



## PURPOSE

This document provides an overview of Cinergy navigation, including adding new tickets, viewing or updating the status of current tickets, rating closed tickets to provide feedback, and viewing current Sight & Sound alerts (where applicable). Use Cinergy to log and manage all Sight & Sound issues, including issues related to content (thumb drives, hard drives, DCDC), hardware (projectors [including Dolby Cinema, Prime, and IMAX], library servers (LS), command centers, audio equipment), and software (Screenwriter).

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## ACCESSING CINERGY

- For non-emergency issues, select [Cinergy](#) in the tools dropdown of Backstage or under Troubleshooting in the Floor Management section of the Theatre tab.
- For emergency issues where a house is off screen (or if internet access is down), **call** the Technical Operations Center (TOC) at 800-280-1447 option 1, 1. TOC operating hours can be found on the [Sight & Sound Page](#).

The screenshot shows the AMC Theatres Cinergy Support Portal. At the top, the AMC Theatres logo is on the left, and a 'Back to website' link is on the right. Below the logo is a search bar with the text 'How can we help you today?'. The main content area is titled 'Support Portal' with a sub-link 'Support Portal » Home'. There are four main sections: 'Submit Ticket' (with a brief description), 'My Tickets' (with a brief description), 'Learn Cinergy, the new S&S Ticketing Portal' (with a brief description), and 'Knowledgebase' (with a brief description). Below these are two more sections: 'IMAX Live: SPINAL TAP 2' (with a brief description) and a section for 'Browse Sight & Sound SOPs and troubleshooting for common issues'. Five blue callout boxes with arrows point to specific elements: 'Open a new ticket' points to the 'Submit Ticket' section; 'View open tickets for theatre' points to the 'My Tickets' section; 'Check here for current Action Required memos and other time-sensitive communications' points to the 'IMAX Live: SPINAL TAP 2' section; 'Browse Sight & Sound SOPs and troubleshooting for common issues' points to the 'Knowledgebase' section; and 'Learn Cinergy, the new S&S Ticketing Portal' points to the 'Learn Cinergy' section.



## ADDING A TICKET

1. On the main page, **click** 'Submit Ticket.'
2. **Provide** detailed information in the new window:
  - a. **Theater** – Type unit number, wait for the drop-down to populate, and select theatre.
  - b. **Auditorium** – Select the auditorium of the system having issues or 'Other' for non-auditorium specific issues (e.g. Library Server, etc.).
  - c. **House Down** – Check this box if the house is down because of this issue.
  - d. **Category** – Select the category and specific issue that most closely matches the issue you're experiencing.
  - e. **CC** – Enter the email address of anyone you want to receive a copy of the ticket creation email. You do not need to CC yourself; an email will be sent to the person opening the ticket.
  - f. **Subject** – Briefly describe the issue in a few words; troubleshooting or SOPs in the Knowledgebase may be automatically suggested based on the description provided. Review relevant articles before submitting a ticket.
  - g. **Message** – Enter as much detail as possible explaining the issue and any troubleshooting steps already taken (e.g., rebooted, completed full shutdown of system for 15 min, changed the lamp, etc.).
  - h. **Attachments** – Add any attachments (pictures, etc.) related to the issue (limit 5 MB).
  - i. **Click** 'Submit' to create the ticket.



### Submit Ticket

Use this form to submit a support ticket to our highly trained staff.

The screenshot shows the 'Submit Ticket' form with the following sections and callouts:

- Theater Details**
  - a** Theater: Search for Theater (text input)
  - b** Auditorium: Select Auditorium... (dropdown)
- Enter Details**
  - c** Department: Support (text input)
  - c** House Down?: ☐ (checkbox)
  - d** Category: Please select... (dropdown)
  - e** CC: (text input)
  - You can CC other people on to this ticket by entering email addresses here.
  - f** Subject: (text input)
  - g** Message: (rich text editor with Paragraph, Bold, Italic, Underline, Link, Unlink, Image, and Video buttons)
  - h** Add Attachment: (button)
  - i** Submit: (button)



## VIEWING TICKETS

1. On the main page, **click** 'My Tickets.'
2. A list of open and recently closed tickets for your theatre(s) will populate.
3. Ticket subjects are standard:
  - a. Ticket Number
  - b. Theatre (Auditorium)
  - c. Impact (Priority)
  - d. Issue
  - e. House Down (if applicable)
  - f. External Vendor Ticket Number (if applicable)



### My Tickets

Track your tickets. You can find both active and previously submitted tickets here.

