

Ticket Support User Guide

A Brief Look Into The Ticket System

Target Group: End-Users

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Change History

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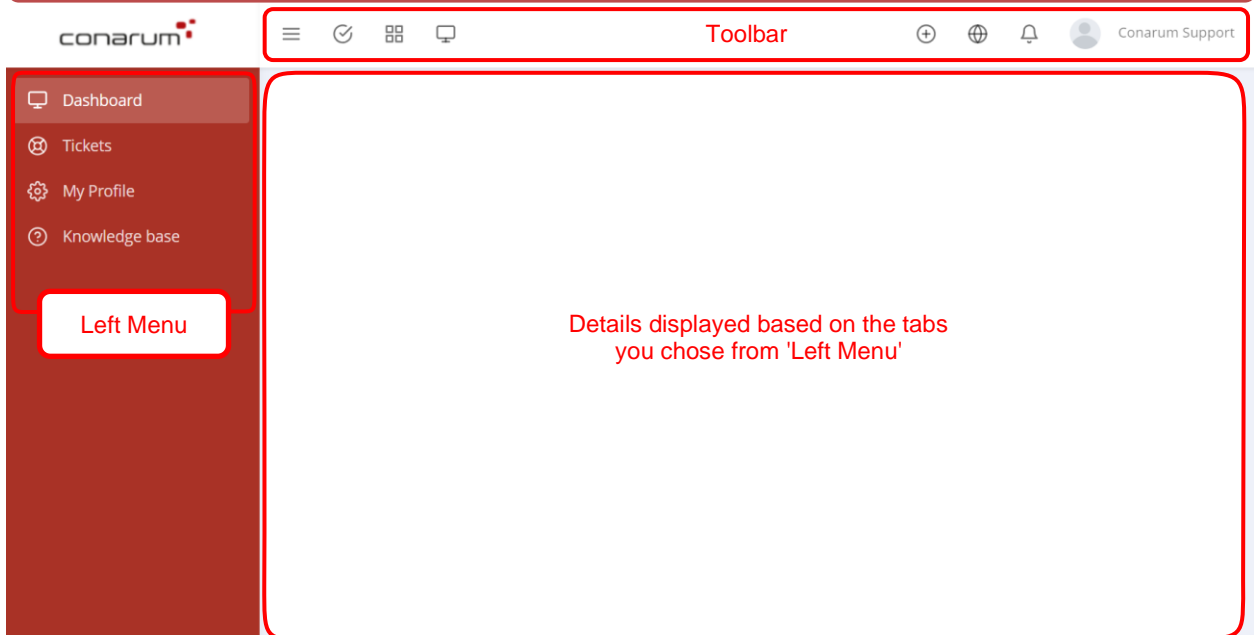
1. Login

Enter your designated username and password on the Login screen to securely access your ticket support dashboard and manage incoming and existing support requests.

Step 1: Go to 'support.conarum.com', enter username/password, and click 'Sign In'.



Step 2: Explore the application layout.



Step 3: 'Ticket Support Dashboard' screen.

Ticket Classification by Status

Ticket ID	Title	conarum internal	Ticket type	Last activity	Status
Ticket #17	Field setting for the detail screen	conarum internal	Change Request	2023-08-25 08:03:18 pm	New
Ticket #21	Back-button behaviour working sometime not as expectation	conarum internal	Change Request	2023-08-25 08:51:56 pm	New

Ticket workload

2. Ticket Management

In the Ticket Management screen, click 'Add ticket' to open a form. Enter the issue's details, set the priority, attach files if needed, and submit. Our support team will address it promptly.

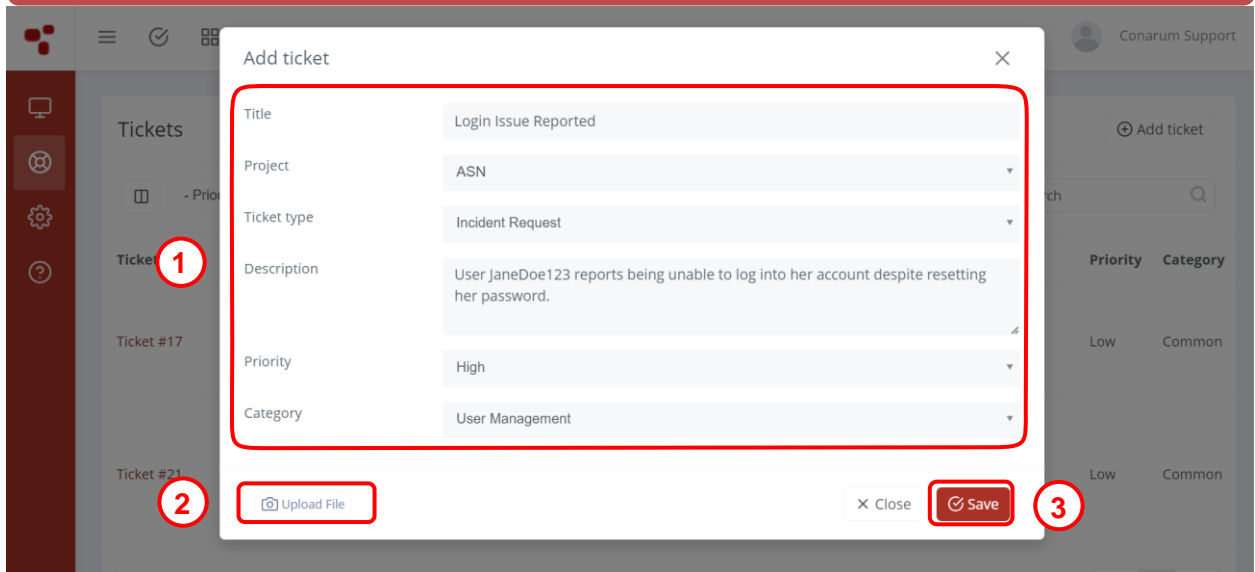
Step 1: Navigate to the 'Tickets Management' screen and click 'Add ticket'.

