

“My Tickets” Help Desk Guide PDF Download

[text version]

- a. Go to URL: <https://siriuswebservices.com/help-desk/>
- b. Scroll down to “Login” button and click
- c. Under the Blue banner see Username on left and Password on right. Enter the credentials you received from webmaster .
- d. Now inside Help Desk You will have all tools needed to manage getting help and following up on your help desk status. The two most used “Submit Ticket” “My Tickets” are in the vertical menu on left side near the top.
- e. Click on “My Tickets”
- f. This window will have blue banner with menu. Scroll down to see your tickets listed.
- g. You have several options of actions to take for each ticket.
- h. To Reply to a specific ticket click on Blue text next to your profile image.
- i. Window opens with text description of this ticket subject matter. Scroll down and see
- j. Internal Note which we will deal with later. Next will be Ticket Thread. This Thread will be kept in chronological order so you and webmaster replies are recorded here. When you have an issue that requires multiple steps or actions this thread may grow on and on until you and webmaster have resolved the issue.
- k. Tickets with Resolved issues can be closed by you or webmaster.

NOTE: Before deciding to reply or close ticket you would scroll on down taking action as described in previous PDF titled “Submit Ticket”. Then you will Post Reply or take the option “Close on Post”.