```
<!DOCTYPE html>
<html >
<head>
    <meta charset="utf-8">
    <meta http-equiv="X-UA-Compatible"</pre>
content="IE=edge,chrome=1">
    <title>Customer Support</title>
    <meta name="description" content="customer support</pre>
platform">
    <meta name="keywords" content="osTicket, Customer support</pre>
system, support ticket system">
    <meta name="viewport" content="width=device-width, initial-</pre>
scale=1.0, maximum-scale=1.0, user-scalable=no">
     <link rel="stylesheet"</pre>
href="/support/css/osticket.css?19292ad" media="screen"/>
    <link rel="stylesheet"</pre>
href="/support/assets/default/css/theme.css?19292ad"
media="screen"/>
    <link rel="stylesheet"</pre>
href="/support/assets/default/css/print.css?19292ad"
media="print"/>
    <link rel="stylesheet"</pre>
href="/support/scp/css/typeahead.css?19292ad"
         media="screen" />
    <link type="text/css" href="/support/css/ui-</pre>
lightness/jquery-ui-1.10.3.custom.min.css?19292ad"
        rel="stylesheet" media="screen" />
    <link rel="stylesheet"</pre>
href="/support/css/thread.css?19292ad" media="screen"/>
    <link rel="stylesheet"</pre>
href="/support/css/redactor.css?19292ad" media="screen"/>
    <link type="text/css" rel="stylesheet"</pre>
href="/support/css/font-awesome.min.css?19292ad"/>
    <link type="text/css" rel="stylesheet"</pre>
href="/support/css/flags.css?19292ad"/>
    <link type="text/css" rel="stylesheet"</pre>
href="/support/css/rtl.css?19292ad"/>
    <script type="text/javascript" src="/support/js/jquery-</pre>
1.8.3.min.js?19292ad"></script>
    <script type="text/javascript" src="/support/js/jquery-ui-</pre>
1.10.3.custom.min.js?19292ad"></script>
    <script src="/support/js/osticket.js?19292ad"></script>
    <script type="text/javascript"</pre>
src="/support/js/filedrop.field.js?19292ad"></script>
    <script type="text/javascript"</pre>
src="/support/js/jquery.multiselect.min.js?19292ad"></script>
    <script src="/support/scp/js/bootstrap-</pre>
typeahead.js?19292ad"></script>
```

```
<script type="text/javascript"</pre>
src="/support/js/redactor.min.js?19292ad"></script>
   <script type="text/javascript" src="/support/js/redactor-</pre>
osticket.js?19292ad"></script>
   <script type="text/javascript" src="/support/js/redactor-</pre>
fonts.js?19292ad"></script>
    <meta name="csrf token"</pre>
content="62cd15eb9eb44799bdcfebf72c6c089a014837ee" />
</head>
<body>
   <div id="container">
       <div id="header">
           <div class="pull-right flush-right">
                                Guest User
<a href="/support/login.php">Sign In</a>
           >
           <q\>
           </div>
           <a class="pull-left" id="logo"</pre>
href="/support/index.php"
           title="Support Center">
               <span class="valign-helper"></span>
               <imq src="/support/logo.php" border=0</pre>
alt="Customer Support">
           </a>
       </div>
       <div class="clear"></div>
               ul id="nav" class="flush-left">
           <a class=" home"
href="/support/index.php">Support Center Home</a>
<a class="active new" href="/support/open.php">Open a New
Ticket</a>
<a class=" status" href="/support/view.php">Check Ticket</a>
Status</a>
       <div id="content">
        <h1>Open a New Ticket</h1>
Please fill in the form below to open a new ticket.
