How do I use the RT system?

CSIRO SC use the RT request tracking system to manage user problems. Here is some local documentation on using the RT system.

RT system User Guide

What is the Request Tracker System?

RT is a ticketing system which enables a group of people to efficiently manage tasks, issues, and requests submitted by a community of users.

RT manages key tasks such as the identification, prioritization, assignment, resolution and notification required by a helpdesk.

People can submit requests either by accessing the RT server's URL or by sending email to the RT's email alias.

Working with email

Sending a request to RT

- DO NOT send email to individual staff members. They may be away. They may not be the appropriate person to give you a correct or quick response. Always use the hpchelp@csiro.au address, which ensures that all support staff are notified.

An automated response from RT

- By sending a message to the RT system, you WILL get an automatic response with a RT #nnnn ticket number, and can then track progress. For example:

  To: abc123@csiro.au
  Subject: [aschelp #123] AutoReply: Problem with cluster
  From: ASC Support via RT [hpchelp@csiro.au]

  Greetings,

  This message has been automatically generated in response to the creation of a trouble ticket regarding:
  "Problem with cluster",
  a summary of which appears below.

  There is no need to reply to this message right now. Your ticket has been assigned an ID of [aschelp #123].

  Please include the string:

  [aschelp #123]

  in the subject line of all future correspondence about this issue. To do so, you may reply to this message.

  Thank you,
  hpchelp@csiro.au

- Further correspondence concerning the same problem can be submitted via the web site or by an email with a subject line containing the ticket number in square brackets.

Examples:
- If you omit the [aschelp #nnnn] then the system will take it to be a new request and will allocate another number. Support staff will then have to “merge” the requests, and they will be counted separately.

Replying and updating an RT ticket

When replying to a ticket, please use ‘Reply’ only and not ‘Reply to All’. The RT system will distribute the email to the appropriate support staff.

- When replying to a ticket, you do not need to include the previous correspondence in your message, as RT maintains a history of all correspondence. It’s better not to include previous correspondence, as it makes it harder to follow. If you *have to* include previous correspondence, then keep it brief and put it at the end of your message.

Logging In to RT

The RT web interface can be accessed at https://rt.hpsc.csiro.au Use your nexus id/password to login.

You must be browsing from a CSIRO machine to be allowed access.