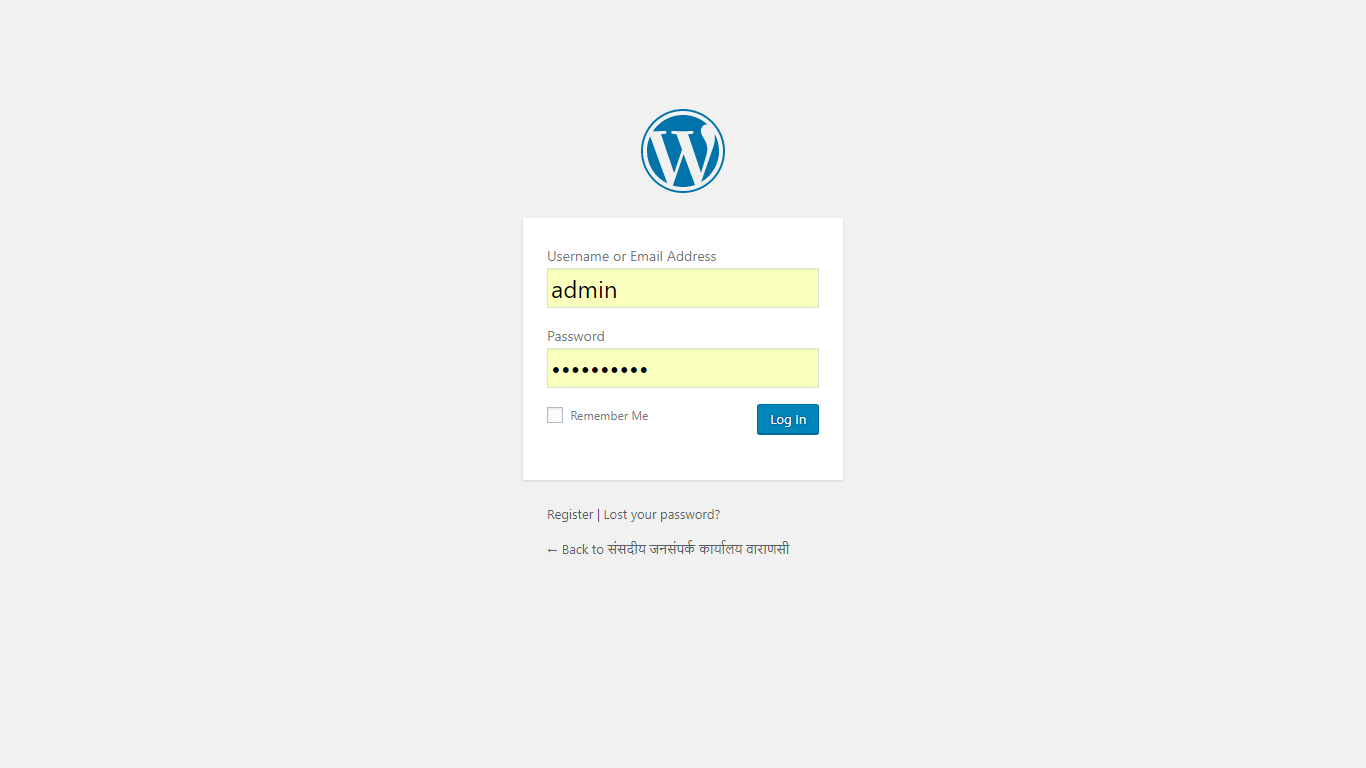
**Support plus Document**

1. Login to “Admin Panel”, Admin URL is shown below….

[**http://104.238.126.23:8080/PMJSKV/wp-admin**](http://104.238.126.23:8080/PMJSKV/wp-admin) **Admin Credential**

