

# Forwarding Technical Issues to the TSC

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Sometimes we receive emails for technical issues, such as receiving an error message when trying to log in to an application. When we receive these emails, we need to open a ticket in ServiceNow on behalf of the user who emailed us.

1. Go to ServiceNow (**Advisor Access > Support > Technology Support > ServiceNow**).
2. Click the **Something's Broken** tile.
3. In the Open on Behalf of field, enter the name of the user who emailed us.

**Something's Broken**

Please describe the nature of your issue in the fields below. Upon receipt, the service desk will categorize and prioritize your incident at which time you will receive an automated email with the details of that update.

**Open on Behalf of**

More information

Enter the name of the user who emailed us.

**Short Description**

More information

**Please Describe Your Issue Below**

More information

4. In the Short Description field, enter a brief description of the issue.
5. In the Please Describe Your Issue Below field, copy and paste the body of the email.
6. Click **Submit**.
7. Reply to the user's initial email using the following text as a template:

Hello <User's Name>,

I'm sorry that you are having trouble with <XYZ issue>.

I have opened a ticket on your behalf using [ServiceNow](#). You should receive an automated email from ServiceNow with your incident number, which you can use to track your issue as it is being resolved. Someone in the TSC will contact you regarding this issue. If this issue is urgent, you can call the TSC directly at (123) 456-7899.

Thank you,

<Your Name>