

The ESP user portal provides end users with quick links to create and track their tickets.

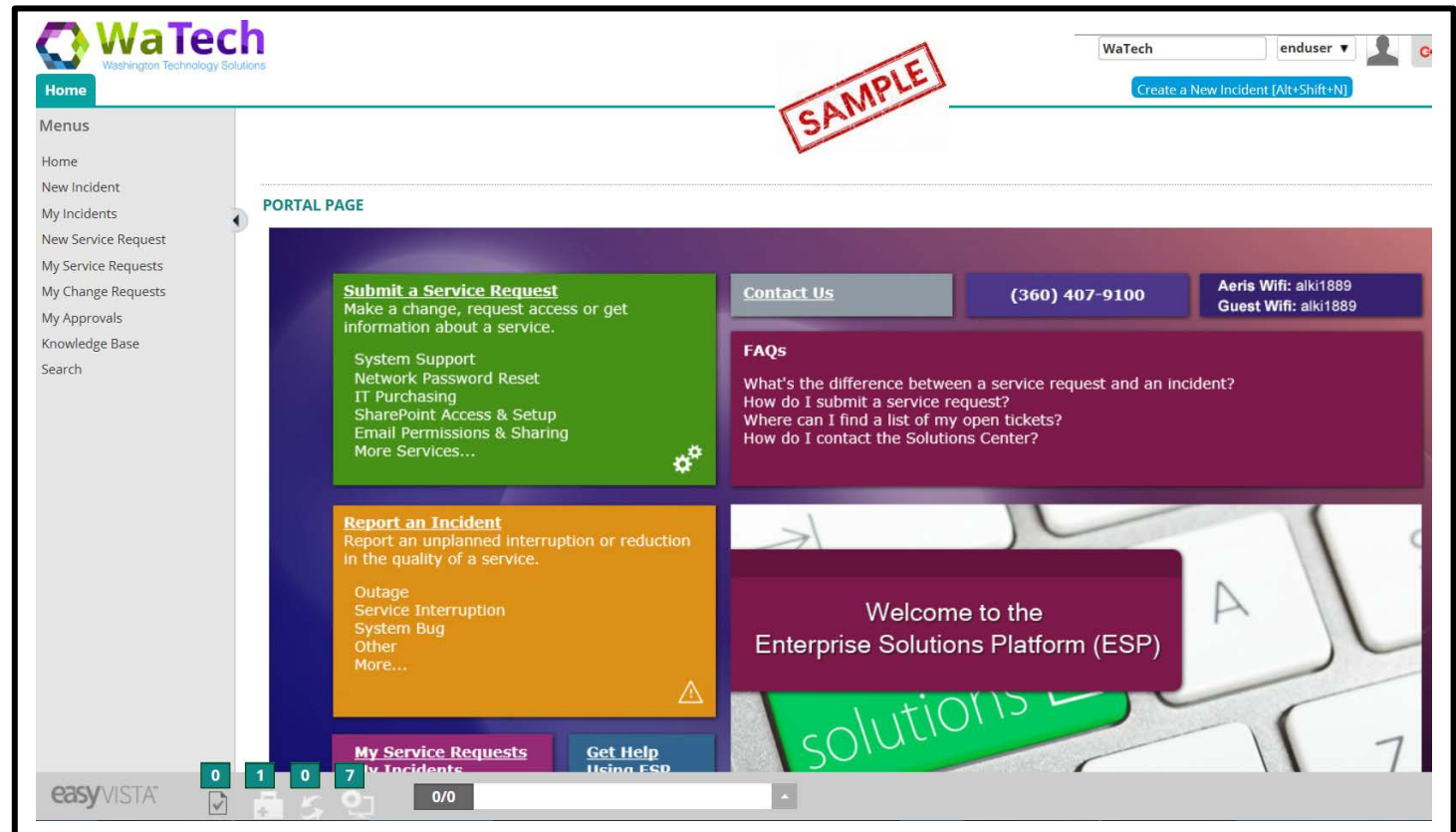
ESP uses Single Sign On (SSO) <https://esp.watech.wa.gov>

Preferred Browsers  Firefox  Internet Explorer

- ✓ Create new tickets.
- ✓ Display & track tickets.
- ✓ Notify the support person assigned to a ticket.
- ✓ Upload attachments for a ticket.
- ✓ Cancel/Close a ticket.
- ✓ Search for information.

The following items may appear on the home menu but are not yet fully implemented for end users.

- ❖ My Change Requests.
- ❖ My Approvals.
- ❖ Knowledge Base.




Need help? Please contact WaTech Support Center support@watech.wa.gov 855.WaTech1 or 360.586.1000.

Quick FAQs (frequently asked questions)

What's the difference between an incident and a service request ticket?	ESP tracks and routes tickets based on the ticket type (category).		
	This type of ticket	Is used for this type of situation	Examples
	Incident (IN)	Something needs to be fixed because it is not available or not responding (appears to be broken)	<ul style="list-style-type: none"> ❖ Unplanned interruptions to an application/system. ❖ System/service outage. ❖ Application is down (not available). ❖ Webpage cannot be displayed.
Service Request (SR)	Something needs to be changed or you need information.	<ul style="list-style-type: none"> ❖ Password resets. ❖ Access/Permissions for a system/application. ❖ New workstation installation. ❖ Information requests or other services. 	
Can I check the status of my tickets?	Yes. You can display your ticket details including current status. You can also notify the support person assigned to your ticket, cancel/close your ticket and/or upload attachments for your ticket.		
Can I display tickets for other people in my agency or in other agencies?	No. End users can only display their own tickets.		



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