**Tickets**  
Support Portal » Tickets

[+ Submit Ticket](#)

Search...

| Number  | Subject                       | Impact       | Issue              | Ext Ticket                 | Status     |
|---------|-------------------------------|--------------|--------------------|----------------------------|------------|
| #000358 | Town Center 20 (Auditorium 9) | Minor (P3)   | Audio              | Ext Ticket: Dolby: 1258971 | Open       |
| #000357 | Town Center 20 (Auditorium 2) | (New Ticket) | Projector / Server | House Down                 | New Ticket |

4. **Click** on the Subject of any ticket to view the notes, add additional notes, or close the ticket.

## UPDATING / CLOSING TICKETS

1. **Select** a ticket in 'My Tickets.'
2. **Review** the notes. **Click** on each note to expand if the entire note is not visible.
3. **Check** or **uncheck** the House Down box, if the auditorium status has changed.
4. **Type** notes in the message box to update the ticket. Add attachments, if needed or helpful for additional context.
  - a. **Click** 'Post Reply' to send an update to all assigned parties.
5. **Click** 'Mark as Resolved' if the issue has been resolved.
  - a. A prompt will appear for additional details on the resolution.



## KNOWLEDGEBASE

The Cinergy Knowledgebase contains the Sight & Sound's SOPs and other common troubleshooting. Just like Cinergy, this is accessible from anywhere, allowing you to pull up troubleshooting from your phone while at the projector or in the auditorium.

1. On the main page, **click** 'Knowledgebase.'
2. **Select** the appropriate category or tag.
3. **Open** the SOP or troubleshooting that matches your issue.



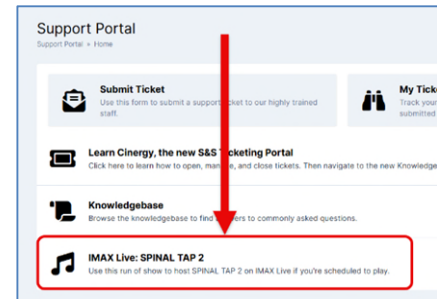
### Knowledgebase

Browse the knowledgebase to find answers to commonly asked questions.

## ACTION REQUIRED AND OTHER IMPORTANT MEMOS

Check the main page when you log in for any Action Required or other special memos from Sight & Sound.

Click on the link to be brought to the full memo.



## LIGHT / DARK MODE AND AVATAR

Your Avatar will appear in all Cinergy tickets and all automated Cinergy emails.

1. **Click** on your name in the top right corner.
2. **Select** Account.
3. **Scroll** down to 'Avatar' and 'Template Mode' to edit.

## ESCALATING AN ISSUE

4. **Wait** a reasonably appropriate amount of time for the TOC to resolve the issue.
5. **Email** [TOC Supervisors](#) to escalate the issue if no reasonable update is received,

| Approximate* Resolution Time | PLF Screens / Flagship Theatres | AMC / DI Brand (Non-PLF screens) | Classic Brand (Non-PLF screens) |
|------------------------------|---------------------------------|----------------------------------|---------------------------------|
| ASAP                         | Critical / AMG                  |                                  |                                 |
| <4 Days                      | Major                           | Critical / AMG                   |                                 |
| <7 Days                      | Minor                           |                                  | Critical / AMG                  |
| <14 Days                     |                                 | Major                            |                                 |
| <30 Days                     |                                 | Minor                            | Major                           |
| <3 Months                    |                                 |                                  | Minor                           |
| N/A                          | Info Only                       | Info Only                        | Info Only                       |

*\*Note: Circumstances of each case differ. Actual resolution timeframes will vary from case to case based on tech availability, part availability, and/or complexity of the issue.*



## Impact Definitions

|                |                                                                                                                                                                                                                                              |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Critical / AMG | Issues where a feature will not play, high risk that an upcoming show may not play, life safety issues or assistive moviegoing issues.                                                                                                       |
| Major          | Issues where the feature is still playable, but presentation is impacted, some risk that a future show may not play, guest-impacting preshow issues, or Screenwriter / Library Server issues that have the potential to impact presentation. |
| Minor          | Issues where the presentation is not impacted or non-critical Screenwriter / Library Server issues.                                                                                                                                          |
| Info Only      | PM notifications, non-critical part orders, or any other information only cases.                                                                                                                                                             |

## RATING CLOSED TICKETS

1. Shortly after a ticket is closed, an email will be sent with a link to rate the ticket.
2. Click on the ticket rating within the email to be taken to the ticket.
3. Enter comments:
  - **Include** any notes about any concern with the ticket including timeliness, professionalism, delays, communication, or other details about the service provided by the TOC, TSE, or outsource.
  - If the ticket was closed prematurely or additional concerns exist, **email** the [TOC Supervisors](#).
  - Ratings are critical to improving service by the Sight and Sound support team and associated vendors.
4. Click 'Update Feedback' to save the rating and comments. These will be reviewed by the TOC Supervisors.