

How to Log in to CMG Support Center 2010

Click on the link <http://www.i-cmg.com> or go to the CMG Website

You can also go directly to cmgsupport.hearstsc.com (This will take you directly to the Login Page)



Click on the "Contact Us" tab



Scroll to the "Help" section of the Contact Us page and click on the "Self Service for CMG Employees" link

HELP

For IT assistance, please contact:

[Rapid Assist: Remote Desktop Support](#)

[CMG FAQ's Quick Reference](#)

[Self Service for CMG Employees](#) <- NEW ->

cmghelpdesk@i-cmg.com

1-800-397-9130

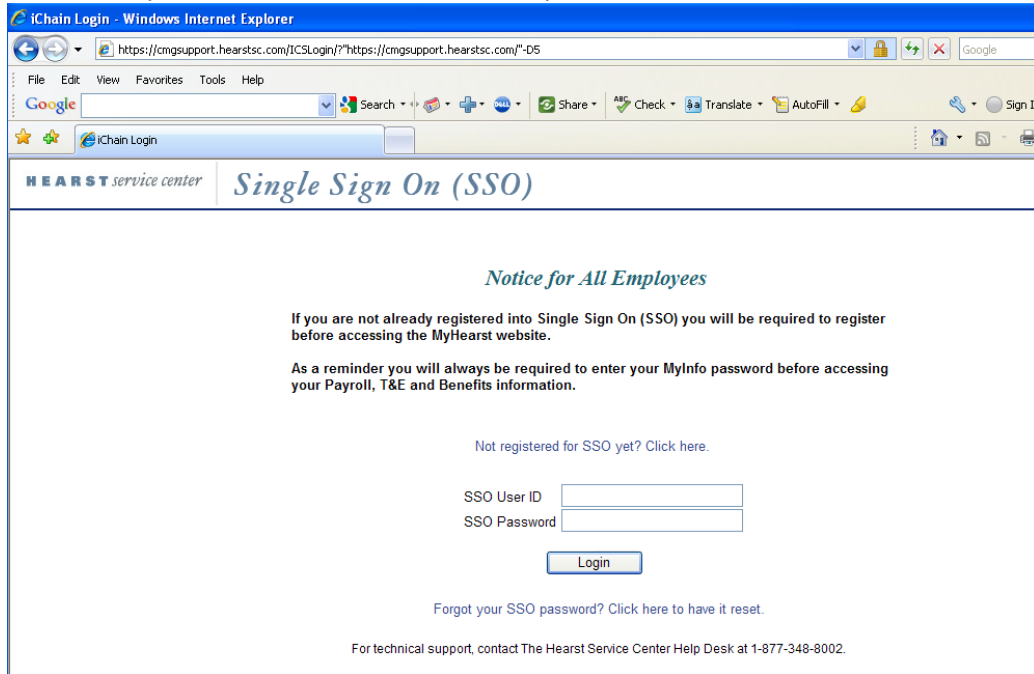
For wholesaler allotment shortage claims, please contact:

CMG Claims Desk:

cmgclaimsdesk@i-cmg.com

1-877-258-4654

Then enter your SSO credentials. (These are your VPN credentials.)



HEARST service center **Single Sign On (SSO)**

Notice for All Employees

If you are not already registered into Single Sign On (SSO) you will be required to register before accessing the MyHearst website.

As a reminder you will always be required to enter your MyInfo password before accessing your Payroll, T&E and Benefits information.

Not registered for SSO yet? [Click here.](#)

