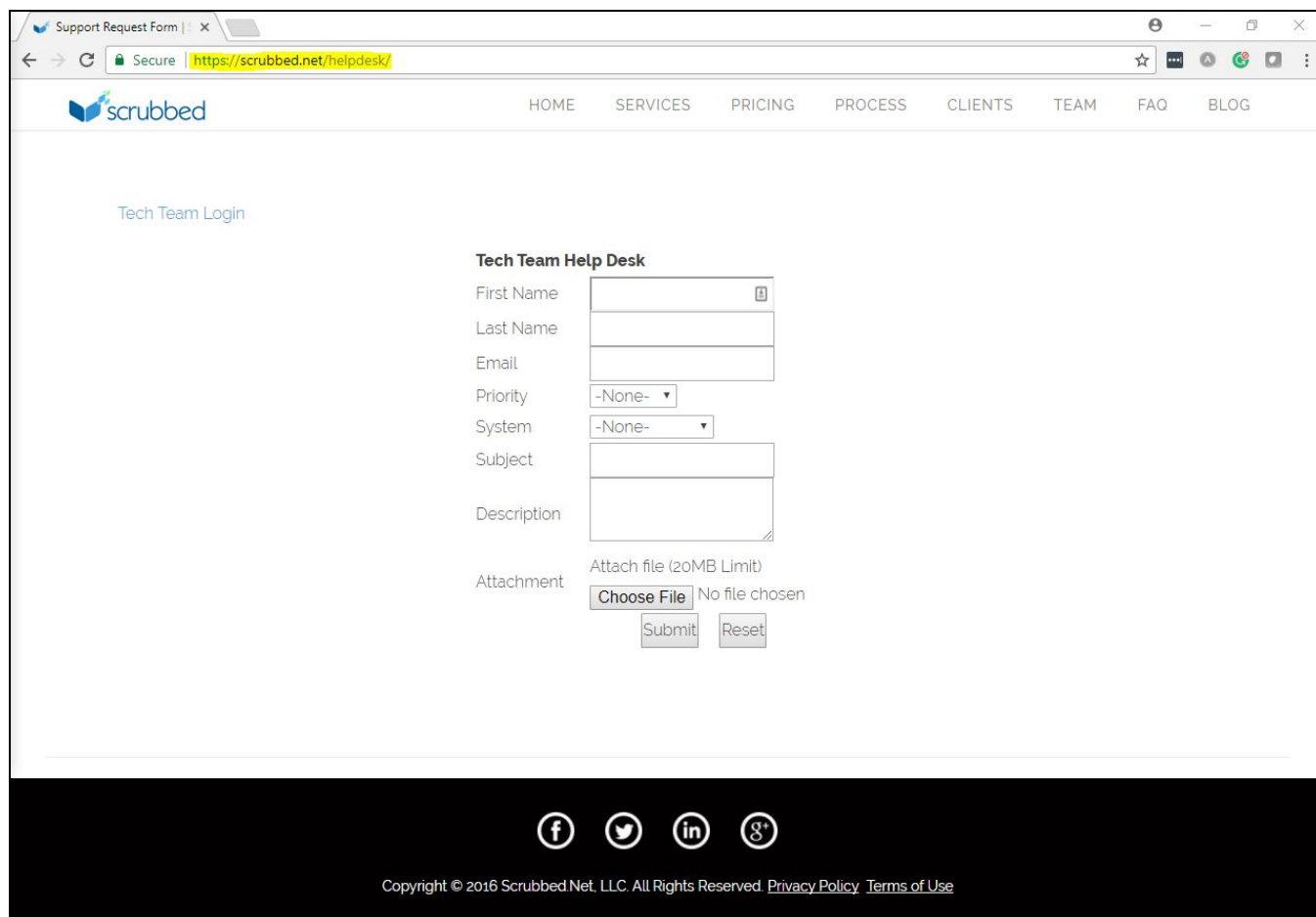


## SCRUBBED Help Desk - Ticketing Process

1. Go to <https://scrubbed.net/helpdesk> to create a ticket.



The screenshot shows a web browser window with the URL <https://scrubbed.net/helpdesk/>. The page features a navigation bar with links: HOME, SERVICES, PRICING, PROCESS, CLIENTS, TEAM, FAQ, and BLOG. Below the navigation bar, there is a "Tech Team Login" link. The main content area is titled "Tech Team Help Desk" and contains a form with the following fields:

- First Name
- Last Name
- Email
- Priority (dropdown menu, currently set to "-None-")
- System (dropdown menu, currently set to "-None-")
- Subject
- Description
- Attachment (with a "Choose File" button and "No file chosen" text)

At the bottom of the form are "Submit" and "Reset" buttons. The footer of the page includes social media icons for Facebook, Twitter, LinkedIn, and Google+, and a copyright notice: "Copyright © 2016 Scrubbed Net, LLC. All Rights Reserved. [Privacy Policy](#) [Terms of Use](#)".

