

A Quick Guide to the CBS Ticket Tracking (CTT) System

The CTT is the primary, preferred way for you to communicate Support issues to CBS. It is a password-protected way to report information to CBS; however, you should not place any personally identifying information in the areas mentioned in red in these instructions.

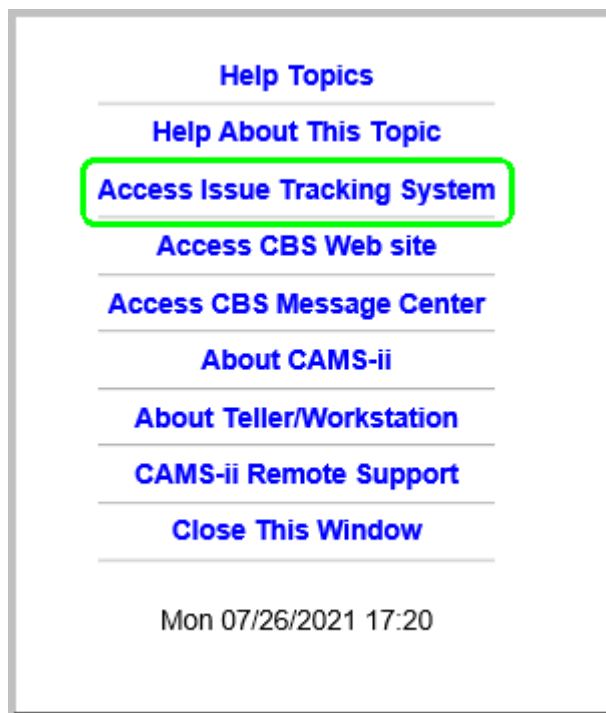
How do I Get Access to the CTT?

1. Your credit union leadership must submit your name, email address, office phone number, and issue access (all credit union issues or only your individual issues) via the CTT.
2. The CTT creates an email with the password for you to use for your initial login.

How do I Submit an Issue to CTT?

1. On the Level One menu, click **Help**. The Help menu appears.
2. Click the **Access Issue Tracking System** link.

Note: If you don't have CAMS-ii available, you can access the login screen from an Internet browser by typing <https://support.cuconnections.com> in the Address section of the Internet browser.