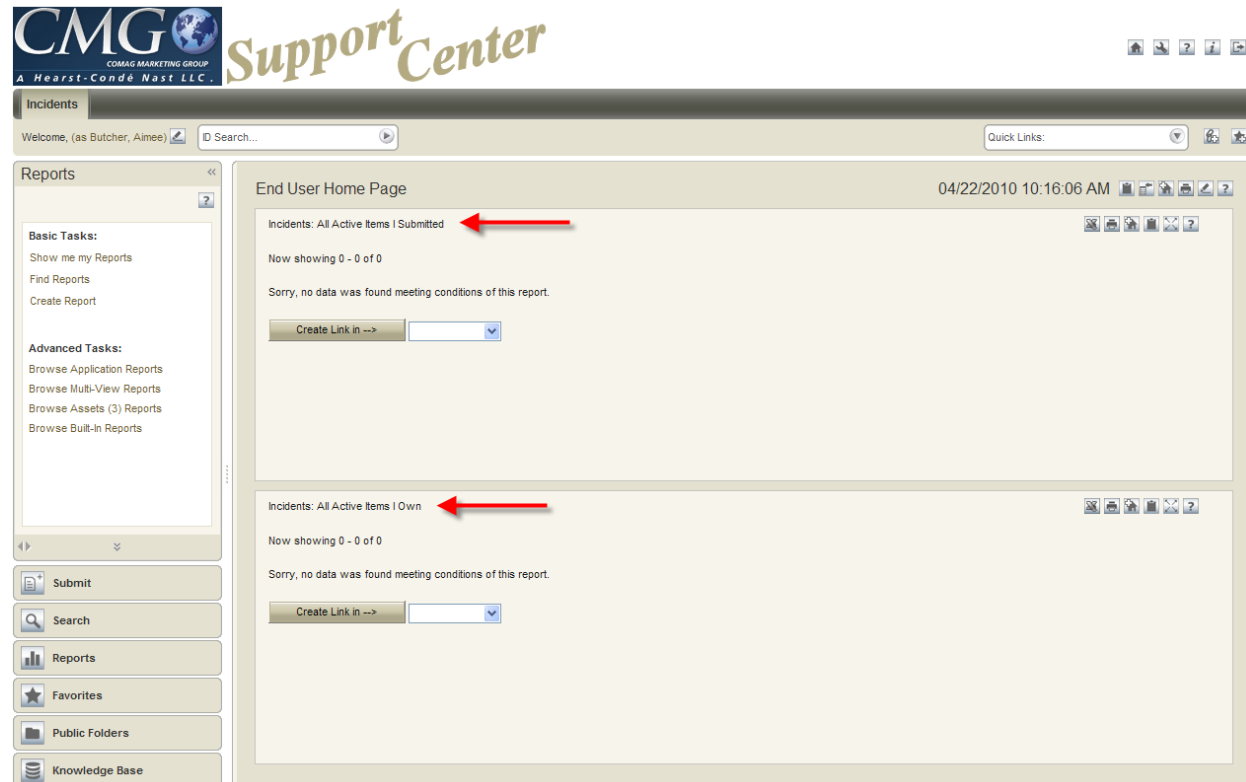
SSO User ID

SSO Password

Forgot your SSO password? [Click here to have it reset.](#)

For technical support, contact The Hearst Service Center Help Desk at 1-877-348-8002.

This is your "Home Page" This is where you will look to check the status of your open tickets.



CMG Support Center

Incidents

Welcome, (as Butcher, Aimee) Search... Quick Links:

Reports

Basic Tasks:
Show me my Reports
Find Reports
Create Report

Advanced Tasks:
Browse Application Reports
Browse Multi-View Reports
Browse Assets (3) Reports
Browse Built-In Reports

Submit
Search
Reports
Favorites
Public Folders
Knowledge Base

End User Home Page 04/22/2010 10:16:06 AM

Incidents: All Active Items I Submitted

Now showing 0 - 0 of 0

Sorry, no data was found meeting conditions of this report.

Create Link in -->

Incidents: All Active Items I Own

Now showing 0 - 0 of 0

Sorry, no data was found meeting conditions of this report.

Create Link in -->

How to Create and Submit your Issue

Log in to **CMG Support Center** by following the instructions above. While on your Home Page Click the “Submit” button on the left.

CMG Support Center

Welcome, (as Butcher, Aimee) ID Search... Quick Links:

Incidents

End User Home Page 04/22/2010 10:16:06 AM

Incidents: All Active Items I Submitted

Now showing 0 - 0 of 0

Sorry, no data was found meeting conditions of this report.

Create Link in -->

Incidents: All Active Items I Own

Now showing 0 - 0 of 0

Sorry, no data was found meeting conditions of this report.

Create Link in -->

Submit

Search

Reports

Favorites

Public Folders

Knowledge Base

Click the Plus “+” sign to the left of “Incidents”

CMG Support Center

Welcome, (as Butcher, Aimee) ID Search...

Submit

You have no Preferred Projects Defined.

