

# How To Subscribe To A Global Ticket

Global issues are requests that might affect multiple customers.

Once logged into the Core-CT Help desk and at the default 'Service Catalog' homepage, click the 'Globals' Icon.

Welcome, John D [Sign-out](#) [Help](#)

SEARCH  Advanced

You are in the [Core-CT Help Desk](#) workspace.

[Home](#) | [Globals](#) | [Service Catalog](#)

Welcome to the Core-CT Help Desk! Please select the **'Find Services'** link in the Service Catalog box to access helpful information, job aids and if needed, submit a ticket for further assistance.

## Service Catalog

Search Services  [GO](#)

Categories

**Core-CT**

- Financials
- HRMS
- EPM
- Security
- Technical Issues

**Find Services**




**Featured Services**

Additional Core-CT Resources to Assist Users

The Core-CT website, [www.core-ct.state.ct.gov](http://www.core-ct.state.ct.gov), contains a wealth of information designed to assist users in not only how to process transactions in Core-CT but also state policies and procedures, navigating the Core-CT application as well as other technical information.



Likewise within the Core-CT application, User Productivity Kit (UPK) exercises have been deployed to acquaint and provide step-by-step instruction to Financials, HRMS and EPM users. To access the UPK exercises, log into Core-CT and select the Core-CT Help tab.


A list of all current Global Tickets reported to the Core-CT Help Desk displays.

**Current Global Incidents**  Help  Close 

This is a list of Global Incidents currently affecting other users. If you are experiencing the same Incident, you can subscribe to the Global and be notified when the Incident is updated and resolved.

To view the details of a Global Incident, click the Title.  
To subscribe to a Global Incident, select "Subscribe".

Number	Title	
85	<a href="#">Core-CT HRMS: Time and Labor (Updates/Corrections)</a>	Subscribed
86	<a href="#">FN General Ledger - Commitment Control Encumbrance Issues</a>	Subscribed
101	<a href="#">Test - Global</a>	Subscribed
102	<a href="#">FN Accounts Payable - Miscellaneous Request</a>	 Subscribe
104	<a href="#">Technical - Miscellaneous/Other Errors</a>	 Subscribe
266	<a href="#">Core-CT HRMS: Human Resources (Transfer/Rehire Request)</a>	Subscribed
372	<a href="#">Core-CT HRMS: Human Resources (Position Data)</a>	Subscribed



Once you subscribe to a Global Incident, it will be listed with 

To view the details of a specific issue, click on the ticket's title to open the ticket.

**Current Global Incidents** [Help](#) [Close](#)

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A detailed view of a global issue is displayed:

**Global Incident 85 in Core-CT Help Desk**

**Title**  
Core-CT HRMS: Time and Labor (Updates/Corrections)

**Status**  
Open

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**Incident Information**

<b>Core-CT Application</b> HRMS	<b>Core-CT Module</b> Time and Labor
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**Description**

**Description**  
**Entered on 08/15/2013 at 08:13:43 EDT (GMT-0400) by Tony Martelly:**  
Agent creating a ticket for a HR Customer -  
Please inserted effective 06/20/12 - Data change - WTPC

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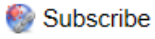
**CI Links**

If you are experiencing the same issue, click 'Subscribe'. This will create a ticket for you and attach it to the Global Ticket.

**Current Global Incidents** [Help](#) [Close](#)

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Once subscribed, you will be informed of any update, change or ticket resolution.

**Successfully subscribed to Global Incident 102**