1

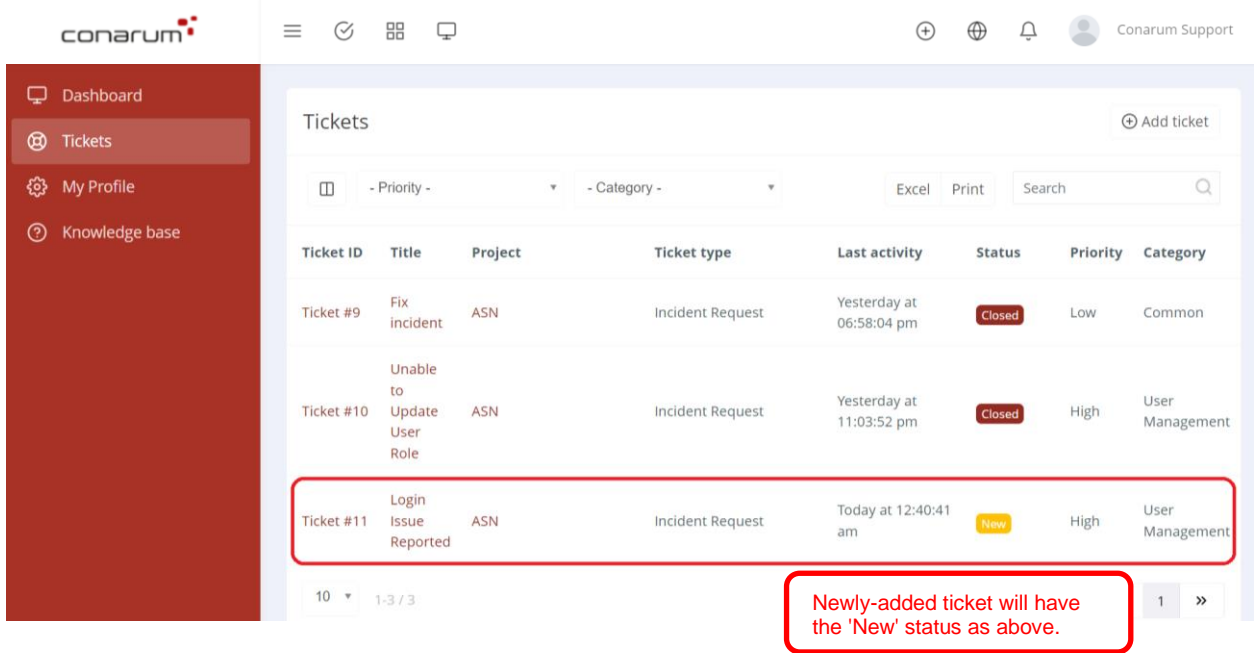
2 Add ticket

Ticket ID	Title	Project	Ticket type	Last activity	Status	Priority	Category
Ticket #9	Fix incident	ASN	Incident Request	Yesterday at 06:58:04 pm	Closed	Low	Common
Ticket #10	Unable to Update User Role	ASN	Incident Request	Yesterday at 11:03:52 pm	Closed	High	User Management

Step 2: Enter the issue details, upload a file if needed, then click on the 'Save' button.



Step 3: New issues default to the 'New' status.



Step 4: Receive notifications for new or updated issues.

The screenshot shows the Conarum Tickets interface. On the left is a navigation sidebar with 'Dashboard', 'Tickets', 'My Profile', and 'Knowledge base'. The main area displays a 'Tickets' table with columns for Ticket ID, Title, and Project. A dropdown menu for 'Priority' is open, highlighted with a red circle '2'. In the top right corner, a notification bell icon is highlighted with a red circle '1'. A notifications dropdown menu is open, showing a list of recent activity for Ticket #11, including comments from 'conarum GmbH & Co KG - Ticket System' and 'Kien Nguyen Trung'.

Ticket ID	Title	Project	Priority	Category
Ticket #9	Fix incident	ASN	Low	Common
Ticket #10	Unable to Update User Role	ASN	High	User Management
Ticket #11	Login Issue Reported	ASN	High	User Management

Step 5: Enter your comments about the issue and click the 'Post Comment' button.

The screenshot shows the Conarum Ticket #11 - Login Issue Reported page. The main area contains a comment input form with a text area (circled '1'), an 'Upload File' button (circled '2'), and a 'Post Comment' button (circled '3'). The right sidebar shows ticket details: Status: New, Project: ASN, Created: Today at 12:40:41 am, Ticket type: Incident Request, Priority: High, Category: User Management. Below the input form, there is a list of previous comments from 'conarum GmbH & Co KG - Ticket System' and 'Kien Nguyen Trung'.

Step 6: Click 'Make as Closed' if the problem has been resolved.

3. My Profile

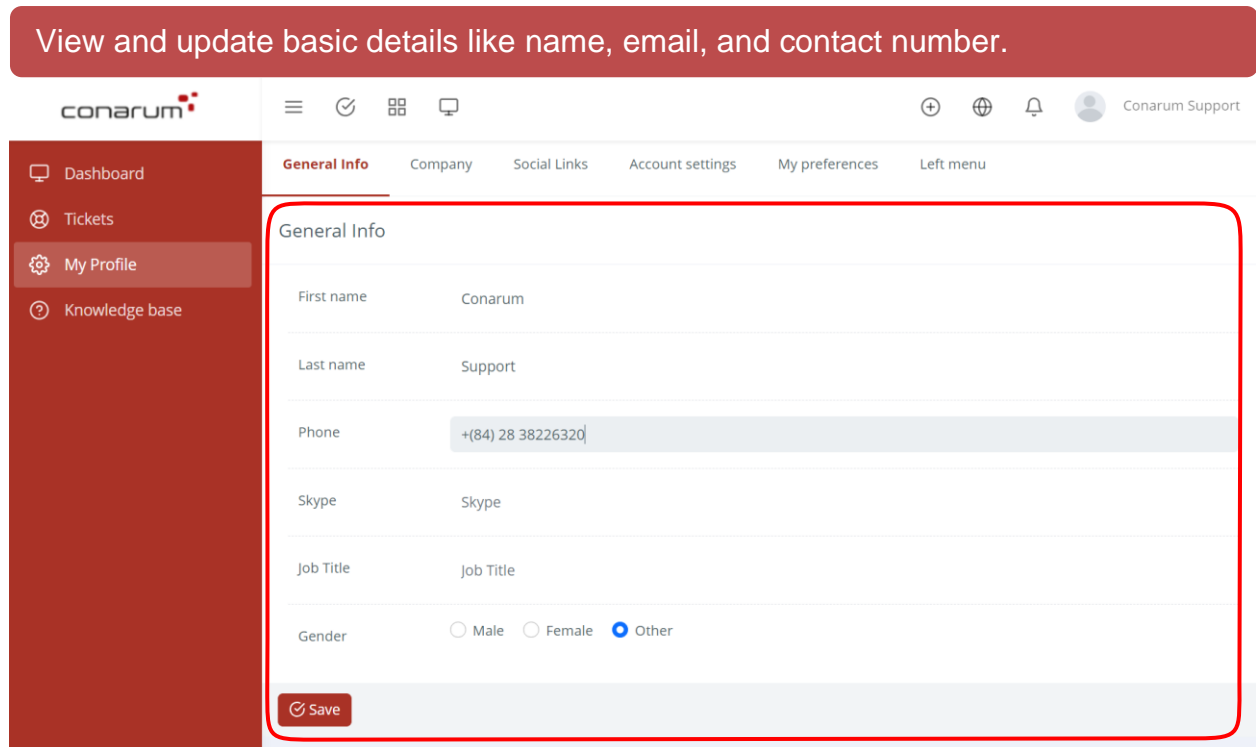
Details on personalizing and updating user profiles in the Ticket Support system.