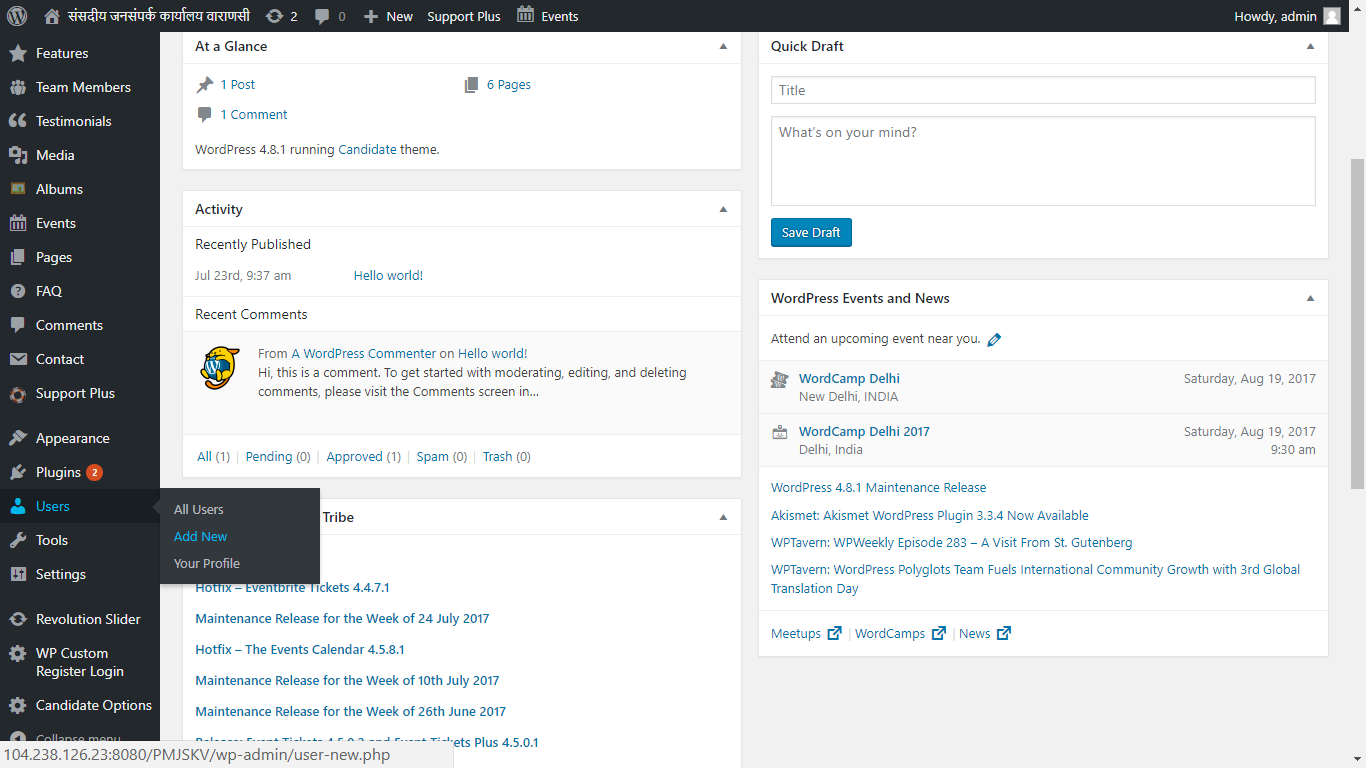
**Username:** admin

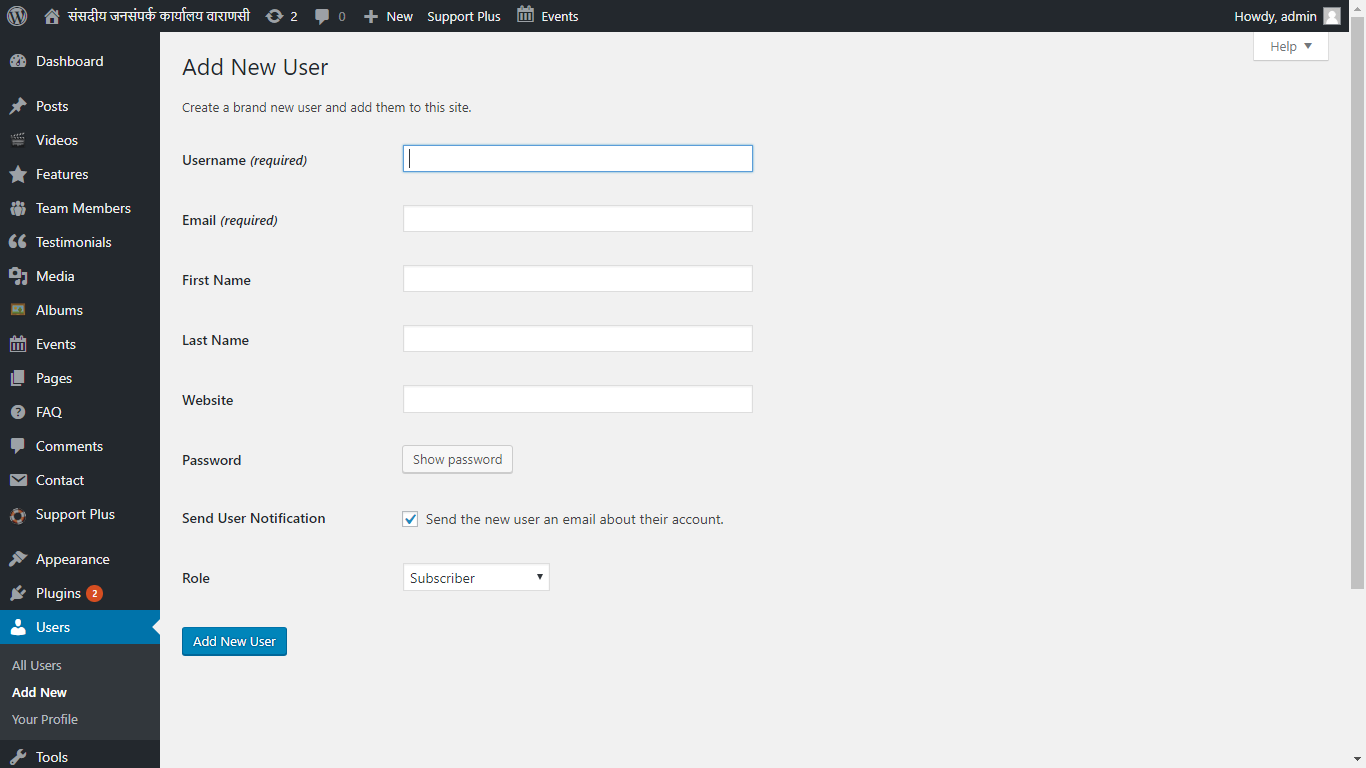
**Password:** admin@2017

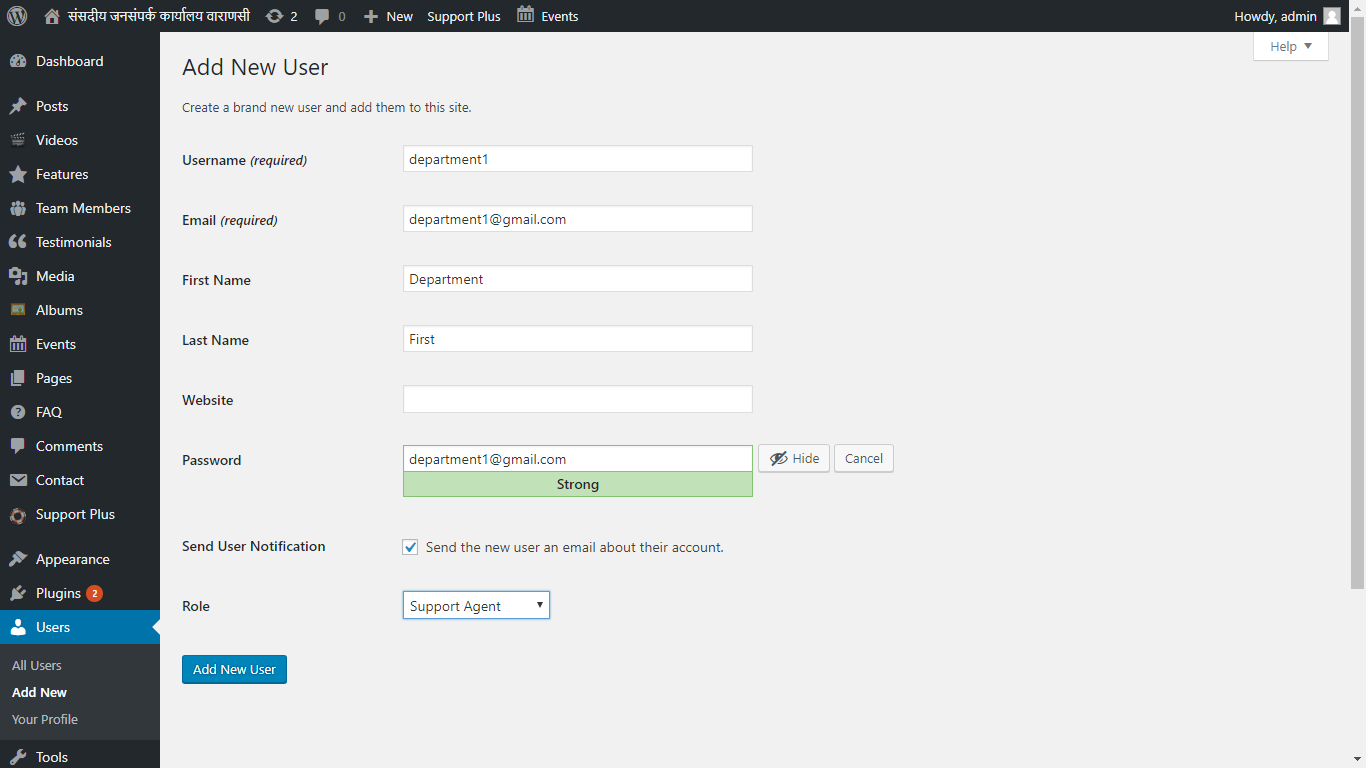


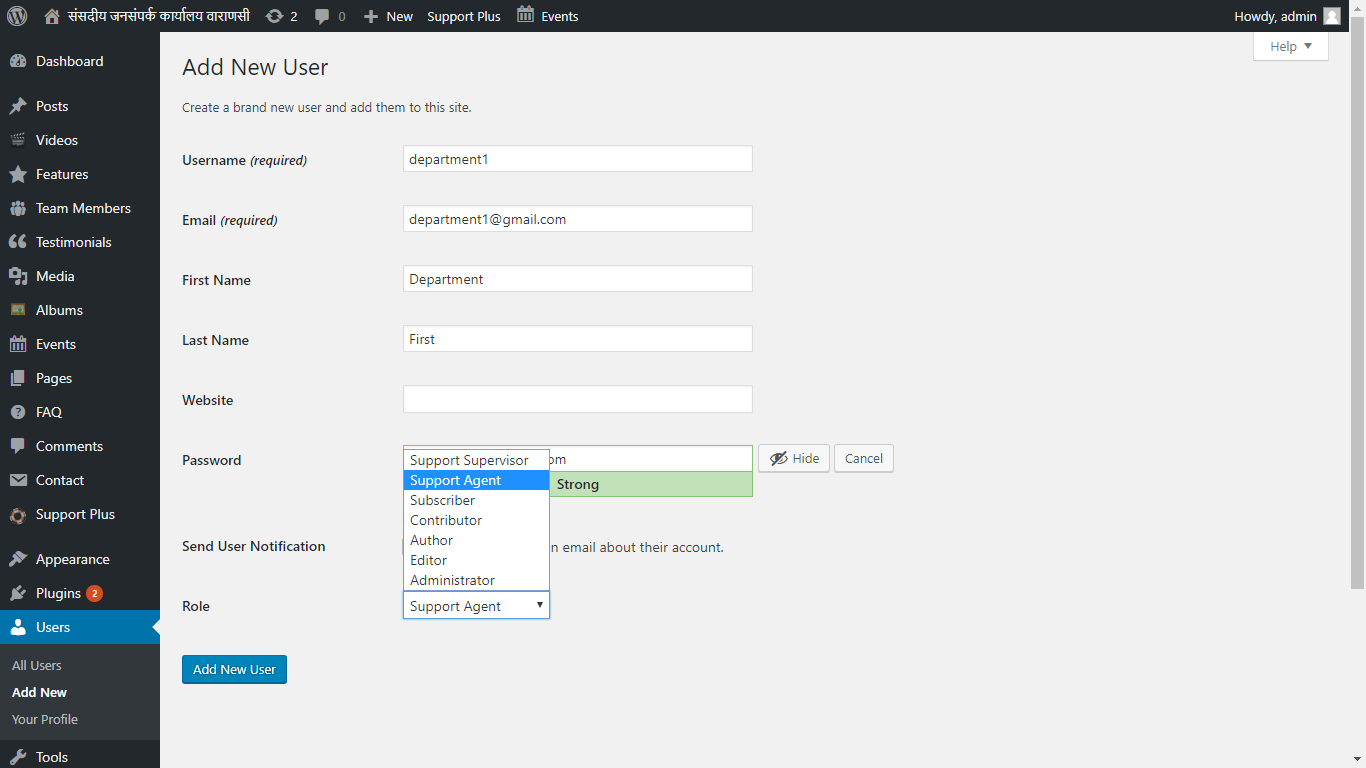
**Create new department or user for assign the ticket.**

Go to Users => Add new => Add new user with information and correct **Email id** and assign the role to user.



