Creating a New Request in Happy Fox

1. Access the request system by going to ngrid.com/request

2. On the National Grid Digital Client Request homepage, login to your account. (*Note: If you don't have an account, please register for an account first. Refer to New User Registration section in this document for instructions.)

3. Once signed in, click on the "New Ticket" tab.
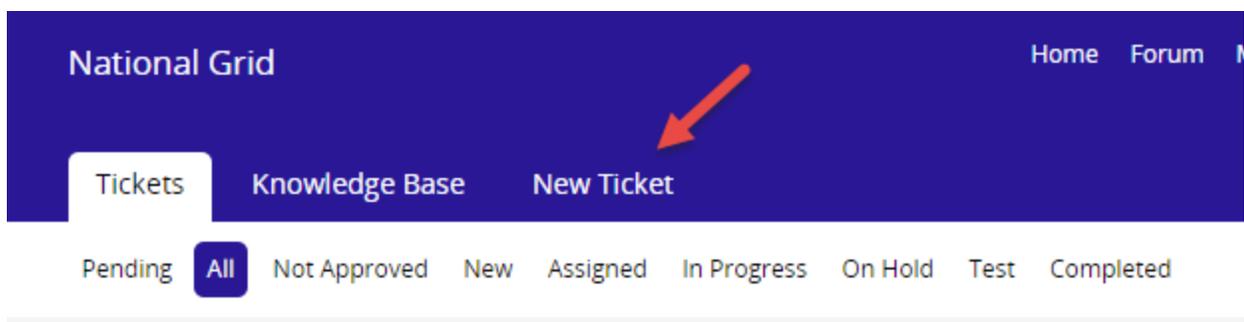
4. When creating a new request, you will need to choose a category for the proper form to be filled out and be routed to the proper support staff.

   - **Web Request** – Requests to update or create new content on the National Grid external websites.

   - **Vanity URL Request** – Requests for shorten and customized URLs for marketing campaigns, energy efficiency programs, etc. that starts with ngrid.com/xxx

5. Once you have selected the request category, the form fields will adjust to match the information needed to complete your request. Fill out all the fields as clearly and accurately as possible. The more information the support staff receives, the quicker they can complete the request.

6. You may also attach files to the ticket such as screenshots, PDFs, documents, or spreadsheets as needed.

7. Once you have entered all the relevant information for the request, you can click the Create Ticket button to complete the request submission.

8. You will then receive a confirmation email with the reference ID to your request. If you do not receive the email confirmation within a few minutes of submission, please refer to the Not Getting your Email Notifications section for further instructions.

9. The support staff will review your request and contact you with an update regarding your request and its resolution.

Tracking status of requests submitted

In general, you can track the status of your request by going to the request URL provided in your confirmation email for that particular request, however if you want to check the status of multiple requests that you submitted, you can do the following:

1. Login to the request system - ngrid.com/request

2. By default you will see all the requests created by you.

3. To filter tickets by status, click on one of the status on the top menu, this filters the requests based on the status and shows to you a trimmed down list of requests.
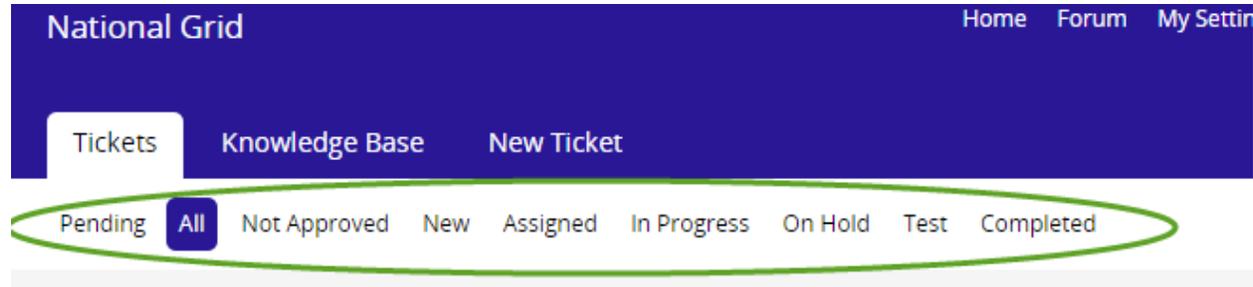
Responding to requests submitted

You can inquire about the request you submitted with the following options:

1. **Reply via email** – You may reply directly to the any of the email notifications that you received on a particular request to add any comments or responses. The responses will automatically be appended to the specific request in the system. There will be no need to log in to the request system, which provides a much easier and quicker way on the interaction between the client and the support staff handling the request. ***Important** – Please **do NOT** make any changes on the subject to ensure the new response is being appended to the correct request.

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2. **Quick Reply via the Request system** – Log in to the Request system ngrid.com/request, go to the request you want to update and click on the quick reply button.

3. Add Response via Request system - Log in to the Request system ngrid.com/request, go to the request detail page (by clicking on the request subject), scroll down and click on "Add Response".

