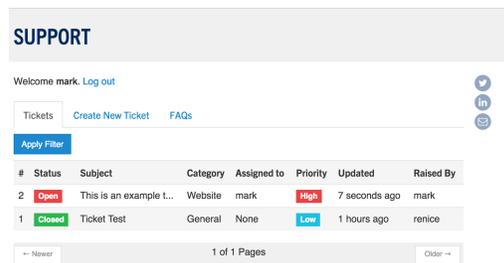
Visit <http://support.cpdtoronto.ca> and enter your username and password to access the back end of the site. Your username is your first name, all lowercase; if you forget your password, you can reset it by clicking the link beside 'Forgot Password?'



Status of Submitted Tickets

You will be able to all of your personal ticket requests in the first tab after you've logged in.

Note the colour scheme for submitted tickets: Red* (open/unresolved) Yellow (Pending/in progress) and Green (Closed/resolved).



#	Status	Subject	Category	Assigned to	Priority	Updated	Raised By
2	Open	This is an example t...	Website	mark	High	7 seconds ago	mark
1	Closed	Ticket Test	General	None	Low	1 hours ago	renice

*Event planners can change the status of their own tickets by selecting the applicable ticket and clicking the "Change Status" button. *This is especially helpful in cases where multiple versions of programs are received in quick succession.* Do **NOT**, however, delete a ticket.



Tickets [Create New Ticket](#) [FAQs](#)

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Steps to Submitting a New Ticket

1. Select the "Create New Ticket" tab after you've logged into <http://support.cpdtoronto.ca>
2. Begin your subject line with the course code (eg. SUR1601).
3. Enter your request in the text box.
4. Categorize* your request and provide a deadline when prompted.
5. Select Your Submission date and desired date for completion (deadline).
6. If necessary, attach any files (eg. Word documents, graphics request forms, etc.)
7. Click 'Submit Ticket' when finished.

Tickets Create New Ticket FAQs

CREATE NEW TICKET

Subject *

Description *

Category *

Priority *

Attachments
Choose Files No file chosen

SUBMIT TICKET RESET FORM

You will receive a standard acknowledgement email following your submission, and a notice once your ticket is closed.

[Ticket #2] Your Ticket has been created successfully
WordPress
Sent: Monday, September 12, 2016 at 4:06 PM
To: Mark Berkovich

Dear mark,

Thank you for contacting Support. Your ticket has been created Successfully!

Below are details of your ticket -

Subject: This is an example ticket.

Description:

This is an example ticket.

[Ticket #2] This is an example ticket.

WordPress

Sent: Monday, September 12, 2016 at 4:32 PM

To: matt@cpdtoronto.ca; Mark Berkovich

Below are details of ticket:

Subject: This is an example ticket.

Status: Closed

Category: Website

Priority: high

Description:

This is an example ticket.

*Ticket requests are automatically routed based on Category. See below for routing rules.

Category Name	Default Assignee
General	Mark Berkovich
Website General	Mark Berkovich
Eblast	Mark Berkovich
Social	Mark Berkovich
Website Program	Mark Berkovich
Creative Services	Teresinha Costa
Invoicing	Teresinha Costa
Accreditation Letter	Mark Berkovich