



LIS Help Desk

Support Ticket System

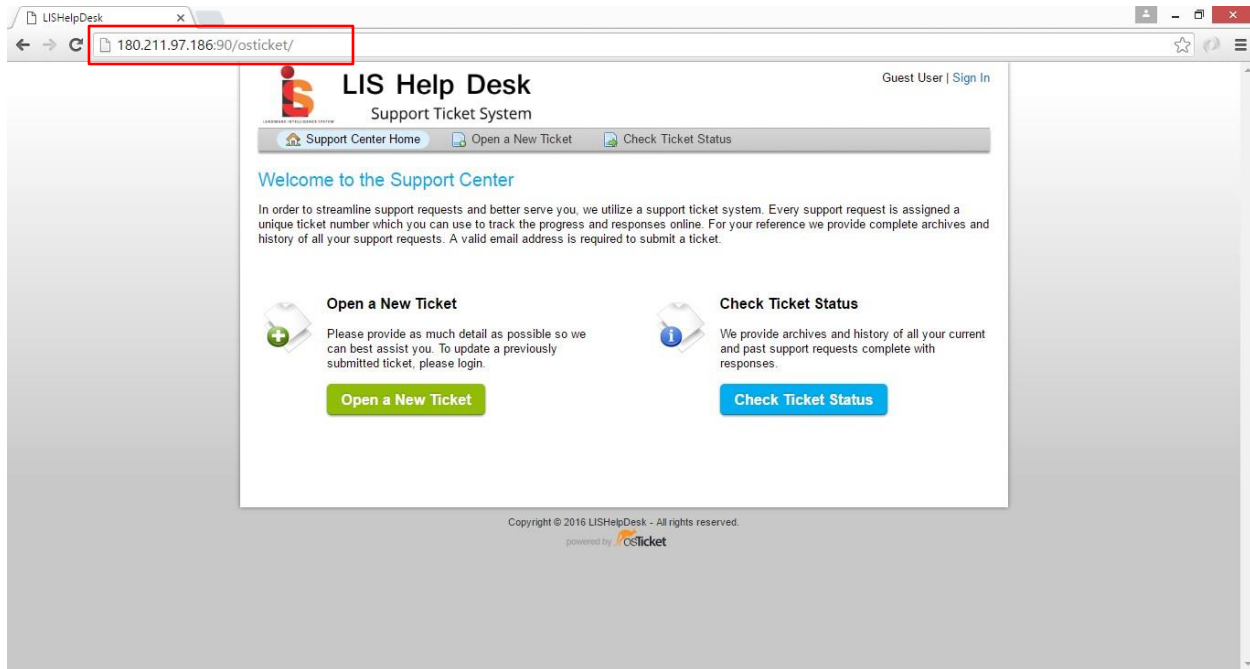
Not yet registered? Create an account

Step by step guide with screens

Company	Landmark Group
Module	LIS Help Desk
Version	1.0
Date	21 st JULY 2016
Document	Create an Account – step by step guide with screens
Link	http://180.211.97.186:90/osticket/