New User Registration in Happy Fox

1. Access the request system by going to ngrid.com/request

2. Click on "Register" and enter your name and email address to request for an account.

   *Note: National Grid users, please use your National Grid email address to register.
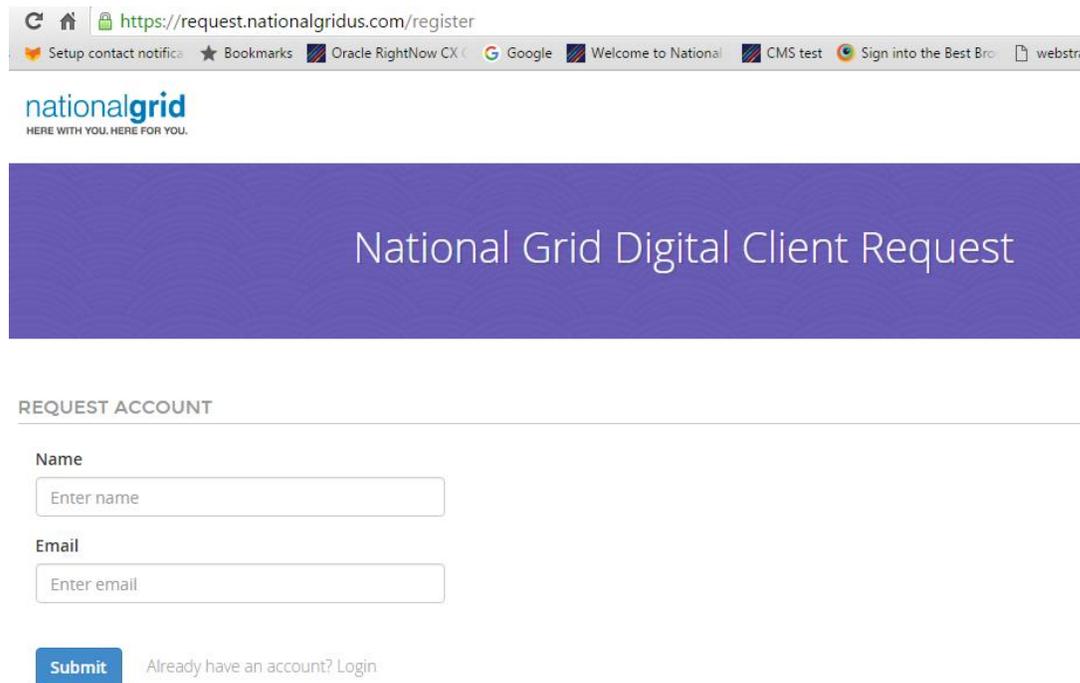
3. Click "Submit" to complete the submission and you will see this on the screen.

   We have sent you an email with instructions to activate your account.

4. Follow the activation link provided in the New Account Confirmation email to complete the registration process. If you do not receive the email confirmation within a few minutes of registering, please refer to the Not Getting your Email Notifications section for further instructions.

Not Getting your Email Notifications?

If you do not receive the email notifications within a few minutes of registering for an account or submitting a request, please check your **Junk E-mail folder** just in case the email notifications got delivered there instead of your inbox. If so, select the email message and click Not Junk, which will allow future messages to get through.

The senders should be from either of the following:

Web Request no-reply@nationalgrid.happyfox.com
Vanity URL Request no-reply@nationalgrid.happyfox.com
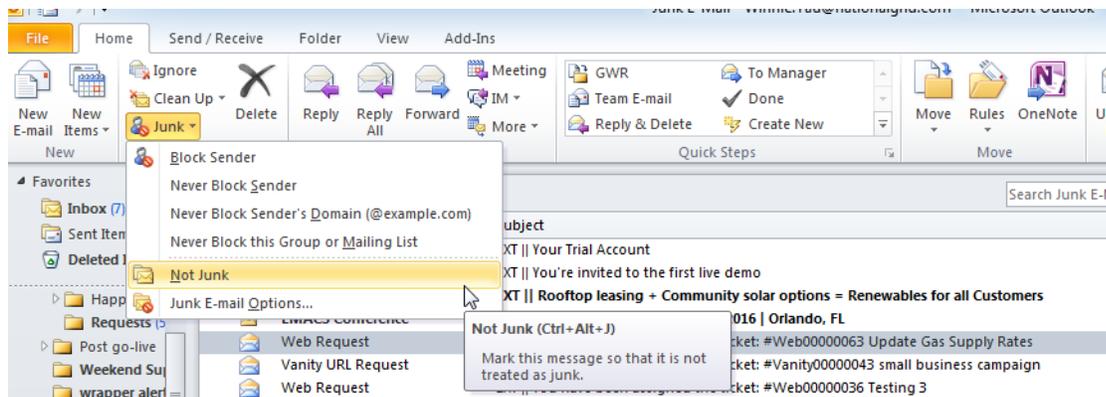
We strongly recommend that you add **nationalgrid.happyfox.com** to your safe senders list in your outlook to avoid accidentally filtering future messages.

Instructions for Outlook 2010 version:

1. In your outlook mailbox, under the "Home" tab, click on Junk E-mail Options.

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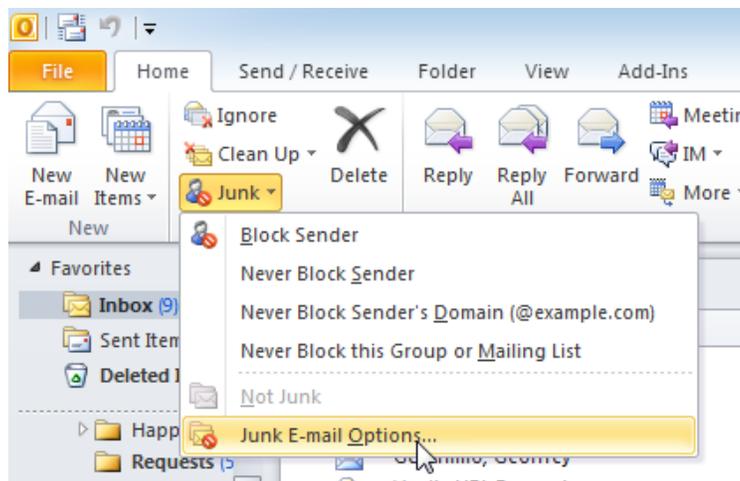
2. Click on Safe Senders then Add, enter **nationalgrid.happyfox.com** and click OK.