

Using the ticketing system

An online ticketing system is used to request changes to our web pages.

All web content requests or queries should be made through the ticketing system, including the addition of and changes to calendar events, images, files, noticeboard entries, etc. Some Branches/Groups/Divisions submit issues by e-mailing [member services](#) (Branches) or the [Science Support Officer](#) (Groups and Divisions) as intermediates, who then input to the ticketing system.

The ticketing system

You can log into the ticketing system at www.iop.org/websupport.

Once you have clicked on the link “[Access the ticketing system](#)”, you will see the following login screen:

Please logon to have full access to the support pages
If you have problem logging in see the login help.

Secure login to VisionProject

Username:

Password:

Login automatically:

Login

[:: Forgot password? ::](#) [:: About VisionProject ::](#) [:: Add to favorites ::](#)

You can then log in using your Branch/Group/Division login details. If you do not have these details, please contact [member services](#) (Branches) or the [Science Support Officer](#) (Groups and Divisions).

Once you have logged in, you are presented with the following screen:

<h3>Issue Tracking System</h3> <p>The issue tracking system allows you to raise new issues and view the status of existing issues which you have previously raised. It enables you to report faults with the site, monitor the progress of your work requests and generally correspond with the Web Team in a structured way.</p> <ul style="list-style-type: none">• Raise/View Issues.	<h3>Forums</h3> <p>The forums allow you to discuss and provide feedback on this support website and the www.iop.org website in general.</p> <ul style="list-style-type: none">• View Forums
<h3>Document Library</h3> <p>The document library allows you to access documentation relevant to the management of the www.iop.org website.</p> <ul style="list-style-type: none">• View Document Library	<h3>Knowledge Base</h3> <p>The knowledge base contains information useful to the management of the www.iop.org website. Articles can be located either via the topic based navigation system or the integrated search engine.</p> <ul style="list-style-type: none">• View Knowledge Base

Here you can choose four options:

1. Document library

The document library allows you to access documentation relevant to the management of the [IOP website](#).

2. Forums

The forums allow you to discuss and provide feedback on this support website and the **[www.iop.org](#)** website in general.

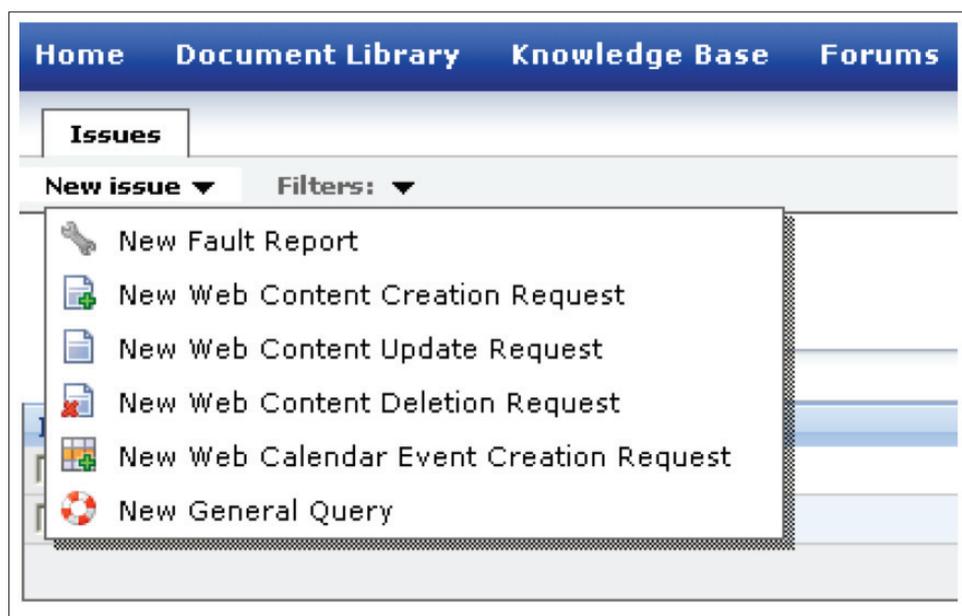
3. Knowledge base

The knowledge base contains information useful to the management of the **[www.iop.org](#)** website.

4. Issue tracking system

The issue tracking system allows you to raise new issues and view the status of existing issues that you have previously raised. It enables you to report faults with the site, monitor the progress of your work requests and generally correspond with the web team in a structured way.

To request any changes to your content on the IOP website, please choose the “issue tracking system”, by selecting “Raise/View Issues”.



From here you can choose the appropriate option and submit an issue.

Please note that all of the templates for submitting issues are identical apart from “New Web Calendar Event Creation Request”, which is a form and is essential if you wish to add an event to the calendar.

