**Tips to fix issues / use ticket system**

1. Introduction & Scope

This document provides guidance how to fix common problems. In a first step one can try to solve the issue on his own. If this does not work, a creation of a ticket in the ticket system is recommended, support will then investigate this afterwards.

2.1 First steps, which can be done alone and might solve the issue

- reload the page

- log out and in again

- wait a couple minutes and try again

- if a colleague is near you, ask him to try it out on his computer

* 1. Creation of ticket in ticket system

1. Open page [www.ticketforyou.com](http://www.ticketforyou.com)
2. Log in
3. Click in menu bar on “create ticket”
4. Fill in the mandatory fields like “system” or “environment”
5. Describe the issue in detail, so it can easily be recreated by the support team. Additional pictures are a great help
6. Click “Create” at bottom of the screen
7. Support will investigate the ticket and notice you when they solved it or have further inquiries