## Panduan Ticketing ke Microsoft

- 1. Masuk ke halaman Portal Azure melalui link berikut <u>https://portal.azure.com/</u> dengan akun <u>sso@365.telkomuniversity.ac.id</u>
- Jika sudah berhasil login, klik pada ikon help (?) seperti dibawah ini. Kemudian pilih pada bagian Help + support untuk masuk ke halaman ticketing

Service health         ▲ An Azure service issue impacted resources in your subscription. View outage details         Support resources         ■ Ask the Azure community □         ● Explore Azure documentation □         ● View billing FAQs □         ✓ Visit Quickstart Center		
<ul> <li>An Azure service issue impacted resources in your subscription. View outage details</li> <li>Support resources</li> <li>Ask the Azure community 2</li> <li>Explore Azure documentation 2</li> <li>View billing FAQs 2</li> <li>Visit Quickstart Center</li> </ul>		Service health
Support resources         Ask the Azure community I         Explore Azure documentation I         View billing FAQs I         Visit Quickstart Center		An Azure service issue impacted resources in your subscription. View outage details
<ul> <li>Ask the Azure community 2<sup>2</sup></li> <li>Explore Azure documentation 2<sup>2</sup></li> <li>View billing FAQs 2<sup>3</sup></li> <li>Visit Quickstart Center</li> </ul>		Support resources
<ul> <li>i) Explore Azure documentation □</li> <li>i) View billing FAQs □</li> <li>ii) Visit Quickstart Center</li> </ul>		Ask the Azure community 🖸
<ul> <li>O View billing FAQs ☐</li> <li>✓ Visit Quickstart Center</li> </ul>		● Explore Azure documentation
🚀 Visit Quickstart Center		O View billing FAQs ☐
		🚀 Visit Quickstart Center
		Need more help?
Need more help?	,	Visit the help and support center to create and manage support requests and support plans.
Need more help? Visit the help and support center to create and manage support requests and support plans.		Help + support

3. Kemudian klik pada "Create a support request" untuk membuat support ticketing



4. Untuk problem description, pada issue pilih Azure Services. Pada Issue type pilih Subscription Management. Kemudian pilih Azure for Students pada Subscription.

vew support request		
1. Problem description 2. Recommen	ded solution 3. Additional details 4. Review + create	
Tell us your issue, and we'll help yo	ou resolve it.	
Provide information about your billing, sub advice).	scription, quota management, or technical issue (including requests for technica	al
What is your issue related to? *	Azure services	$\sim$
Azure services include products like Vir Billing, Subscription Management, Quo Enterprise Mobility + Security includes Azure Active Directory (Premium and B Advanced Threat Protection. Technical :	tual machines, Storage. <u>See all 100+ services for Azure</u> 더. Choose this option for any ta increase, or Enrollment administration requests. support for the following services only: asic), Microsoft Intune, Azure Information Protection, Cloud Application Security, and support for these services is included with your subscription.	
lanua kura w	Subscription management	$\sim$
issue type *		

 Kemudian ketik Not eligible for a free Azure account pada Summary. Untuk Problem type, pilih Purchase Sign Up or Upgrade Issues. Untuk Problem Subtype, pilih Unable to sign-up for subscription.

Summary *	Not eligible for a free Azure account	
Problem type *	Suggestions	
	Not eligible for a free Azure account	
Next	Not eligible for an Azure account	
Summary *	Not eligible for a free Azure account	
Summary * Problem type *	Not eligible for a free Azure account Purchase, sign up or upgrade issues	~
Summary <b>*</b> Problem type <b>*</b> Problem subtype <b>*</b>	Not eligible for a free Azure account Purchase, sign up or upgrade issues Unable to sign-up for subscription	

6. Jika muncul penjelasan solusi seperti ini, cukup klik X pada kanan atas untuk melanjutkan submit ticketing



7. Kemudian pilih Next pada bagian Recommended Solution



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8. Isikan detail masalah yang anda alami pada Additional Details. Lampirkan juga screenshot permasalahan atau notifikasi eror di halaman anda dalam bentuk gambar untuk membantu mempermudah identifikasi masalah.

Home > Help + support >

New support request

Problem details	
Problem Start Date *	12/15/2022 🗐 12:00 AM
	(UTC+07:00) Bangkok, Hanoi, Jakarta 🗸 🗸
	Not sure, use current time
Phone number used during sign-up	085 0000 0000 🗸
	Provide the Phone number used during sign-up
Email address used during sign-up	telkom@365.telkomuniversity.ac.id
	Provide the Email address used during sign-up
Error Message (if any)	You're not eligable for an Azure free account ATAU Your Azure Account is disabled (DISESUAIKAN DENGAN MASALAH DAN MENGGUNAKAN BAHASA INGGRIS)
Issue description *	My account can't register for an Azure subscription ATAU My account is disabled when I want to access azure (DISESUAIKAN DENGAN MASALAH DAN MENGGUNAKAN BAHASA INGGRIS)
File upload 🕡	"Screenshot problem.png"

Pilih **Yes** pada **Advanced diagnostic information**. Kemudian tentukan anda ingin menggunakan metode apa untuk berkomunikasi dengan pihak ticketing Microsoft. Untuk contact information anda bisa menyesuaikan dengan kontak anda yang aktif.

Home > Help + support >	
New support request	
	1
File upload	"Screenshot problem.png"
	~
Advanced diagnostic information	
To enable faster resolution, we recommen diagnostic information. Access is read-on	d allowing Microsoft support to access your Azure resources to collect advanced y and is removed when your support request is closed. Learn more 더
Allow collection of advanced diagnostic	Ves (Recommended)
Information? *	O No
Support method	
Support plan	Basic support
Severity	C - Minimal impact
Preferred contact method *	A Support engineer will contact you over email.
	O S Phone
	A support engineer will contact you over the phone.
Your availability	Business Hours
Support language *	English
Contact info Edit	
Contact name	
Email	@telkomuniversity.ac.id
Additional email for notification	
Phone	
Country/region	
Previous Next	

9. Jika sudah, anda bisa melakukan cek ulang atau review pada ticket yang sudah anda submit tadi. Jika anda sudah yakin dan tidak ada yang ingin dirubah, klik **Create**. Jika anda ingin merubah, anda bisa klik **Previous**.

New support request	
1. Problem description 2. Recommen	ided solution 3. Additional details 4. Review + create
Review the information you provid	ded before creating your support request.
Basics	
Issue type	Subscription management
Subscription	Azure for Students (1fc1afd6-8e19-4450-b9a6-
	47028f575119)
Service type	Subscription Management
Problem type	Purchase, sign up or upgrade issues
Problem subtype	Unable to sign-up for subscription
Summary	Not eligible for a free Azure account
Terms, conditions, and privacy policy	
By clicking "Create" you accept the <u>terms a</u>	nd conditions 🗹.
View our <u>privacy policy</u>	
Details	
Problem Start Date	Thu, Dec 15, 2022, 12:00 AM (UTC+07:00) Bangkok, Hanoi,
	Jakarta
Phone number used during sign-up	085 0000 0000
Email address used during sign-up	telkom@365.telkomuniversity.ac.id
Error Message (if any)	You're not eligable for an Azure free account ATAU Your
	Azure Account is disabled (DISESUAIKAN DENGAN
	MASALAH DAN MENGGUNAKAN BAHASA INGGRIS)
Issue description	My account can't register for an Azure subscription ATAU My
	account is disabled when I want to access azure

10. Jika sudah, maka anda akan mendapatkan **email konfirmasi** ticket yang sudah anda submit. Dan anda bisa cek status tiket anda melalui **dashboard help + support** seperti dibawah ini.

Microsoft Support <su to me *</su 	pport@mail.support.microsoft.com>		Thu, Aug 18, 10:43 AM	☆	4
	-	Having trouble viewing this email? View your request on	ine		
	Microsoft	Support			
	Your question was successfully submitted to Microsoft support professional will contact yo	Microsoft Support using your Technical support - Included plan. A ou.			
	Please note: First time is based on Severity ar always 24x7, "Severity B" are optionally 24x7, about support response times.	1d if the case is classified as "24x7" ("Severity A" response cases are and "Severity C" cases are business hours only). Learn more			
	Please keep in mind: <u>microsoftsupport.com</u> a communications related to your <mark>support</mark> requ	nd microsoft.com are both valid email domains used for uest.			
	Incident title:	Reports from user MFA activation			
	Support request number:	2208180030000313			
	Severity rating:	В			
	Contact preference:	Email			
	Manua	NUCIWA NAFIALI SADTONO			

Home > A Help + support …								
Search     «      Overview	😤 Create a support request	🔀 Choose the right suppo	rt plan					
Support All support requests Support Plans	Service health No Azure service issue detect Have an issue with your re	Service health No Azure service issue detected. View service health Have an issue with your resource? Set Troublebox to an transfet doublions for your recently visited resource.						
Service Health     Recommendations     Advisor	Select Troubleshoot to get ta	rgeted solutions for your rece	ntly visited resource. Type	Last viewed				
	No recently visited resources							
	Title	ID	Created	Subscription	Resource Type	Updated	Status	
	[##807961##] investigat	2210070030000653	Fri, Oct 7, 2022, 11:53:43	AzureCSP_Azure Telkom	Blob Storage	59 days ago	🕑 CLOSED	

## Tampilan detail tiket

Home > Help + support > All support requests >🔉 Support Request: Rooms don't appear in Teams but appear in outlook 👘 🖾 New message 🍵 Upload file 🔗 Update contact info 🔝 Advanced diagnostic information 🗮 Change severity Overview Messages В Severity ∧ ▲ Customer (Issue details) Fri, Nov 18, 2022, 10:05:17 AM Question: Full Error Message: Answer: Rooms don't appear in Teams but appear in outlook Status Open 2211180030000220 Support request ID Question: Correlation ID: Fri, Nov 18, 2022, 10:05:17 AM Answer: Created on Question: Request ID: Created by NISWA NAFIAH SARTONO Answer: Email: Contact method niswanfh@telkomuniversity.ac.id Question: Date(UTC): Answer: 2022-11-17 Support plan Technical support - Included Question: Application name or ID: Answer: Microsoft Teams Advanced Permission granted diagnostic information Question: User Experiencing Problem: Answer: niswanfh@365.telkomuniversity.ac.id View All Question: Please provide target Tenant ID(s) (Comma separated, if multiple) Answer: Question: Problem start time Answer: Not sure, use current time