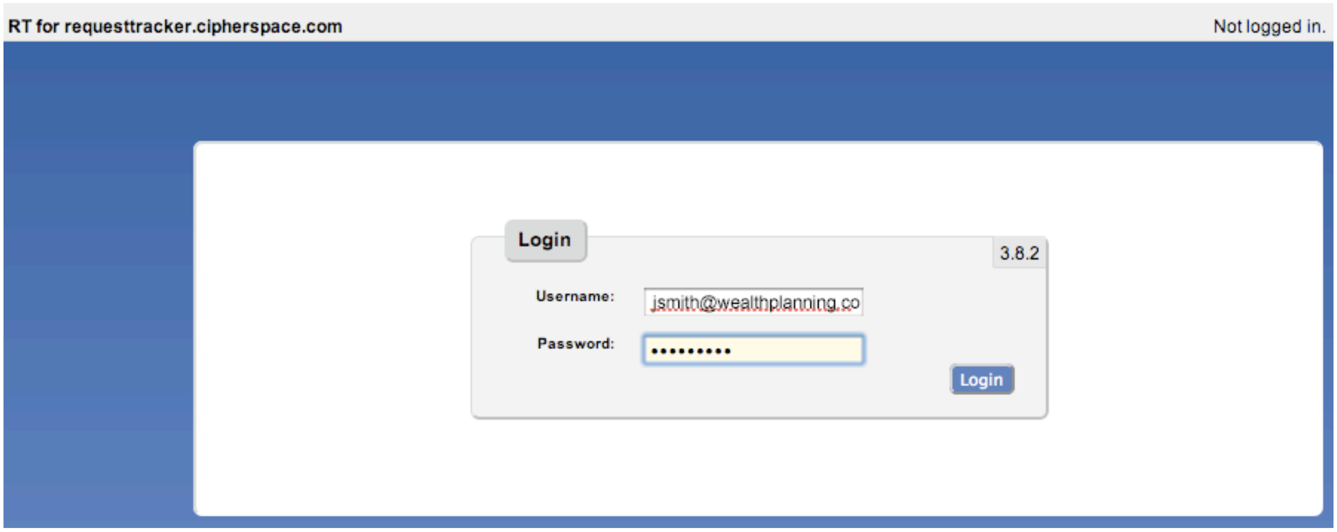
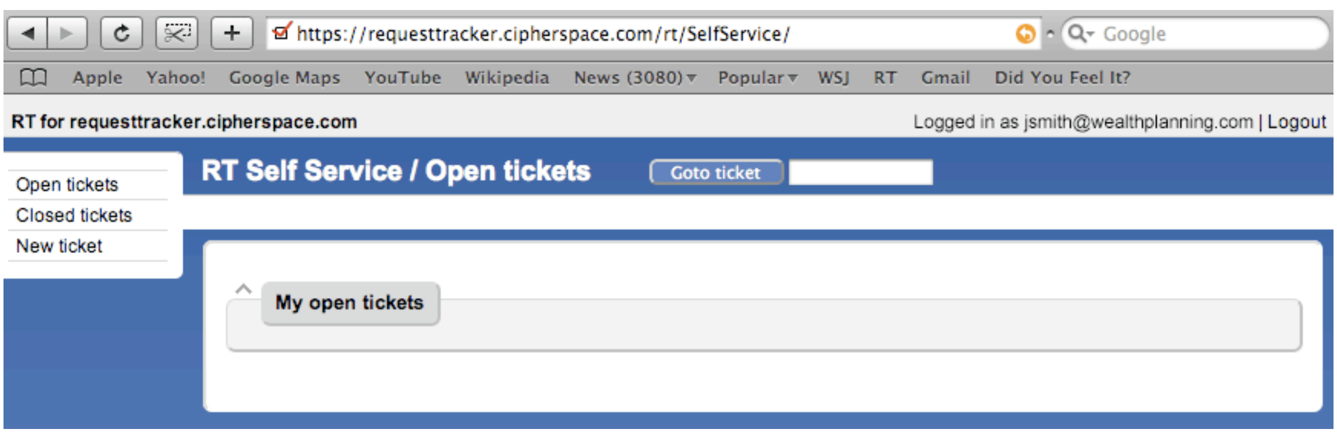
How to create an RT ticket

Step 1: Go to the support portal by going to the URL: http://isupport.wealthplanning.com