Manage My Projects

Submit Tree

Incidents

Then click Save to the right and then click “End User Support Center”

Incidents

Welcome, (as Butcher, Aimee) ID Search... Quick Links:

Submit

Basic Tasks:
Submit to my Preferred Projects

Advanced Tasks:
Browse and Submit to a Project

You have no Preferred Projects Defined.

Manage My Projects

Submit Tree

- Incidents
- End User Support Center

Save

There are 5 Required Fields (highlighted in Red)

Affected User- By default this pre populates the username which logged into SSO (no need to change this if the issue is for you)

Location- Select from the drop down which most closely describes your location.

I Want to- Select from the drop down which most closely describes your scenario.

About- Please type a brief description of the issue.

Description- Type a more detailed description of the issue, problem or question you have.

Incidents

Welcome, (as Butcher, Aimee) ID Search...

Submit

Basic Tasks:
Submit to my Preferred Projects

Advanced Tasks:
Browse and Submit to a Project
Find a Project to Submit into
Manage My Projects

OK Cancel Reset Form

Submit into: Incidents : End User Support Center

⌵ Tell us who you are and where you are located

Affected User: Enter value to find here Find Butcher, Aimee

Location: Princeton

⌵ Tell us what you need by completing the following sentence

I Want To: Report a Problem

***About:** Monitor not working in the office.

⌵ Describe the issue by entering as much DETAIL as possible

***Description:** I used my laptop from home last night for work and today my external monitor is not displaying my laptop Operating System.

After you enter all of the required information, click OK at the top of the screen.

You have now submitted your issue to the CMG Support Center.

The next page provides your Issue number and some details of the Issue.

From this page you can click Home, Exit or click Actions if you want or need to add a Note, URL, File etc...



Support Center



Incidents

Welcome, (as Butcher, Aimee) ID Search... Quick Links:

Submit

Basic Tasks:
Submit to my Preferred Projects

Advanced Tasks:
Browse and Submit to a Project
Find a Project to Submit into
Manage My Projects

Service Desk Incidents - ISSUE-01582: Monitor not working in the office.

State Change History

Submit By Butcher, Aimee Details... Support Center Queue (None) 04/22/2010 11:14:09 AM

Standard

Issue ID: ISSUE-01582

Summary: Monitor not working in the office.

Affected User: Butcher, Aimee **Affected Service:** (None)

Supporting Assets: (None)

Company: (None)

Description: I used my laptop from home last night for work and today my external monitor is not displaying my laptop Operating System.

Issue Type: Issue **Priority:** 3

Category: (None) **Impact:** Low

Location: Princeton **Global Impact:** No

Entered By: Butcher, Aimee **Support Desk Agent:** (None)

Reason: Report a Problem **Address Confirmed:** No

Shipping Address Submit History Assigned Assets

Shipping Address: Butcher, Aimee

Actions:
Add Note
Add URL
Add File
Add Item Link
Add Item Notification

Submit Search Reports Favorites Public Folders Knowledge Base

Internet 100%

Here is your Home Page after submitting your Issue

End User Home Page 04/22/2010 12:24:43 PM

Incidents: All Active Items | Submitted

Now showing Incidents 1 - 1 of 1 Sorted by: Project (Hierarchy)

Incidents > Service Desk

Issue ID	Summary
<input type="checkbox"/> ISSUE-01582	Monitor not working in the office.

Check All | Uncheck All | Requery

Create Link in -->

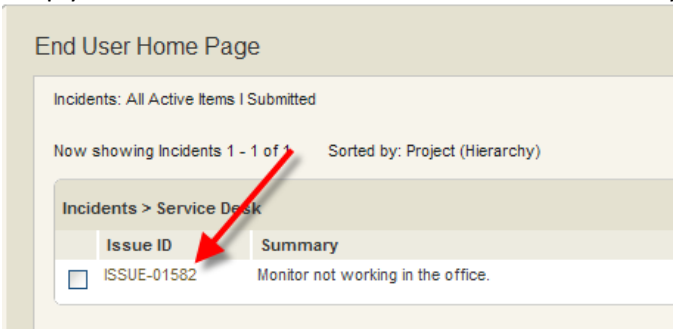
Incidents: All Active Items | Own

Now showing 0 - 0 of 0

Sorry, no data was found meeting conditions of this report.

Create Link in -->

Simply Click "ISSUE-#####" number to see the status of your ticket.



You can move the slide bar to view the state changes of the ticket to track the progress.