Your central hub for managing personal and account details.

3.1. General Info

Details on personalizing and updating user profiles.

View and update basic details like name, email, and contact number.



The screenshot displays the 'General Info' section of a user profile. The left sidebar contains navigation options: Dashboard, Tickets, My Profile (highlighted), and Knowledge base. The top navigation bar includes 'General Info', Company, Social Links, Account settings, My preferences, and Left menu. The main content area is titled 'General Info' and contains the following fields:

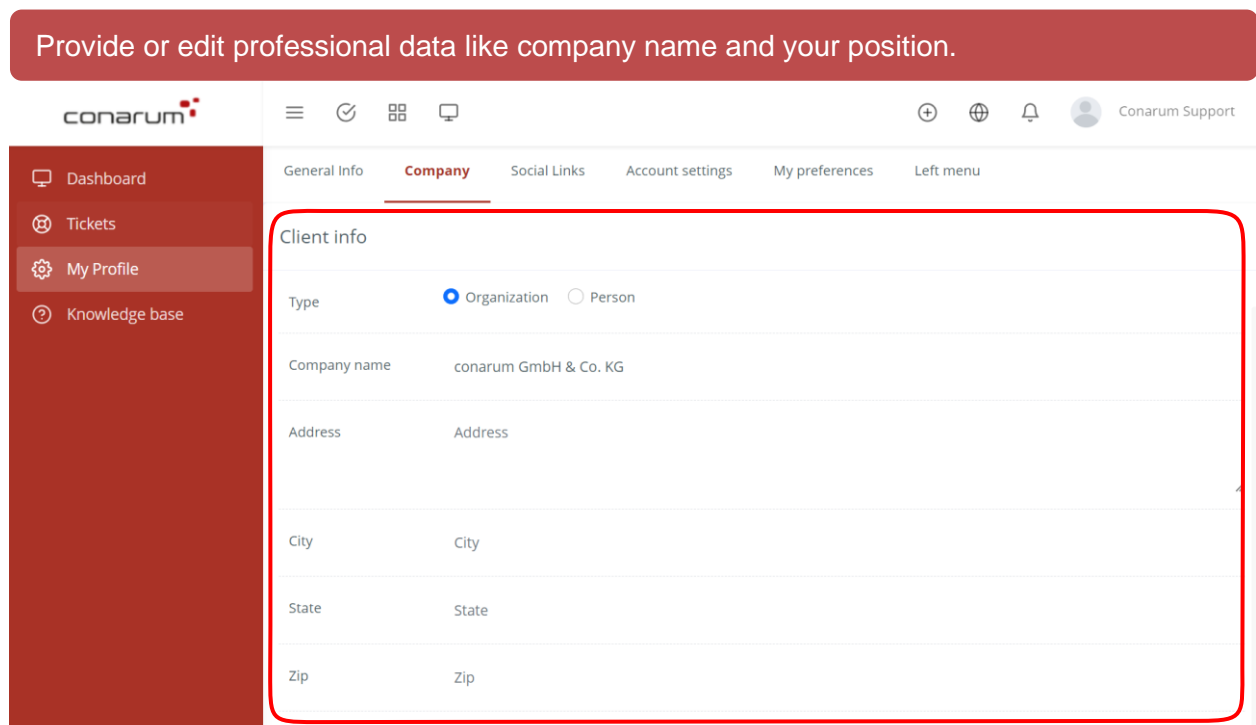
- First name: Conarum
- Last name: Support
- Phone: +(84) 28 38226320
- Skype: Skype
- Job Title: Job Title
- Gender: Male Female Other

A 'Save' button is located at the bottom left of the form.

3.2. Company

Instructions for adding or refining details about your associated company or organization.

Provide or edit professional data like company name and your position.



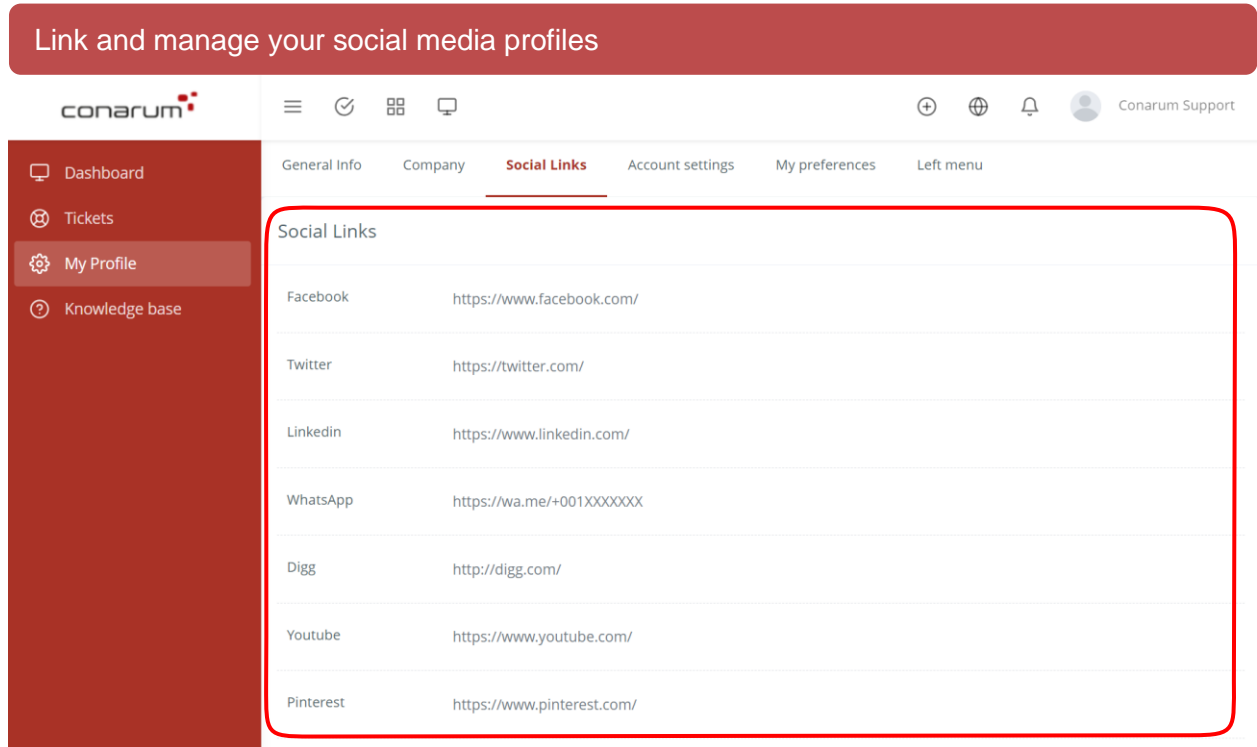
The screenshot displays the 'Company' section of a user profile. The left sidebar contains navigation options: Dashboard, Tickets, My Profile (highlighted), and Knowledge base. The top navigation bar includes 'General Info', 'Company' (highlighted), Social Links, Account settings, My preferences, and Left menu. The main content area is titled 'Client info' and contains the following fields:

- Type: Organization Person
- Company name: conarum GmbH & Co. KG
- Address: Address
- City: City
- State: State
- Zip: Zip

3.3. Social Links

Directions on how to integrate your social media profiles, ensuring a comprehensive user profile.

