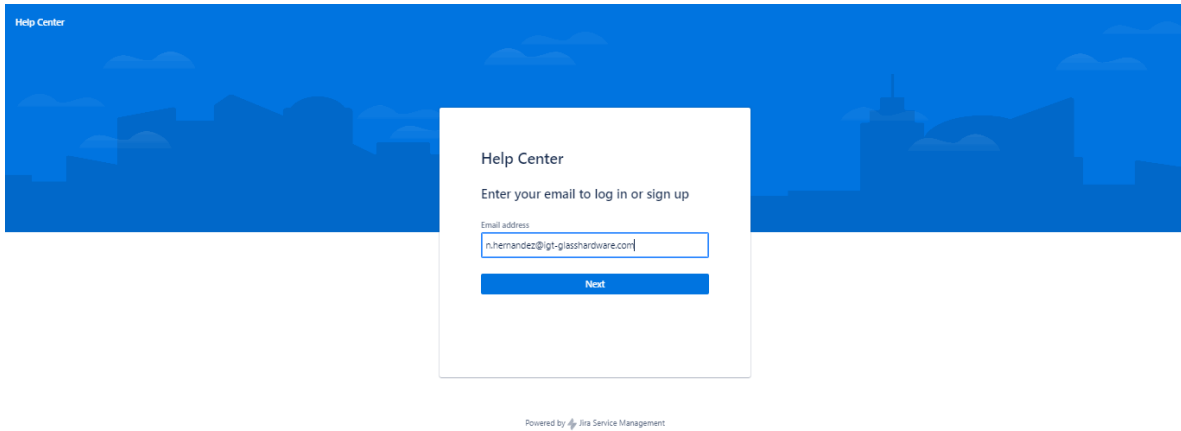


## Steps Report a bug or Suggest a new feature.

### Link Acceso.

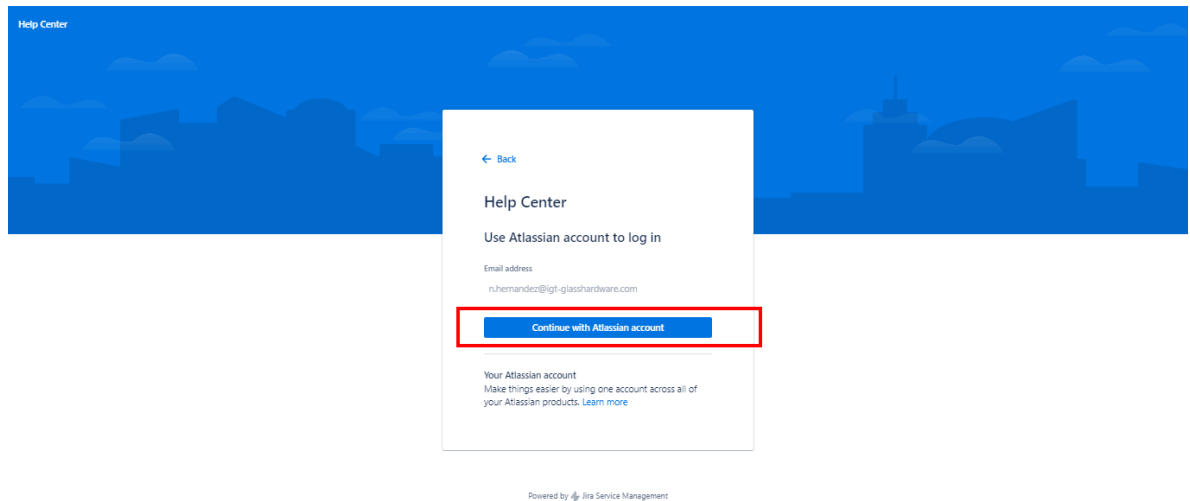
<https://igtglass.atlassian.net/servicedesk/customer/portal/3>

