

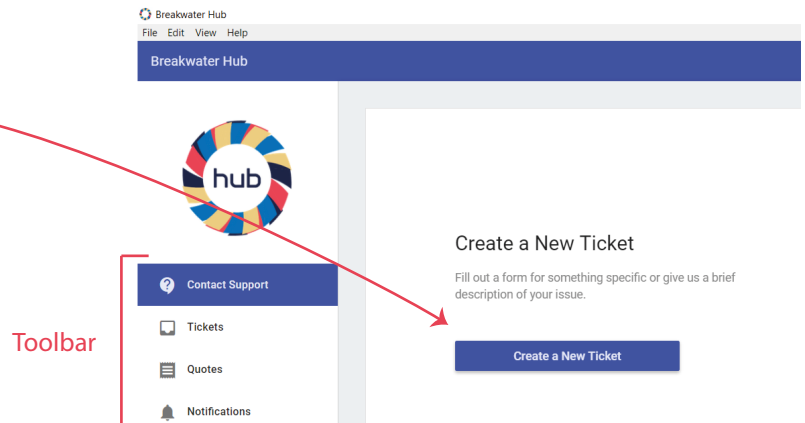


# User Guide

To create a new ticket, make sure you are on the 'Contact Support' tab in the toolbar, then select the 'Create a New Ticket' button.

This will take you to a series of request types with questions designed to help our technicians understand your issue.

Select your request type and complete the questionnaire, or hit the 'Something else' button if your issue does not match the pre-selected options.



Once you have submitted your ticket, you will receive an email with your ticket number and information. On the Hub, you will then see the option to 'Go to my Open Tickets'.

Go to my Open Tickets

Selecting this will take you to your ticket log. You can also access this in the left toolbar under 'Tickets'.

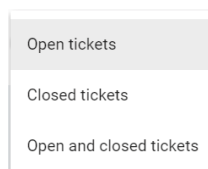
You will see a history of your tickets including the date and time created. If you click on the ticket name, this will take you into a more detailed overview of your ticket. In the detailed ticket view, you will be able to see the full details of your ticket including:

The screenshot shows a detailed view of a ticket titled 'Outlook issues - Test Ticket #430575'. The left sidebar contains ticket details: Ticket Owner (sam.brown), Assigned Technicians (Toby Kalkman), Ticket Details (Priority 2 - High, Status Waiting Customer), and Board (Service Desk). The main content area shows a timeline of activity, including a note from Toby Kalkman asking about availability and a system update. A red box highlights the 'Reply', 'Flag Ticket', and 'Close Ticket' buttons at the bottom of the timeline, with a red arrow pointing to the 'Reply' button. Red text annotations explain these elements: 'The technician in our team that your ticket is assigned to' points to the assigned technician; 'The ticket priority' points to the priority level; 'Progress of the ticket' points to the status; 'Ticket number (this is useful if you need to call us about the ticket)' points to the ticket number; 'Replies from your technician (these will also be emailed to you)' points to the technician's note; and 'If your technician responds to your ticket to ask further questions, you can reply directly to them using the reply function. You can also attach files, take a screenshot or if your issue is resolved, close the ticket.' points to the reply and close buttons.

Once your ticket is resolved and closed, you can view it in the 'Tickets' tab in the left toolbar.

Open tickets 0

Select the 'Open tickets' drop menu



Then either choose to view your 'Closed tickets' or 'Open and closed tickets'

If you open the detailed view of a closed ticket, there is an option to reopen the ticket within 30 days.