Link and manage your social media profiles

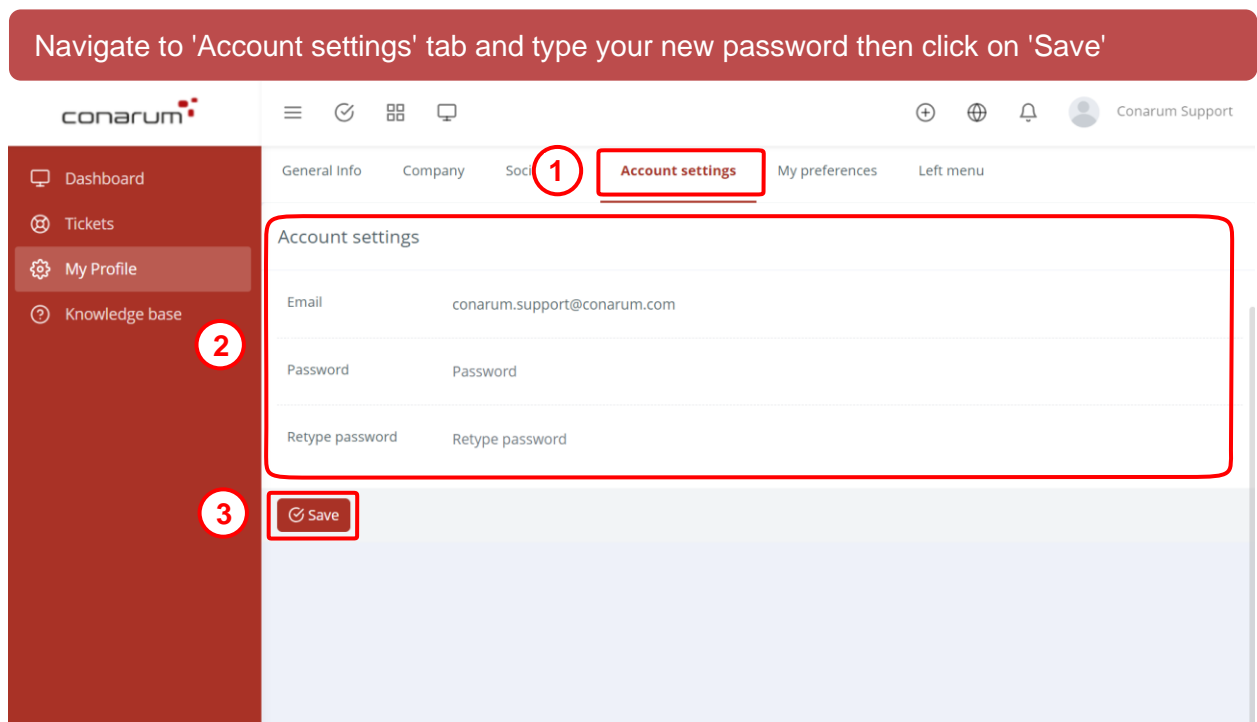


Social Links	
Facebook	https://www.facebook.com/
Twitter	https://twitter.com/
Linkedin	https://www.linkedin.com/
WhatsApp	https://wa.me/+001XXXXXX
Digg	http://digg.com/
Youtube	https://www.youtube.com/
Pinterest	https://www.pinterest.com/

3.4. Account Settings

Details on tweaking credentials and adjusting security preferences for optimal account safety and personalization.

Navigate to 'Account settings' tab and type your new password then click on 'Save'



Account settings

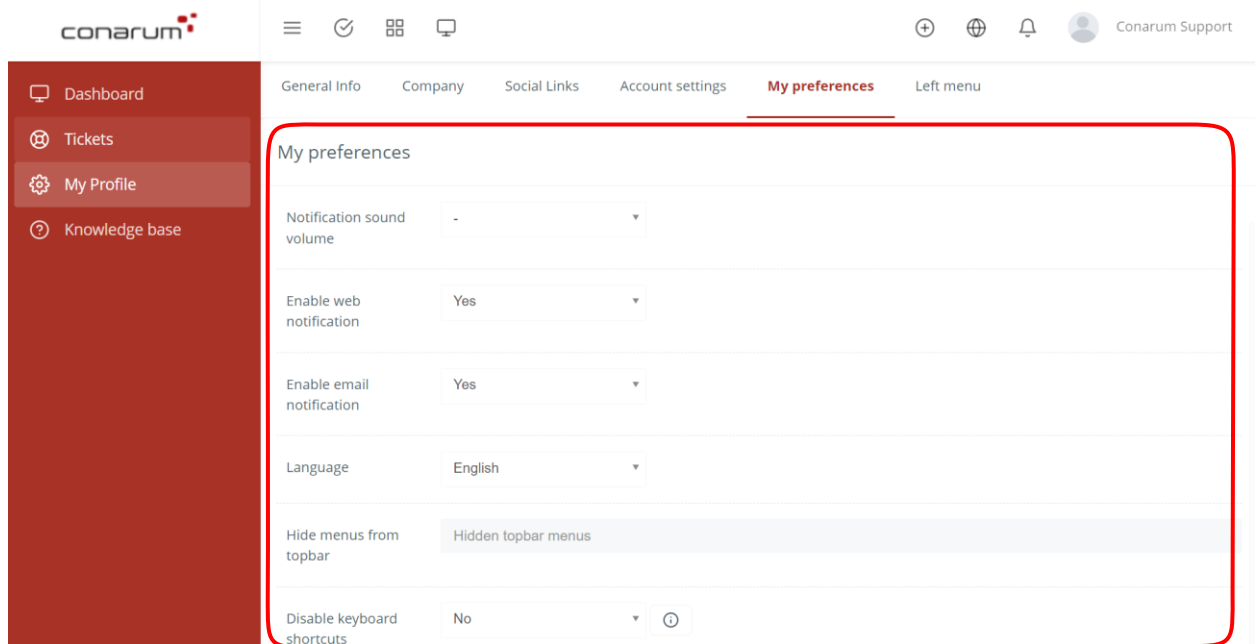
Email	conarum.support@conarum.com
Password	Password
Retype password	Retype password

Save

3.5. My References

Adjust settings like notification sounds, language, email/web notifications, keyboard shortcuts, and snooze length.

