

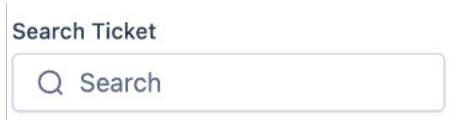
N-Wave Self Service Ticket Portal

N-Wave customers have a new resource available to help track actions and information related to service tickets submitted via N-Wave's Network Operations Center (NOC). The **N-Wave Self Service Ticket Portal** gives enhanced visibility by offering an easy way for customers to search tickets, determine their status and see a detailed overview of the progress being made on the ticket request. Engagement is key when it comes to quality customer service! In an effort to provide a more collaborative experience for customers, the tool also allows customers to offer comments on tickets with the assigned representative servicing it from the N-Wave NOC.

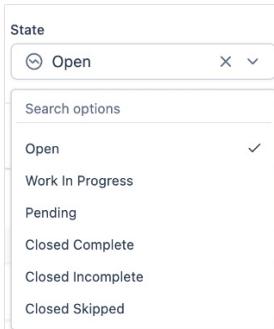
To access the **N-Wave Self Service Ticket Portal**, customers log in and select from the following options to locate a service ticket:

1. Log in: tickets.nwave.noaa.gov

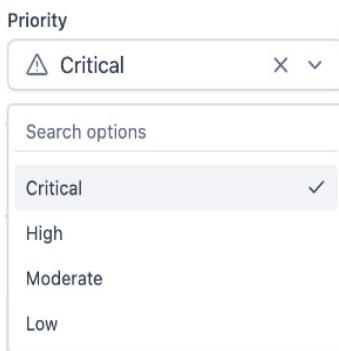
2. Select "Search Ticket"



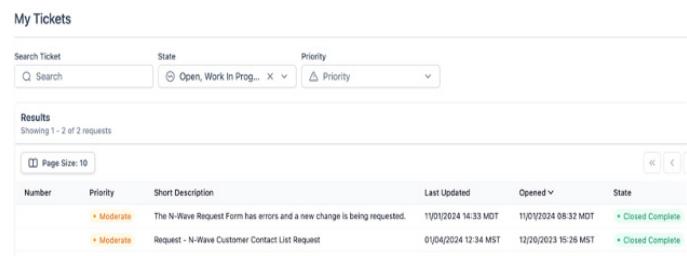
3. Select "State" and choose from one or all of the options from the drop-down list:



4. Select "Priority" and select from one or all of the drop-down options:

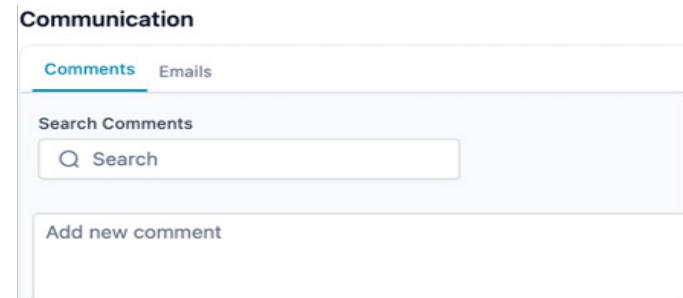


5. Based on the options selected from steps #2-4, a list of tickets will be displayed.



6. A "Summary" section is then displayed with details about the ticket request.

The "Communication" section is shown next and is where you can add or search for a comment under the "Comment" tab. Or, select the "Emails" tab and see all email communications with the N-Wave NOC about that ticket.



Need Help?

To report a problem or request support, contact the N-Wave Network Operations Center (NOC):

Phone: (812) 856-7477

Email: nwave-noc@noaa.gov

N-Wave Website: nwave.noaa.gov