<form id="ticketForm" method="post" action="open.php"</pre>
enctype="multipart/form-data">
  <input type="hidden" name=" CSRFToken "</pre>
value="62cd15eb9eb44799bdcfebf72c6c089a014837ee" /> <input
type="hidden" name="a" value="open">
```

```
Help Topic:
           <select id="topicId" name="topicId"</pre>
onchange="javascript:
                  var data = $(':input[name]', '#dynamic-
form').serialize();
                  $.ajax(
                    'ajax.php/form/help-topic/' + this.value,
                    {
                      data: data,
                      dataType: 'json',
                      success: function(json) {
                        $('#dynamic-
form').empty().append(json.html);
                        $(document.head).append(json.media);
                      }
                    });">
              <option value="" selected="selected">&mdash;
Select a Help Topic —</option>
              <option value="2" >Feedback</option><option</pre>
value="10" >Report a Problem</option><option value="11" >Report
a Problem / Access Issue</option><option value="1" >General
                          </select>
Inquiry
           <font class="error">*&nbsp;</font>
       <hr />
   <div class="form-header" style="margin-bottom:0.5em">
   <h3>Contact Information</h3>
   <em></em>
   </div>
   <label for="d95cecf0ad602b22"
class="required">
              Email Address:</label>
                  <span style="display:inline-block">
       <input type="text"</pre>
           id=" d95cecf0ad602b22"
           size="40" maxlength="64" placeholder=""
name="d95cecf0ad602b22"
           value=""/>
       </span>
                                 <font class="error">*</font>
```

```
<1abel for="50a5e4697ffe9f4c"
class="required">
             Full Name:</label>
                 <span style="display:inline-block">
       <input type="text"</pre>
          id=" 50a5e4697ffe9f4c"
          size="40" maxlength="64" placeholder=""
name="50a5e4697ffe9f4c"
          value=""/>
       </span>
                               <font class="error">*</font>
                     <label for="85ba29d3fcd3bdcd"
class="">
             Phone Number:</label>
                 <input id=" 85ba29d3fcd3bdcd" type="text"</pre>
name="85ba29d3fcd3bdcd" value=""/> Ext:
          <input type="text" name="85ba29d3fcd3bdcd-ext"</pre>
value="" size="5"/>
                            <hr />
   <div class="form-header" style="margin-bottom:0.5em">
   <h3>Ticket Details</h3>
   <em>Please Describe Your Issue
   </div>
   <1abel for="5d44b9715300e247"
class="required">
              Issue Summary:</label>
                 <span style="display:inline-block">
       <input type="text"</pre>
          id=" 5d44b9715300e247"
          size="40" maxlength="50" placeholder=""
name="5d44b9715300e247"
          value=""/>
       </span>
                               <font class="error">*</font>
```

```
<div style="margin-bottom:0.5em;margin-</pre>
top:0.5em"><strong>Issue Details</strong>:</div>
       <textarea style="width:100%;" name="message"</pre>
           placeholder="Details on the reason(s) for opening
the ticket."
                          data-draft-namespace="ticket.client"
               data-draft-object-id="eb130bddaff2"
                       class="richtext draft draft-delete
ifhtml"
           cols="21" rows="8" style="width:80%;"></textarea>
   <div id="a0bc05773e7bf22699a438" class="filedrop"><div</pre>
class="files"></div>
           <div class="dropzone"><i class="icon-upload"></i>
           Drop files here or <a href="#" class="manual">
choose them </a>
                       <input type="file" multiple="multiple"</pre>
           id="file-a0bc05773e7bf22699a438"
style="display:none;"
           accept=""/>
       </div></div>
       <script type="text/javascript">
       $(function(){$('#a0bc05773e7bf22699a438
.dropzone').filedropbox({
         url: 'ajax.php/form/upload/attach',
         link: $('#a0bc05773e7bf22699a438').find('a.manual'),
         paramname: 'upload[]',
         fallback id: 'file-a0bc05773e7bf22699a438',
         allowedfileextensions: [],
         allowedfiletypes: [],
         maxfiles: 20,
         maxfilesize: 16,
         name: 'attach:21[]',
         files: []
                         });});
       </script>
       <link rel="stylesheet" type="text/css"</pre>
href="/support/css/filedrop.css"/>
<font class="error">*</font>
                       <link rel="stylesheet" type="text/css"</pre>
href="/support/css/jquery.multiselect.css"/>
                                              
   < hr/>
 <input type="submit" value="Create Ticket">
```

```
<input type="reset" name="reset" value="Reset">
       <input type="button" name="cancel" value="Cancel"</pre>
onclick="javascript:
            $('.richtext').each(function() {
                var redactor = $(this).data('redactor');
                if (redactor && redactor.opts.draftDelete)
                    redactor.deleteDraft();
            });
           window.location.href='index.php';">
 </form>
       </div>
   </div>
    <div id="footer">
        Copyright © 2016 My site - All rights
reserved.
        <a id="poweredBy" href="http://osticket.com"</pre>
target=" blank">Helpdesk software - powered by osTicket</a>
    </div>
<div id="overlay"></div>
<div id="loading">
   <h4>Please Wait!</h4>
   Please wait... it will take a second!
</div>
</body>
</html>
```