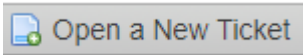


Tutorial on JAG Systems HELPDESK


Go to this link: <https://jagsystems.supportsystem.com/tickets.php>

Sign in with your Username & Password

The screenshot shows the JAG Systems Helpdesk sign-in page. At the top left is the JAG Systems Sdn Bhd logo with the tagline 'MORE THAN TRAINING'. To the right is a 'Sign In' link. Below the logo is a navigation bar with three items: 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. The main heading is 'Sign in to JAG Systems Sdn Bhd'. Below this is a message: 'To better serve you, we encourage our Clients to register for an account.' The sign-in form has two input fields: a yellow one for the username and a blue one for the password. A 'Sign In' button is below the password field. To the right of the form is a link that says 'I'm an agent — sign in here' and a yellow padlock icon. Below the form is a message: 'If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)'. At the bottom is a footer with copyright information: 'Copyright © 2019 JAG Systems Sdn Bhd - All rights reserved. SupportSystem Powered'.

To create a new ticket, please go to 

The screenshot shows the JAG Systems Helpdesk dashboard. At the top left is the JAG Systems Sdn Bhd logo. To the right is a user profile section with a black box, a 'Profile' link, 'Tickets (1)', and a 'Sign Out' link. Below the logo is a navigation bar with three items: 'Support Center Home', 'Open a New Ticket', and 'Tickets (1)'. A yellow arrow points to the 'Open a New Ticket' button. Below the navigation bar is a search bar with a 'Search' button and a 'Help Topic' dropdown menu set to '— All Help Topics —'. The main heading is 'Tickets' with a refresh icon and an 'Open (1)' link. Below this is a table with the following data:

Showing 1 - 1 of 1 Open Tickets				
Ticket #	Create Date	Status	Subject	Department
 000002	3/14/19	Open	Payroll PCB	Support

Page: [1]

At the bottom is a footer with copyright information: 'Copyright © 2019 JAG Systems Sdn Bhd - All rights reserved. SupportSystem Powered'.

Go to **Help Topic** Select a topic from the drop-down list

The screenshot shows the 'Open a New Ticket' form. At the top left is the JAG SYSTEMS HELPDESK logo. At the top right, there is a user profile icon, 'Profile | Tickets (1) - Sign Out'. Below the logo is a navigation bar with 'Support Center Home', 'Open a New Ticket', and 'Tickets (1)'. The main heading is 'Open a New Ticket' with the instruction 'Please fill in the form below to open a new ticket.' The form fields include 'Email: [redacted]', 'Client: [redacted]', and 'Help Topic' which has a dropdown menu open. The dropdown menu options are: '— Select a Help Topic —', '— Select a Help Topic —', 'Feedback', 'General Inquiry', 'Report a Problem', and 'Report a Problem / Access Issue'. Below the dropdown are 'Create Ticket', 'Reset', and 'Cancel' buttons. At the bottom, there is a copyright notice: 'Copyright © 2019 JAG Systems Sdn Bhd - All rights reserved. SupportSystem Powered'.

State a summary on your issue at **Issue Summary ***
EIS Report

Write a short description on your issue into the Box

Attached a screenshot if there is any at this

The screenshot shows the 'Open a New Ticket' form with the 'Help Topic' dropdown set to 'Report a Problem'. The 'Ticket Details' section is expanded, showing the 'Issue Summary *' field with the text 'EIS Report'. Below this is a rich text editor containing the text: 'Hi Team, I am not able to generate the EIS report for viewing. Kindly assist. Thanks and regards.' Below the text editor is a dashed box with the text 'Drop files here or choose them' and a yellow arrow pointing to it. At the bottom are 'Create Ticket', 'Reset', and 'Cancel' buttons. At the bottom of the page is the copyright notice: 'Copyright © 2019 JAG Systems Sdn Bhd - All rights reserved. SupportSystem Powered'.

Once you have complete, click on **Create Ticket**

Choose a file to upload and click **Open**

The screenshot shows the 'Open a New Ticket' page in the JAG Systems Helpdesk. A file upload dialog box is open, showing the 'EIS Report' file selected. The form fields are as follows:

- Support Center Home** | **Open a New Ticket**
- Please fill in the form below to open
- Email: []
- Client: []
- Help Topic**: Report a Problem
- Ticket Details**: Please Describe Your Issue
- Issue Summary**: EIS Report
- Text area content: Hi Team, The EIS report NOT in proper alignment for viewing. Kindly assist. Thanks and regards,
- Buttons: **Create Ticket**, **Reset**, **Cancel**

Click **Create Ticket** once completed

The screenshot shows the ticket details page for 'EIS Report #000003'. The ticket status is 'Open' and was created on 3/18/19 at 4:11 PM. The user information is partially redacted. The ticket description and the attached file 'EIS Report.docx' (11.7 kb) are visible.

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	[Redacted]
Department:	Maintenance	Email:	[Redacted]
Create Date:	3/18/19 4:11 PM	Phone:	[Redacted]

Hi Team,
The EIS report NOT in proper alignment for viewing.
Kindly assist.
Thanks and regards,

[EIS Report.docx](#) 11.7 kb

Created by [Redacted] 3/18/19 4:11 PM

Congratulations! You have successfully created a ticket in our Helpdesk System. Our Support Team will be in touch with you within the next 24 hours. Thank you.