#### 1. You must add corporate email.



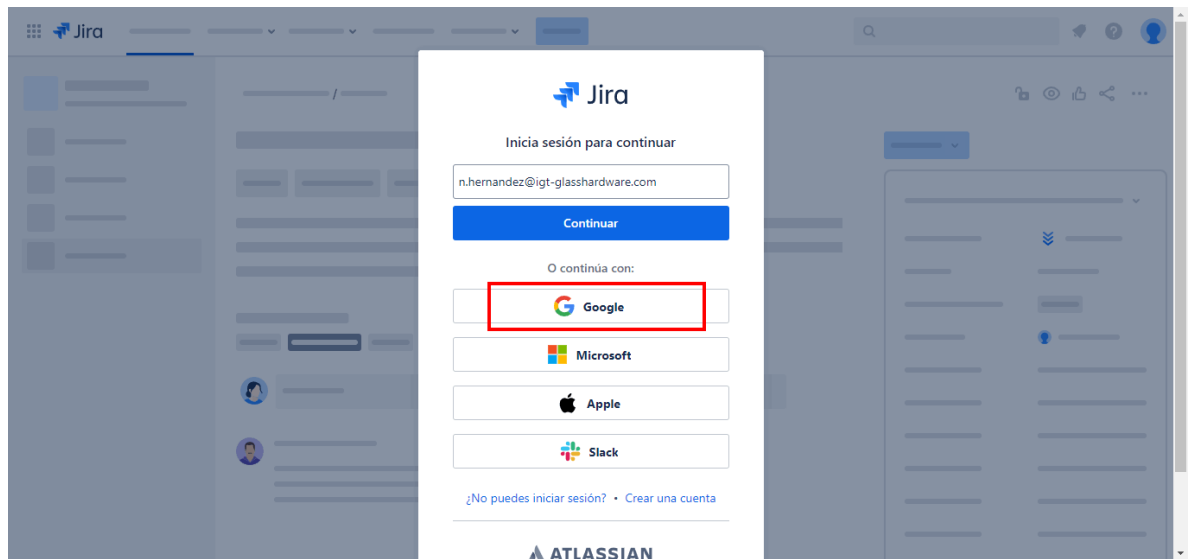
The screenshot shows a white login form centered on a blue background with a city skyline. The form is titled "Help Center" and asks the user to "Enter your email to log in or sign up". There is an "Email address" label above a text input field containing "n.hernandez@igt-glasshardware.com". Below the input field is a blue button labeled "Next". At the bottom of the page, it says "Powered by Jira Service Management".

