

Support Ticketing System

Quick Start Guide

NETEX ENTERPRISES TICKET MANAGEMENT SYSTEM

This guide is designed to give you a brief introduction on how to enter, review and respond to support tickets.

The support ticketing system will give a structured area where your issues and concerns can be entered, responded and resolved. This will help increase organization, efficiency and accuracy to any future support and service issues.

Step 1: Login & Registration Page

- This page is located at <http://support.netexsoftware.com>.
- If this is your first time into the system, please create a new account with a email address that you use regularly.
- Look to Step 2 for what you will see when you click the 'create' button.

NETEX ENTERPRISES TICKET MANAGEMENT SYSTEM

Login

Username:

Password:

Lost your password?

Username:

(Request new password)

Language

Language:

Create Account

Attn Hotmail Users: Please include netexenterprises.com in your safe sender's list in order to receive your password. This can be done by editing the "safe and blocked senders" settings in your hotmail account options.

Salutation:

Firstname:

Lastname:

Email/Login:

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Step 2: New Account Created

- It will show in red text that your account has been created.
- Please check your email account in a few minutes for the email containing your system generated password.
- Use this password with your email address to login to the Support Ticket System.

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New account created. Sent Login-Account to 'andrew@netexenterprises.com'

Login

Username:

Password:

Lost your password?

Username:

(Request new password)

Language

Language:

Create Account

Attn Hotmail Users: Please include netexenterprises.com in your safe sender's list in order to receive your password. This can be done by editing the "safe and blocked senders" settings in your hotmail account options.

Salutation:

Firstname:

Lastname:

Email/Login:

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Step 3: Your account

- This is the area where you can create new support requests (New Ticket), view the current support tickets that you have entered and any updates or responses to them. Then finally change your account preferences.

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[Logout](#) [New Ticket](#) [MyTickets](#) [CompanyTickets](#) [Search](#) [FAQ-Area](#) [Preferences](#)

Welcome Andrew Lundie
(andrew@netexenterprises.com)
10/10/2007 15:21:49

MyTickets

Ticket 1-2 of 2 - Page: 1 - (Don't show closed Tickets)

<u>Ticket#</u>	<u>Age</u>	<u>Subject</u>	<u>State</u>	<u>Queue</u>	<u>Owner</u>
2007101010000029	3 hours 1 minute	Testing OTRS oct. 10 at 12:16pm	open	Fitness CMS:Flirt [-]	andrew
2007101010000011	3 hours 31 minutes	Testing System - Wed. Oct 10, 2007	open	Customer Service	andrew

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Step 4: Change Your Password

- Change your password to something that you will remember and then click on the update.
- This will bring you back to your main page, where you can view, add or respond to the support tickets & responses that are in your account.

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Welcome Andrew Lundie
(andrew@netexenterprises.com)
10/10/2007 16:02:45

[Logout](#) [New Ticket](#) [MyTickets](#) [CompanyTickets](#) [Search](#) [FAQ-Area](#) [Preferences](#)

Frontend	Other Options
<p>Language</p> <p>Select your frontend language.</p> <p>English <input type="button" value="v"/></p> <p><input type="button" value="update"/></p>	<p>Change Password</p> <p>New password: <input type="text"/></p> <p>New password again: <input type="text"/></p> <p><input type="button" value="update"/></p>
<p>Shown Tickets</p> <p>Max. shown Tickets a page in Overview.</p> <p>25 <input type="button" value="v"/></p> <p><input type="button" value="update"/></p>	<p>Closed Tickets</p> <p>Show closed tickets.</p> <p>Yes <input type="button" value="v"/></p> <p><input type="button" value="update"/></p>
<p>QueueView refresh time</p> <p>Select your QueueView refresh time.</p> <p>10 minutes <input type="button" value="v"/></p> <p><input type="button" value="update"/></p>	

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Step 5: New Support Ticket

- If you click on the 'New Ticket' link this is the screen that will be displayed.
- Choose a category that you best fit under.
- Give a descriptive subject to the ticket
- In the description, please make sure to note which page you were on, what action you were attempting to perform, what error or issue you are encountering. If there is an error message on the screen please copy this into your message. If you are on a specific customer, product or event please mention the name and customer id / event id or product id if possible. Also copying the whole web-site address into the message.
- Any other comments or questions are welcome.

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Welcome Andrew Lundie
(andrew@netexenterprises.com)
10/10/2007 15:23:01

[new ticket]

Options

To:

Subject:

Text:

Attachment:

Priority:

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Step 6: Back to the main “My Tickets” window

- Now the ticket has been added to your list.
- The system will send out a notification to the support individual(s) that are assigned to handle that department.
- Support individuals will then respond to your request in a timely fashion.

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Welcome Andrew Lundie
(andrew@netexenterprises.com)
10/10/2007 15:40:36

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MyTickets

Ticket 1-3 of 3 - Page: 1 - ([Don't show closed Tickets](#))

Ticket# U / D	Age U / D	Subject	State U / D	Queue U / D	Owner U / D
2007101010000038	0 minute	This is a test Message	new	Fitness CMS::Flirt [.]	root@localhost
2007101010000029	3 hours 20 minutes	Testing OTRS oct. 10 at 12:16pm	open	Fitness CMS::Flirt [.]	andrew
2007101010000011	3 hours 49 minutes	Testing System - Wed. Oct. 10, 2007	open	Customer Service	andrew

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