



APOGEE
design systems

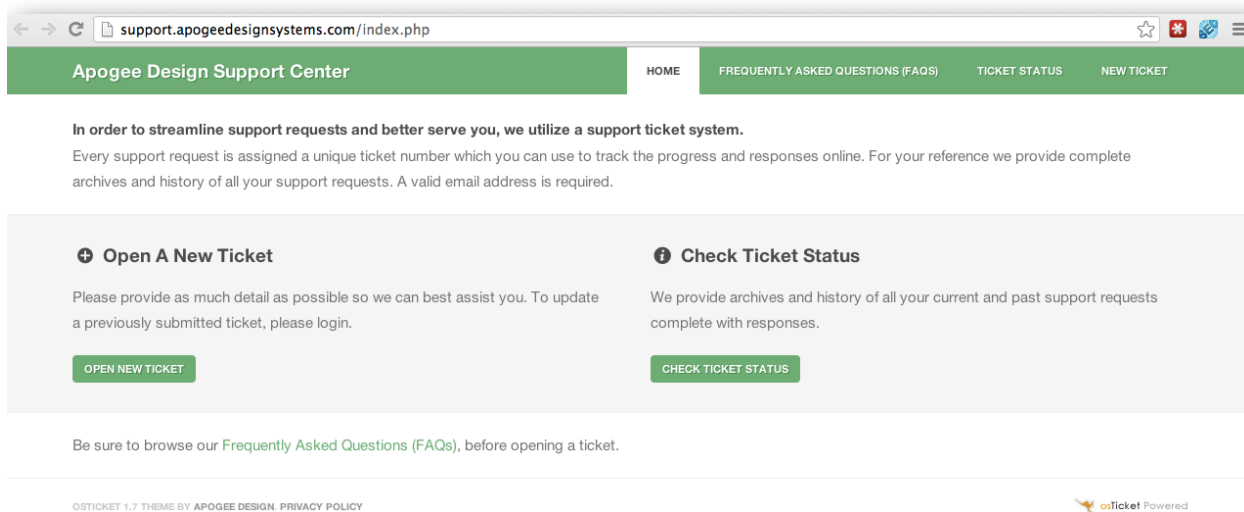
Apogee Design Support Center

User Manual: *Create a New Support Ticket*

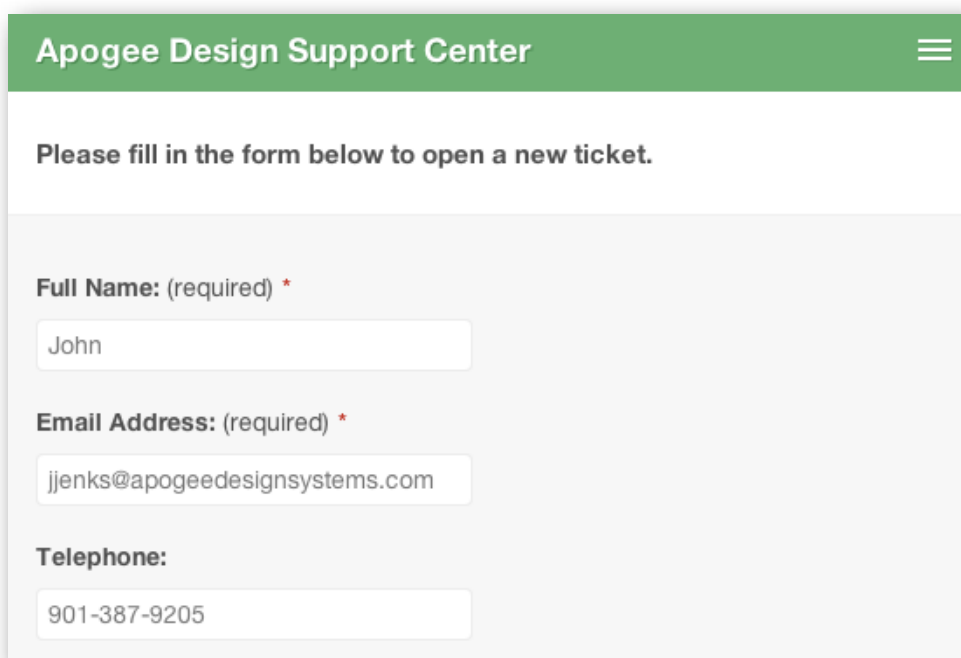
Create a new support ticket

A basic guide to creating your first support ticket!

1. Navigate to <http://support.apogeedesignsystems.com/> in your browser and click 'New Ticket' in the top right corner.

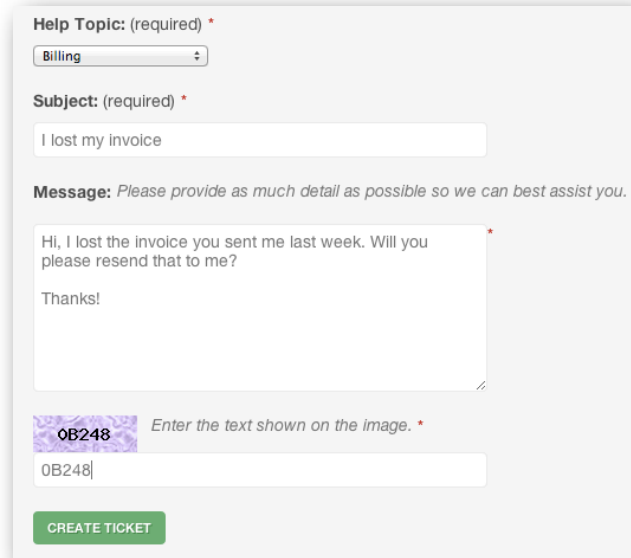


2. Type in your name, email address, and telephone number (optional).



The screenshot shows the "Open A New Ticket" form. The header is "Apogee Design Support Center" with a hamburger menu icon. The main heading is "Please fill in the form below to open a new ticket." The form fields are: "Full Name: (required) *" with the value "John"; "Email Address: (required) *" with the value "jjenks@apogeedesignsystems.com"; and "Telephone:" with the value "901-387-9205".

3. Next select the topic of your request. This will determine which department in our company will receive your ticket. Finally, enter the subject and message. Please be as descriptive as possible and include any applicable error messages, screenshots, log-in credentials or other pertinent information we will need to complete your request.



The screenshot shows a web form for creating a support ticket. It includes a dropdown menu for 'Help Topic' with 'Billing' selected, a 'Subject' field containing 'I lost my invoice', and a 'Message' field with the text 'Hi, I lost the invoice you sent me last week. Will you please resend that to me?' and 'Thanks!'. Below the message field is a CAPTCHA image with the text '0B248' and a corresponding input field. A green 'CREATE TICKET' button is at the bottom.

4. Once you submit your request, you will see a screen stating we have received your request and you will receive a confirmation email with a Ticket Number. You will need this number to check the status of your support request.

