Chapter 1

Submitting-a-ticket

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Chapter Contents

Chapter 1

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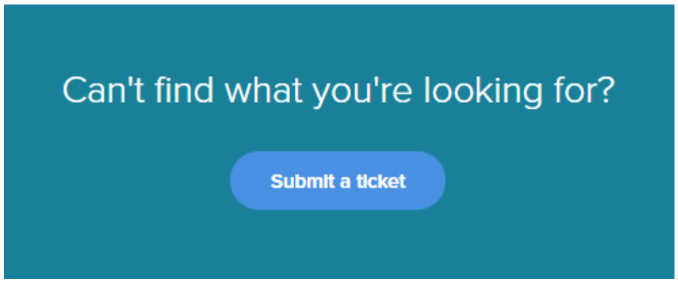
This article is to walk you through the process of submitting a Zendesk ticket depending on the Partner Phase you are in.

1. Logon to Zendesk using your ADP Netsecure ID (https://partnersupport.adp.com). This is the same account you use to logon to ADP Marketplace.

2. To create a ticket you will need to scroll down the page and look for the button for "Submit a ticket" and click on it.



3. You will then get a form to fill out, please make sure to select the proper Partner Phase drop down so the ticket gets routed correctly. The appropriate Partner Phases are as follows :

- **Development** = You are a new partner with ADP Marketplace and you are in the initial phase of creating your integration or you are an existing partner with ADP Marketplace but working on a new integration listing and you have a Technical Advisor assigned to our account.
- **Production** = You are an exiting partner with ADP Marketplace with a live listing on ADP Marketplace and you have a question or issue with the live client integration.

4. After you select the Partner Phase you will also get a checkbox option of "API Documentation Question?". If your question is related to API documentation and how to use that API please check this box.

5. To better help the support team address the issue, please be sure to include as many of the below items as possible when submitting the ticket:

- A detailed summary of the issue you are having.
- The ADP-CorrelationID from the API response header.
- Attach any logs, API raw request body, header parameters, and/or the response body of the issue. If there is any sensitive and personal data please partial mask the data.
- The impacted listing name and/or project name.
- If you have any issues with your credentials, please do not send all the characters of the credentials. Just sending the first 4 & last 4 characters is enough.

After you click on submit your ticket will be created and sent to the appropriate team. The ticket should be submitted by the partner and not include the client contacts on the ticket. Once the issues is resolved your team would provide an update to the client as needed.