



LIS Help Desk

Support Ticket System

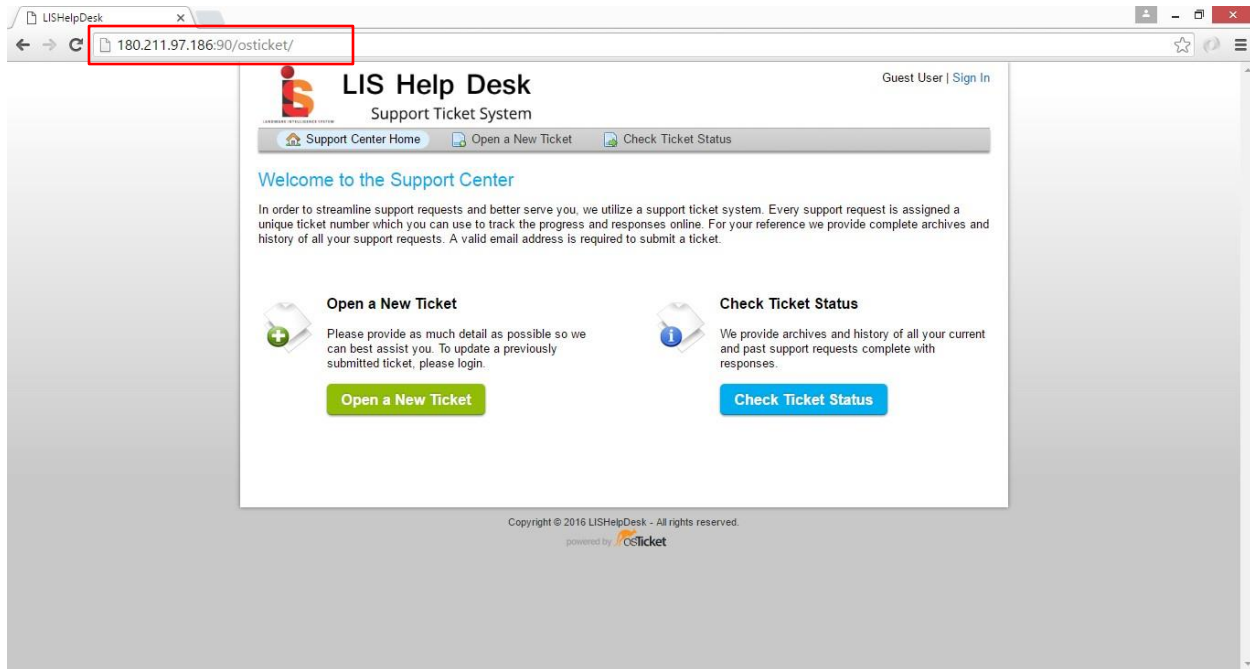
Open a New Ticket

Step by step guide with screens

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

STEP 1: open LIS Help Desk

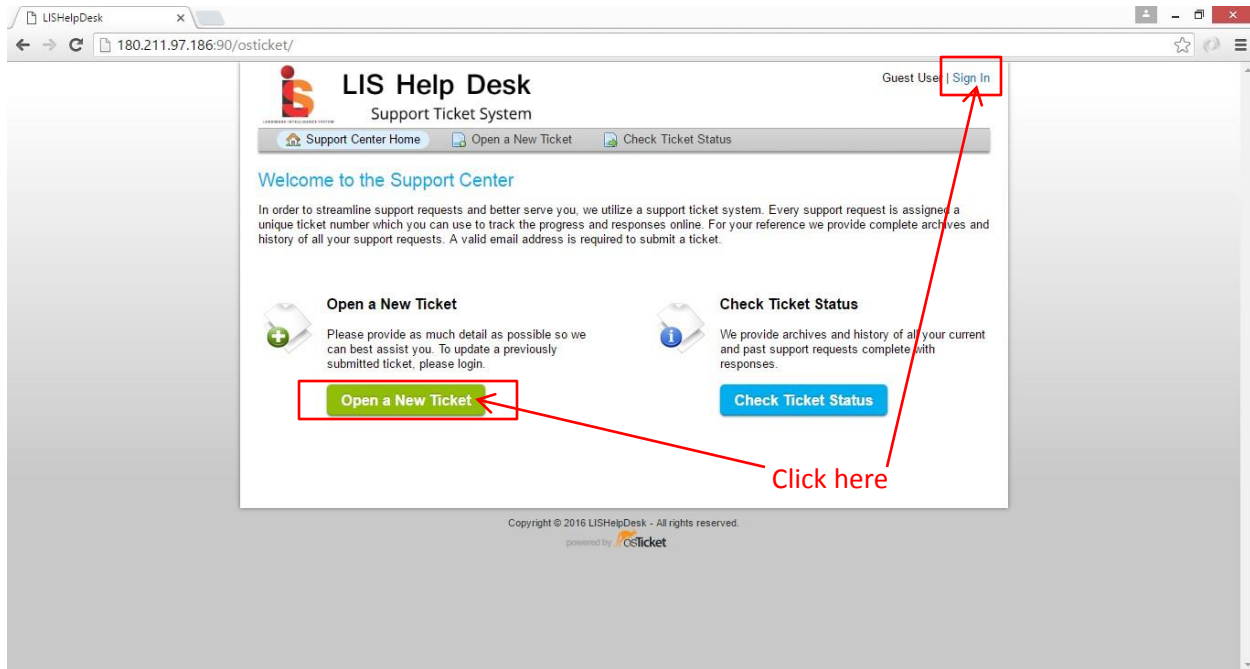
➤ Open following Link in web browser: <http://180.211.97.186:90/osticket/>