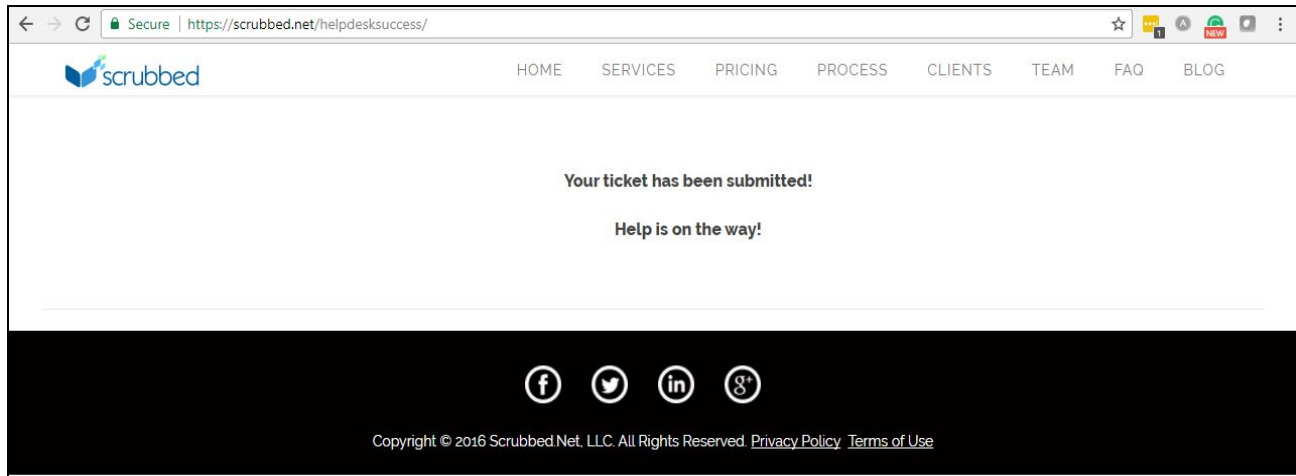
2. Fill out the fields then Click **Submit**.

- **First Name** - your first name
- **Last Name** - your last name
- **Email** - your email address
- **Priority** -
  - **High** - These issues prevent you from performing your work at the moment and must be resolved quickly.
  - **Medium** - These issues are things that should definitely be implemented, but they are not needed immediately.
  - **Low** - have a nominal impact on user productivity. E.g. *General questions or features*
- **System** - Type of system / app you are having issues with E.g. Xero, Bill.com
- **Subject** - a brief description of the issue / concern
- **Description** - a more detailed description of the issue / concern