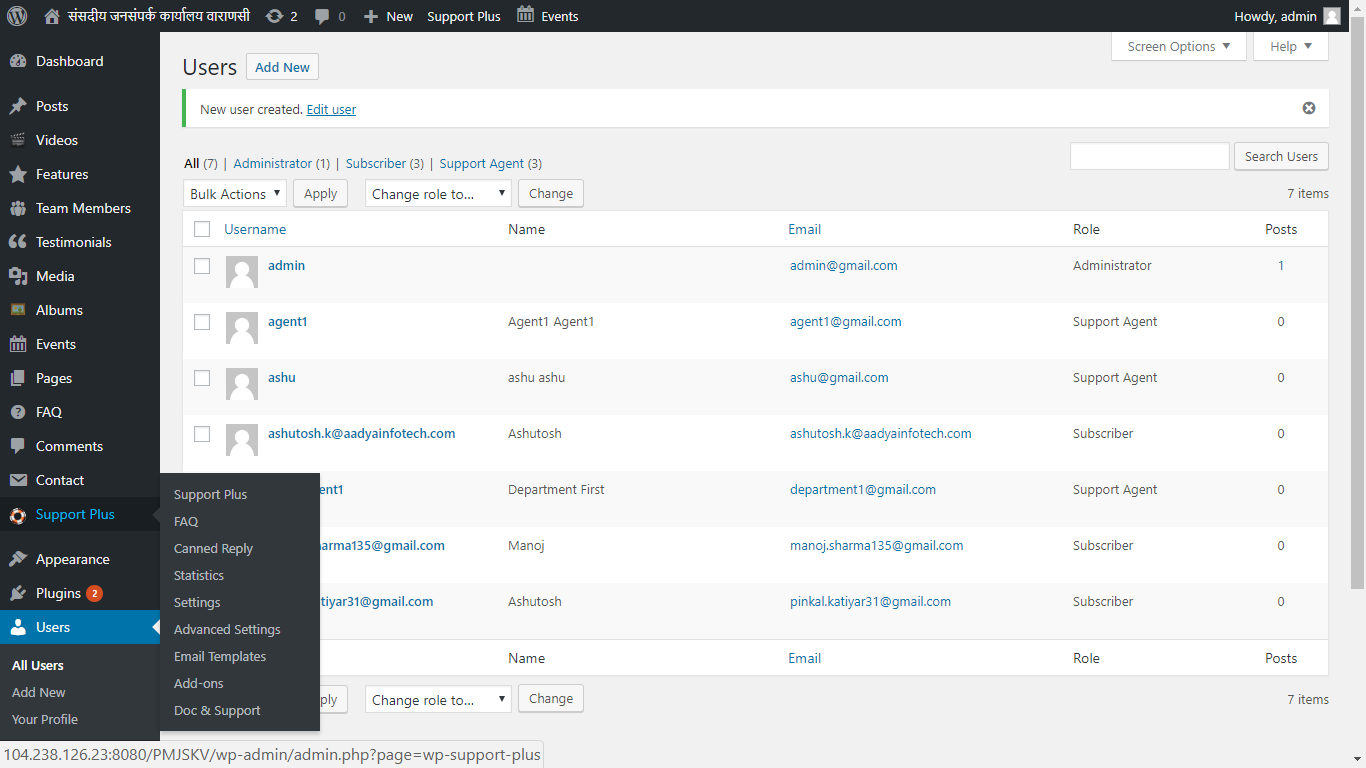




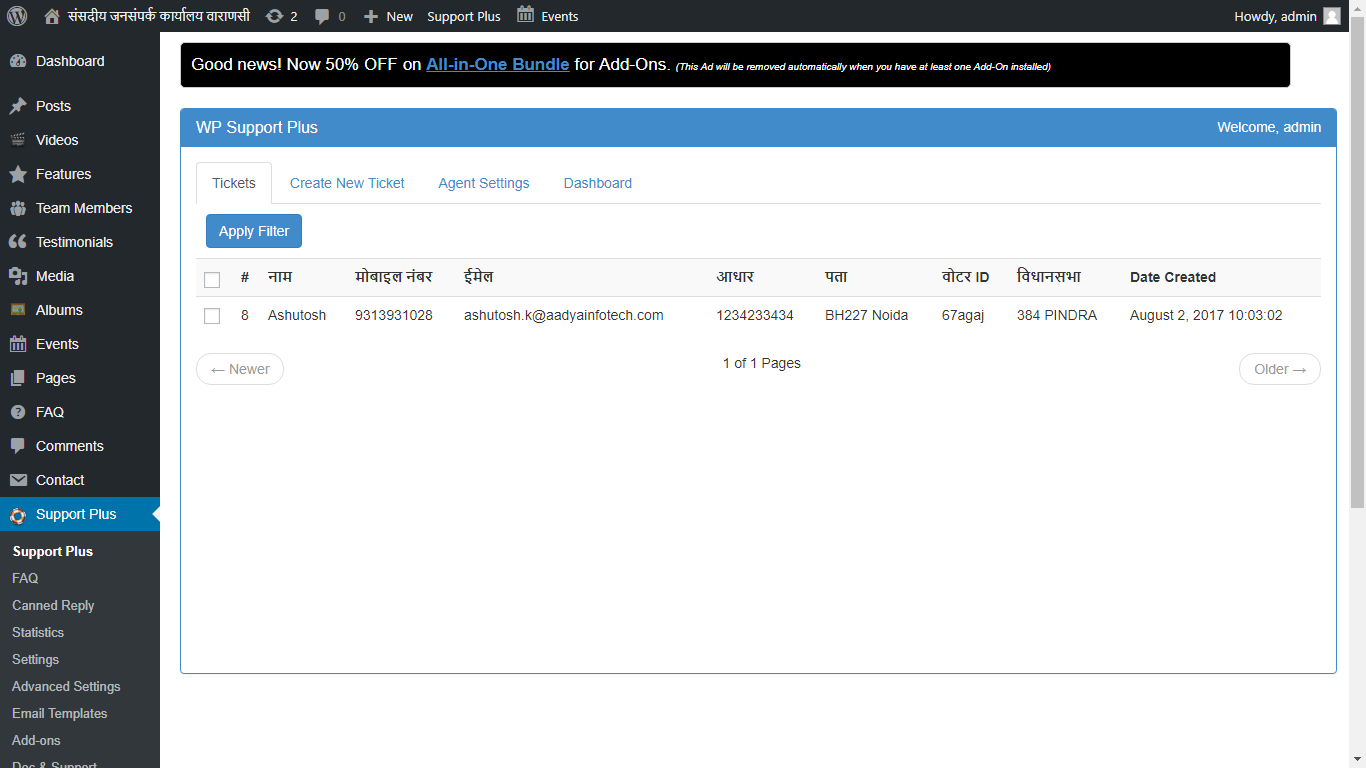


**Assign new ticket to department.**

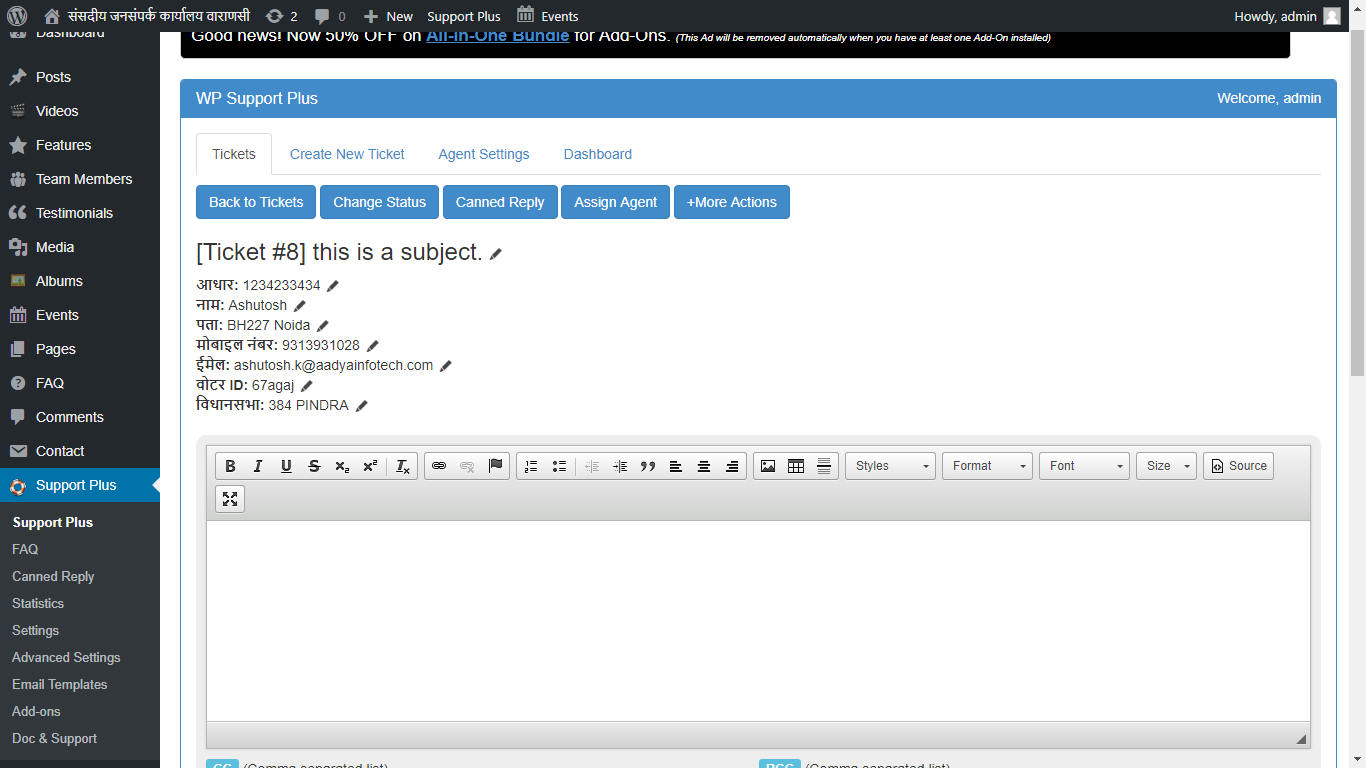
Go to Support plus   
 Click on Support plus and shown all the tickets.



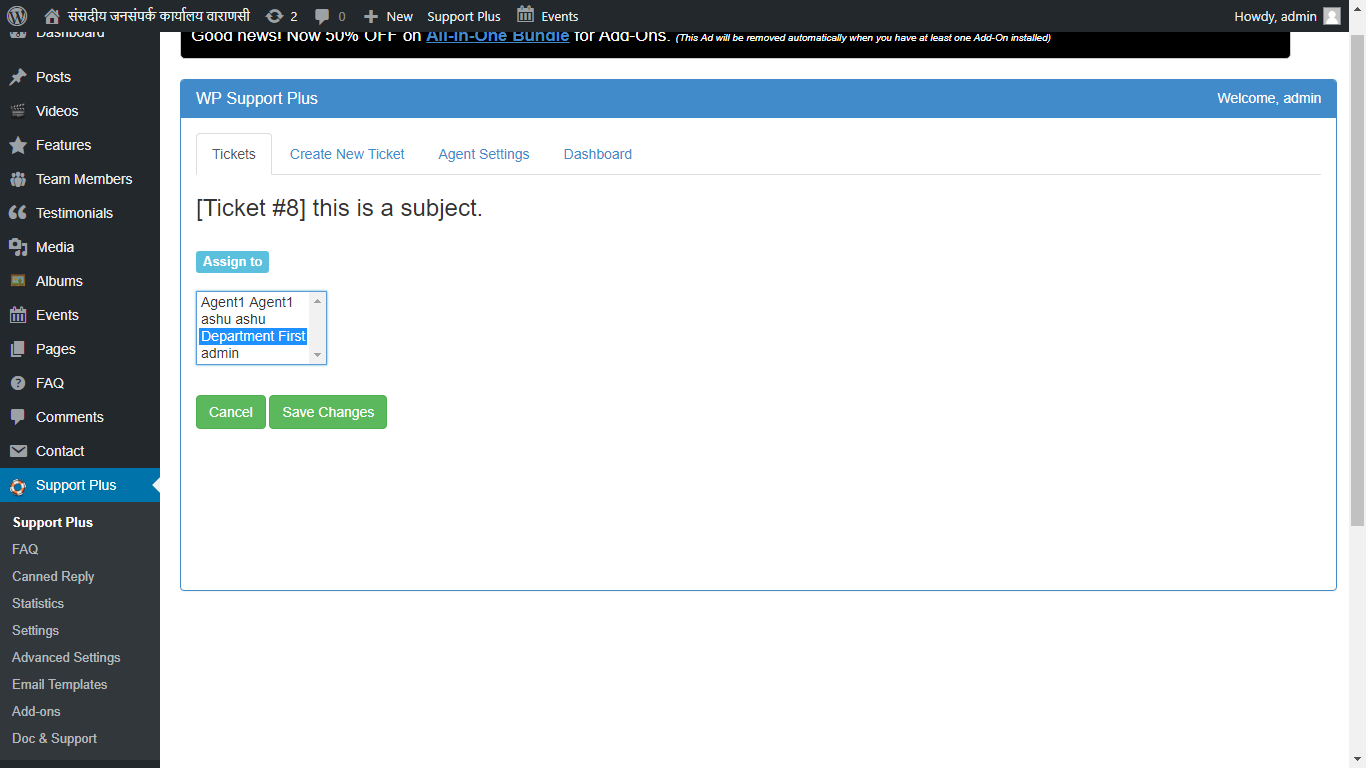
**Click on one ticket and assign the role.**



