

user module

IT Support

Admin login  
Support team login

Hello, How can we help ?

Submit a ticket/complaint  
submit an issue to IT department.

view existing ticket  
View process of Submitted  
Issues.

Contact Details

IT support Admin

Mobile No. : \_\_\_\_\_

Email ID : \_\_\_\_\_

## IT Support

What can we help you with ?

- > Network Support
- > Hardware Support
- > Software Support
- > Office Support
- > Miscellaneous

once a user click on any option of above page then page ③ will appear with some field to generate ticket.

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## IT Support

Ticket No.	:	<input type="text" value="XXXXXX"/>
Name*	:	<input type="text"/>
Designation*	:	<input type="text"/>
Seat/cabine No.*	:	<input type="text"/>
Contact No	:	<input type="text"/>
Subject*	:	<input type="text"/>
Note*	:	<input type="text"/>
Attachment	:	<input type="button" value="Browse"/>

once user click on  button, a ticket will generate, and ticket No. shown in dialog box for future reference.

\* if a user click on view existing ticket button on Homepe

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IT support

view existing ticket

enter your ticket No. Here

view ticket status

forgot ticket No ?

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# IT Support

Ticket Subject Here  
assigned to \_\_\_\_\_ on date \_\_\_\_\_

Ticket Note will appear here

Support team replies display below.

IT Team support  hide \_\_\_\_\_

comment

comment box for user to  
reply to support team

submit

## Ticket status

Ticket No. \_\_\_\_\_

Ticket status. \_\_\_\_\_

Ticket date. \_\_\_\_\_

Priority \_\_\_\_\_

Category:

- Network
- Hardware
- Software
- Office
- or
- miscellaneous

\* using this page the user can track the status of their complaint and make interaction with support team.