

OpenSupport Usage Guide

Table of Contents

[End users: 1](#_Toc40272288)

[Creating a ticket 4](#_Toc40272289)

[Responding/Deleting/Closing a ticket 5](#_Toc40272290)

[Editing Profile 6](#_Toc40272291)

[Administrative users: 7](#_Toc40272292)

[Logging in 7](#_Toc40272293)

[Managing tickets 9](#_Toc40272294)

[Responding/Closing/Deleting ticket 9](#_Toc40272295)

[Managing Users 10](#_Toc40272296)

[Managing staff 11](#_Toc40272297)

# End users:

An end user simply creates and account on our opensupport webpage by pressing the *‘Sign Up’* button.

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Once the user presses this button, he/she should fill in some information and continue by pressing the red *‘Sign Up’* button.

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You will then be redirected back to the main login page, you must first verify your new account via e-mail confirmation.

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You can continue by logging in with the newly created user account.

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You will be greeted with the following screen.

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## Creating a ticket

Press the *‘Create Ticket’* button.

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You can now fill in the required information for the support team to assist you.

You may select the department to which your problem belongs, the language and write down an explanation of the issue you’re having. You may add screenshots to further explain your issue.

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Press the *‘Create Ticket’* button to submit your request.

## Responding/Deleting/Closing a ticket

The newly created ticket will appear in the ‘Ticket List’, it is automatically assigned a ticket number and you can interact with the ticket by clicking on it, this gives you the following options.

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A support employee’s reply will appear in the chat area, and you can either choose to *‘Respond’* to the ticket, *‘Close’* the ticket or *‘Delete’* the ticket.

## Editing Profile

If you wish to *‘Edit’* your profile you can press the following button within the *‘Dashboard’*

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You will be greeted with the following screen, here you can adjust your profile preferences such as the email address or password of your user account.A screenshot of a cell phone

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# Administrative users:

## Logging in

You can go to the admin login panel by going to the /admin directory

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Log in with your administrative user account to log in to the Admin panel.

You will be greeted with the following screen.

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## Managing tickets

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You can create a new ticket yourself, view all the existing tickets and create custom responses.

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By going to the *‘All Tickets’* section, you can view all the tickets created by users.

## Responding/Closing/Deleting ticket

You can click on the ticket and reply to it, close it or delete the ticket.

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## Managing Users

You can manage users through the *‘Users’* tab, it lists the amount of tickets they have created, their sign up date and e-mail address.

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You can click on their name, and *‘Disabe’* or *‘Delete and ban’* users in this pane.

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## Managing staff

By clicking on the Staff tab, you can invite staff members or create departments.

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You can add new departments by clicking on the *‘Departments’* tab and pressing the *‘Add new’* button.

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