Click on **Assign Agent Button.**



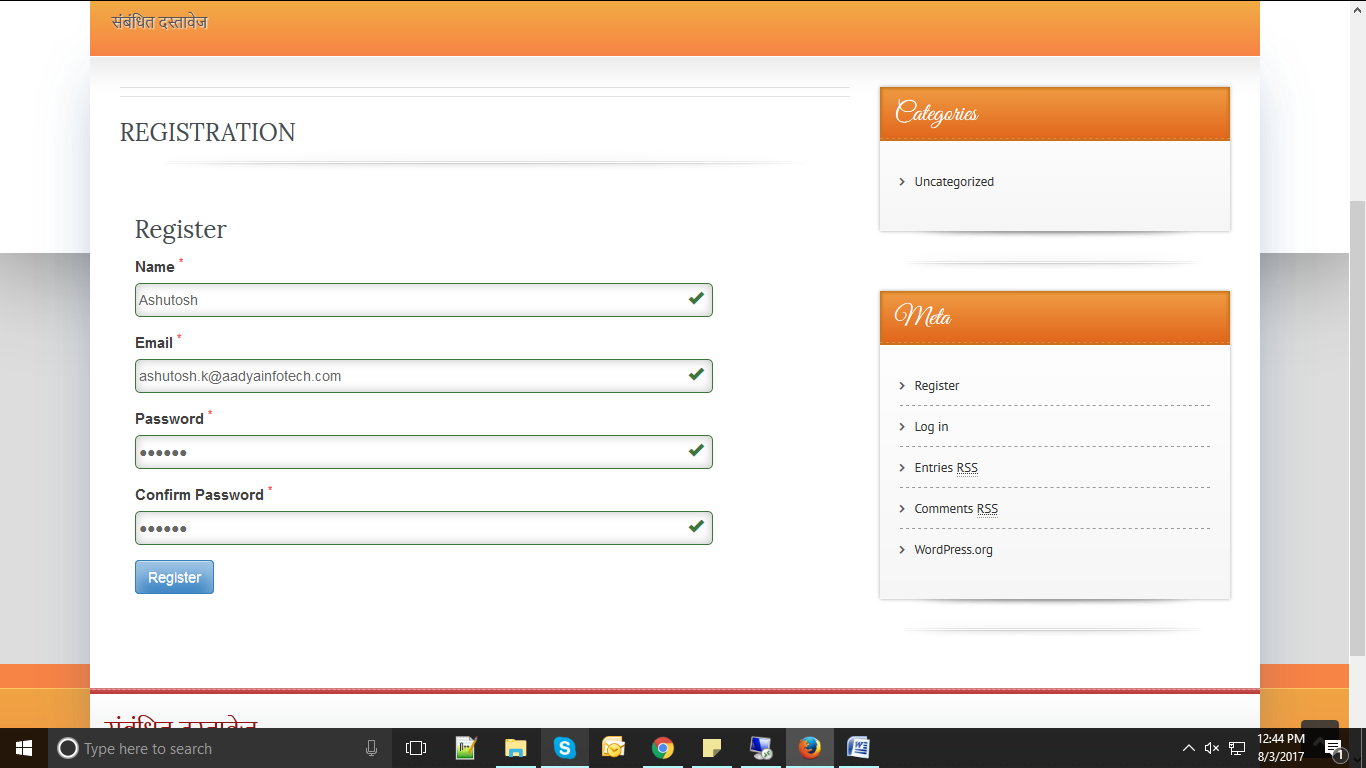
Show all the Agent / Department and select the Agent / Department for ticket.

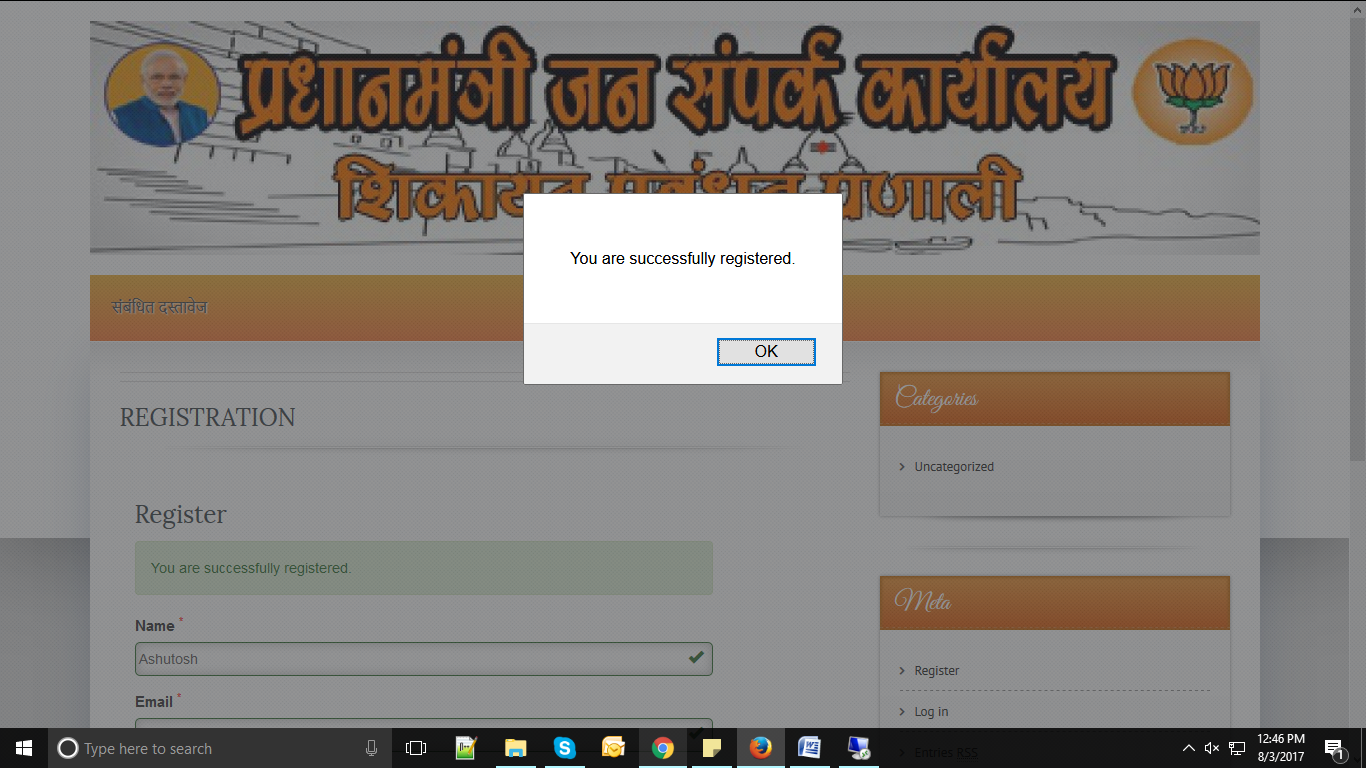


Create a **New User** for creating a **new ticket**.

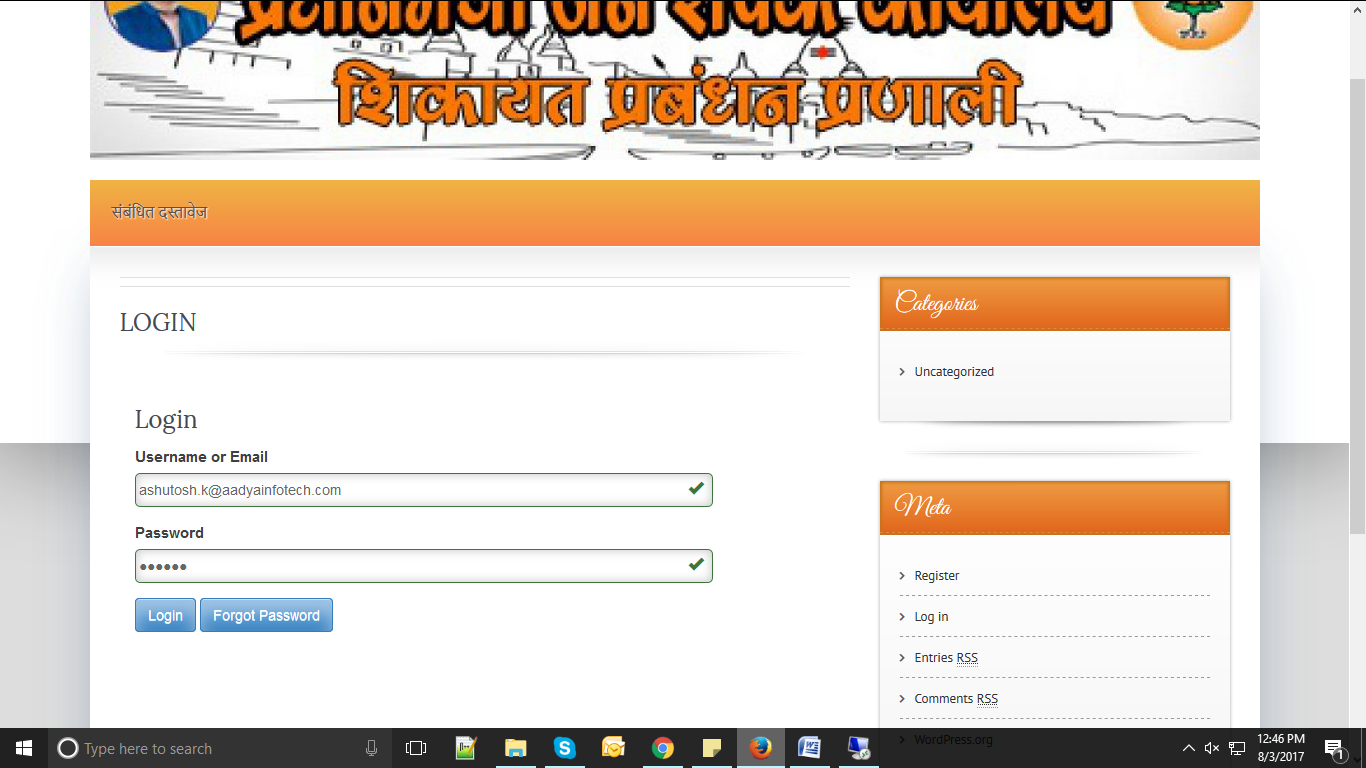
For Login User  
<http://104.238.126.23:8080/PMJSKV/>   
  
  
  