[LIS Help Desk]

STEP 2: Sign in OR Open a New Ticket

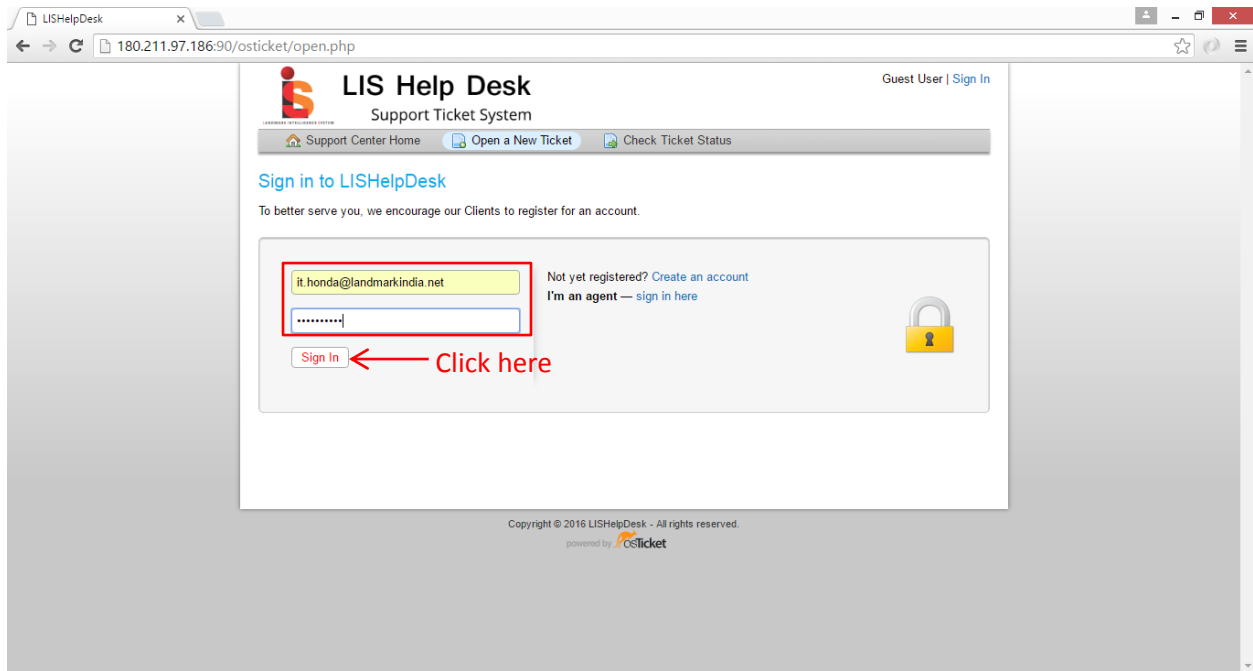
- Click on Top right corner “Sign in” link OR click on “Open a New Ticket” green button



[Sign in]

STEP 3: Enter Login Credentials

- Enter Username OR Email with Password and click on Sign in



[Sign in with login credentials]

STEP 4: Open a New Ticket

➤ Enter just 3 details: 1 select Topic, 2 issu summary and 3 issue details

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 Support Ticket System". The user is logged in as "Hitesh Nagvadiya" with links for "Profile", "Tickets (1)", and "Sign Out". The navigation bar includes "Support Center Home", "Open a New Ticket", and "Tickets (1)".