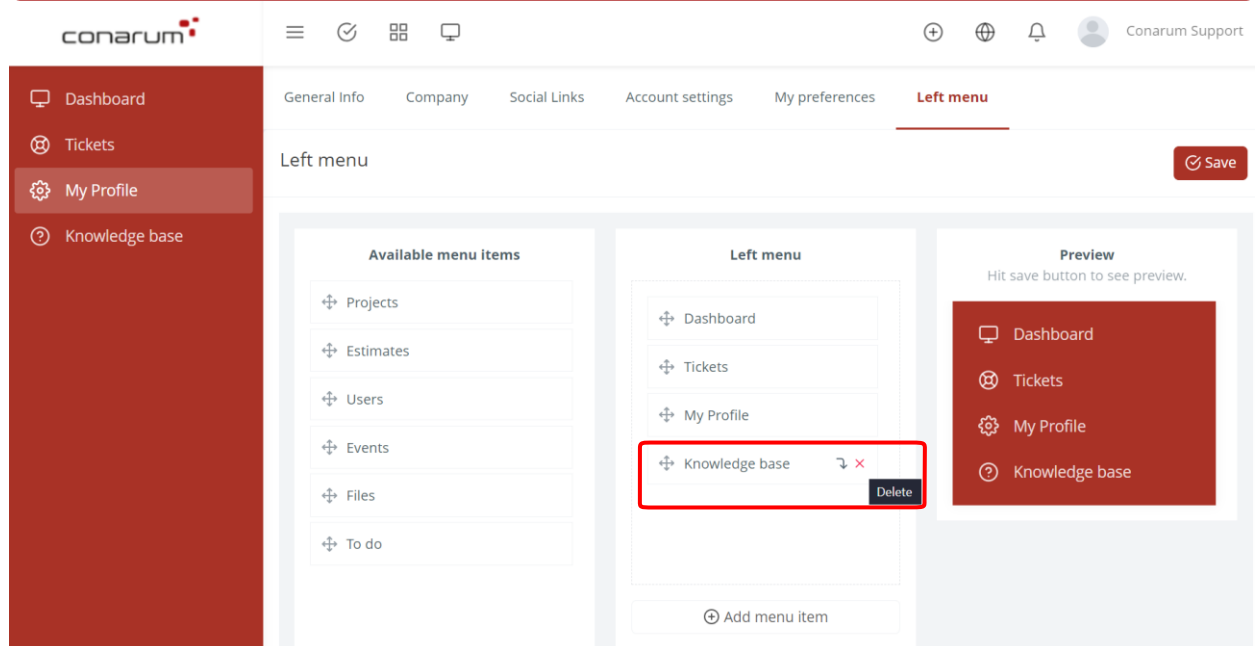
Personalize platform themes, language, and notification settings.



3.6. Left Menu

Customize your sidebar, encompassing menu items, arrangement, and a preview option.

Click on the 'Delete' icon, or drag and drop the tab to remove it from the left menu.



After deleting a tab, it will be moved from the 'Left menu' to 'Available menu items'.

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General Info Company Social Links Account settings My preferences **Left menu**

Left menu

Save

Click on 'Save' to apply.

Available menu items

- Projects
- Estimates
- Users
- Events
- Files
- To do
- Knowledge base

Left menu

- Dashboard
- Tickets
- My Profile

Add menu item

Hit save button to see preview.

- Dashboard
- Tickets
- My Profile
- Knowledge base

Your new 'Left menu' is now displayed based on the change you made.

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General Info Company Social Links Account settings My preferences **Left menu**

1 New menu was applied!

2 Restore to default Save

Click 'Restore to default' to return to the default setting.

Available menu items

- Events
- Projects
- Estimates
- Users
- Files
- Knowledge base
- To do

Left menu

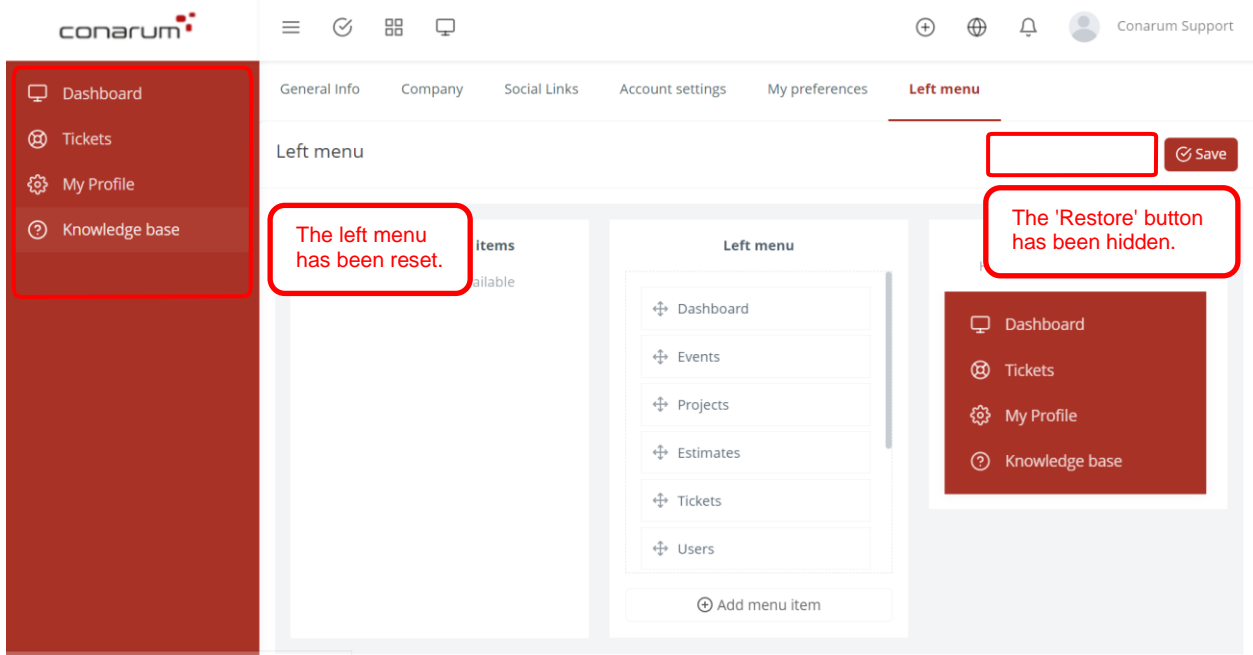
- Dashboard
- Tickets
- My Profile

Add menu item

Hit save button to see preview.

- Dashboard
- Tickets
- My Profile

After clicking 'Restore to Default' the left menu will reset, and the button will be hidden.



