

Overcoming common pitfalls when creating a problem record on the Chorus Assurance website

When you create a problem record on the Assurance website, there may be times when things don't follow the standard flow.

We have identified some of the common pitfalls to watch out for so you can see the reasons why you may get certain messages on the website for a variety of situations.

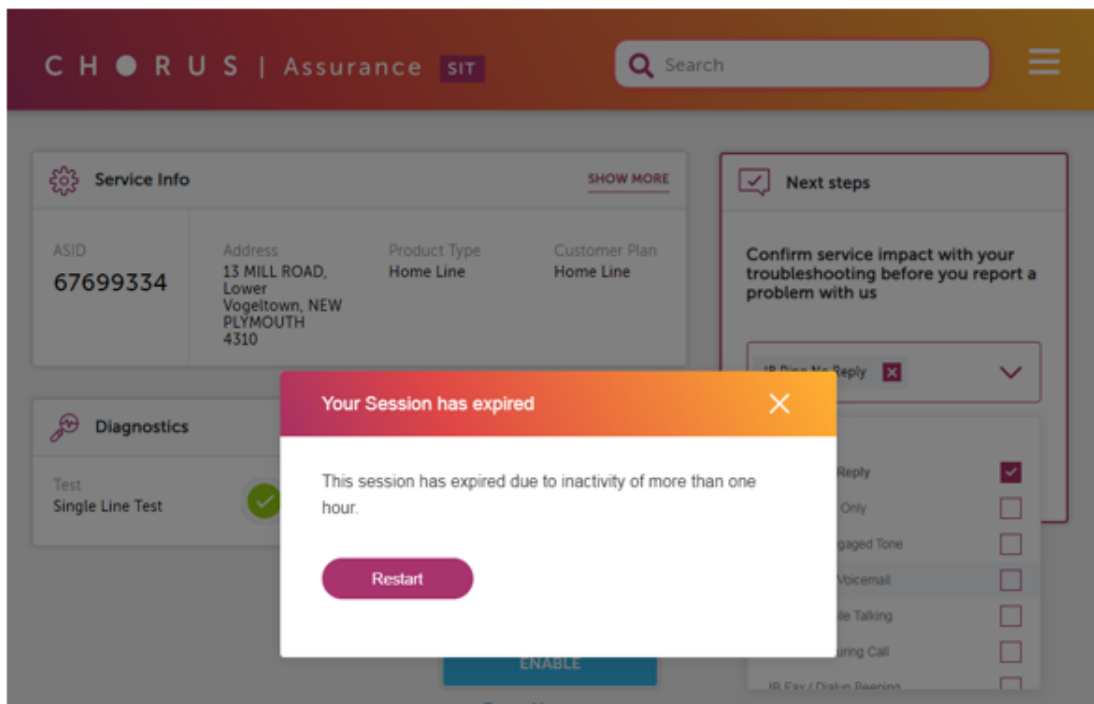
Please look through this guide and familiarise yourself with these exceptions and the steps you need to take to proceed to log a fault in a problem report.

<https://assurance.chorus.co.nz>

Your session has expired

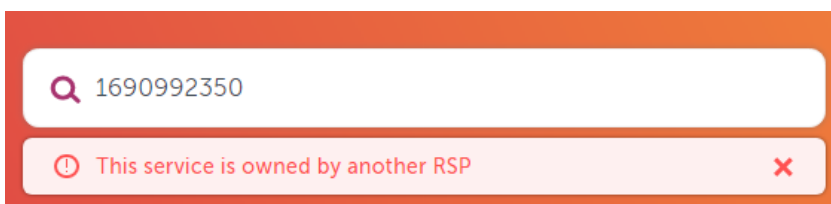
Please click on Restart to log in again. There are two timeouts:

- The login session lasts 10 hours and is not activity related so if you log in at 8am your access token will remain valid until 6pm.
- The diagnostics session lasts one hour, if you are logged in and start diagnostics but do not submit the fault within one hour your session will expire and you will be taken back to the home page – but you remain logged in.



Your service is owned by another retail service provider

Please ensure the Service ID belongs to you.



Validated services without diagnostics

This indicates we can validate the service but no diagnostics available. In these scenarios, we recommend you log a problem report.

⚙️ **Service Info**

ASID 94770476	Address 141 CAMBRIDGE TERRACE, Christchurch Central, CHRISTCHURCH 8013	Product Type PSTN	Customer Plan ISDN Basic Rate Access
-------------------------	---	----------------------	---

No Diagnostics available for the product

Validated services where no product type from inventory

Our system cannot automatically validate this product type and it is unable to diagnose service.

We recommend you select the Product Type and Fault Type to continue logging problem report.

⚙️ **Service Info** SHOW MORE

ASID 100610001	Address 151 SYMONDS STREET, Eden Terrace, AUCKLAND 1010	Product Type Unknown
--------------------------	--	-------------------------

✔️ **Next steps**

We could not identify a product type. Please select below to continue.

ATM ▼

Continue

Service Info SHOW MORE		
ASID 100610001	Address 151 SYMONDS STREET, Eden Terrace, AUCKLAND 1010	Product Type Metro IP Service
No Diagnostics available for the product		

Next steps

Confirm service impact with your troubleshooting before you report a problem with us

Please select your fault type ▼

[Create a problem report](#)

Unvalidated service

Our system cannot automatically validate this product type.

We recommend you log a problem report.

C H ● R U S | Assurance SIT PS ☰

! Our system cannot automatically validate this product type. Click the link below to log a problem report. ✕

[Create problem report](#)

In progress fault

If you log a fault for a service that has a problem report in progress, we will display the previously logged ticket.

You will also be provided the capability to diagnose the affected service.

SD3767270
[Diagnose Service](#) [Request Cancellation](#)

Summary

ASID 100555136	Status Open
Last Updated 01/07/2019 15:33	
Description adsgad	
Commit type	

Service Details

Product Name Handover Links	Fault Type DT Circuit Bumping
Address Level 1, 31 AIREDALE STREET, Auckland Central, AUCKLAND, 1010	Service Provider TelstraClear - Chorus

Activity

+ Add a comment

Save

● **CHORUS** 3:17pm 01/07/2019
Status Update - Open

adsgad

Incorrect service identifier

Please ensure the service identifier is within Chorus range and format.

🔍 123456

! ⚠️ Incorrect Service ID ✖