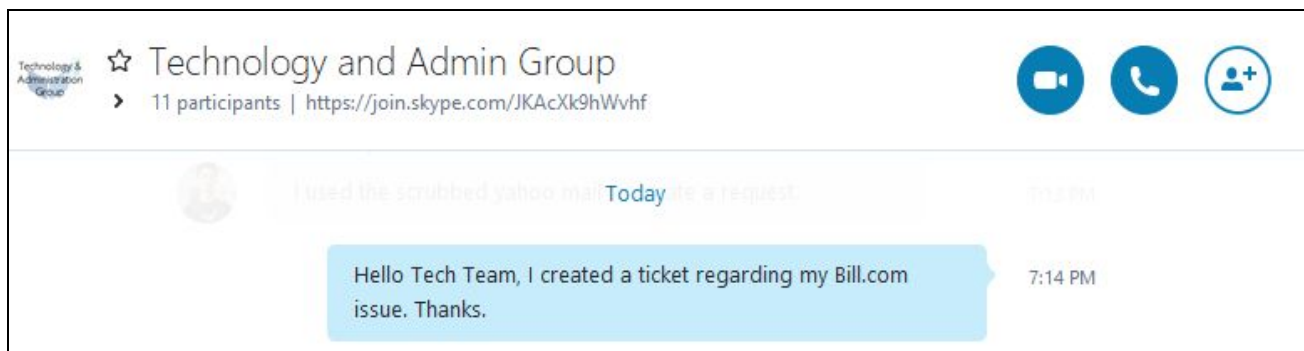
### Tech Team Help Desk

First Name	<input type="text" value="Janice"/>
Last Name	<input type="text" value="Mejia"/>
Email	<input type="text" value="jmejia@scrubbed.net"/>
Priority	<input type="text" value="High"/>
System	<input type="text" value="Bill.com"/>
Subject	<input type="text" value="Sync Error"/>
Description	<input type="text" value="Invoice 123 was unable to sync"/>
Attachment	Attach file (20MB Limit) <input type="button" value="Choose File"/> No file chosen
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

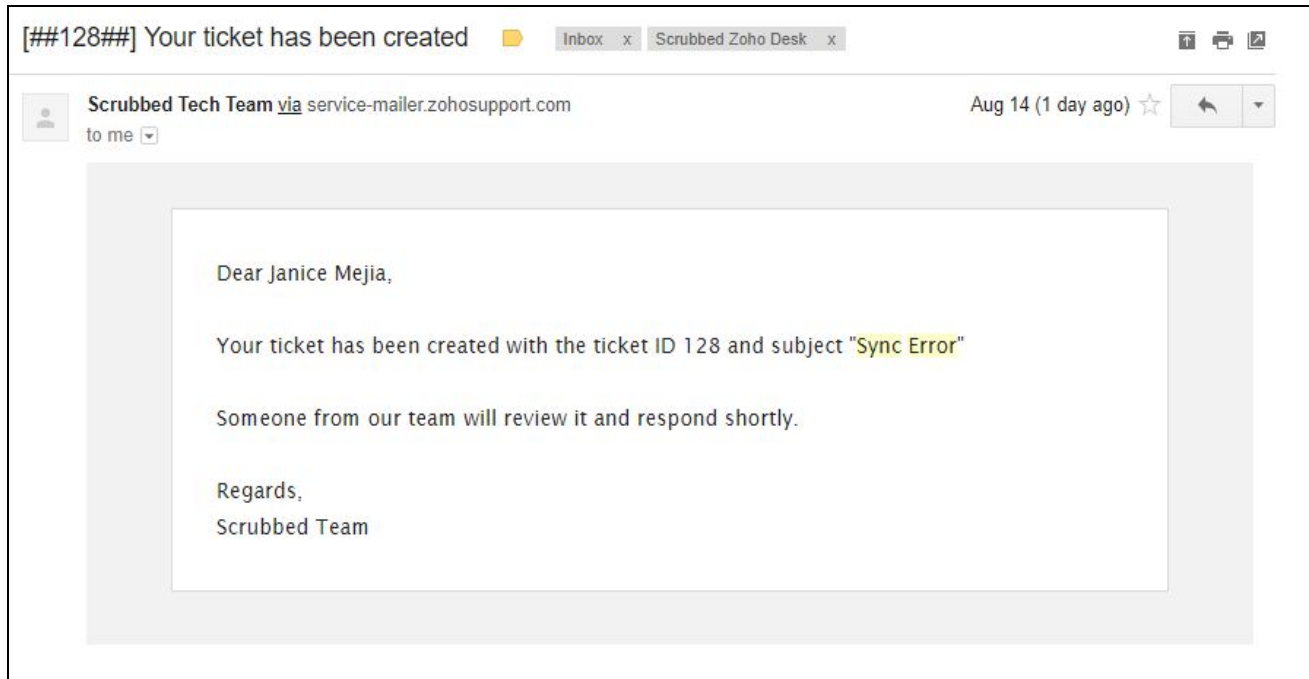
3. You will be redirected to the Helpdesk Success page when your ticket is successfully created.



4. Send a Skype message in the group chat with the Tech Team once you have successfully created a ticket.



5. You will receive an automated email notification that the ticket has been generated into the system, this will indicate the ticket ID number.



6. Within approximately 30 minutes, you will receive an acknowledgement from a Tech Team member. This will indicate the person the ticket is assigned to and when you can expect them to start working on it.

7. The Tech Team will work with you to arrive to a solution, either through email, chat, over the phone, personally or any other means.

8. Once a resolution has been met, a Tech Team member will send a summary of the resolution via the Zoho ticketing email.

9. Please sign off on the resolution, a simple 'ok' will do, and then the ticket will be closed.