For **Register new user**

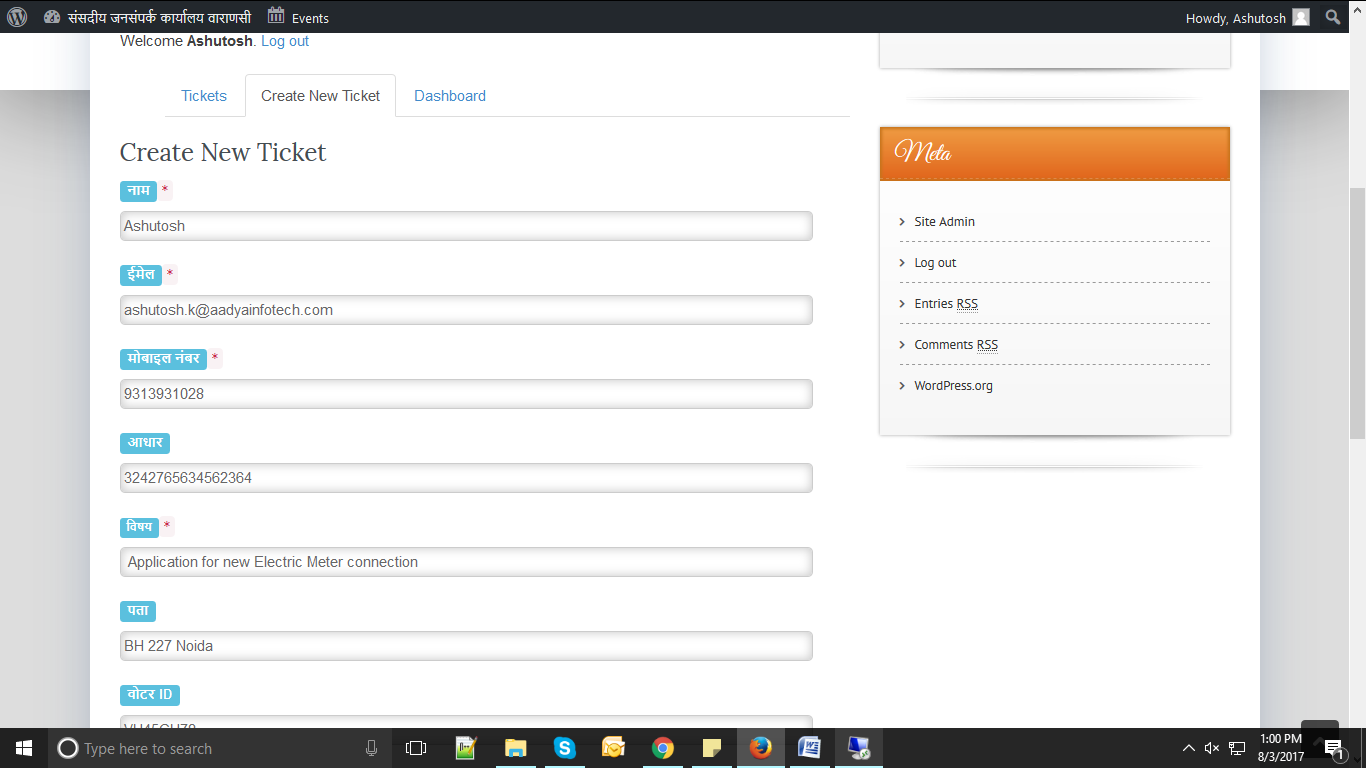


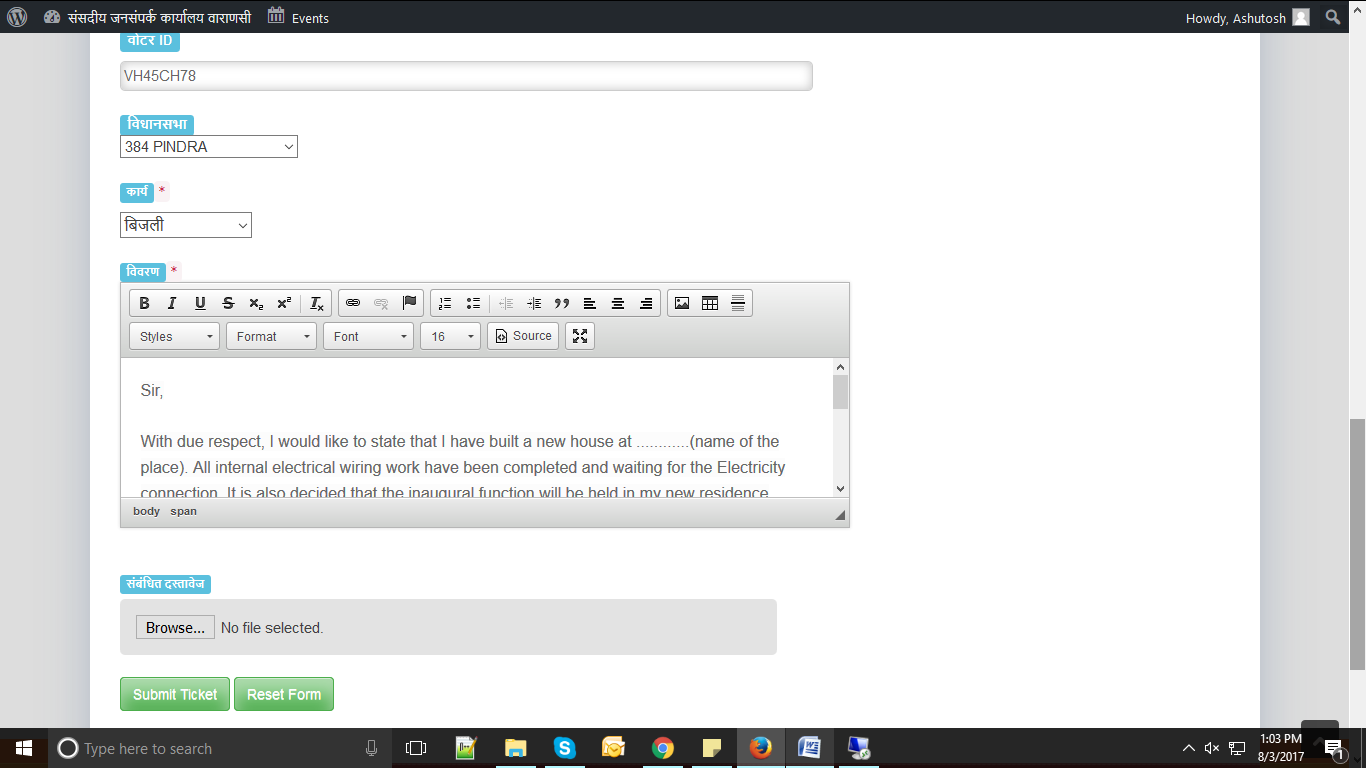


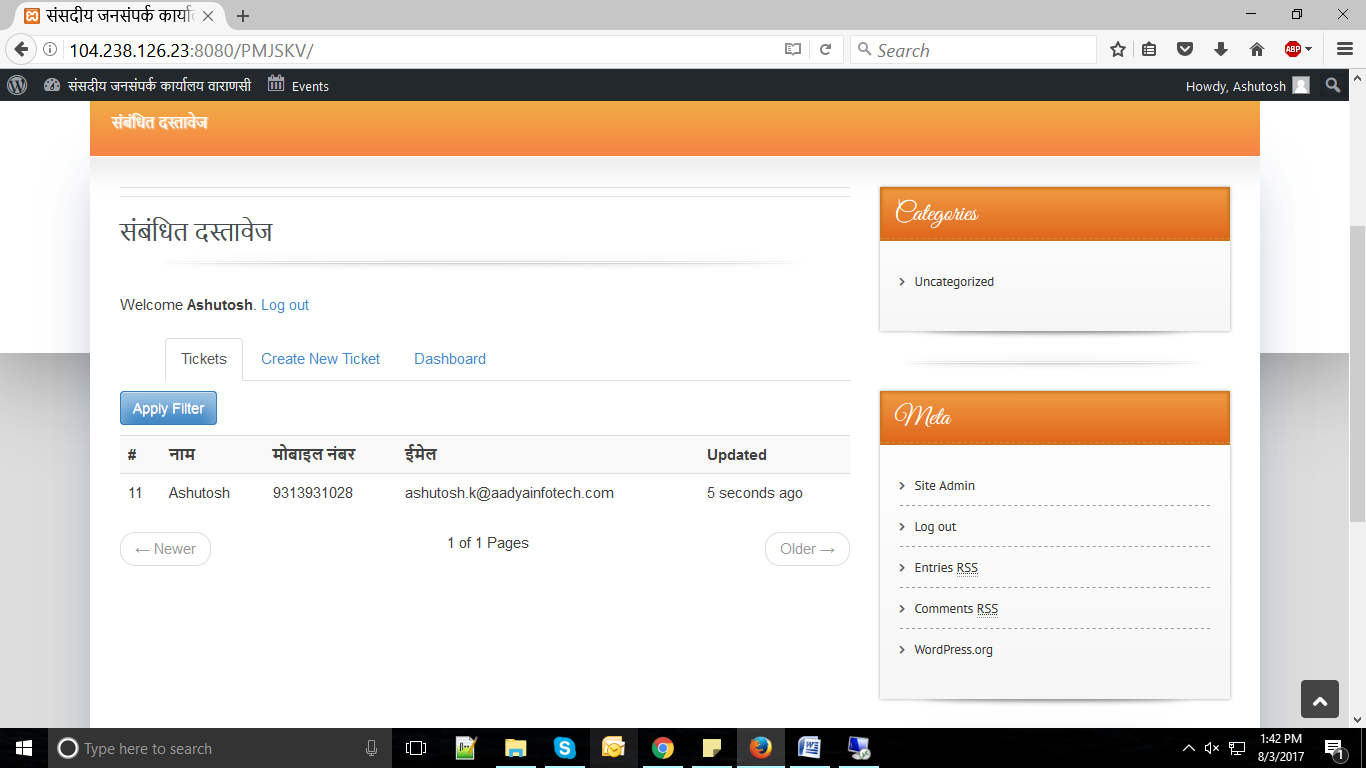
With **Login Credential.**



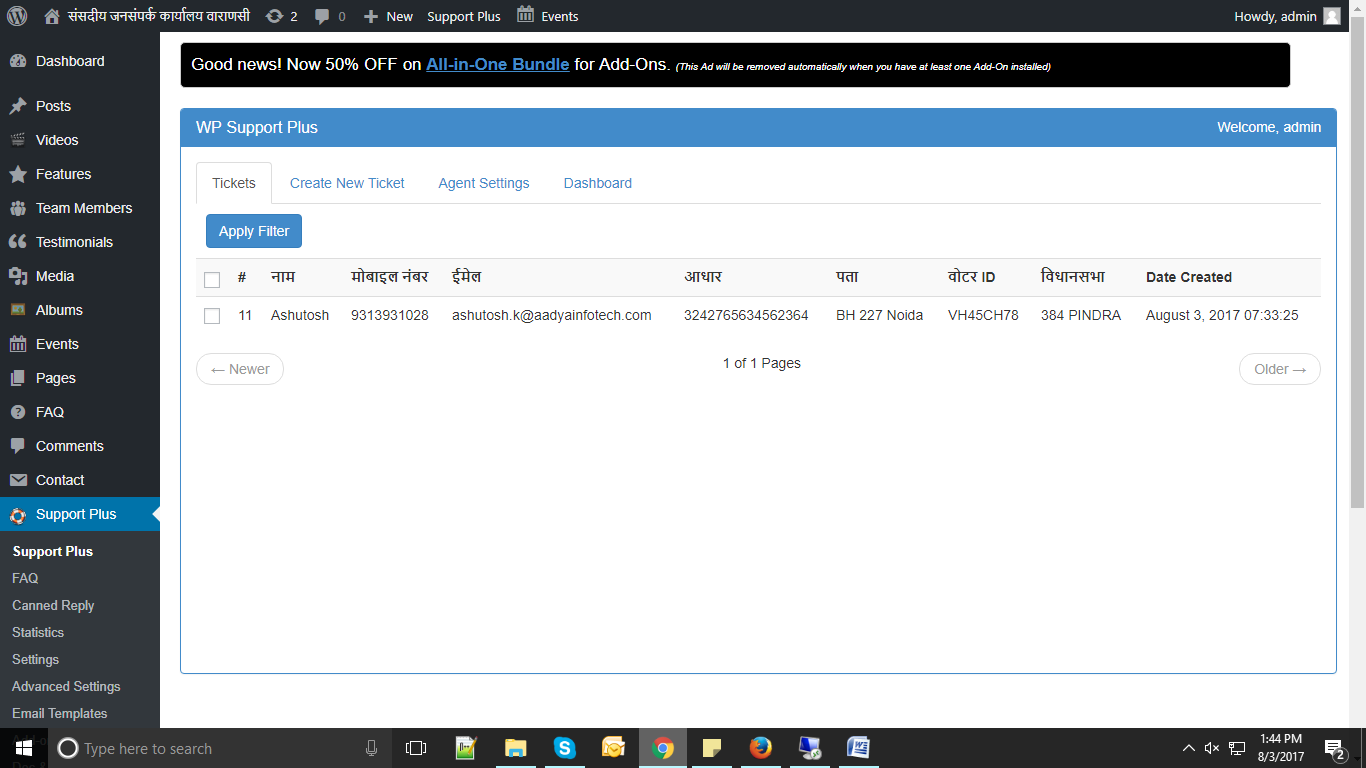
