

SPINTECH new support procedure

Note: Now onwards for any issue for which user requires support from Spintech team, they need to raise ticket from their own portal.

1. Open a browser and type the url : <http://support.vtabs.in/>

The screenshot displays the VTABS Support Center website. At the top left is the logo for VTABS Smart Workshop, labeled 'Support Ticket System'. At the top right, it says 'Guest User | [Sign In](#)'. Below the header is a navigation bar with three links: 'Support Center Home' (with a home icon), 'Open a New Ticket' (with a ticket icon), and 'Check Ticket Status' (with a status icon). The main content area begins with a 'Welcome to the Support Center' heading, followed by a paragraph explaining the support ticket system. Below this, there are two main sections: 'Open a New Ticket' and 'Check Ticket Status'. Each section includes an icon (a plus sign in a circle for opening a ticket, and an 'i' in a circle for checking status), a brief instruction, and a corresponding button. The footer contains copyright information for 2015 SPINTECH and mentions it is powered by osTicket.


VTABS SUPPORT CENTER
Smart WORKSHOP
Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center


In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.



Open a New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.


[Open a New Ticket](#)



Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

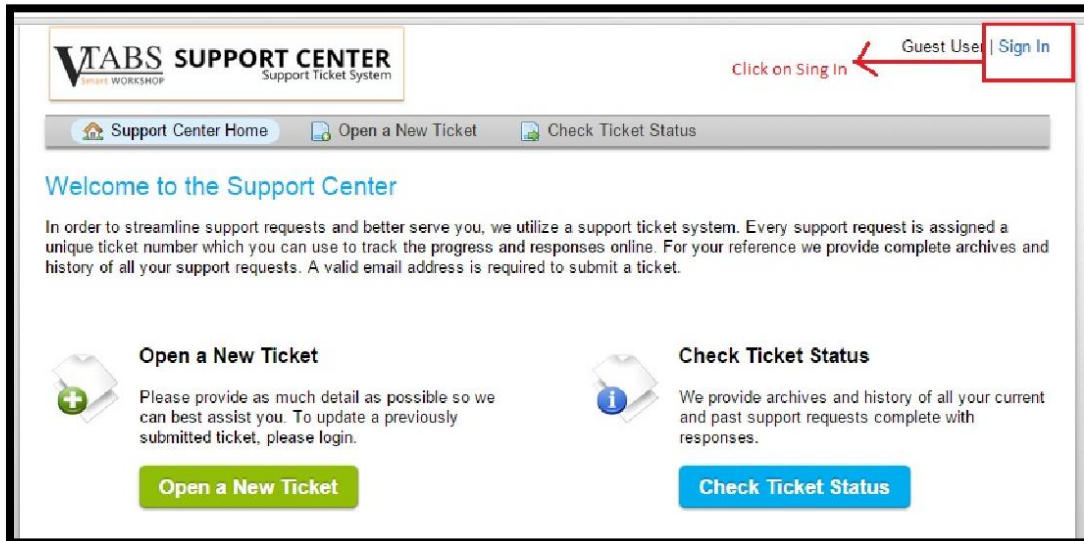
[Check Ticket Status](#)

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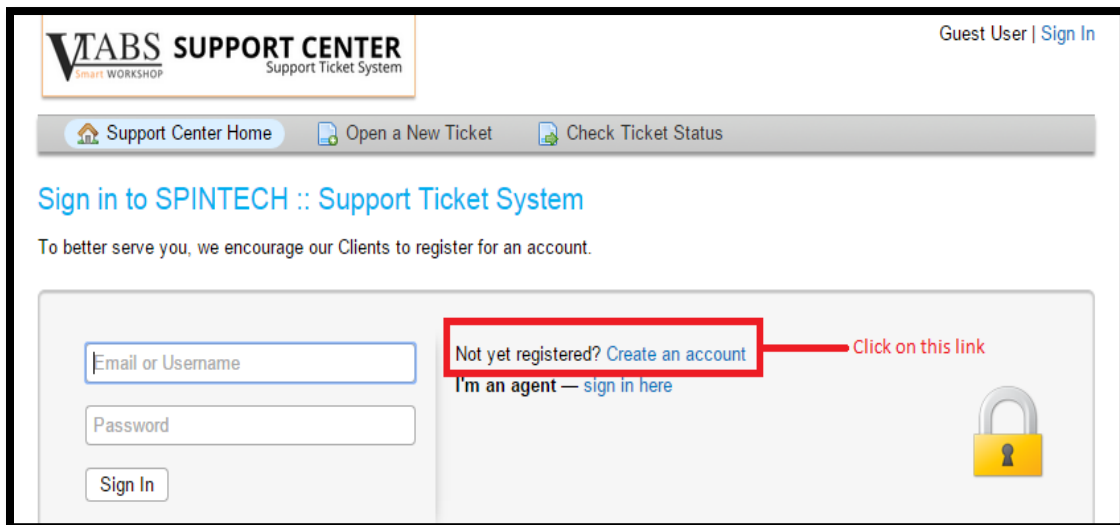
2. Registration procedure for first time users