The main heading is "Open a New Ticket". Below it, a message says "Please fill in the form below to open a new ticket." The form has three main sections:

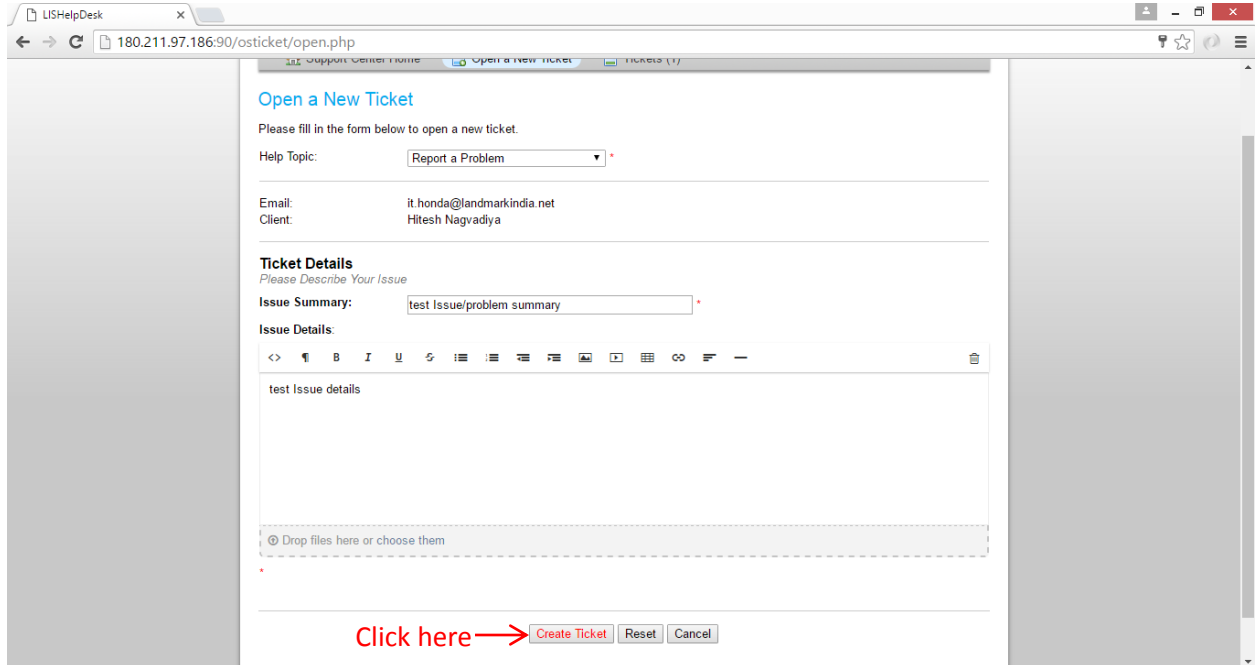
- Help Topic:** A dropdown menu is open, showing options: "Select a Help Topic", "Feedback", "General Inquiry", "Report a Problem", and "Report a Problem / Access Issue". A red box highlights the dropdown, and a red arrow points to it with the text "Select Topic".
- Issue Summary:** A text input field. A red box highlights the field, and a red arrow points to it with the text "Enter Summary".
- Issue Details:** A rich text editor area. A red box highlights the editor, and a red arrow points to it with the text "Enter Details".

At the bottom of the form, there is a file upload section with the text "Drop files here or choose them".

[Open a new ticket]

STEP 5: Create a Ticket

➤ Click on “Create Ticket” Button



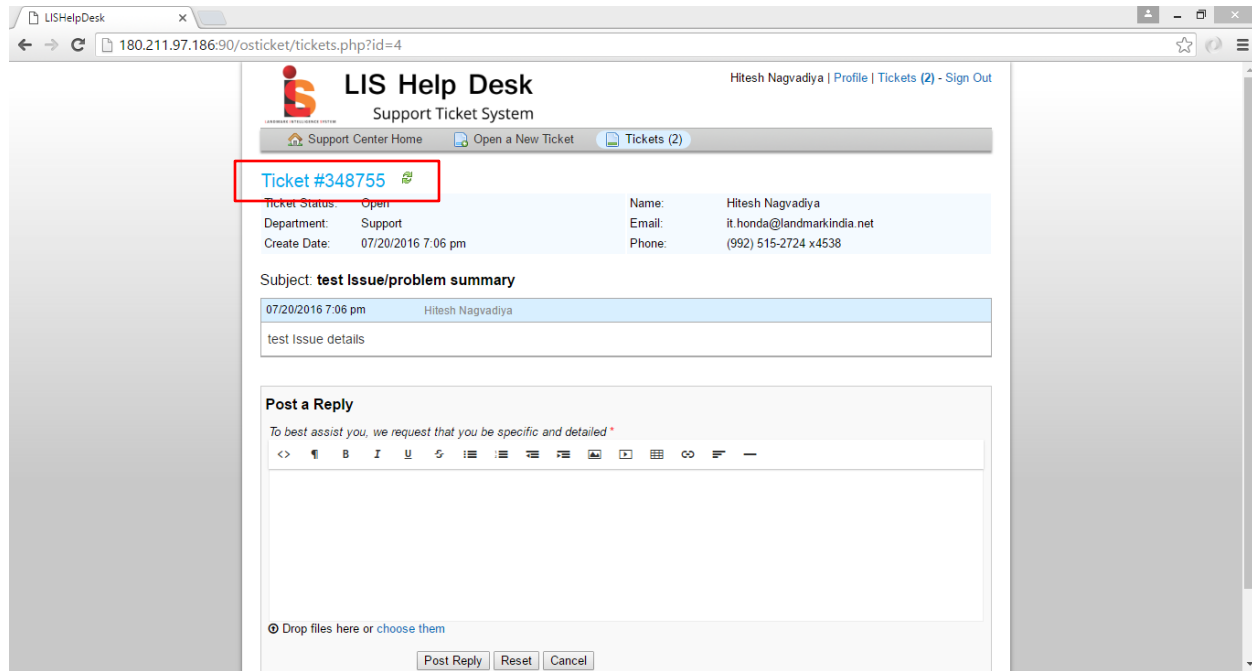
The screenshot shows a web browser window with the URL `180.211.97.186:90/osticket/open.php`. The page title is "Open a New Ticket". Below the title, it says "Please fill in the form below to open a new ticket." The form has the following fields:

- Help Topic:** A dropdown menu with "Report a Problem" selected.
- Email:** `it.honda@landmarkindia.net`
- Client:** `Hitesh Nagvadiya`
- Ticket Details:** A section with the subtext "Please Describe Your Issue". It contains an **Issue Summary:** field with the text "test Issue/problem summary".
- Issue Details:** A rich text editor area with the text "test issue details".
- File Upload:** A dashed box with the text "Drop files here or choose them".

At the bottom of the form, there are three buttons: "Create Ticket" (highlighted in red), "Reset", and "Cancel". A red arrow points to the "Create Ticket" button with the text "Click here →".

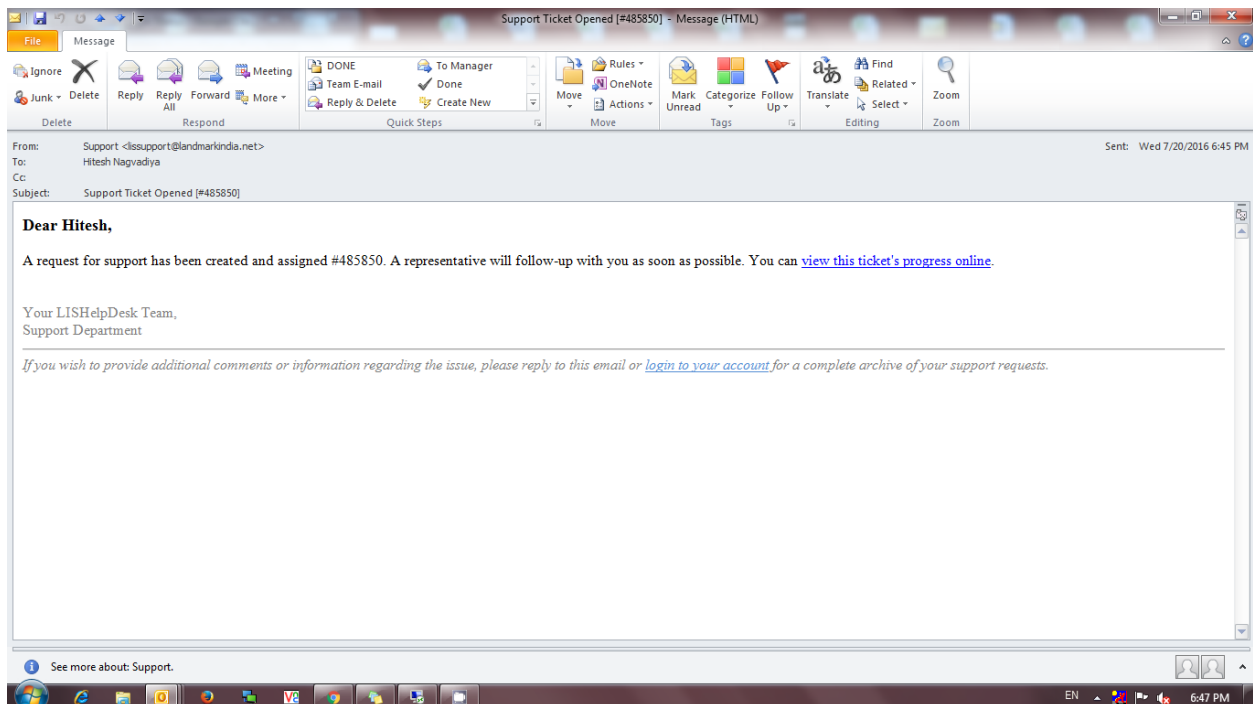
[Create Ticket]

Done... New Ticket Open successfully with Ticket Number



[Ticket Open]

You Receive the open ticket details in Email



[Ticket details in Email]

Created and Prepared by:

