



Creating Intranet bookmarks for ticket lists

Once you complete onboarding, our communication moves over to Discover, our support portal.

Your Intranet management team can receive help by submitting tickets in our projects.

- **Support ticket:** For questions about the product or issues encountered
- **Upgrade request:** To arrange an upgrade of your system to the latest version available
- **Change request:** To enquire about bespoke work to fulfil a need or function the Intranet cannot currently
- **License request:** To increase or decrease the number of user licenses available on your site

We understand that needing to use and check 4 separate projects can take some getting used to.

This guide will detail **how to create a quick link to each project** that can be saved as a **bookmark**, allowing a tailored list of your submissions in each to be opened easily and your ability **to communicate with us as seamless as possible**.

Each member of your team with a Discover account can follow these steps to create the quick links for themselves, and once this has been done, there is no further work required.

1. Creating a Permalink

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- Open the project you are interested in
- Click the 'List of tickets' button
- Click 'Advanced search' and select the filters that matter to you.
- Check the 'Include archived tickets' box (this ensures past/closed tickets will be included in the list)
- Click 'Apply filter' to apply this view, and the page will reload to show the results
- Click 'Permalink to this list', and the page will reload again, with a new URL.

2. Creating a Bookmark

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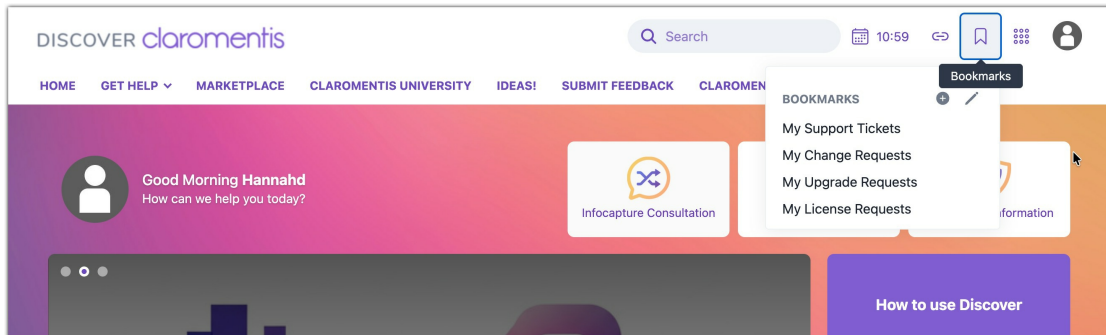
- On the same screen, click on the 'Bookmark' icon, then the 'Cross' icon to bookmark the current permalinked page
- A green confirmation message will appear that this has been created
- Click the 'Bookmark' icon again and then the 'pencil' icon to edit the Bookmark you just created
- Set a custom title that indicates which tickets the link relates to and click 'save'
- A message will appear on screen that this was applied
- The link will always appear under the Bookmark icon for use

- Edit Bookmarks at any time as outlined in [our guide](#).

3. Repeat for all projects

We recommend creating a permalink and bookmarking it for all 4 of our projects so that their filtered lists of your company's tickets are easily available to you when using Discover.

Follow the same steps to create the link and bookmark for each project, so you end up with something like this:



Remember, each member of your team with a Discover account can set this up for themselves.

4. Use the Bookmarks

When you need to find a past ticket or check recent submissions, log into Discover and use your bookmarks to instantly view your company's tickets in each.

Setting up and using bookmarks is a big time saver and makes it easier for your team to communicate with us.