On all templates, required fields are marked with asterisks.

The “title” field in each template is equivalent to an e-mail “subject” field.

The “noticeboard” field allows you to request the update to be highlighted on your noticeboard. See the [noticeboard section](#) for more information on noticeboards.

Noticeboard Text
(10 words max):

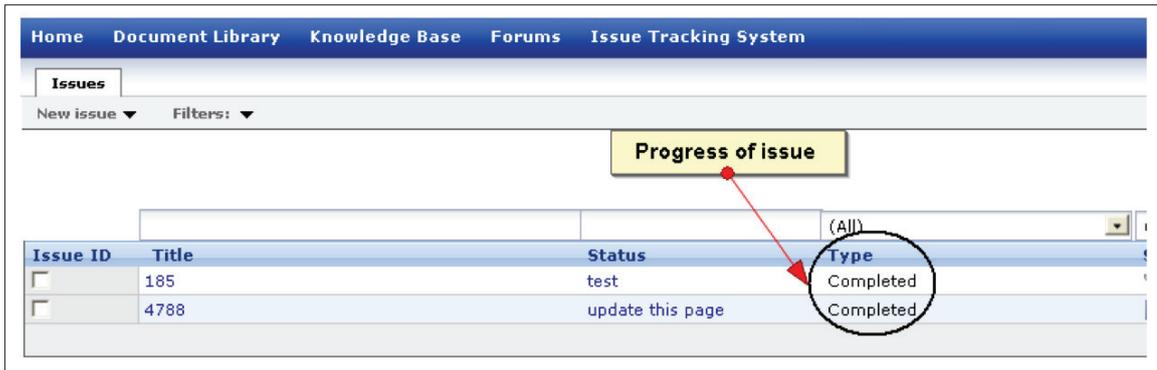
Files such as images or documents can be attached to an issue.

You can send us requests for content updates in a way that is suitable to you. For example, you may choose to describe in detail what update a page requires or you may simply copy and paste the text from the current page, make the relevant changes in a word editor of your choice, and ask us to update the whole page with new text.

Once you have completed an issue, please press the “save” button to register your issue.

Progress of issues

You can log into the ticketing system at any time and check the progress of your issue.



The screenshot shows the 'Issue Tracking System' interface. At the top, there are navigation links: Home, Document Library, Knowledge Base, Forums, and Issue Tracking System. Below this is a tab labeled 'Issues'. A 'New issue' dropdown and a 'Filters:' dropdown are visible. A yellow box labeled 'Progress of issue' has a red arrow pointing to the 'Type' column of a table. The table has columns for 'Issue ID', 'Title', 'Status', and 'Type'. Two rows are shown: one with ID 185 and Title 'test', and another with ID 4788 and Title 'update this page'. Both have a 'Completed' status. The 'Type' column for the second row is circled in black.

Issue ID	Title	Status	Type
185	test	Completed	Completed
4788	update this page	Completed	Completed

You can also see all previously submitted issues, whether completed or not. The ticketing system keeps a complete record of all issues submitted by you.



The screenshot shows the 'Issue Tracking System' interface. At the top, there are navigation links: Home, Document Library, Knowledge Base, Forums, and Issue Tracking System. Below this is a tab labeled 'Issues'. A 'New issue' dropdown and a 'Filters:' dropdown are visible. The 'Filters:' dropdown is open, showing three options: 'All issues', 'Open issues', and 'Closed issues'. Below the dropdown is a table with columns for 'Issue ID', 'Title', and 'Status'. Two rows are shown: one with ID 185 and Title 'test', and another with ID 4788 and Title 'update this page'.

Issue ID	Title	Status
185	test	
4788	update this page	

You can also click on each issue and look at the “issue history log”.



The screenshot shows the 'Issue history log' for an issue. At the top, there are navigation links: Home, Document Library, Knowledge Base, Forums, and Issue Tracking System. Below this is a tab labeled 'Issues'. A 'New issue' dropdown and a 'Filters:' dropdown are visible. The 'Filters:' dropdown is open, showing three options: 'All issues', 'Open issues', and 'Closed issues'. Below the dropdown is a table with columns for 'Issue ID', 'Title', and 'Status'. Two rows are shown: one with ID 185 and Title 'test', and another with ID 4788 and Title 'update this page'.

Issue ID	Title	Status
185	test	
4788	update this page	

This allows you to see in detail any comments from you or the assigned developer that relate to open or closed issues and the exact dates and times these were left.

E-mail notifications

You can choose to set up e-mail notifications so that you are notified about the progress of the issue in your e-mail account. This can be done through the [Phyemail forwarding service](#). Please see [Phyemail FAQs](#) for more information on how to set up your personal e-mail account to receive Phyemail e-mails.