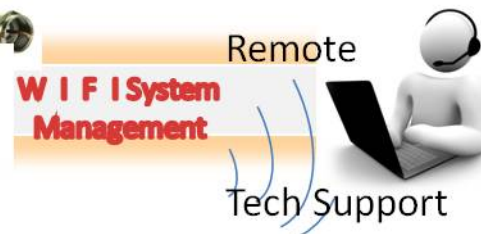
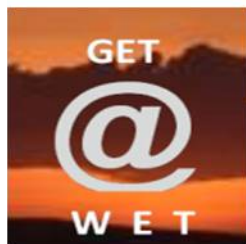


FAQ 103 – How do I submit a ticket request?



@ Wits End Technology

Who are we???



@ Wits End Technology

- @ Wits End Technology (**WET**) serves as an off-site, full service information technology (IT) solution provider for small and medium sized businesses
- Our areas of focus are;
 - IT Design Service
 - Cloud Service
 - Phone & Internet Service



What is the Cloud?

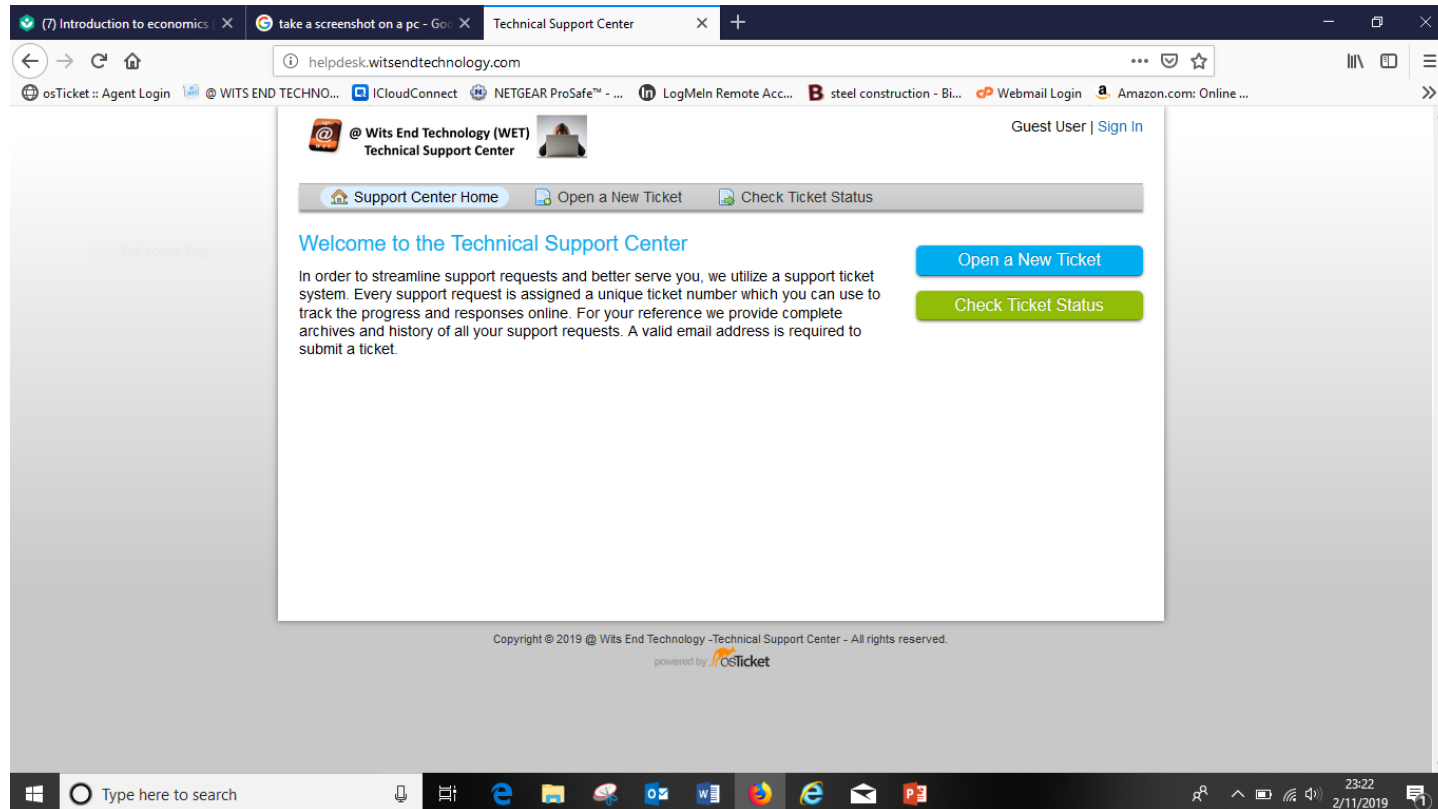
- **Simply put, the cloud refers to software and services that run on the internet instead of your local computer.**
- **Most of these services can be accessed through web browsers like Firefox and Internet Explorer and some companies offer mobile apps.**
- **Examples of cloud services include Google Drive, Apple iCloud, Dropbox and Microsoft OneDrive just to name a few.**
- **Advantage of cloud service is accessibility on any device with an internet connection.**
- **Disadvantage of cloud service is internet service interruptions or outages on the server side as well as just plain ole poor internet connection equals no access.**