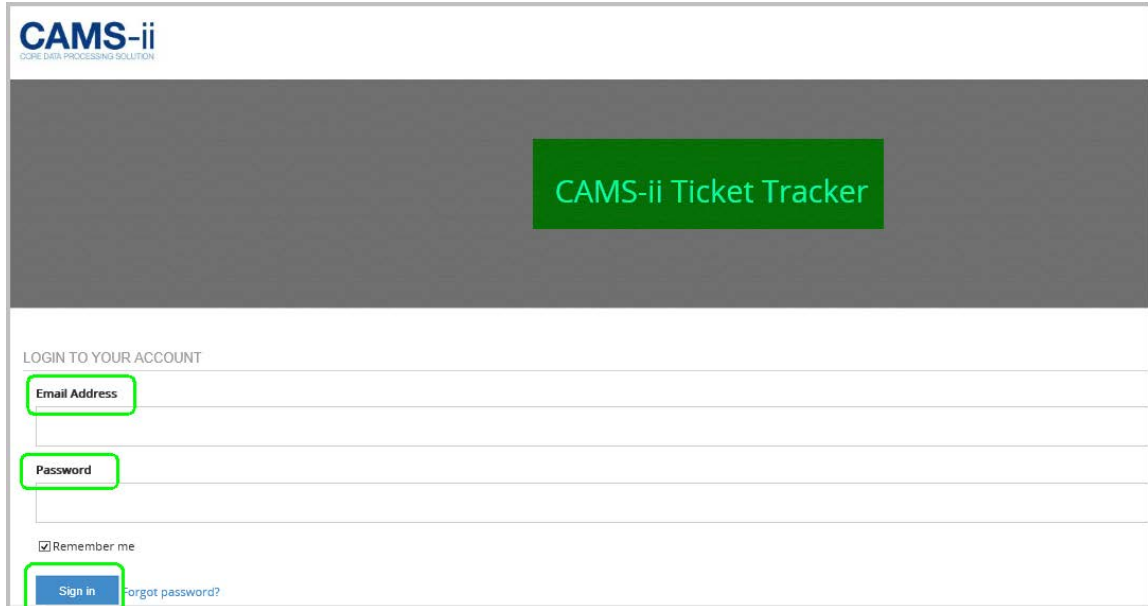


3. From the CAMS-ii Ticket Tracker screen:

- a. In the **Email Address** text box, type the email address that you used to register for CTT.
- b. In the **Password** text box, type the password that you received by email.

Note: If you cannot find the password email, please check your Junk and SPAM folders.

4. Click **Sign in**.



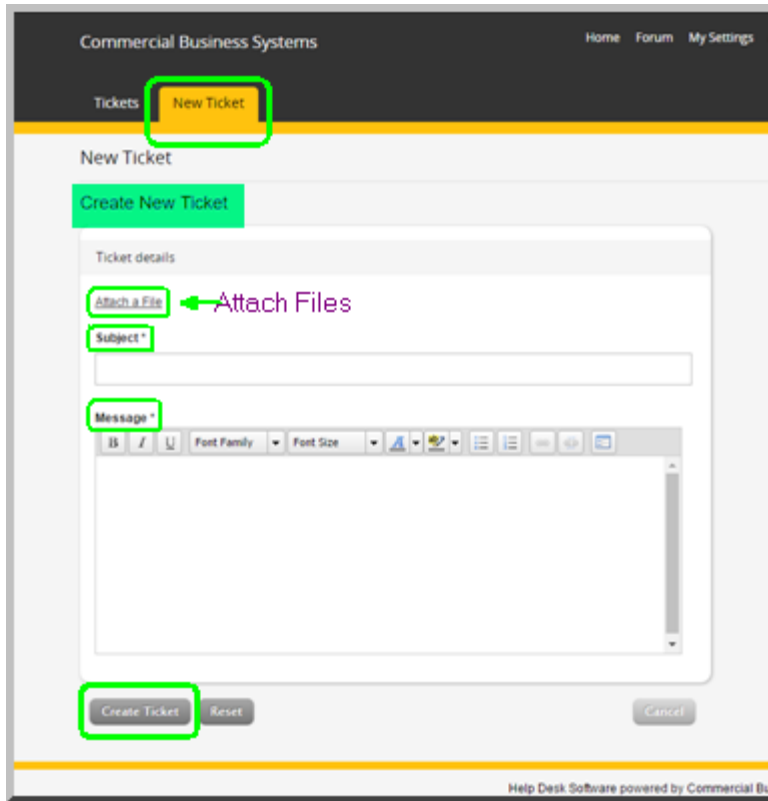
The screenshot shows the CAMS-ii Ticket Tracker login interface. At the top left is the CAMS-ii logo with the tagline 'CORE DATA PROCESSING SOLUTION'. In the center, there is a green button labeled 'CAMS-ii Ticket Tracker'. Below this is a section titled 'LOGIN TO YOUR ACCOUNT'. It contains two input fields: 'Email Address' and 'Password', both highlighted with green boxes. Below the password field is a checkbox labeled 'Remember me'. At the bottom of the login section is a blue 'Sign in' button, also highlighted with a green box, and a link for 'forgot password?'.

5. Click the **New Ticket** tab at the top of the page. The New Ticket screen appears.
6. In the **Subject** text box, type a brief subject for the issue.

IMPORTANT: Do not enter any member information (names, account numbers, credit card numbers, and so forth) in the **Subject** text box. Any information entered here can appear in the CTT emails and they could be compromised. Provide member information only in the **Message** text box.