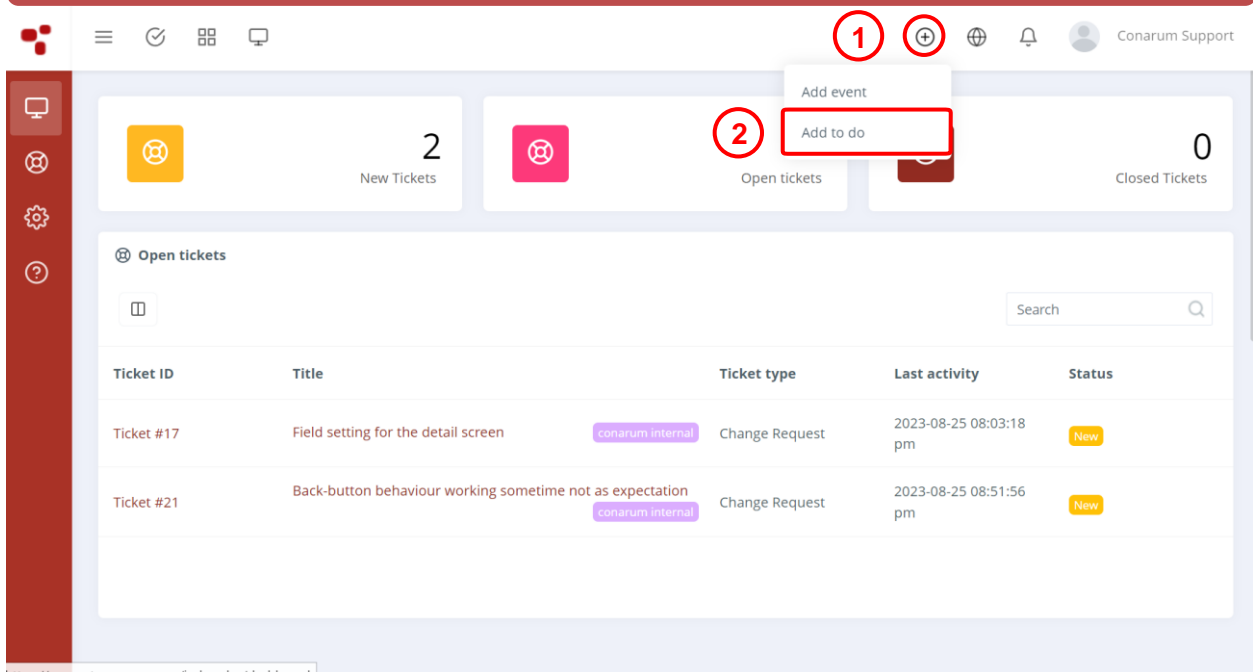
4. To Do

A breakdown of the task management tools within the Ticket Support system.

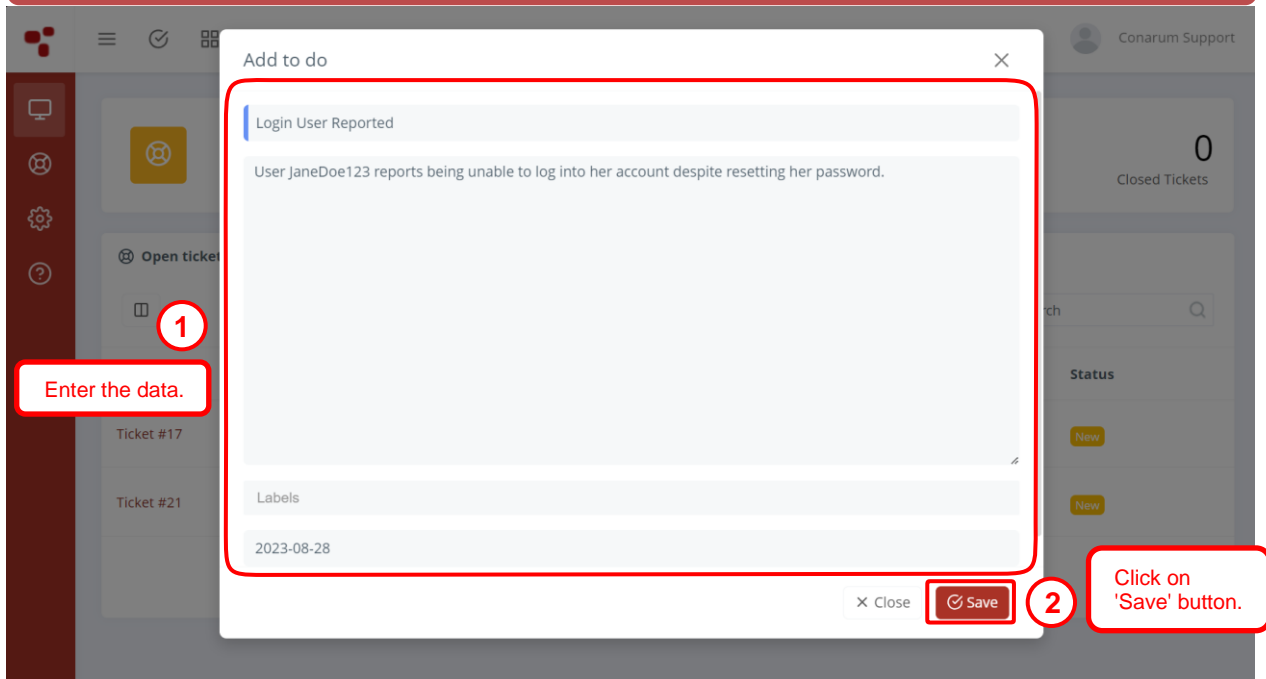
4.1. Add To Do

Detailed steps on creating new tasks or objectives within the system.

Step 1: Click the 'Add to do' button.