#### 2. You advance to the next step by clicking on Continue with Atlassian account.

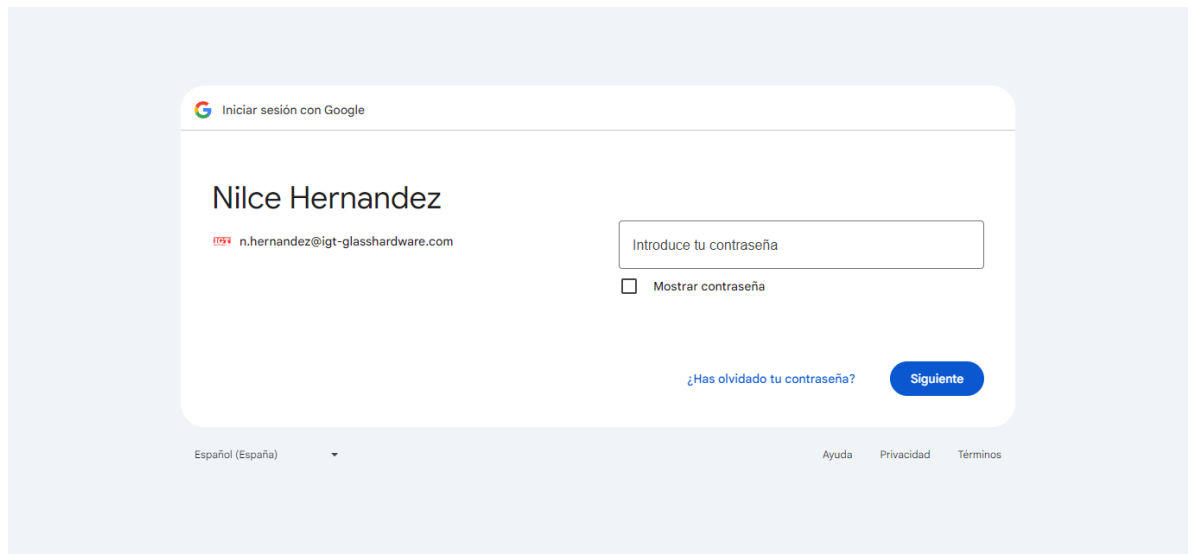


The screenshot shows the same white login form as in the previous step. It now includes a "← Back" link at the top left. The text "Use Atlassian account to log in" is displayed above the email input field. The "Continue with Atlassian account" button is highlighted with a red rectangular box. Below the button, there is a section titled "Your Atlassian account" with the text "Make things easier by using one account across all of your Atlassian products. [Learn more](#)". At the bottom of the page, it says "Powered by Jira Service Management".

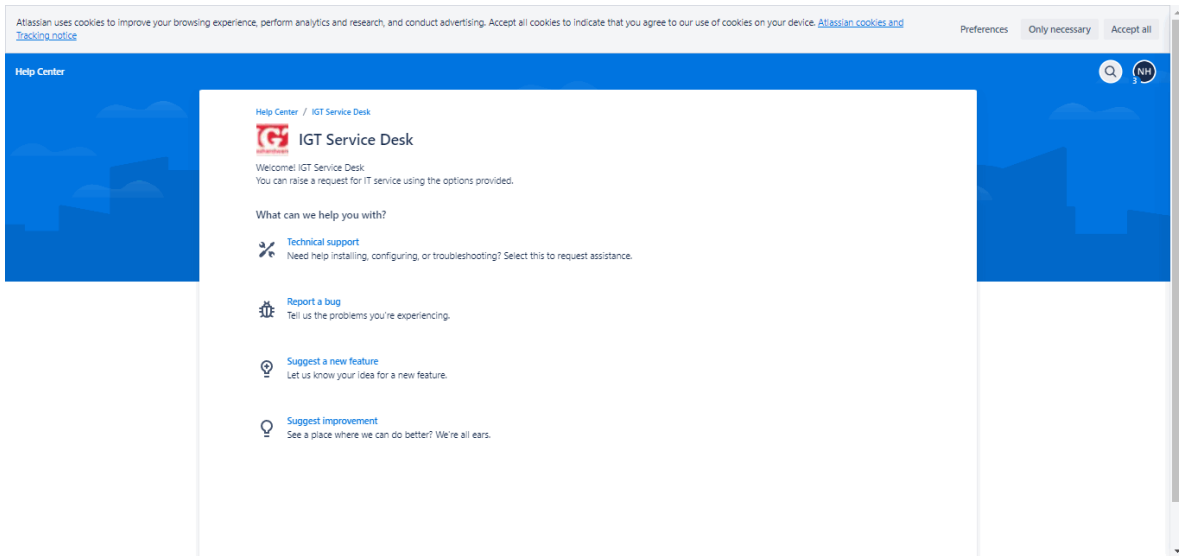
### 3. Select Google Option.



### 4. Add your password.



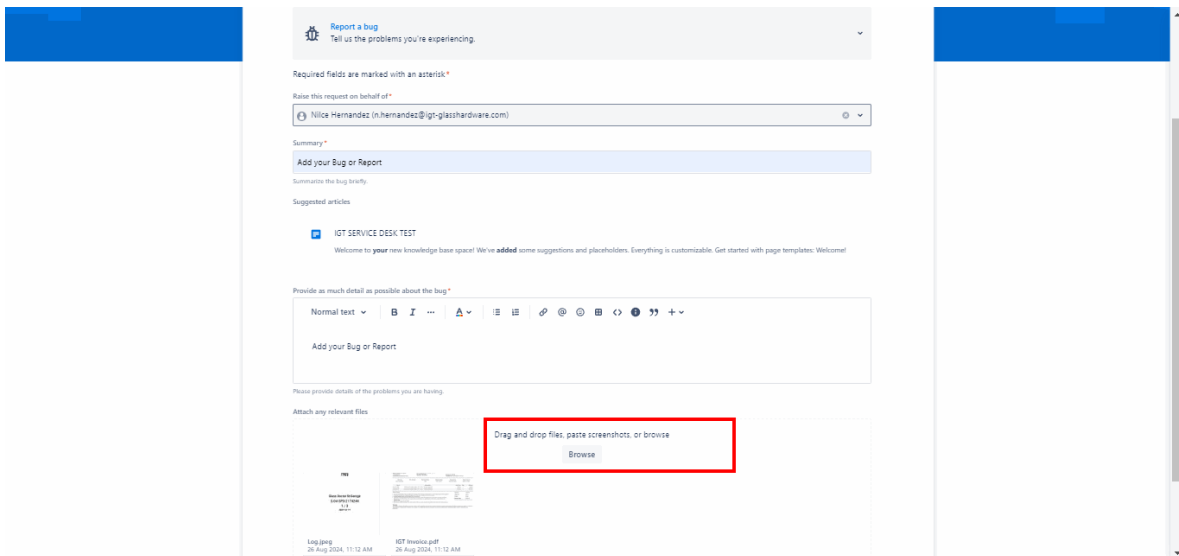
## 5. You can raise a request for IT service using the options provided.



