CCP Troubleshooting: 
Raising a ticket in Unite Service Desk

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Troubleshooting: Accessing and Navigating the Unite Self Service

Should you need assistance due to the fact that you either cannot access the CCP or are having issues with the functionalities within the CCP, you will be required to raise a ticket using the Unite Self Service.

Kindly log in using your Unite User name and Unite Password.

On the Homepage, click on ‘Raise a Request’.
Please scroll all the way to the right to find ‘Umoja Catalogue’

Click of Umoja Catalogue and in the ‘Filters’ sections, select ‘Logistics’. From the dropdown menu next to it (on the right), please select ‘Carrier Collaboration Portal (CCP)’.
You can raise a ticket regarding ‘Document Management’, ‘Event Reporting’ or ‘CCP-Other’ by clicking on the respective item and clicking on ‘Continue’.

Please fill in the form with contact details, summary of the issue and attach a screenshot, if possible. Please provide as much information as you can regarding the issue you are experiencing, so that the Support Team can address the problem quickly and effectively.
Once your ticket has been reviewed you will be contacted by a member of the team.

Quick Links

- Carrier Collaboration Portal: [Link]
- CCP Training Material and other Resources for Vendors: [Link]
- Unite Identity (for managing credentials): [Link]
- Unite Service Desk for troubleshooting: [Link]