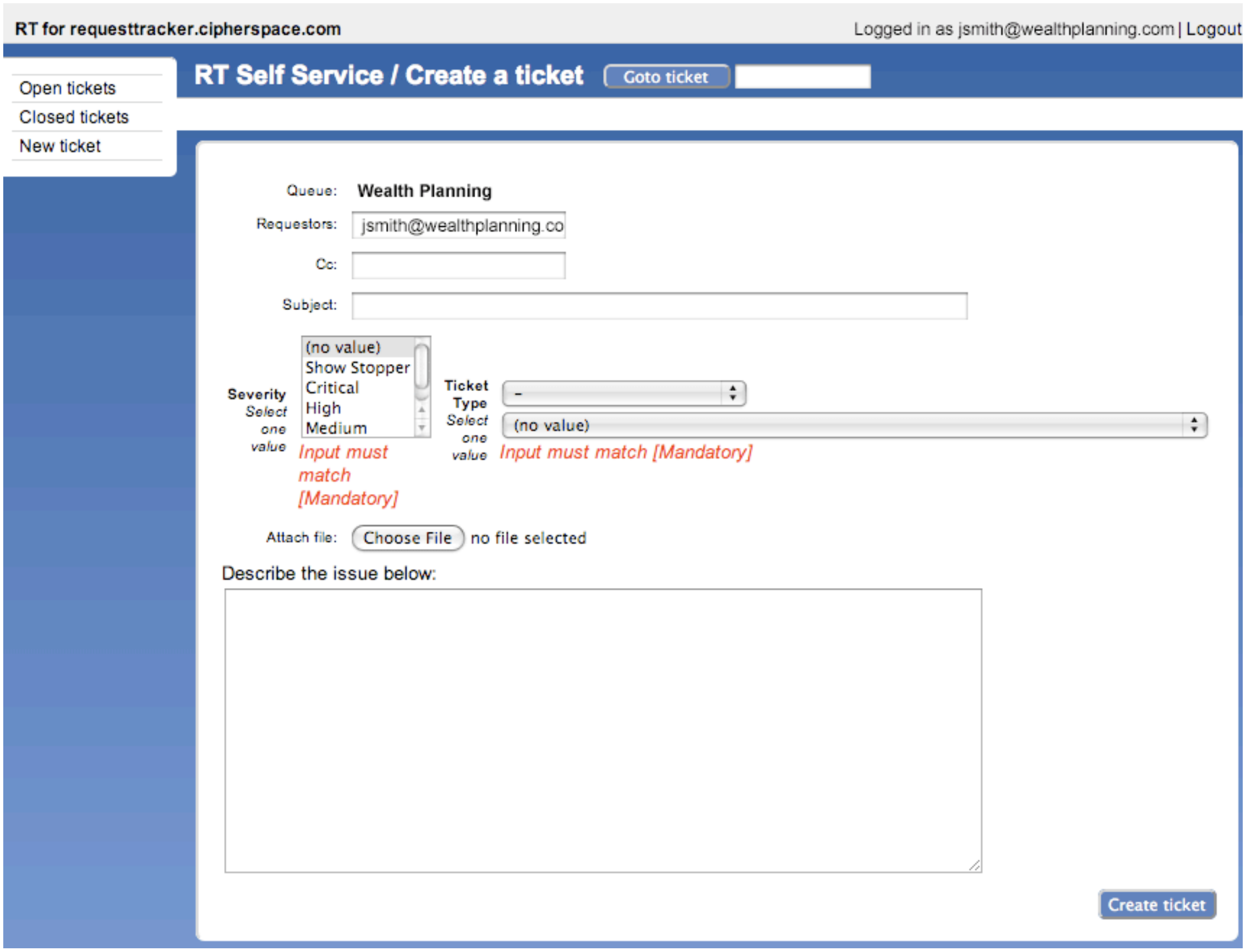
Step 2: Click on the "Request Tracker" link to go to the Request Tracker login page. Login using your Wealth Planning email address and your email password.



Step 3: Request Tracker Home page



Step 4: Click on the "New ticket" link on the left to create a new ticket and choose the Wealth Planning queue



Step 5: Enter the required information and click on the "Create" button. Be sure to choose the appropriate Ticket Type and an appropriate "Severity" for what you are reporting. Subsequently, you will be able to come back to this same ticket and track its progress.