Note : If you are first time user then you have to first register and create a your own login.

- Click on “Sign In”



- Click on “Create an account”



- Enter the details
- Click on “Register” to create the login

Use the forms below to create or update the information we have on file for your account

Contact Information
Email Address: *
Full Name: *
Phone Number: Ext:


Enter the details

Preferences
Time Zone: GMT 5.5 - Bombay, Calcutta, Madras, New Delhi ▼
Daylight Saving: ☐ Observe daylight saving (Current Time: 04/30/2015 10:31 am)

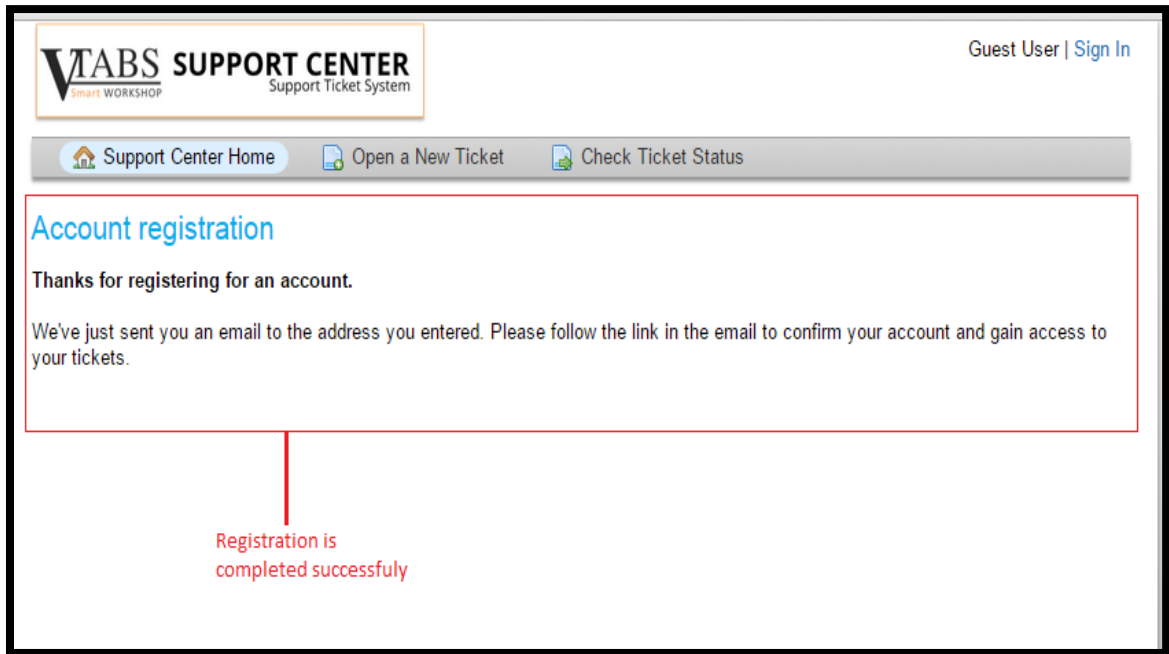
Access Credentials
Create a Password:
Confirm New Password:

Generate the password

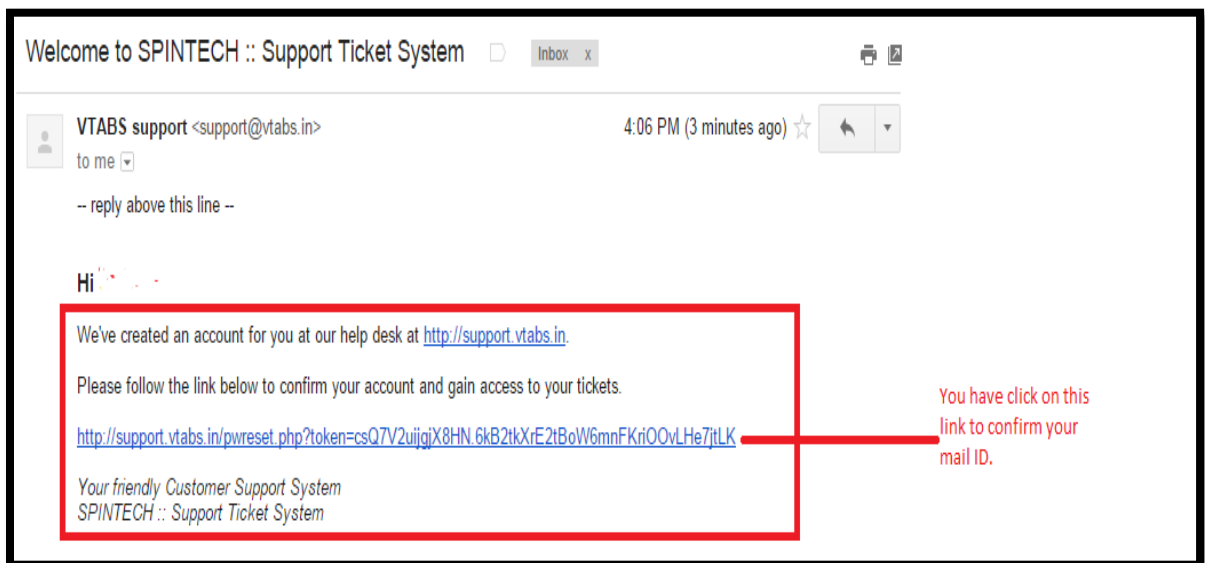
Click on Register

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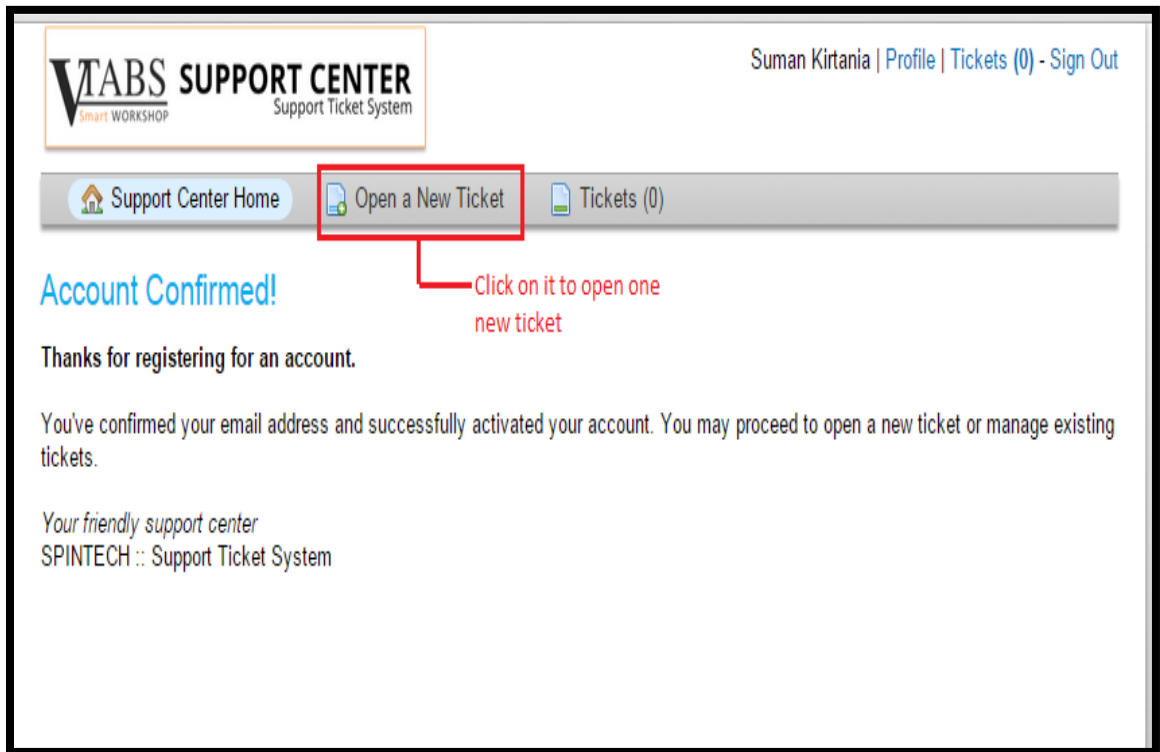
- After successful registration you will get this message and you will receive one email notification



- Click on this link to confirm the mail ID.



