➡ Access Tracking System

Website: http://trac.apcointl.org/apcointl

* Can't log out (bug in software).

➡ Create a New Ticket

Click on **[New Ticket]**

Create New Ticket

Properties

Summary:

Reporter: lauren

Description:

B I A 🔗 ▦ — ¶ ↵   You may use WikiFormatting here.

Type: Edit   Priority: Minor change
Component: APCO Conference   Keywords:
Cc: Due Date:
MarComm: 1   Page URL:
Owner: < default >

☐ I have files to attach to this ticket

[Preview]   [Create ticket]

Summary	Short description of request, i.e., Change logo
Reporter	You
Description	Full description of what you need to have done. Err on the side of including MORE information than you think is necessary.

Type:

Defect Something's not working right

Edit Something - copy, image, link, etc. - needs to be changed on an existing page

New Something needs to be added – new content or new page

Priority:

Urgent Error in copy, broken link, extremely time-sensitive

Normal Copy edit, change link, change or add image

Lower Priority Fix as time allows

Needs Discussion Substantial changes to existing pages or request for new pages *

Long-term New projects, overhaul of site section*

* Major changes and long-term requests will be discussed in MarComm and assigned a priority by Derek and Meghan. Further discussions may be involved before we can provide an estimated date of completion.

Component:	APCO Conference | APCO Main Site | Broadband Summit | Global Alliance | Leaders Dinner | Other | PSAP | PSFA | Public Safety Alliance | Public Safety Communications | Tech Forum
Keywords:	Leave blank
CC:	You do not need to cc: anyone but you *may* include others to keep them informed about the change. Determine in your department how you want to do this. Everyone with a log-in can see a ticket; if you cc: them, they get all the emails as well.
	Add either user name/s (generally first name) or email address/es, separated by commas if there is more than one.
	You **do not** need to add anyone from Marketing. Holly and I get everything, and major changes of any sort will be presented to Meghan.
Due Date:	ONLY if there is an actual hard deadline.
MarComm:	Used by MarComm to record priorities an on major changes and long-term projects
Page URL:	REQUIRED! Second most important piece of information.
Owner:	Assigned by system

☐ I have files to attach to this ticket. (You will get the opportunity to attach a document after you submit the ticket.)

Click on **[Create ticket]**

Click on **[Choose file]**

Navigate to image/document on your computer. Click **[Open]**

[Add attachment]

Email Notifications

You will get an email notification from APCOINTL.ORG:TRAC <trac@nonameop.com> when you submit the ticket.


```
From:      APCOINTL.ORG:TRAC <do-not-reply@trac.apcointl.org>          Sent:  Wed 1/23/2013 3:1
To:
Cc:        Hollann Treber; Lauren Larson
Subject:   [APCO International Trac] #16: Change link for Harris logo

#16: Change link for Harris logo
--------------------------------------------------------------------
Reporter:   hollan
Owner:
Type:       Edit
Status:     new
Priority:   Minor change
Component:  Other
Keywords:
Due Date:
MarComm:    1
Page URL:   http
--------------------------------------------------------------------
Please CHANGE the link for the Harris logo on:

Corporate Partner Website - Platinum Corporate Partner – http://apcointl.org/commercial-community.html

APCO 2013 site - home page and sidebars

ADD the Harris logo to:

Silver Broadband Summit – Broadband Summit

Link to http://www.pspc.harris.com/

--
Ticket URL: <http://trac.apcointl.org/apcointl/ticket/16>
APCO International Trac <http://trac.apcointl.org/apcointl>
APCO International Trac
```

You will also get emails from APCOINTL.ORG:TRAC do-not-reply@trac.apcointl.org:

1) When the request is "accepted"
2) If we have a question about the project
3) When we have taken some action on the request
4) When it is closed, citing the resolution to the ticket

Click on the "Ticket URL:" link at the bottom of the email to go into tracking and respond.