STEP 1: open LIS Help Desk

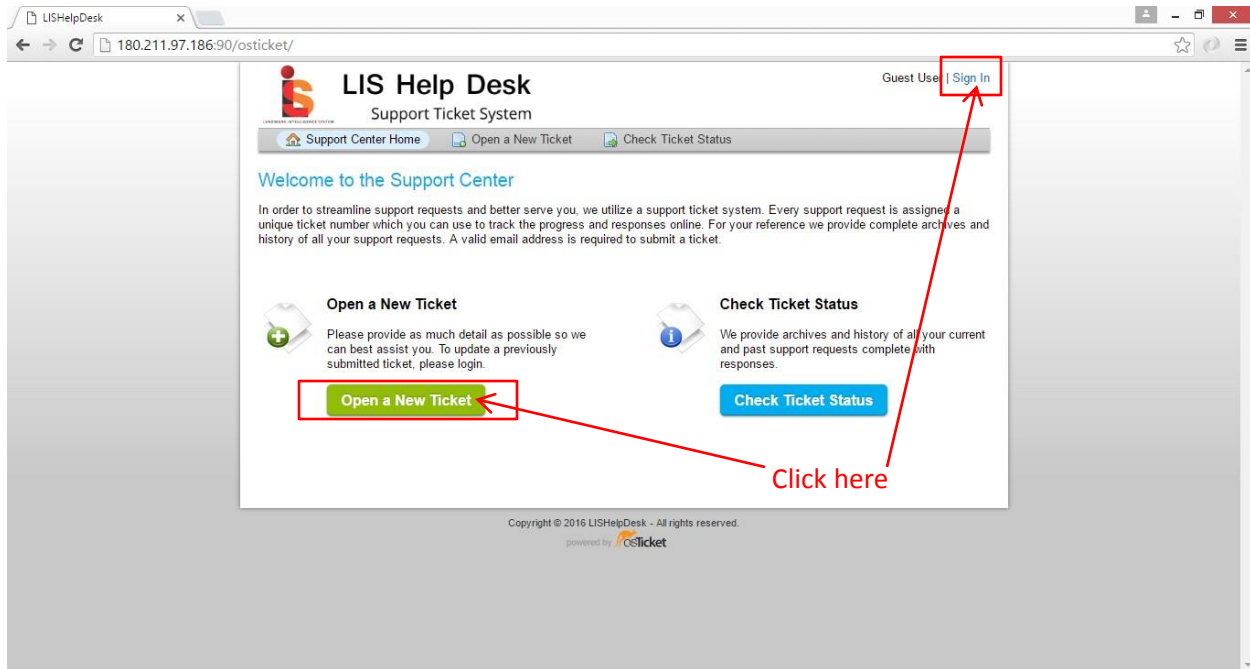
➤ Open following Link in web browser: <http://180.211.97.186:90/osticket/>



[LIS Help Desk]

STEP 2: Sign in OR Open a New Ticket

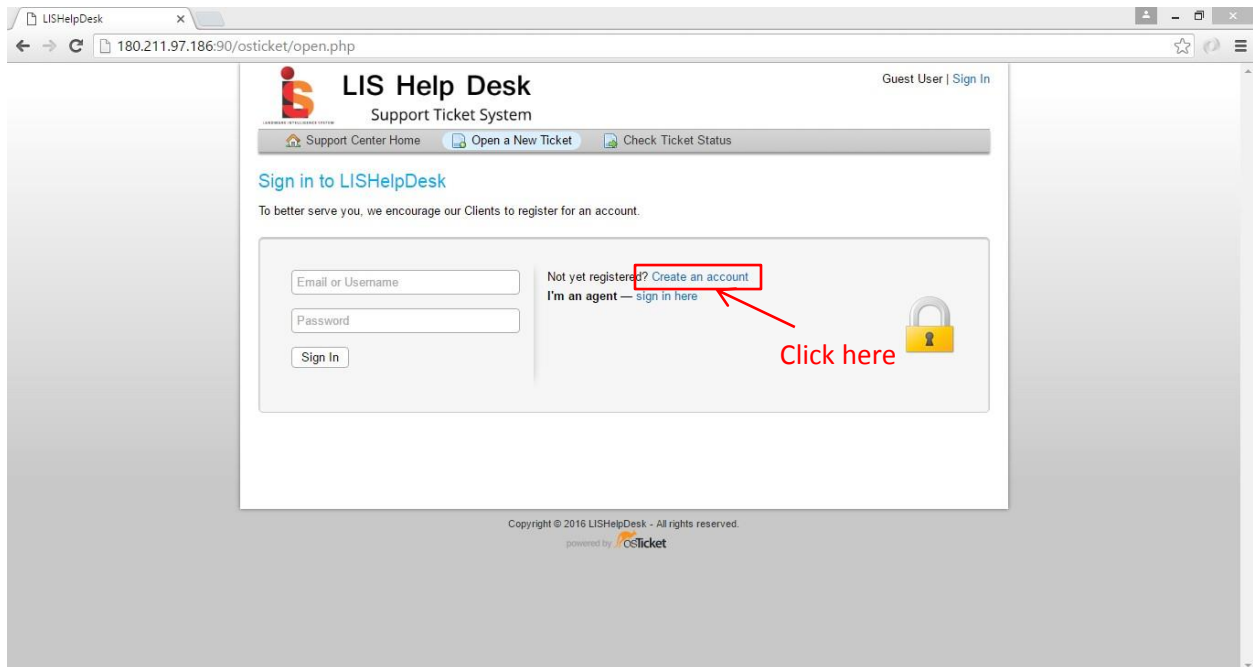
- Click on Top right corner “Sign in” link OR click on “Open a New Ticket” green button



