

# 1<sup>st</sup> Screen of the Helpdesk/Support Application

The screenshot shows the MSSDS Helpdesk application interface. At the top, the browser address bar displays <https://mssds.freshdesk.com/support/home>. The page header features the MSSDS logo and the text "MSSDS Helpdesk". To the right of the header, there is a "Welcome" message and links for "Login" and "Sign up". A red text box with an arrow pointing to the "Login" link contains the text: "Click 'Login' if you already have account Or want to login with Gmail or Facebook". Below the header, there is a navigation menu with "Home" and "Solutions" options. The main content area is titled "How can we help you today?" and includes a search bar with the placeholder text "Enter your search term here..." and a "SEARCH" button. To the right of the search bar, there are three links: "+ New support ticket", "Check ticket status", and "186-023-30...". A red text box with an arrow pointing to the "New support ticket" link contains the text: "Or Click 'New support Ticket'". Below the search bar, there is a section titled "Knowledge base". The Windows taskbar at the bottom shows various application icons and the system tray with the time "13:06" and date "23-12-2015".

# When clicked on "Create New Ticket"

The screenshot shows a web browser window with the URL <https://mssds.freshdesk.com/support/tickets/new>. The page title is "Submit a ticket : MSSDS Hel...". The header includes the "MSSDS Helpdesk" logo and navigation links for "Home" and "Solutions". A user is logged in, as indicated by "Welcome Login Sign up".

The main content area is titled "Submit a ticket" and contains the following form fields:

- Requester \***: A text input field containing "info@xceller.com". An annotation "Mention your email address" points to this field.
- Your Name**: An empty text input field.
- Subject \***: A text input field containing "Login Not working". An annotation "Mention Subject" points to this field.
- Description \***: A rich text editor containing the text: "Hi, My VTP Id 27ADDSFKT001 password in not working. Pl help. Thanks". An annotation "Write your problem" points to this field.
- Attachments**: A "Browse..." button. An annotation "Upload the screenshot is any" points to this button.

At the bottom of the form are "Submit" and "Cancel" buttons. The Windows taskbar at the bottom shows the time as 13:17 on 23-12-2015.

**How can we help you today?**

Enter your search term here...

- + [New support ticket](#)
- [Check ticket status](#)
- [186-023-30133](#)

Your ticket has been created. ✕

### Knowledge base

**When Ticket is submitted  
2 Auto mail comes to you of**

- To activate and create password
- Ticket status Link

**Activate the account, choose new password and henceforth use the those credentials to login and create/manage the support tickets**



## Login to the support portal

Enter the details below

Remember me on this computer

[forgot your password?](#)

LOGIN

## ...or login using

Google

Facebook

Twitter

## Sign up

Sign up with us

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.

- You can also directly login to the system using your gmail or facebook account.
- In this case you need not create the account on the helpdesk system

## Upon login to the helpdesk system



Check Ticket Status

Create new tickets