How do I submit a ticket request?

From your browser navigate to:

<http://helpdesk.witsendtechnology.com>



The screenshot shows a web browser window displaying the Wits End Technology (WET) Technical Support Center. The browser's address bar shows the URL helpdesk.witsendtechnology.com. The page header includes the WET logo, the text "@ Wits End Technology (WET) Technical Support Center", and a "Guest User | Sign In" link. Below the header, there are navigation buttons for "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area features a "Welcome to the Technical Support Center" heading, followed by a paragraph explaining the support ticket system: "In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket." To the right of this text are two buttons: "Open a New Ticket" (blue) and "Check Ticket Status" (green). The footer of the page contains the copyright notice "Copyright © 2019 @ Wits End Technology -Technical Support Center - All rights reserved." and the text "powered by osTicket". The Windows taskbar at the bottom shows the search bar, task view, and various application icons, with the system tray displaying the time as 23:22 on 2/11/2019.

Enter you contact information

New users will have to create a new account on the next screen.

Technical Support Center

helpdesk.witsendtechnology.com

@ Wits End Technology (WET) Technical Support Center

Guest User | Sign In

Support Center Home Open a New Ticket Check Ticket Status

Welcome to the Technical Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number. You can use to track the progress and receive updates. For your reference we provide complete details of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket

Check Ticket Status

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powered by osTicket

Type here to search

23:22 2/11/2019

Click on
open new
ticket

Pick the correct area of concern

New users will need to create an account and log in.

Existing users enter email or username and password and click sign in.

The screenshot shows a web browser window displaying the login page for the Wits End Technology (WET) Technical Support Center. The page features a navigation bar with links for 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. Below the navigation bar, there is a sign-in section with the heading 'Sign in to @ Wits End Technology -Technical Support Center'. The sign-in form includes fields for 'Email or Username' and 'Password', along with a 'Sign In' button. To the right of the form, there is a link for 'Not yet registered? Create an account' and a link for 'I'm an agent — sign in here'. A yellow padlock icon is visible to the right of the form. At the bottom of the page, there is a copyright notice: 'Copyright © 2019 @ Wits End Technology -Technical Support Center - All rights reserved. powered by osTicket'. The browser's address bar shows the URL 'helpdesk.witsendtechnology.com/open.php'. The Windows taskbar is visible at the bottom of the screen, showing the search bar and various application icons.

Annotations on the screenshot:

- A blue callout box with the text 'Existing users sign in' and a red arrow pointing to the 'Sign In' button.
- A blue callout box with the text 'New users create account' and a red arrow pointing to the 'Create an account' link.