[Sign in]

STEP 3: Create an Account

- Click on Not yet registered? **“Create an account”** link



[Create an account]

STEP 4: Create an Account

➤ Account Registration

LIS Help Desk
Support Ticket System

Guest User | Sign In

Support Center Home Open a New Ticket Check Ticket Status

Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address: ← 1. Landmark email

Full Name: ← 2. Full name

Phone Number: Ext:

Preferences

Time Zone: GMT 5.5 - Bombay, Calcutta, Madras, New Delhi

Daylight Saving: ☐ Observe daylight saving (Current Time: 07/20/2016 1:25 pm)

Access Credentials

Create a Password:

Confirm New Password: ← 3. password

Register Cancel

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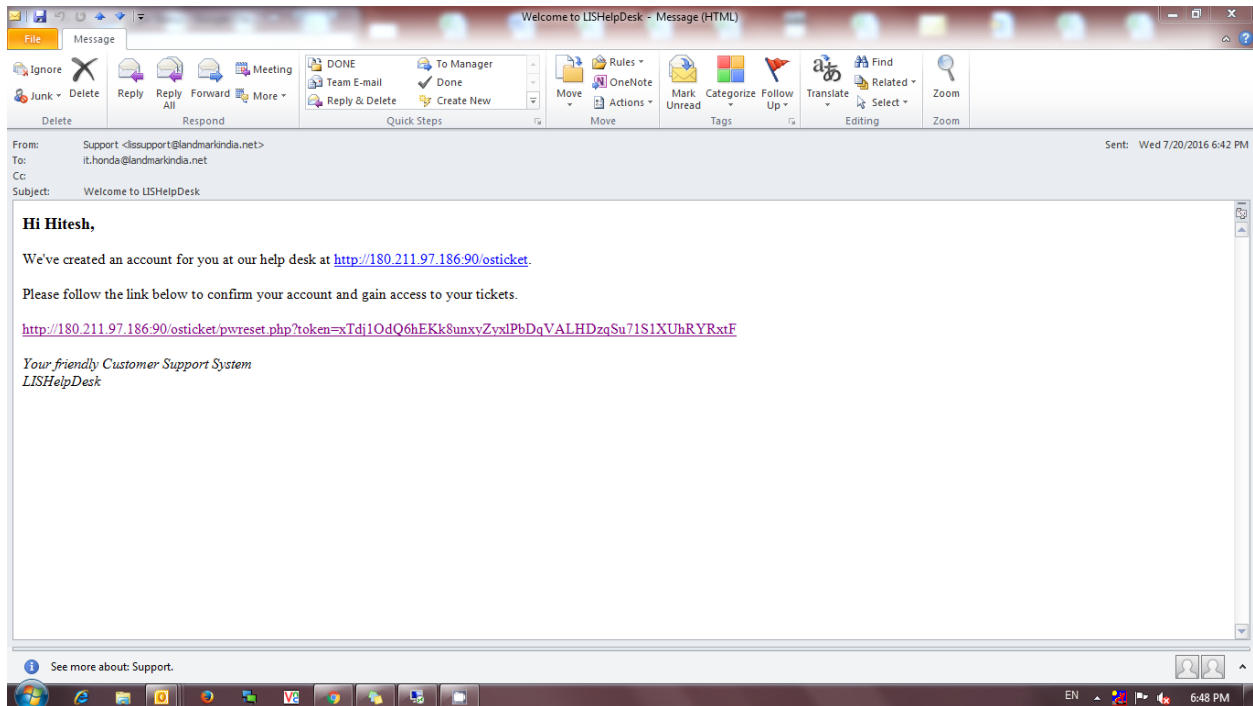
[Account Registration with only 3 details]