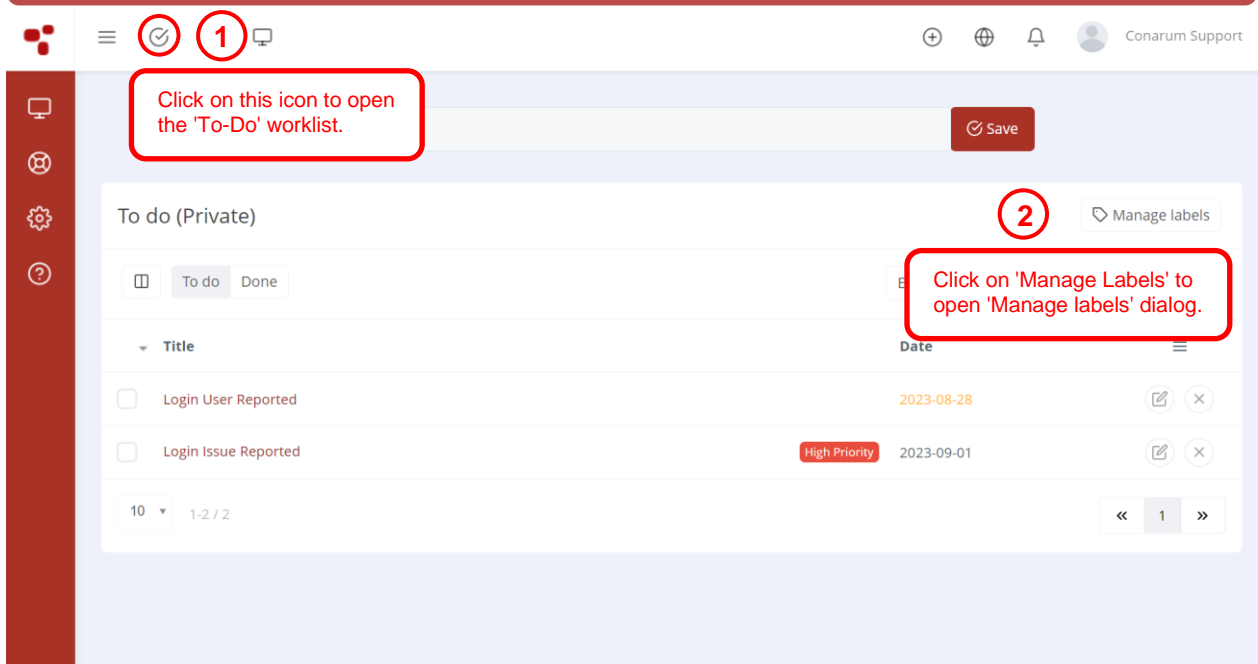
Step 2: Enter the 'To do' details.



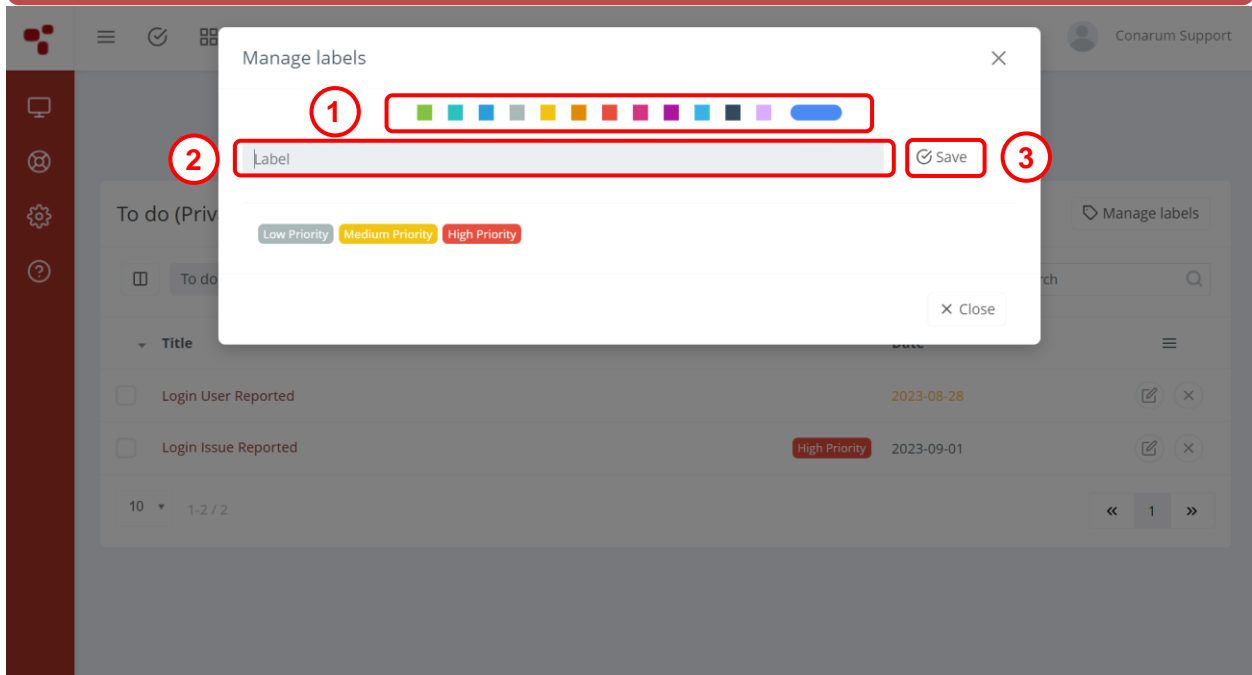
4.2. Manage Labels

Organize tasks with labels.

Step 1: Navigate to the 'To do' worklist, then Click on the 'Manage labels' button.



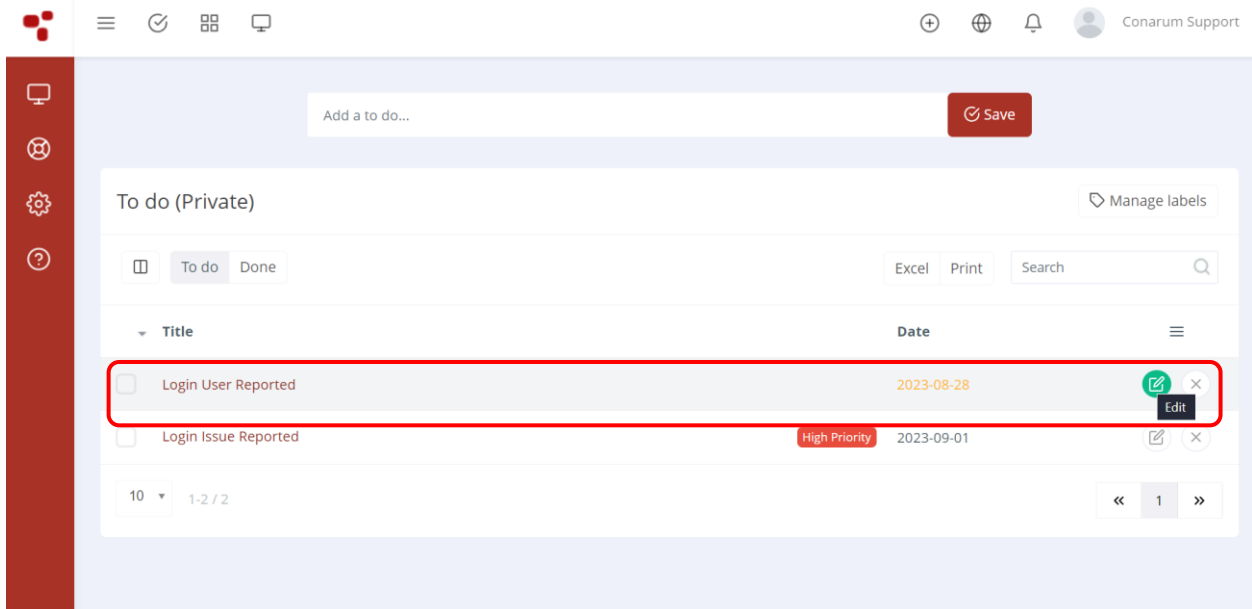
Step 2: Enter your label name and select a color.



