

Instructions for Agencies to submit Remedy Tickets

1. Go to the online form <https://remedyweb.state.pa.us/SRMSubmit.asp>
2. Follow the instructions listed on the right of the Remedy Ticket Page

The screenshot shows a web form for submitting a remedy ticket. The form includes fields for Requester Name+, Requester E-Mail, and Phone Number. There is a Priority* dropdown menu set to 'Low', a Classification dropdown menu, and a Call Details text area. Below the Call Details is an attachment table with columns for File Name, Max Size, and Attach Label. The table contains one row with 'Attachment 2 mb' and an 'Add' button. At the bottom of the form are 'Submit' and 'Clear' buttons, and a 'Logout' link.

To Submit a request:

1. Type your last name in the "Requester Name" field, and press the enter key. If multiple records appear please choose your name from the selection box. After selecting your name, your contact information should automatically populate the email address and phone number fields.
2. If your name does not appear or your contact information does not populate, please provide the information in the pop-up

Important information!

If you receive an error message regarding a "NULL VALUE", this message appears when the Requester has manually filled in the fields instead of selecting information from the drop down box. See next page for more details.

When a drop down box is provided, you MUST find it from there – please read the important instructions listed in the box to the right of the screen:

1. Type your last name in the "Requester Name" field, and press the enter key. If multiple records appear please choose your name from the selection box. After selecting your name, your contact information should automatically populate the email address and phone number fields.
2. If your name does not appear or your contact information does not populate, please provide the information in the pop-up window.
3. Select a Ticket Classification from the drop down list.
4. Please fill in the detailed description of your request/problem. (i.e. A detailed description will provide information for your request to be worked on.)
5. After completing the information, Click on the Submit button at the bottom of the page to complete the form