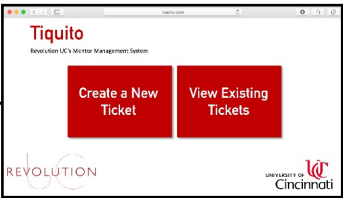# Website Navigation Path Flow Chart

User goes to tiquito.com and enters splash page

User selects "Create New Ticket"

User selects "View Existing Tickets"

User hits submit ticket button and is sent to the ticket list view where his ticket now resides.

User completes the form by supplying minimum required information.

User can apply wanted sorts or filters to list and the page will refresh to accommodate the changes. Same goes for creating a search.

User selects "View" on the ticket of choice and is brought to that ticket's main screen.

On the second page the user can view the list of comments (if available) and post their own comments, which will refresh the page.

User can hit previous button to return to previous ticket information page.

User hits "Next" button at the bottom of the screen to proceed with next page of ticket information.

From this screen the user can read the first name of the participant, the date of submission, the detailed description, and who the assigned mentor is if available.

Selecting next will send the user to the third ticket information page which presents the user with the option to resolve the ticket.

If the ticket was closed this page will show the option to reopen it.

User provides correct code, resolving ticket and bringing the user to the ticket list view screen.

Resolve Ticket

User hits the "Resolve Ticket" button and a popup window appears greying out the rest of the window.

Pop-up window prompts user for 4 digit code that the user created during the ticket's submission.

User can close pop-up without resolving ticket by hitting the red x.

User gets pin wrong and is re prompted for correct pin.