

## Forward TT to Sites

On *m0msh03* bring up remedy.

```
setenv DISPLAY <ip address>  
/usr/ecs/OPS/COTS/remedy/bin/aruser&
```

File->Login

Enter your username and password.

File->Open Schema

Select *RelB-Trouble Ticket* Schema.

From *Query->List* select Trouble Ticket you want to forward.

*Query->Modify Individual*

Change the *status* by selecting *Forwarded* from the picklist.

Select *site* from picklist next to the *Forward-to* field.

Click the *Forward* button.

Trouble ticket is forwarded ... Note 10000 is displayed

Click *apply* to save forwarded status.

Click *dismiss* to exit Modify Individual window.

Click *dismiss* to exit remedy.

Forward comments to [btrivedi@eos.hitc.com](mailto:btrivedi@eos.hitc.com)