Create a **New Ticket** **(User side)**



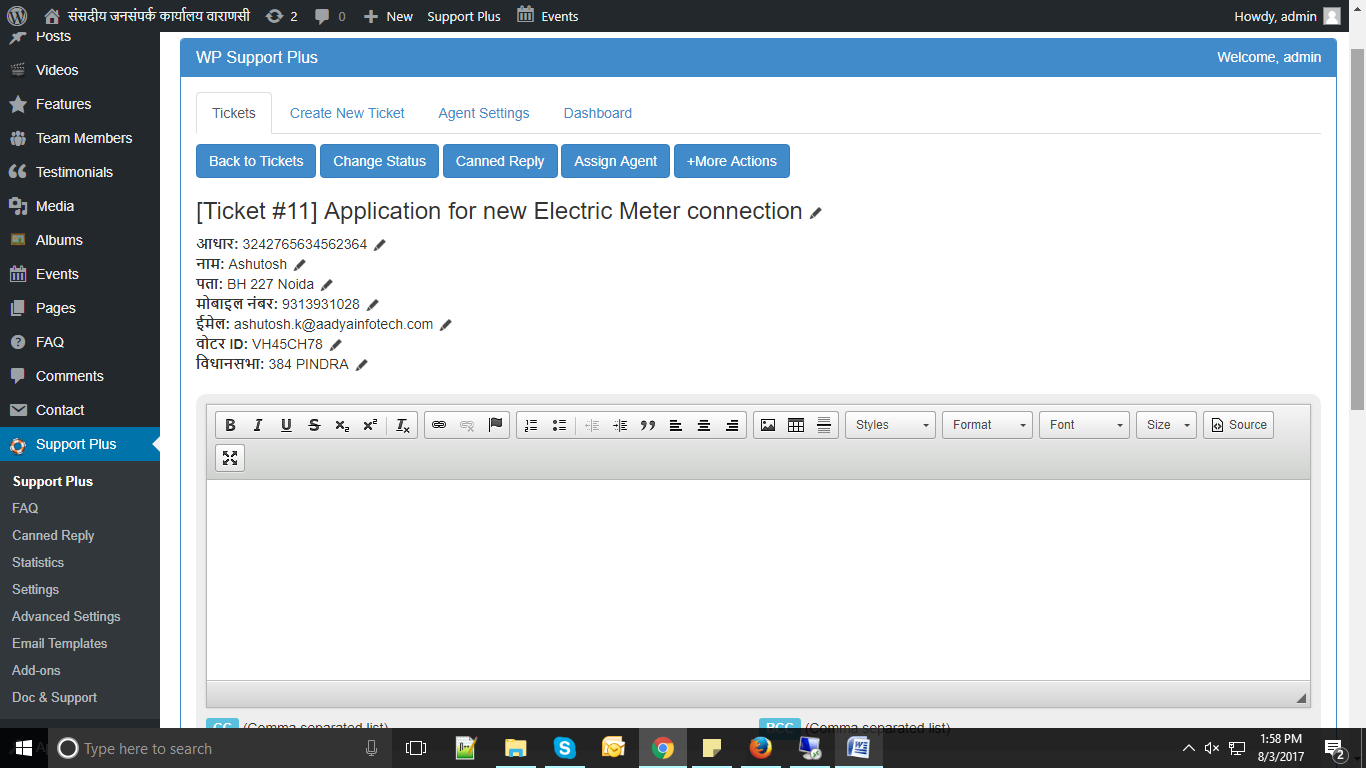


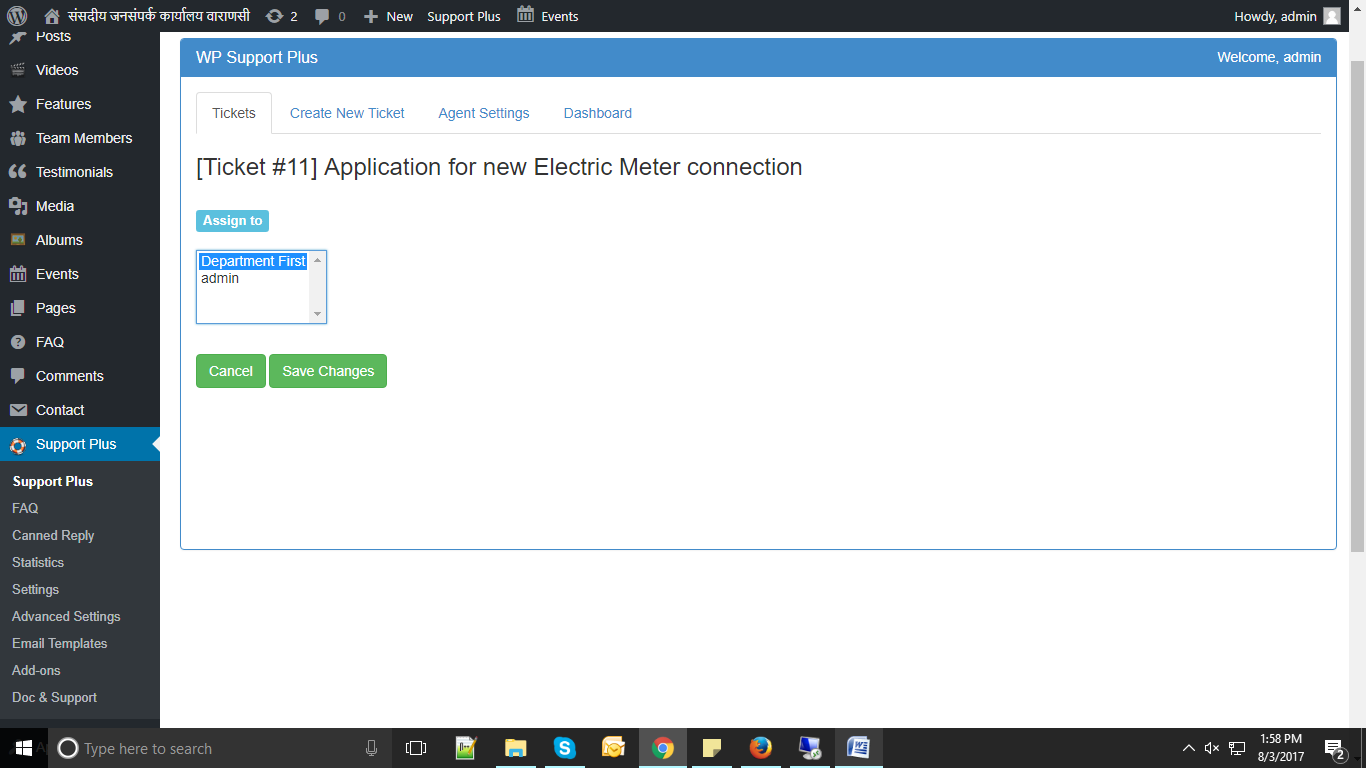


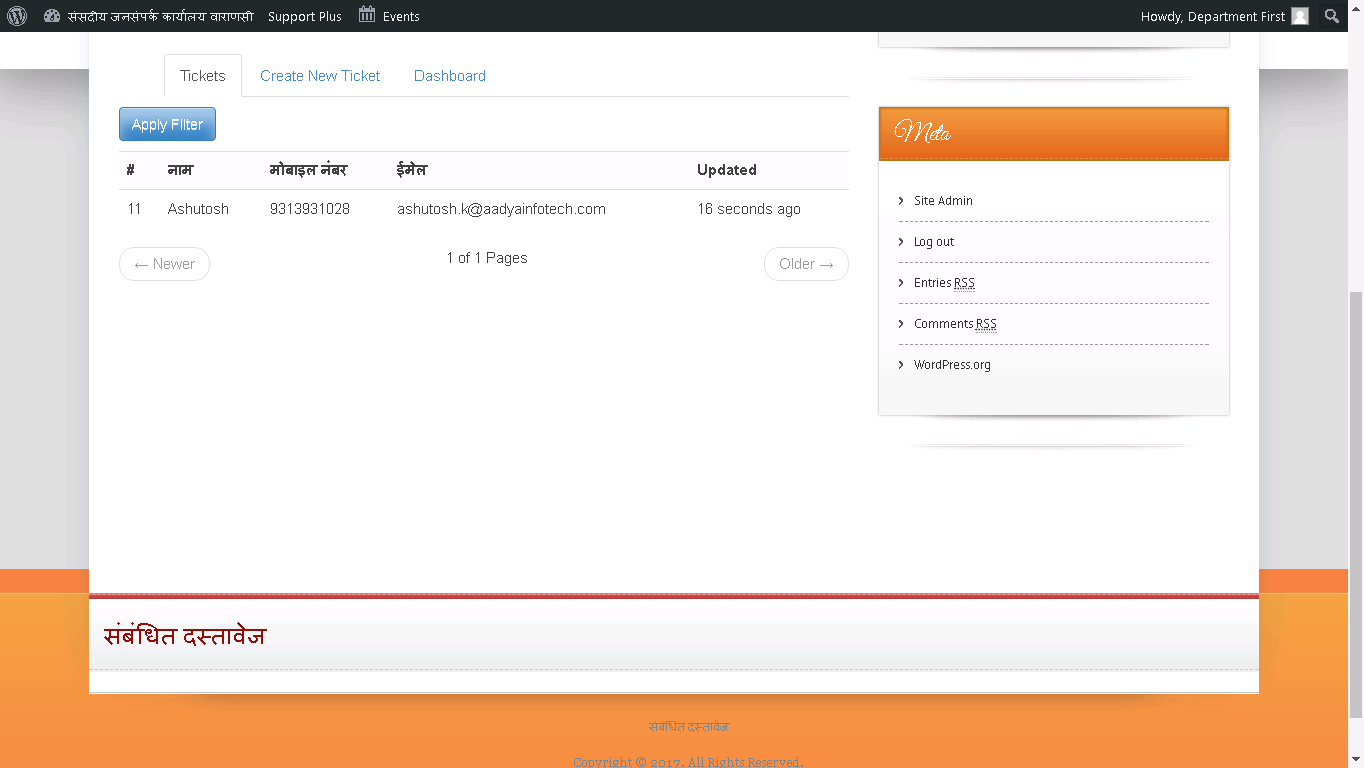
In **admin side** show all ticket send by User.

