



Process for Reporting Issues

1. Person's contact information reporting issue
 - a. Email address
 - b. Phone number
 - c. Company
2. What Lanyon system is your issue in
 - a. Content Control Center (3C)
 - i. Content
 - ii. Rate Publishing
 - iii. PCC Publishing
 - iv. Channel Publishing
 - v. Imports
 - b. Lanyon Total Access (LTA)
 - i. Installing LTA
 - ii. Emulator
 - iii. Gateway Status
 - c. Lanyon Total Access Publisher (LTAPublisher)
3. Needed Information
 - a. User Login
 - b. User Password
 - i. If password needs resetting please stop here
 - c. What version of IE is user on
 - d. How long has the issue occurred / frequency
 - e. What part of the application is the issue in
 - f. What steps are being created to receive issue or error
 - g. Screen shots of issue or error received
 - h. Channel or Imports for 3C require XML to be supplied
 - i. LTA requires which GDS user is working in or attempts to work in
 - i. Is it Production (Term) or Test session
 - j. LTAPub requires what are you attempting to publish
 - i. GDS – Be specific
 - ii. ODDr
 - iii. Rates
 - iv. PCCs
 - v. PV Imports
 - vi. What error do you not understand