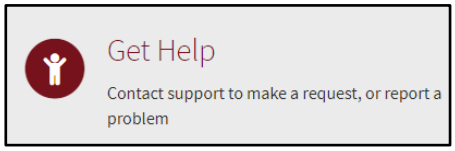
Entering a Cheetah SNOW Ticket

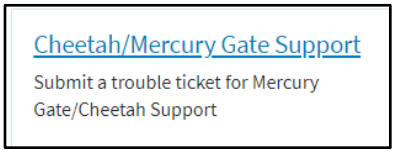
Use this guide to create a SNOW ticket when having a Cheetah issue. Please note that all fields with a * red asterisk are required.

Logging Into SNOW

1. Log into the PODS intranet at https://wearepodsintranet.pods.com/
2. Click the IT Service Desk (SNOW) button.
3. From the landing page, choose 'Get Help', then the 'Cheetah/Mercury Gate Support' option.







Creating the Ticket

1. *Is the whole market down? – If yes is selected you will be prompted to call the Service Desk at 866.310.6811
2. *Who is experiencing the issue – The individual who is affected by the issue being reported
3. *Contact info – The email of the user experiencing the issue. Enter the same in Username affected later in the form
4. *Which Application are you having an issue with? – Asset Manager, Mobile App, Web Editor, Service Desk
5. *Do you already have access to the application? – If you select no you will be prompted to submit an access request
6. *Market Affected - The market that is experiencing the issue
7. *What URL are you using – This will be the web address of the application you selected above
8. Driver Affected – The Driver Number needs to be entered if Mobile App was selected above
9. *When did the problem start – Enter date of first occurrence
10. Username affected – (Not for Mobile) this will be the email address entered in contact info above
11. *What is the actual result – Describe what the problem is
12. What is the Route number that is having the issue – If more than one route is having an issue provide one example route number here
    a) Move or Order Number should also be entered into the *Describe the steps to replicate this issue.. field, so the issue can be identified as route based or order based (Cheetah or PODS)
13. *What is the expected result – Describe what should have occurred instead of the error you got, or issue you are having
14. Upload: The file you upload should be a Full screen print – From top left of the screen to bottom right including the date and time

Entering a Cheetah SNOW Ticket

a) If there is an Error message – This should be part of the Full Screen Print

15. *Describe steps to replicate issue, description of issue – Give the steps to recreate the issue you are having. If it is an intermittent issue describe the best you can
16. After entering all the required information click the Submit button in the top right corner of the screen