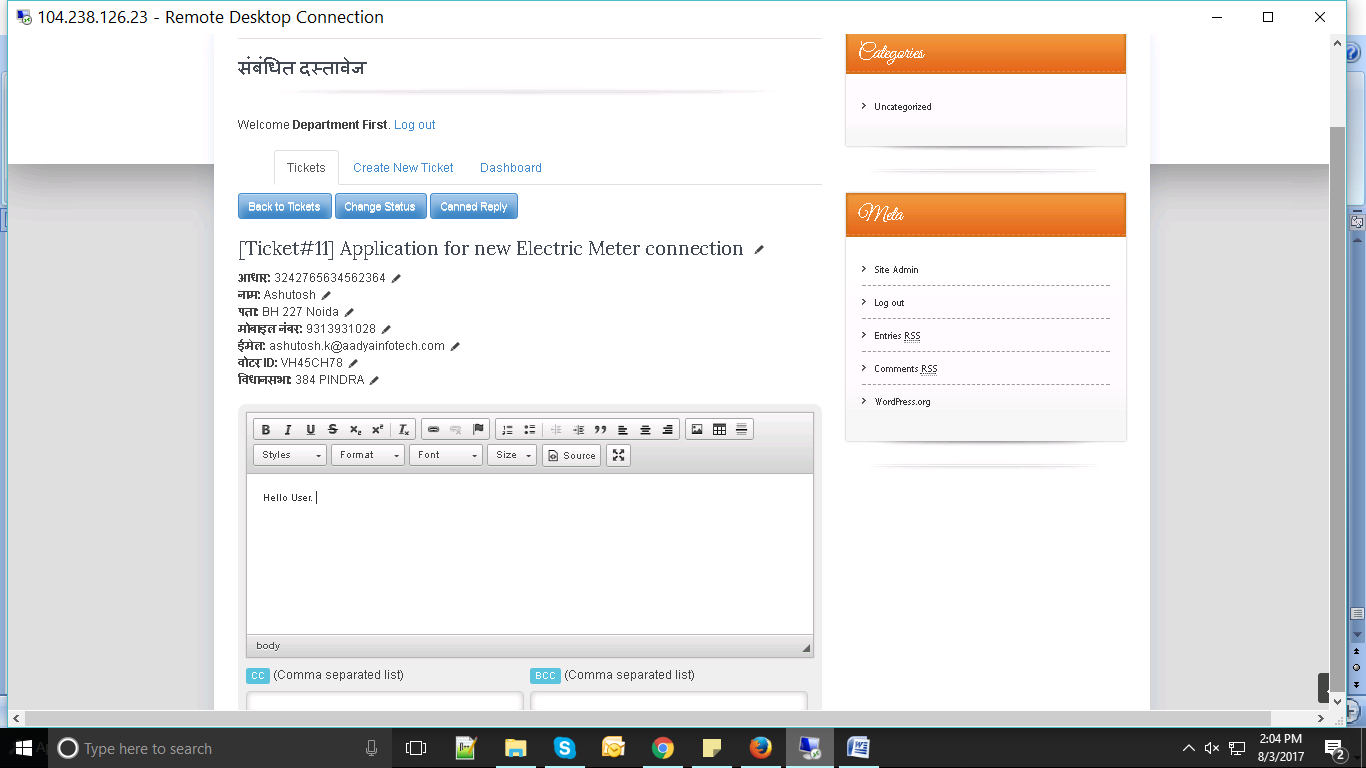


Assign the **Department** by the Admin

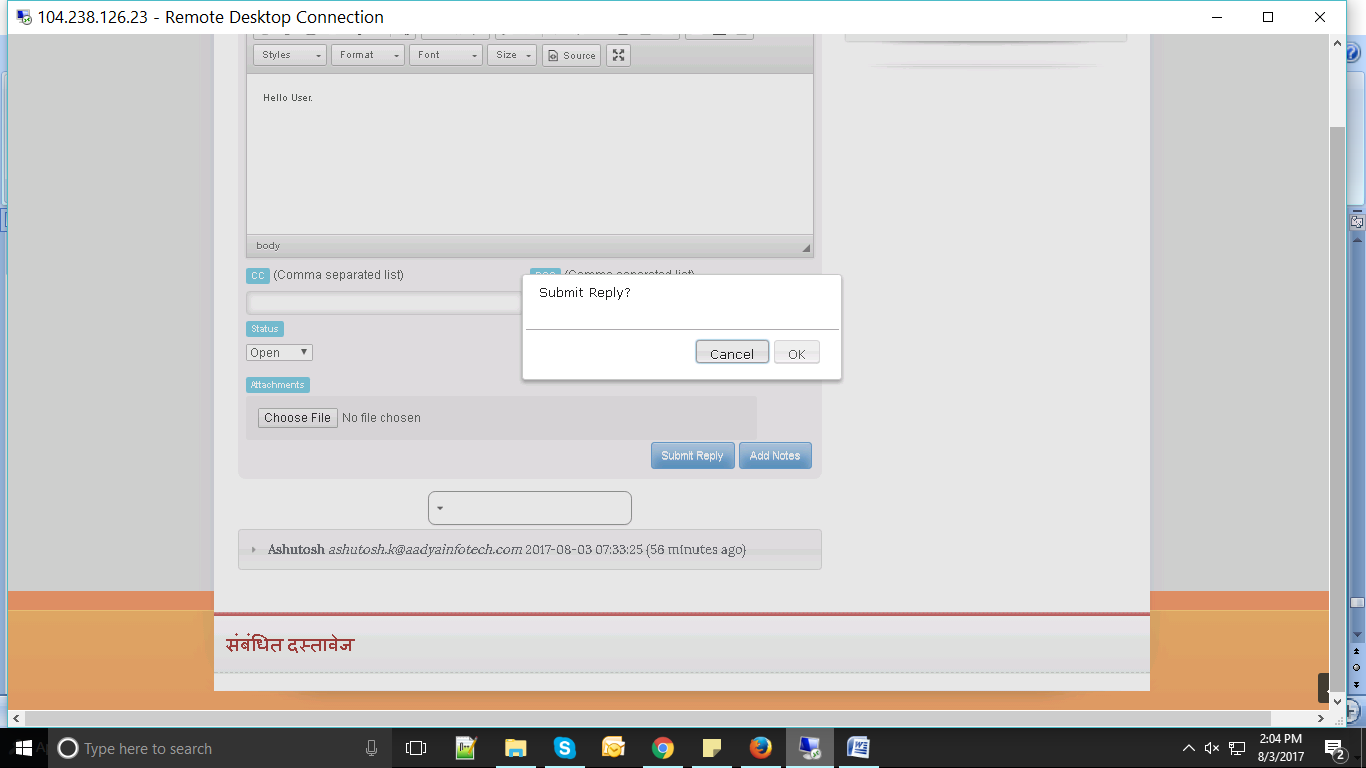




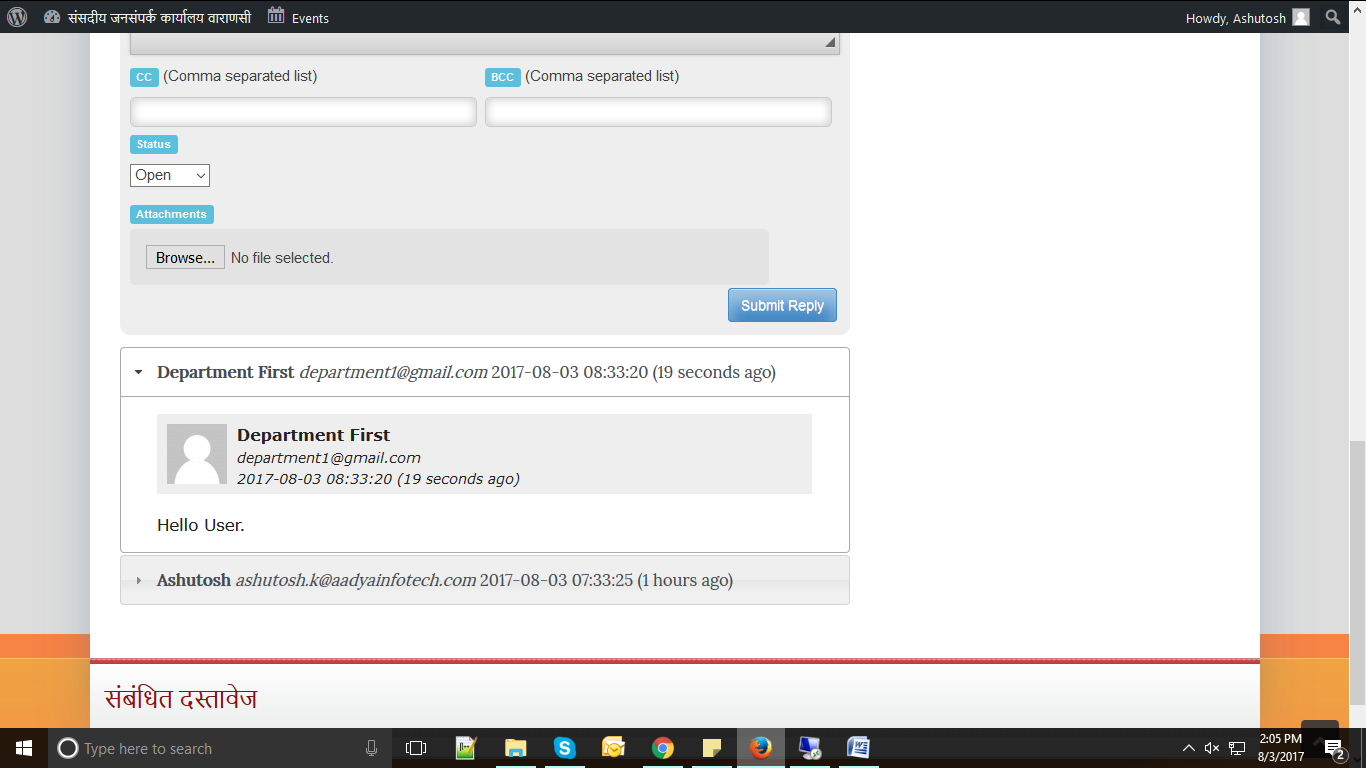
**In Department side**



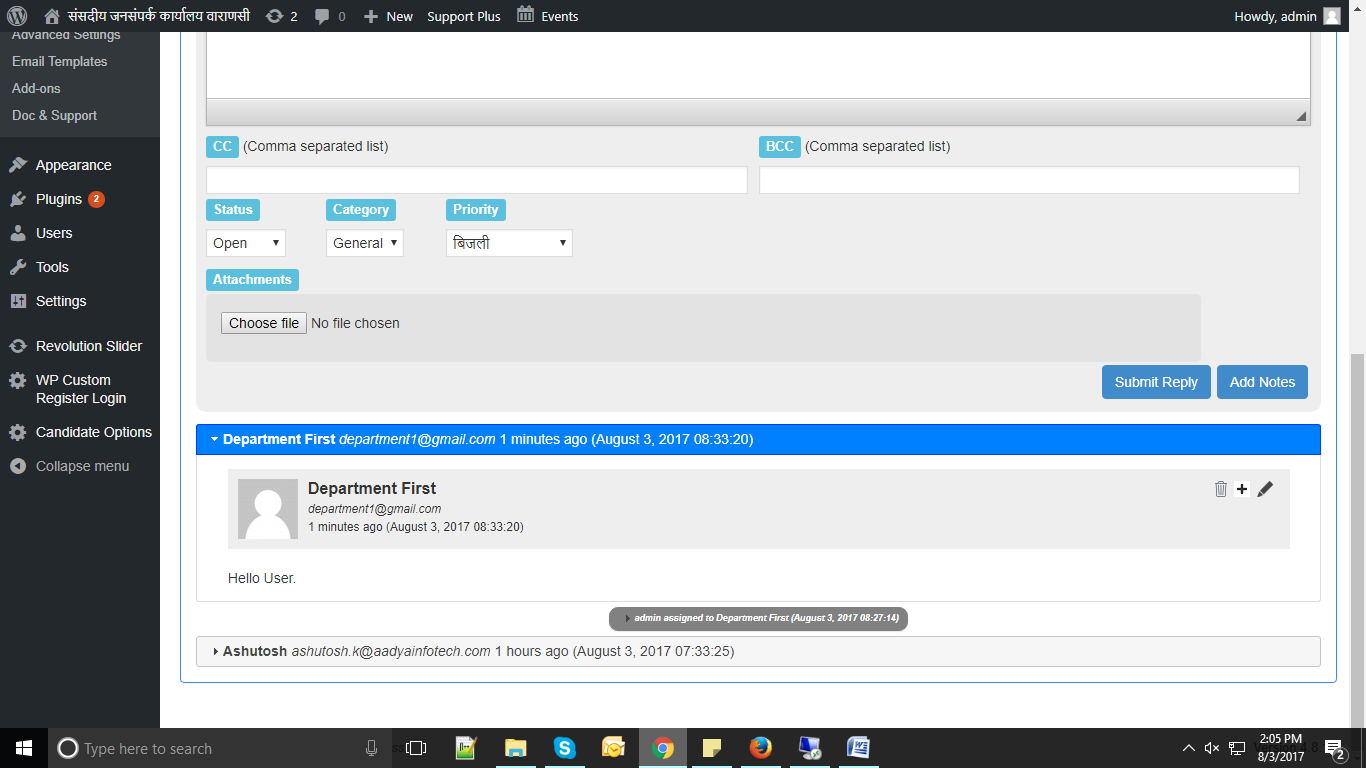