The screenshot shows the IGT Service Desk help center page. At the top, there is a cookie consent banner. Below it, the page title is "Help Center / IGT Service Desk". The main heading is "IGT Service Desk" with a logo. Below the heading, there is a welcome message: "Welcome! IGT Service Desk. You can raise a request for IT service using the options provided." The page lists four options for help:

- Technical support**: Need help installing, configuring, or troubleshooting? Select this to request assistance.
- Report a bug**: Tell us the problems you're experiencing.
- Suggest a new feature**: Let us know your idea for a new feature.
- Suggest improvement**: See a place where we can do better? We're all ears.

## 6. Add your requirement, you can also add images and documents.



The screenshot shows the "Report a bug" form in the IGT Service Desk. The form is titled "Report a bug" and includes a dropdown menu for "Tell us the problems you're experiencing". Below the title, there is a field for "Raise this request on behalf of\*" with the email address "Nilsa Hernandez (n.hernandez@igt-glasshardware.com)". The form has a "Summary\*" section with a sub-heading "Add your Bug or Report" and a text area for "Summarize the bug briefly". There is a "Suggested articles" section with one article titled "IGT SERVICE DESK TEST". Below this, there is a rich text editor for "Provide as much detail as possible about the bug\*" with a toolbar and a text area. At the bottom, there is a section for "Attach any relevant files" with a "Browse" button highlighted by a red box. The form also shows a list of attachments: "Log.jpeg" (26 Aug 2024, 11:12 AM) and "IGT Invoice.pdf" (26 Aug 2024, 11:12 AM).

What can we help you with?

**Report a bug**  
Tell us the problems you're experiencing.

Required fields are marked with an asterisk\*

Rate this request on behalf of\*

Nicole Hernandez (n.hernandez@igt-glasshardware.com)

Summary\*

Add your Bug or Report

Suggested articles

**IGT SERVICE DESK TEST**  
Welcome to your new knowledge base space! We've added some suggestions and placeholders. Everything is customizable. Get started with page templates. Welcome!

Provide as much detail as possible about the bug\*

Normal text | Bold | Italic | Text color | Paragraph | Bulleted list | Numbered list | Link | Unlink | Image | Video | Code | Quote | More

Add your Bug or Report

Please provide details of the problems you are having.

Attach any relevant files

Drag and drop files, paste screenshots, or browse

Browse

**Send** Cancel

## 7. Your report was made correctly, It will be attended to by the technology area.

Help Center

Help Center / IGT Service Desk / ISDT-11

### Add your Bug or Report

**NH** Nicole Hernandez raised this on Today 12:16 PM [Hide details](#)

Provide as much detail as possible about the bug

Add your Bug or Report

Activity

**NH** Nicole Hernandez Today 12:16 PM

IGT Invasi.u.pdf  
24 Aug 2024, 11:13 AM

Log.pptx  
24 Aug 2024, 11:12 AM

**NH** Add a comment

Status: **OPEN**

Notifications on

Request type: Report a bug

Shared with: Nicole Hernandez (Creator)

Share

Powered by Jira Service Management

**8. A notification will arrive to the registered email confirming the creation of the case.**