7. In the **Message** text box provide the Who? What? Where? How? and When? (as applicable) for the issue, providing applicable member information here.
8. You can attach files (screen captures, reports, logs, emails, and so forth).

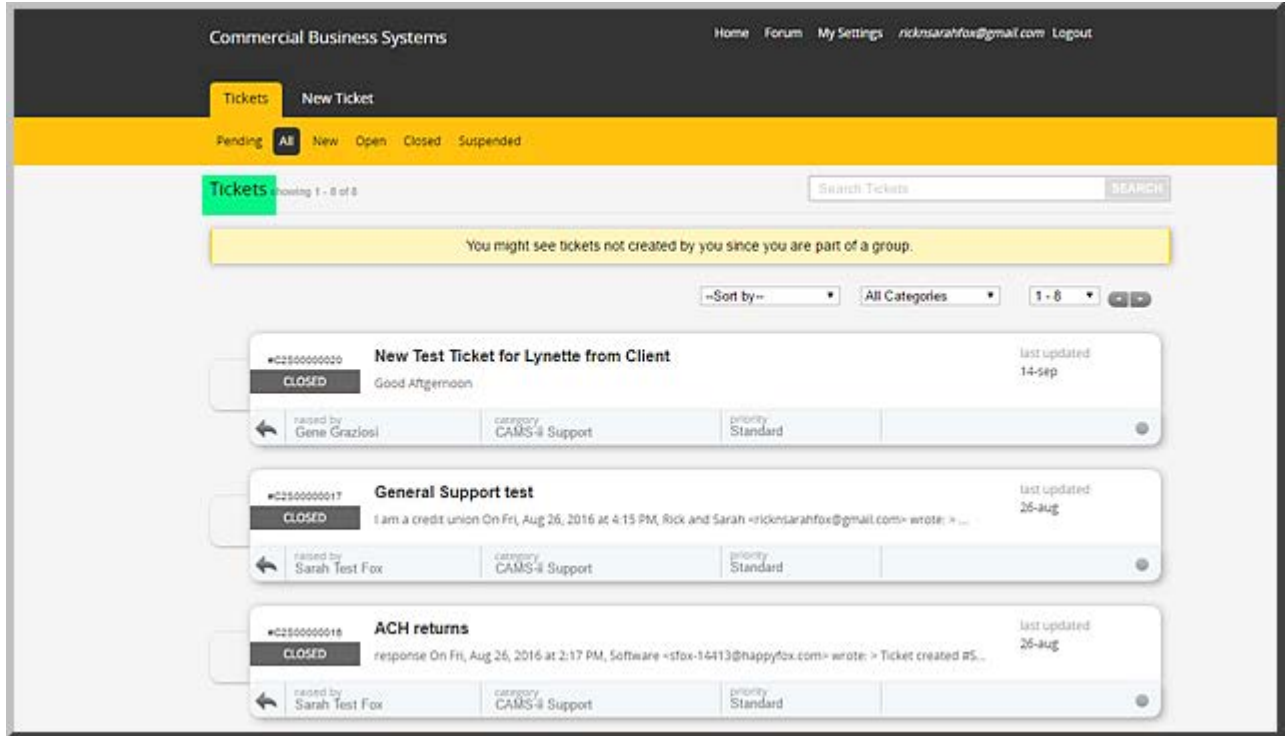
Note: To add attachments after initial ticket entry, log in to CTT rather than using the email response feature.



9. The CTT creates and sends an email that notifies you with the Issue Number. In addition, the CTT sends an email whenever CBS updates your ticket.

Note: Preferably, log in the CTT to respond to any inquiries from CBS or provide more information instead of responding using a reply to the CTT email.

IMPORTANT: Don't put any member information (names, account numbers, credit card numbers, and so forth) in any emails.



10. Finally, if CBS Support closes a ticket, and you need to enter additional information or have questions regarding the resolution, your closed ticket is automatically reopened by the system and CBS Support is alerted.