**Reply to user or admin by the department.**



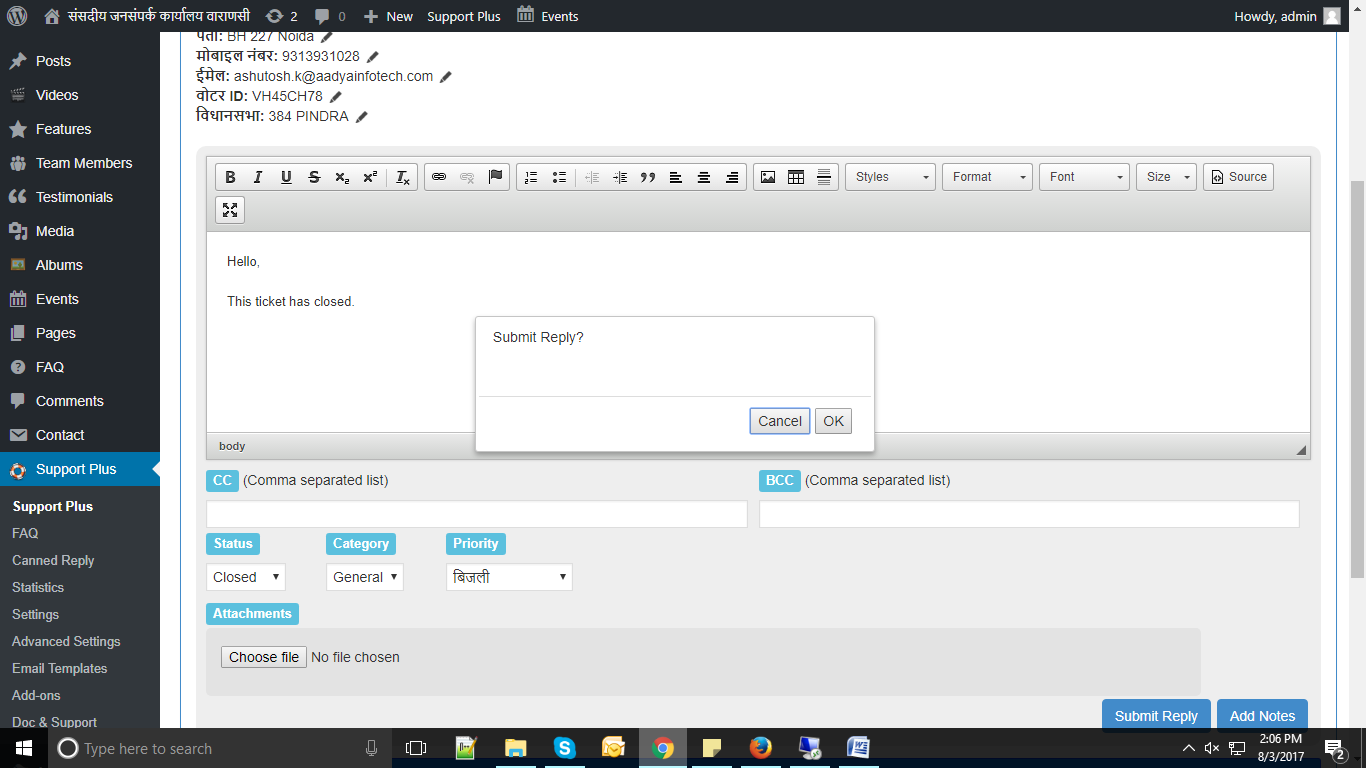
**Show reply content in User side.**



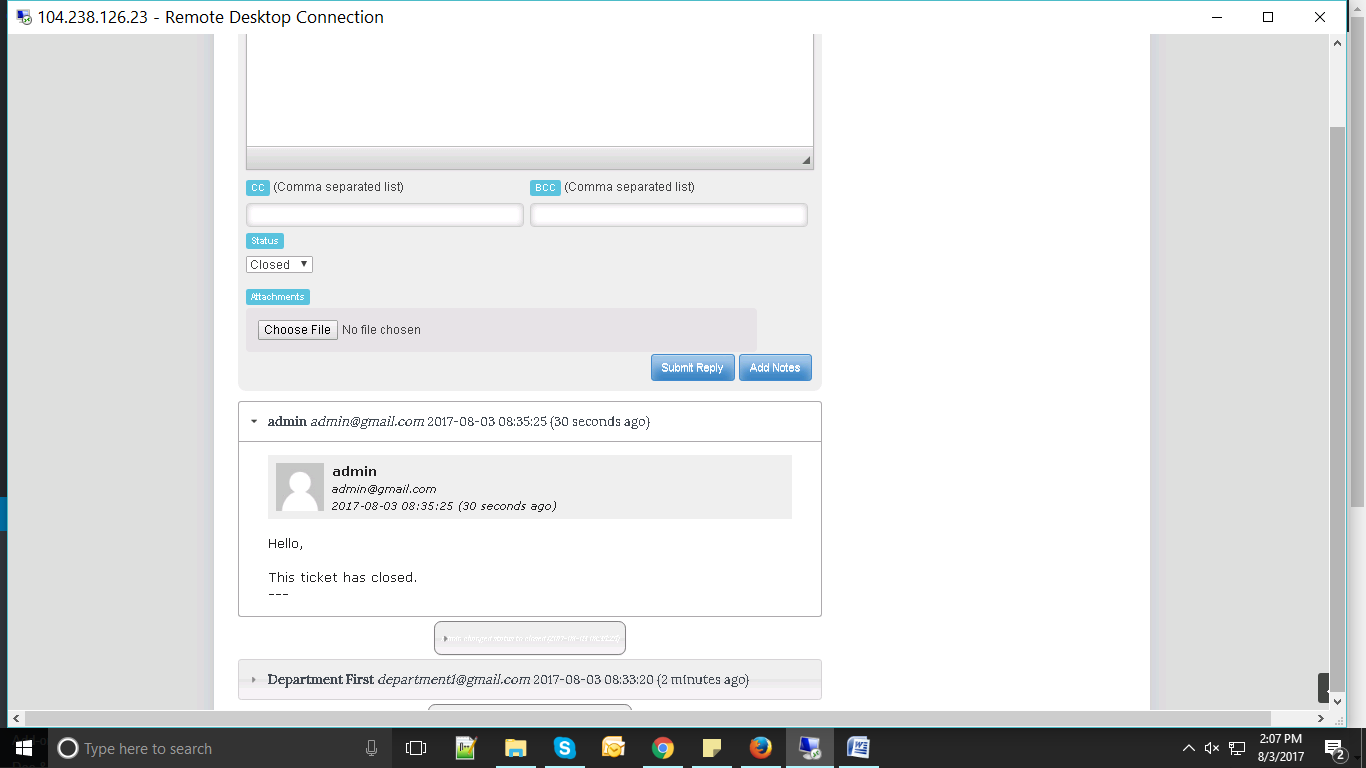
**Show in admin Side.**



**Reply to user or department by the admin.**



**Show in department Side.**



**Show reply in user side.**

