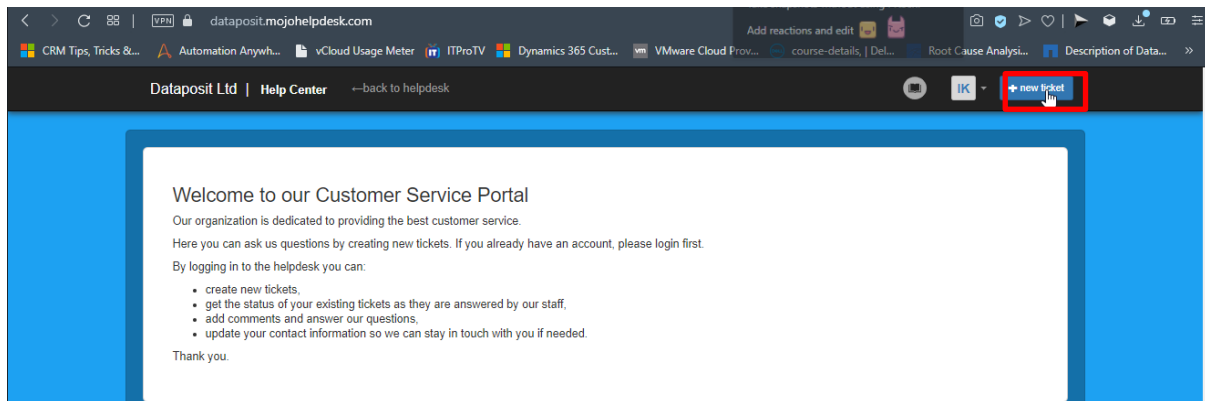


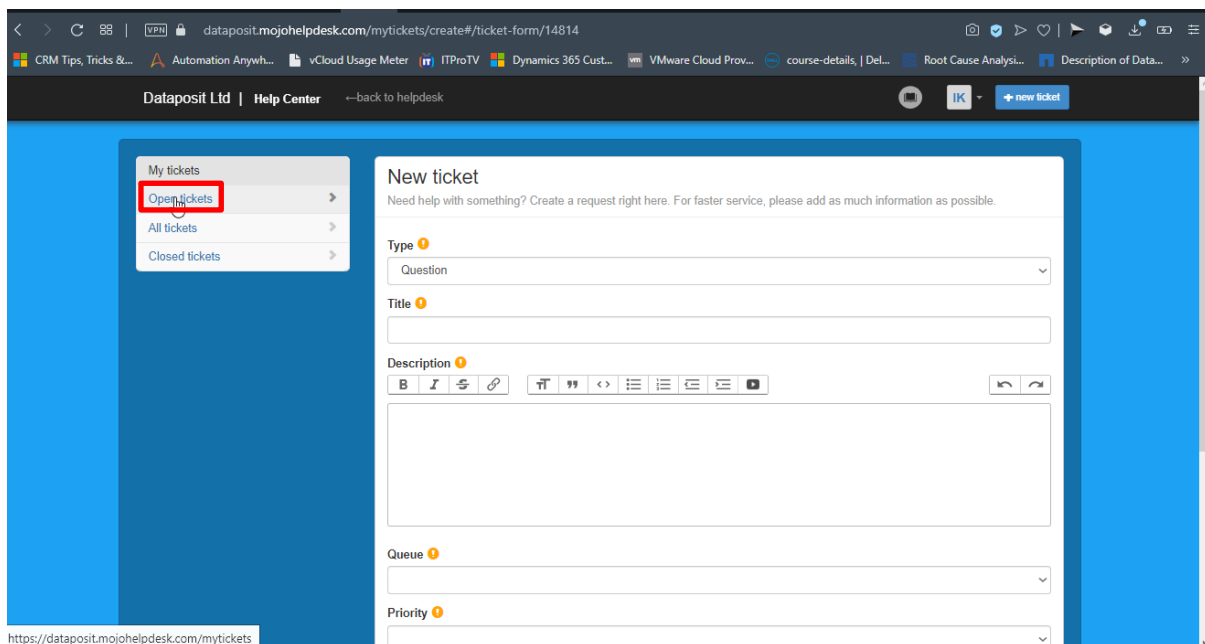
This is a how to guide on how to raise a support ticket through the service helpdesk.

The URL to the helpdesk (dataposit.mojohelpdesk.com) will be linked through the system.