You may also respond directly from your email account, but attachments must always be added from within the system.

View & Respond toTickets

Click on **[View Ticket]**

Select the relevant option, i.e. **(1) Active Tickets** or **(7) My Tickets**

Click on the ticket name to open it.

#16 new Edit

Opened 5 minutes ago

Change link for Harris logo

Reported by:	hollan	Owned by:	
Priority:	Minor change	Component:	Other
Keywords:		Cc:	
Due Date:		MarComm:	1
Page URL:	http://apcointl.org/commercial-community.html		

Description

Please CHANGE the link for the Harris logo on: ⌐ Reply   ⊣# Clone

Corporate Partner Website - Platinum Corporate Partner –
⇨ http://apcointl.org/commercial-community.html

APCO 2013 site - home page and sidebars

ADD the Harris logo to:

Silver Broadband Summit – Broadband Summit

Link to ⇨ http://www.pspc.harris.com/

▶ **Attachments** (0)

▼ **Add Comment**

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▣

You may use WikiFormatting here.

▶ **Modify Ticket**

Attachments ↑

[Preview]   [Submit changes]

You can:

1. Add a comment: Click [**Add Comment**]

2. Add an attachment: Click [**Attachments**]

If you need to modify something about the original ticket, add a comment that requests that modification.

When you are done, click **[Submit changes]**

Ticket following modifications.

Search

Click on **[Search]** or just enter search terms in the box beside the Search button.

NOTE: Uncheck ☐ Wiki

Search

Results (1 - 4 of 4)

#16: Edit: Change link for Harris logo (accepted)
Please CHANGE the link for the Harris logo on: Corporate Partner Website - Platinum Corporate Partner – http://apcointl.org/commercial-community.html APCO 2013 site - home page and sidebars ADD the Harris logo to: Silver Broadband Summit – Broadband Summit Li ...
By hollan — Jan 23, 2013 3:16:51 PM

#14: Edit: Add Sponsor to BBS (closed: Fixed)
Please add Kimball's logo to the BBS website as a Gold sponsor. Link to :http://www.lrkimball.com Logo attached.
By hollann — Jan 20, 2013 3:15:47 PM

#13: Edit: Please add AT&T as Platinum Patron (closed: Fixed)
... Logo attached.
By hollann — Jan 18, 2013 12:58:06 PM

#12: Edit: Apps on ETF site (accepted)
Design and add three apps being discussed at ETF to the ETF site. Create landing page. On ETF by COB 1/18 GRO provide changes by COB 1/22 Changes to site 1/23 Live 1/24 After it goes live, add to Sessions.
By lauren — Jan 17, 2013 9:56:44 AM

Items that have the number crossed out are CLOSED.

Processing

Generally, the timing is based on the type of changes and the priority you assign it, as well as whether you provided all the necessary information:

Urgent   ASAP, if all information is provided

Normal   Within 48 hours (counting business days only)

Major change   Depends on the project. It will be assigned a priority by Derek and Meghan. We will then look at the schedule and respond with an estimated date of completion.

Long-term   Also depends on the project. It will be assigned a priority by Derek and Meghan Further discussions may be involved before we can provide an estimated date of completion.

You will get emails from APCOINTL.ORG:TRAC when actions are taken on your request.

Closed Tickets

Generally, you should create a new ticket instead of add on to a closed ticket. It may be helpful to refer to a prior tickets number if the request is similar to that previous ticket. You can see closed tickets by selecting the report under View Tickets called: **{6} All Tickets (Including closed)**

Available Reports

Return to Last Query

Custom Query

SQL reports and saved custom queries

{1} Active Tickets

{2} Active Tickets by Version

{3} Active Tickets by Milestone

{4} Accepted, Active Tickets by Owner

{5} Accepted, Active Tickets by Owner (Full Description)

{6} All Tickets (Including closed)

{7} My Tickets

{8} Active Tickets, Mine first

{10} Active tickets with MarComm priority