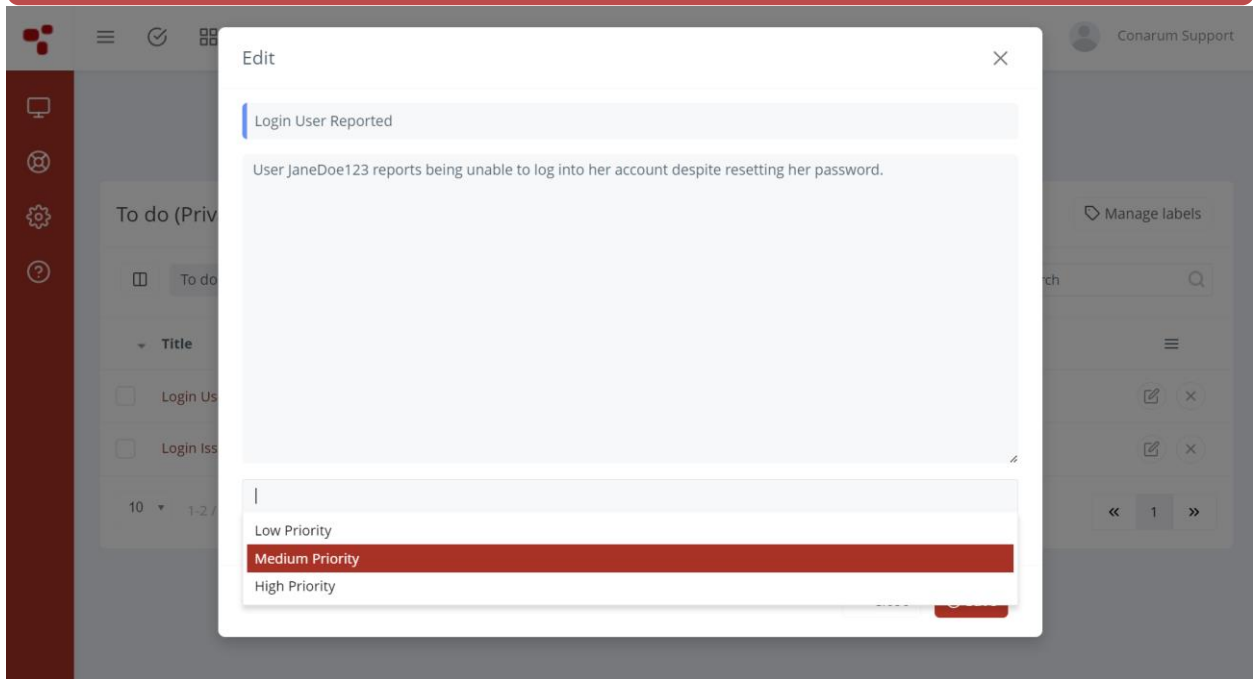
4.3. Edit To Do

Modify or delete existing tasks.

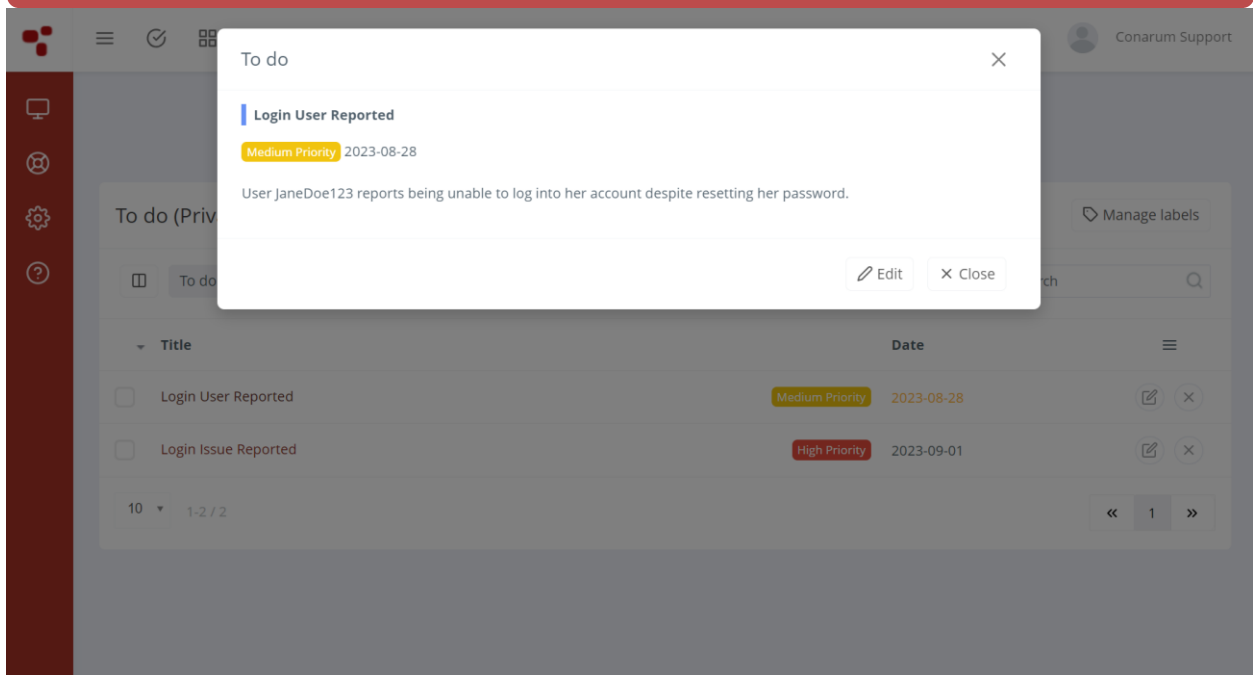
Step 1: In the 'To do' worklist, find your record and click the inline 'Edit' button.



Step 2: Update the desired information, then click 'Save'.



Step 3: Your 'To do' has been updated.



Step 4: In the 'To do' list, find your task and click 'Delete' if unnecessary.

The screenshot displays the 'To do' list in the Conarum application. At the top, there is a search bar with the text 'Add a to do...' and a 'Save' button. Below this, the list is titled 'To do (Private)' and includes a 'Manage labels' link. The list has two columns: 'Title' and 'Date'. The first item is 'Login User Reported' with a 'Medium Priority' tag and a date of '2023-08-28'. The second item is 'Login Issue Reported' with a 'High Priority' tag and a date of '2023-09-01'. A red box highlights the 'Delete' icon (a red 'X') next to the second item. The interface also includes a 'To do' and 'Done' filter, 'Excel' and 'Print' buttons, and a search bar. At the bottom, there is a pagination control showing '10' items per page and '1-2 / 2' items displayed.

Click on the 'Delete' icon inline to delete the 'To-Do'.