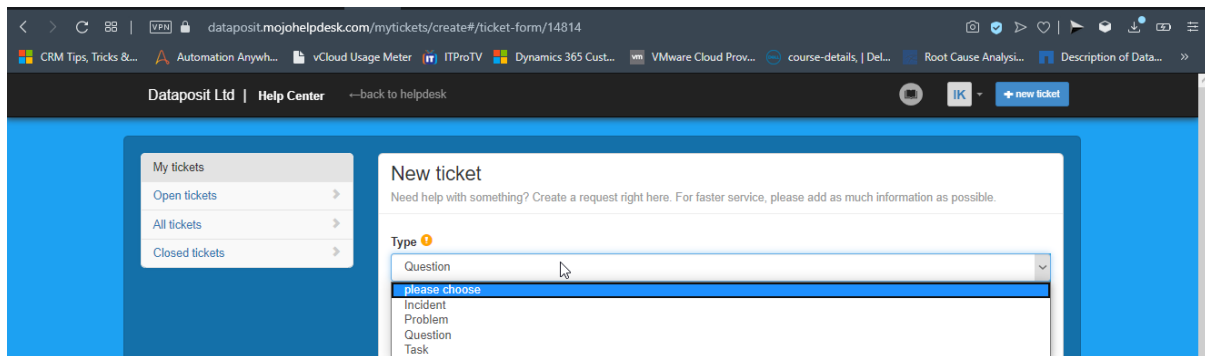
1. Once connected to the helpdesk system, select **“new ticket”** at the top right as shown below.



2. Select the **“Open Ticket”** button and a page opens on the right pane to be filled.

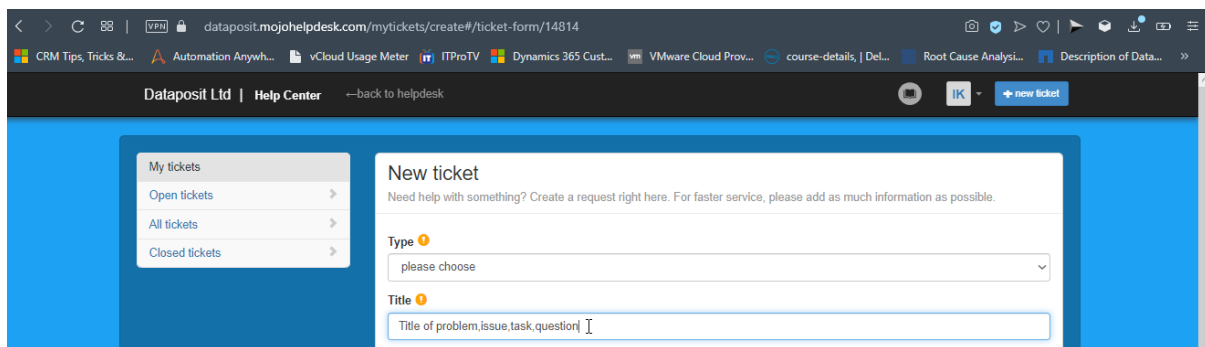


3. Select the **“Type”** of ticket you’re raising. It can be;
 - a. Incident – this could be a case where the system is completely inaccessible.
 - b. Problem – this could be a case where there’s a system functionality issue.
 - c. Question – this can be for example “How to reset a password”
 - d. Task – this could be a change that you want made on the system



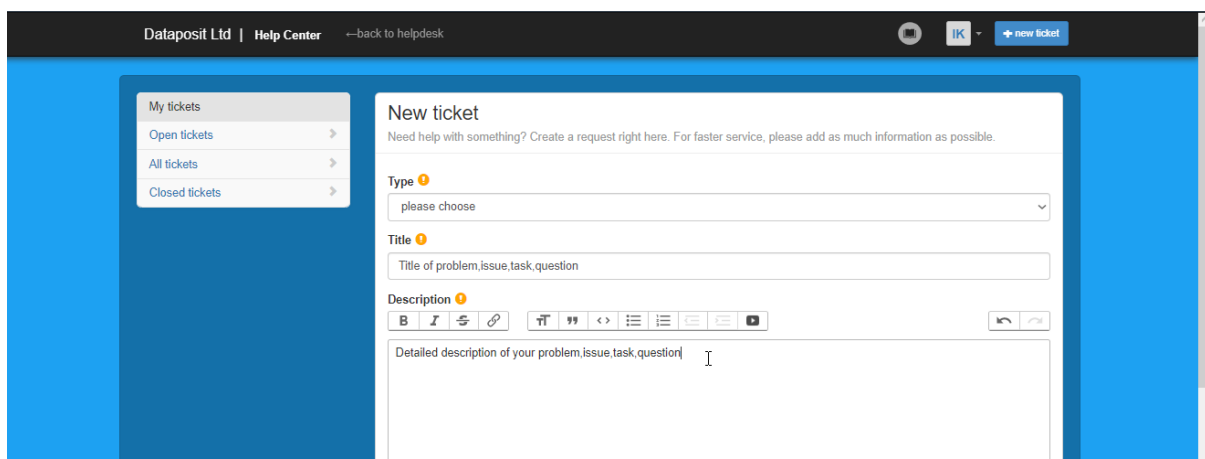
The screenshot shows the 'New ticket' form in the Dataposit Help Center. The 'Type' dropdown menu is open, displaying a list of options: Question, Incident, Problem, Question, and Task. The 'please choose' option is highlighted in blue. The form also includes a 'My tickets' sidebar with links to Open tickets, All tickets, and Closed tickets. The browser address bar shows the URL: dataposit.mojohelpdesk.com/mytickets/create#/ticket-form/14814.