Tell us what is wrong(Cause and Effect)

New users fill in the form and click “Register”

The screenshot displays a web browser window with the URL `helpdesk.witsendtechnology.com/account.php?do=create`. The page title is "Account Registration" and the instruction reads: "Use the forms below to create or update the information we have on file for your account".

The form is divided into several sections:

- Contact Information:**
 - Email Address ***: . An annotation "Type email" with a red arrow points to this field.
 - Full Name ***: . An annotation "Enter name" with a red arrow points to this field.
 - Phone Number**: Ext: . An annotation "Enter number" with a red arrow points to the phone number field.
- Preferences:**
 - Time Zone:** . An annotation "Enter time zone" with a red arrow points to the dropdown menu.
- Access Credentials:**
 - Create a Password:** . An annotation "Create Password" with a red arrow points to this field.
 - Confirm New Password:**

At the bottom of the form, there is a **Register** button and a **Cancel** button. A blue box labeled "Register" with a red arrow points to the "Register" button.

The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons. The system tray on the right indicates the time is 23:51 on 2/11/2019.

Open the ticket request

After confirming your email you will be brought to this screen.
From the drop down menu, Select a help topic and fill in your issue summary. After a brief description, click “Create Ticket”



@ Wits End Technology (WET)
Technical Support Center



Steen, Adrian | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)



Support Center Home



Open a New Ticket



Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email:

mrsteen714@gmail.com

Client:

Steen, Adrian

Select a topic

Help Topic

— Select a Help Topic — *



Create Ticket

Reset

Cancel

Issue Summary.

Next you will fill in a brief summary of the issue and click “Create Ticket”

 @ Wits End Technology (WET)
Technical Support Center 

Steen, Adrian | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(1\)](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: mrsteen714@gmail.com
Client: Steen, Adrian

Help Topic
Email Issue *

Ticket Details
Please Describe Your Issue

Issue Summary *

Subject →

Description of problem →

Details on the reason(s) for opening the ticket.

Drop files here or choose them

Click on Create ticket →


Reviewing your request.

A copy of request will be emailed to the account on file. Please make note of your ticket number.



Support Center Home Open a New Ticket Tickets (1)

Not sending #952838 ← Ticket number [Print](#) [Edit](#)

Basic Ticket Information	User Information
Ticket Status: Open	Name: Steen, Adrian
Department: Support	Email: mrsteen714@gmail.com
Create Date: 2/12/19, 9:32 AM	Phone: (987) 654-3210

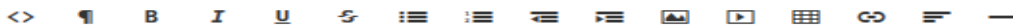
 **Steen, Adrian** posted 2/12/19, 9:32 AM

Test Test

 Created by  **Steen, Adrian** 2/12/19, 9:32 AM

Post a Reply

*To best assist you, we request that you be specific and detailed **



Drop files here or [choose them](#)

[Post Reply](#) [Reset](#) [Cancel](#)

Rules to keep in mind

- Please keep in mind that we will NOT contact you via phone unless it is extremely necessary.
- All correspondence will be done within the ticket system. When the ticket is opened you will receive via email an update. The ticket will state in short "...A support ticket has been created (#Your Ticket Number) and a representative will get back to you shortly..."
- We will not take calls, text messaging or direct emails for ticket request. Technology affords all of our business customer the ability to use smart phones in the event the PC is not working or network is unavailable. Please put this web address in your smart phone for future use <http://helpdesk.witsendtechnology.com>
- NO text messages will be returned or used for technical support. We must maintain records within our ticket support system and texting often makes it difficult to manage our customers accordingly. We also want to respect the fact that there may be other tickets or projects ahead waiting for our support. In the event that our system is down you can send us a personal tweet at **@WitsEndTech**
- ***Keep in mind that an email does not constitute a ticket request. Emails requesting support of any nature will require a ticket request from our system first. To receive resolution to your issue, please submit a ticket not a direct email to our staff.***

For Additional Questions Contact Us

Having Trouble???

Visit our Technical Support Center

<http://www.helpdesk.witsendtechnology.com/>