Overview

Nobody likes it when the cable goes out. Or the internet is down. Or there is a lot of static on a long distance call. And you like it even less when you have to wait on hold to report the problem. SmartHub makes it easy to report service issues so everything is back up and running as quickly as possible. This document tells you how to do it from your iPhone.

Report an Issue

1. From the home screen, tap the **Trouble Tickets** icon.

2. Tap **Report a problem**.

3. Tap the **Choose a Type** menu and select the affected service.

Trouble Tickets

Details:

| Service Type:	Choose a Type >
Problem:	Choose a Problem
Your Name:	Leo Grey
Contact Phone Number:	
Request call back upon service restoration:	OFF
Comments:	

4. Tap the **Choose a Problem** menu and select your specific problem.

5. Confirm your **Name** & enter a **Contact Phone Number**.

6. Tap the **Comments** field and enter any helpful information about your problem, such as when the problem began or a description of your attempts to solve the problem.

7. Once satisfied with your comments, tap the **Done** button in the top right corner of the screen.

Report a Problem [Done]

Picking up the phone, there is no sound. Everything is plugged in. Thoughts?
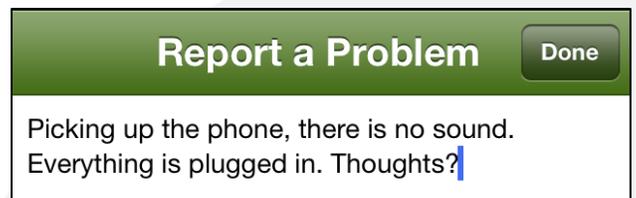
8. Slide the **Request call back upon service restoration** switch to 'ON' if you want to be notified by phone when the problem is resolved.

9. Tap the **Submit** button to send the form to your provider.

   A Transmission Sent alert appears indicating your problem was successfully reported.

Transmission Sent
Your problem has been successfully reported.
[OK]

10. Tap **OK** to return to the Trouble Tickets screen.

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Check Your Status

1. From the home screen, tap the **Trouble Tickets** icon.

    Any open trouble tickets for your account will display.

Problem:	No Dial Tone
Reported:	Aug 7, 2013
Account:	736500
Agreement:	701-483-5888

2. Tap a specific ticket to view its details.

    Ticket details display. Most often you will see updates in the Company Comments section at the bottom of the form. Depending on the issue, you may also see an appointment time listed.

Trouble Tickets **Ticket 90395**

Details

Reported:	July 10, 2013
Reported By:	Leo Grey
Requested call back upon service restoration:	✅
Contact Number:	(555)555-5555
Account:	736500
Service Type:	Internet
Agreement:	700-802-6395
Service Address:	433 7TH ST E
Problem:	
Appointment:	July 11, 2013

Customer Comments

I have restarted the computer and the modem but sill does not work.

Company Comments

Technician will replace modem and check internal wiring.