4. Put in a **title** of the Incident, Problem Task or Question you have.



The screenshot shows the 'New ticket' form with the 'Title' field active. The placeholder text 'Title of problem,issue,task,question' is visible in the input field. The 'Type' dropdown menu is still open, showing the same options as in the previous screenshot. The browser address bar shows the URL: dataposit.mojohelpdesk.com/mytickets/create#/ticket-form/14814.

5. Put in a detailed **description** as per the title shared for the agent or user who will be handling your ticket.



The screenshot shows the 'New ticket' form with the 'Description' field active. The placeholder text 'Detailed description of your problem,issue,task,question' is visible in the input field. The 'Title' field is still active, showing the placeholder text 'Title of problem,issue,task,question'. The browser address bar shows the URL: dataposit.mojohelpdesk.com/mytickets/create#/ticket-form/14814.

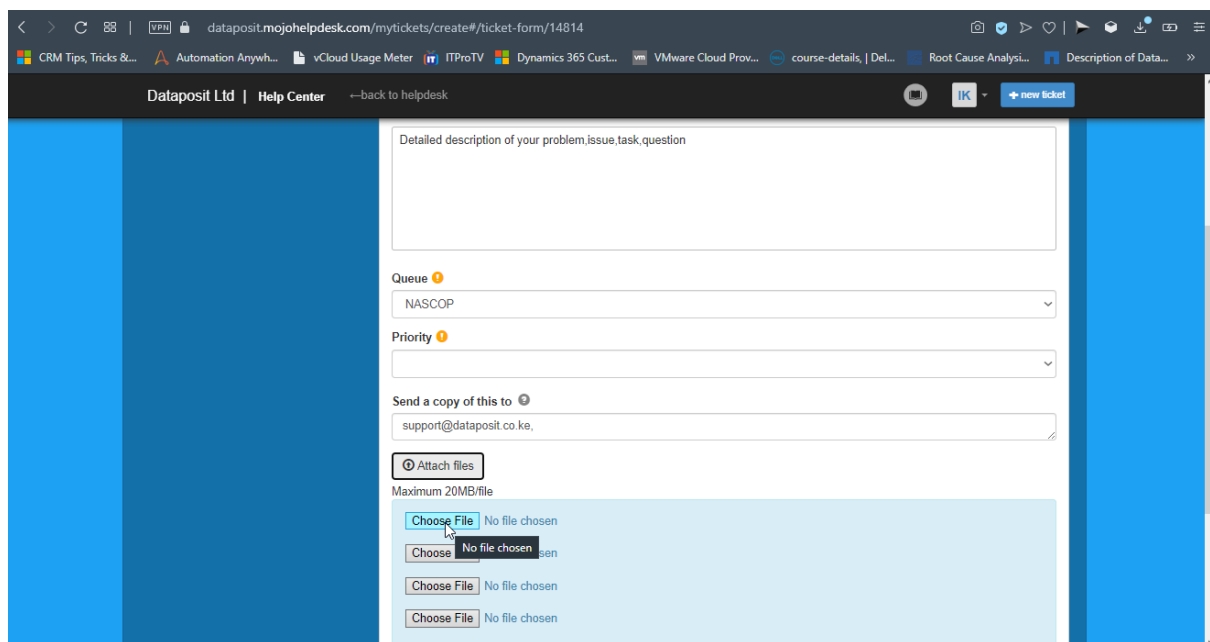
6. Select the “Queue” that is the company/institute you are raising a ticket from, in this case it will be “NASCOP”

The screenshot shows the 'New ticket' form in the Dataposit Help Center. The form includes fields for 'Type', 'Title', 'Description', and 'Queue'. The 'Queue' dropdown is currently set to 'NASCOP'. The left sidebar shows 'My tickets' with links to 'Open tickets', 'All tickets', and 'Closed tickets'. The top navigation bar includes 'Dataposit Ltd | Help Center' and a '+ new ticket' button.

7. Select the “Priority” of your ticket
- Emergency – response time is within 30 minutes.
 - Urgent – response time is between 1-2hrs.
 - Normal - response time is between 2-4 hrs.
 - Low - response time is 4hrs.

The screenshot shows the 'New ticket' form in the Dataposit Help Center. The 'Priority' dropdown is open, showing options: Emergency, Urgent, Normal, and Low. The 'Queue' dropdown is set to 'NASCOP'. The left sidebar shows 'All tickets' and 'Closed tickets'. The top navigation bar includes 'Dataposit Ltd | Help Center' and a '+ new ticket' button.

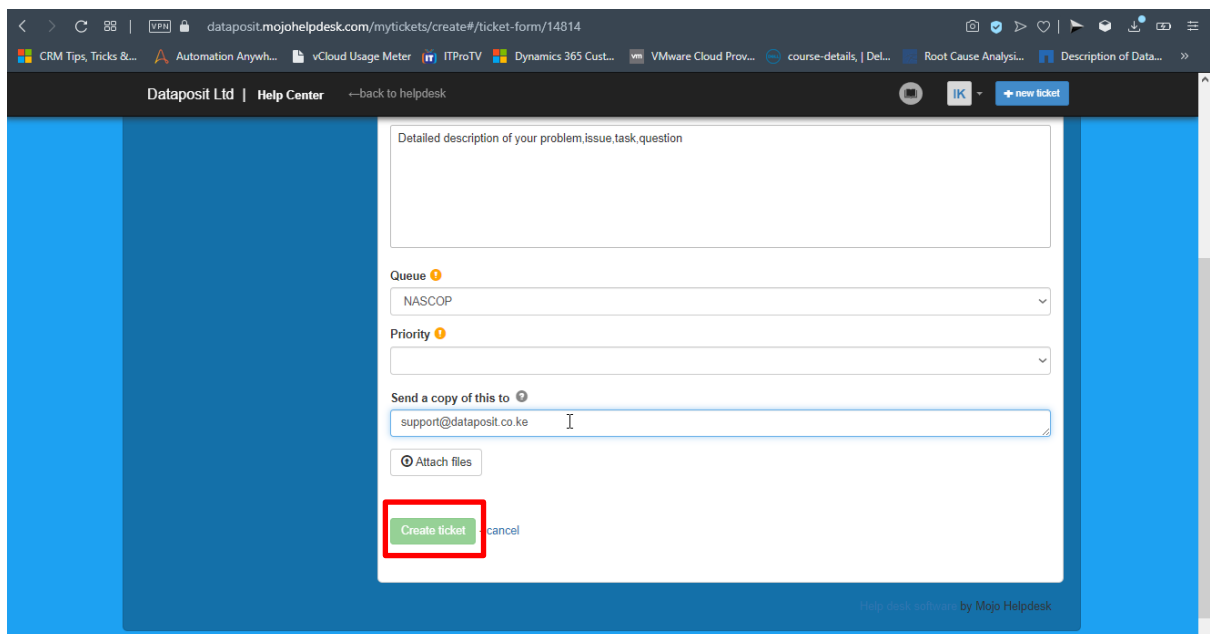
8. If you have a screenshot or file you want to upload, you can attach as below.



The screenshot shows the 'Dataposit Ltd | Help Center' interface. The main form area is titled 'Detailed description of your problem, issue, task, question'. Below this, there are dropdown menus for 'Queue' (set to 'NASCOP') and 'Priority'. A text field 'Send a copy of this to' contains the email 'support@dataposit.co.ke'. Below this is an 'Attach files' button. A list of file upload slots is shown, each with a 'Choose File' button and the text 'No file chosen'. The maximum file size is indicated as 'Maximum 20MB/file'.

9. Send a copy of the ticket to support@dataposit.co.ke for the Helpdesk admin to assign and allocate the ticket to an agent.

10. Select **“Create Ticket”** then a ticket will be created and will be actioned once received.



This screenshot shows the same ticket creation form as the previous one, but with the 'Create ticket' button highlighted by a red rectangle. The 'Queue' is still 'NASCOP' and the email 'support@dataposit.co.ke' is in the 'Send a copy of this to' field. The 'Attach files' button is still present. The 'Create ticket' button is green and located at the bottom left of the form area, next to a 'cancel' link.