- Click on “ Open a New Ticket “



The screenshot displays the VTABS Support Center interface. At the top left, the logo for VTABS (Smart WORKSHOP) and the text 'SUPPORT CENTER Support Ticket System' are visible. At the top right, the user's name 'Suman Kirtania' is shown along with links for 'Profile', 'Tickets (0)', and 'Sign Out'. Below the header is a navigation bar with three items: 'Support Center Home' (with a house icon), 'Open a New Ticket' (with a ticket icon and highlighted by a red box), and 'Tickets (0)' (with a ticket icon). A red callout arrow points from the 'Open a New Ticket' button to the text 'Click on it to open one new ticket'. The main content area features a blue heading 'Account Confirmed!' followed by the text 'Thanks for registering for an account.' and a paragraph stating 'You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.' At the bottom, it says 'Your friendly support center' and 'SPINTECH :: Support Ticket System'.

VTABS **SUPPORT CENTER**
Smart WORKSHOP Support Ticket System

Suman Kirtania | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(0\)](#)

Account Confirmed!

Click on it to open one new ticket

Thanks for registering for an account.

You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.

Your friendly support center
SPINTECH :: Support Ticket System

- Select topic
- Enter Summary
- Enter issue in details
- Attach screen shot or relevant documents
- Click on “ Create Ticket “

Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic: Report a Problem / Access Issue ▼ * Select the topic

— Select a Help Topic —
 Feedback
 General Inquiry
 General Inquiry / Registration
 Login Issue
 Reader is Not Working
 Report a Problem
Report a Problem / Access Issue
 Reports Not Showing-up

Email: _____

Client: _____

Ticket Details
Please Describe Your Issue

Issue Summary: _____ * Enter Subject

Issue Details:

<> B I U


Details on the reason(s) for opening the ticket.

Enter the detailed issue with contact details

Drop files here or choose them Attach the screen shot or any relevent documents

Create Ticket
Reset
Cancel
Click on Create Ticket button

- Once you create the ticket successfully, you will get the ticket number for future reference.


SUPPORT CENTER
Support Ticket System

Suman Kirtania | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

[Support Center Home](#)
[Open a New Ticket](#)
[Tickets \(1\)](#)

Ticket #833651

Ticket Status: Open

Department: Customer Success

Create Date: 04/30/2015 4:27 pm

Name:

Email:


Phone:

Subject: Test ticket

04/30/2015 4:27 pm

Pls close

- Click on “Tickets” to see the list of tickets which are raised from this login with ticket status.


SUPPORT CENTER
Support Ticket System

Suman Kirtania | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

[Support Center Home](#)
[Open a New Ticket](#)
[Tickets \(1\)](#)

Tickets

— Any Status —
Go
Refresh

Showing 1 - 1 of 1 All Tickets

Ticket #	Create Date	Status	Subject	Department
833651	04/30/2015	Closed	Test ticket	Customer Success

Page: [1]

Click on Tickets to see the list of tickets

- Click “Sign Out” to logout from application.

The screenshot shows the V-TABS Support Center interface. At the top, there is a header with the V-TABS logo and the text 'Suman Kirtania | Profile | Tickets 1) - Sign Out'. The 'Sign Out' link is highlighted with a red box. Below the header, there is a navigation bar with links for 'Support Center Home', 'Open a New Ticket', and 'Tickets (1)'. The main content area is titled 'Tickets' and contains a search bar, a status dropdown menu set to 'Any Status', and a 'Go' button. There is also a 'Refresh' button. Below these elements, a table displays ticket information. The table has columns for 'Ticket #', 'Create Date', 'Status', 'Subject', and 'Department'. A single ticket is listed with ID 833651, created on 04/30/2015, with a status of 'Closed' and subject 'Test ticket', assigned to the 'Customer Success' department. The page footer indicates 'Page: [1]'.

Ticket #	Create Date	Status	Subject	Department
833651	04/30/2015	Closed	Test ticket	Customer Success

For any query or assistance you get in touch with Spintech support team.

Spintech Helpline number: **080-40805000**

Email : support@spintech.in