

“Submit Ticket” 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 “Submit Ticket”
- f. Click on Select User then find your username and click.
- g. Fill in your email address.
- h. Your full name.
- i. Phone not necessary.
- j. Department is drop down open and select.
- k. Help Topic is dropdown, open and select.
- l. Priority dropdown, open and select.
- m. Subject: In very few word describe the “Subject” of this request for help.
- n. Canned response will be introduced later.
- o. Issue Summary: Very Very important that you give detailed description of you need. This can determine how effective the Webmaster response will be.
 - a. Next you will see Attachments: Gray colored button “Choose File” You can send files with Maximum File Size (3072KB)
File Extension Type (doc,docx,odt,pdf,txt,png,jpeg,jpg) Be sure your files have loaded.
- p. Internal Note will be introduced later.
- q. Due Date click in space and select calendar date you think you will need this issue resolved.
- r. Skip the Assign space
- s. CLICK SUBMENT BUTTON
You will receive reply from Webmaster within one business day and usually the same day.

You can find the “My Tickets” text guide PDF Download will be on separate PDF.