2. How to Submit a Ticket

Overview: Follow these steps to submit a ticket when experiencing a technical issue.

Steps:

1. Log in to your account on the Help Desk portal.
2. Click the "Submit a Ticket" button on the dashboard.
3. Fill out the ticket form with the following details:
   - **Issue Category:** Select the type of issue (e.g., hardware, software, network).
   - **Subject:** Provide a brief summary of the issue.
   - **Description:** Explain the issue in detail, including steps to reproduce it if possible.
   - **Attachments:** Upload any relevant files or screenshots.
4. Click "Submit Ticket."
5. You will receive a confirmation email with your ticket ID.

Pro Tip: You can check the status of your ticket under "My Tickets" in your account dashboard.