STEP 5: Email Confirmation

- Check your email with subject “Welcome to LISHelpDesk”

NOTE: IF EMAIL NOT IN INBOX PLEASE CHECK SPAM/JUNK FOLDER ALSO

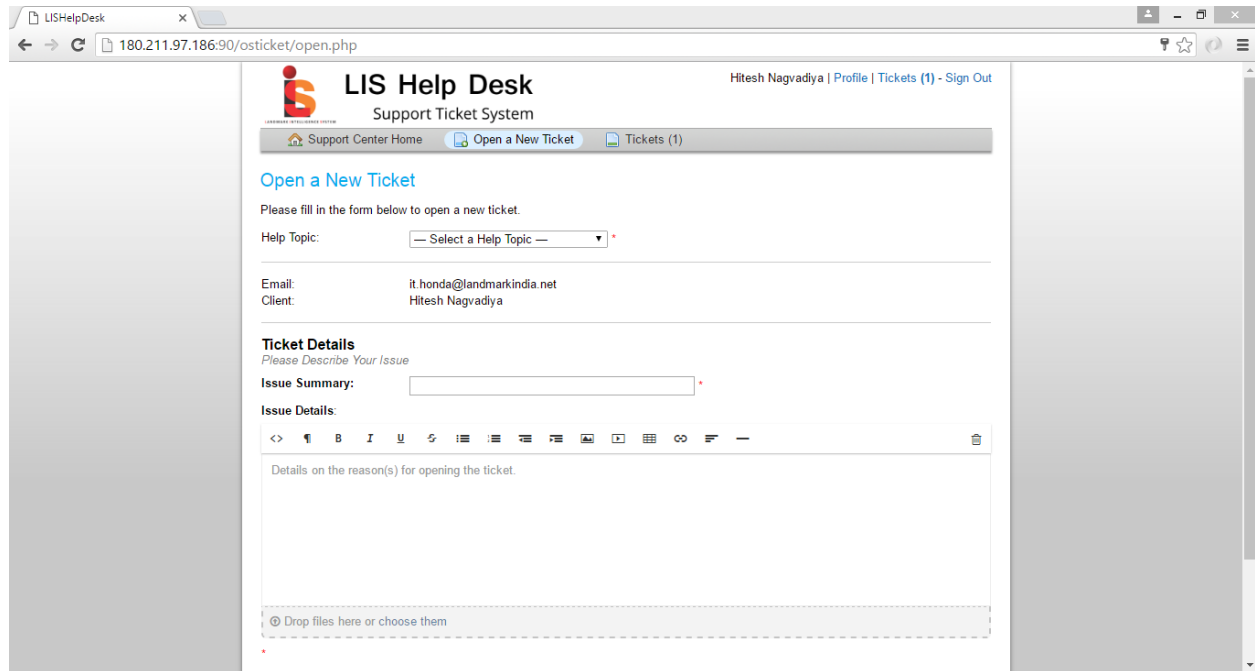
- Click on the link to confirm your account



[Email Confirmation]

DONE...

Now you can Sign in and Open a new Ticket



The screenshot shows a web browser window with the URL `180.211.97.186:90/osticket/open.php`. The page title is "LIS Help Desk" and the subtitle is "Support Ticket System". The user is logged in as "Hitesh Nagvadiya" with a profile link and "Tickets (1) - Sign Out" option. The main navigation bar includes "Support Center Home", "Open a New Ticket", and "Tickets (1)". The "Open a New Ticket" section is active, showing a form to create a new ticket. The form includes a "Help Topic" dropdown menu, an "Email" field with the value "it.honda@landmarkindia.net", and a "Client" field with the value "Hitesh Nagvadiya". Below this is the "Ticket Details" section, which includes a "Please Describe Your Issue" prompt, an "Issue Summary" text area, and an "Issue Details" section with a rich text editor. The rich text editor has a toolbar with various formatting options and a placeholder text "Details on the reason(s) for opening the ticket." At the bottom of the form is a file upload area with the text "Drop files here or choose them".

Created and Prepared by:

