# Customer Support Addon

Academy LMS

**Usage Guide – Student/Instructor**

## Addon Usage:

If you've this addon, then it will be an opportunity for you to communicate with the site admin to resolve your questions/issues you are having while using the application.

## Ticket List:

You will find the tickets in the Ticket list page from the Support navigation menu or from the website header. You can view the tickets by clicking on the title.

⌘ Tickets

| Ticket id | Title | Category | User name | Status | Priority |
|---|---|---|---|---|---|
| 909056 | Smtp not working<br>31 May 2021 | Web Development | Md. Hasanur Rahman | Opened | High |
| 608758 | Youtube video not working<br>31 May 2021 | Web Development | Md. Hasanur Rahman | Opened | Medium |
| 927466 | Development<br>31 May 2021 | Graphics Design | Md. Hasanur Rahman | Closed | High |

## Create Ticket:

You will be able to create a ticket with different categories and can choose the priority of your ticket depending on your issues here.

⌘ **Create new ticket**

**Ticket form**

Title *

Create ticket title

Select category type*

Select a category ▾

Priority

Low ▾

Descrption

Select file

Choose file | Browse

Submit support ticket

## Viewing and replying a ticket:

You will find the ticket details and reply ticket from the view ticket page.

⌘ **Ticket details**

### Smtp not working

**John Doe** *31 May 2021*

Please provide your application url, admin login and capnel login credentials.

**Md. Hasanur Rahman** *31 May 2021*

Mail not sending

> Write some note..

Choose File | No file chosen

**Post reply**

### Ticket summary

| | | |
|---|---|---|
| Ticket code | : | 909056 |
| Category | : | Web Development |
| Ticket status | : | Opened |
| Ticket priority | : | High |