

WHEN YOU'RE STUCK, WE HAVE THE ANSWERS

Questions? Confused? Don't worry, we're here to get you back on track!

1

First, try Help

Click Help in the upper-right of your ARTEMIS screen for information, procedures, and FAQs. We're adding more topics every week. Use the TOC or full-text Search to quickly find a solution.

2

Ask Susan Clark!

Phone, stop by her desk, email or Skype her to get live Help. If ARTEMIS isn't working as expected or if you're stuck, Susan can help. Please have a copy of your Workflow available.

3

Use JIRA ServiceDesk

If you get an error message, if a change is needed to an ARTEMIS-generated email, if you're contacted about an eTP problem, or if the problem just can't be resolved with these steps, use JIRA ServiceDesk for assistance.

The screenshot displays a JIRA ServiceDesk ticket interface. At the top, the ticket title is '(ARJ) Proof Revisions QC' and it is assigned to 'PHYT0'. The 'Task Information' section includes: Revision: Rev1, Article Type: Research, Creation Date: 12/15/2012 10:40:47 AM, Due Date, Assigned Group: JLR Production, Task Type: Component, Assignment Date, and Complete Date. Below this is the 'File Manager' section with a table of attachments:

| File Name | Size | Changes | Attachments | Type | Created | Uploaded By |
|-----------------------------|------|---------|-------------|------|------------------------|-------------|
| ARJ Proof Revisions Part... | | | | Doc | 12/15/2012 10:40:47 AM | |
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Below the attachments is the 'Comments' section with one comment:

| Date | User | Comment | Resolved By | Date |
|------------------------|-------|--------------------|-------------|------|
| 12/15/2012 10:40:47 AM | PHYT0 | Initial comment... | | |

One more thing

Please don't email Steve Haenel or Beth Foy on ARTEMIS issues. Tech Support and Susan will escalate as needed!