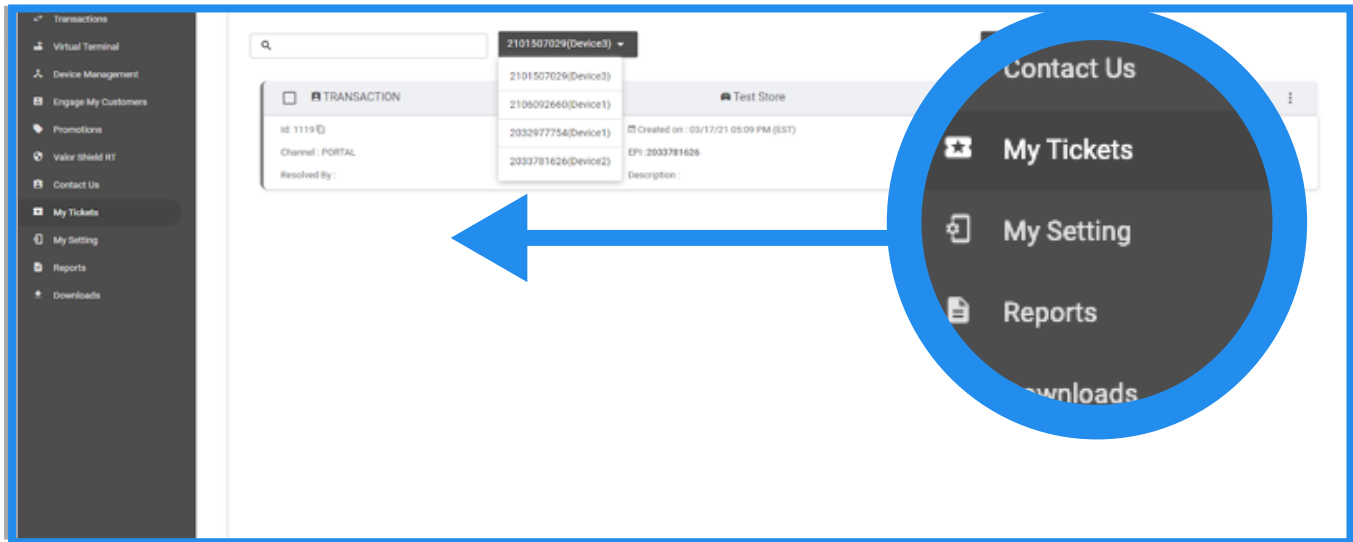


Create a Trouble Ticket in the Portal

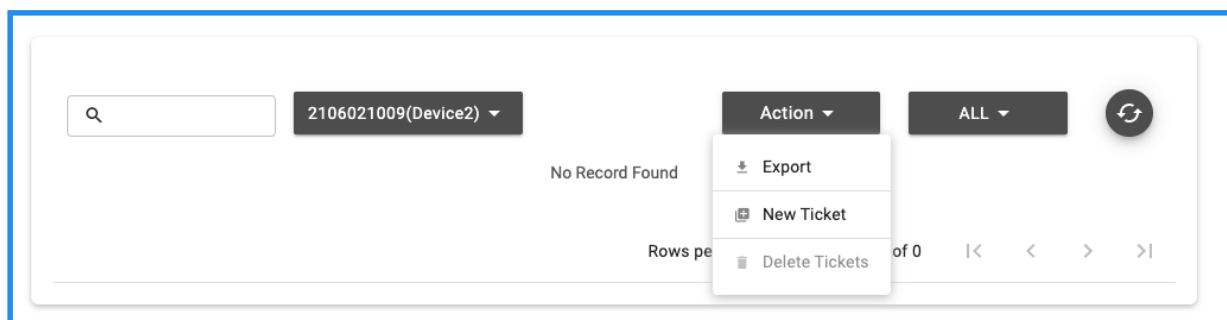


Step 1



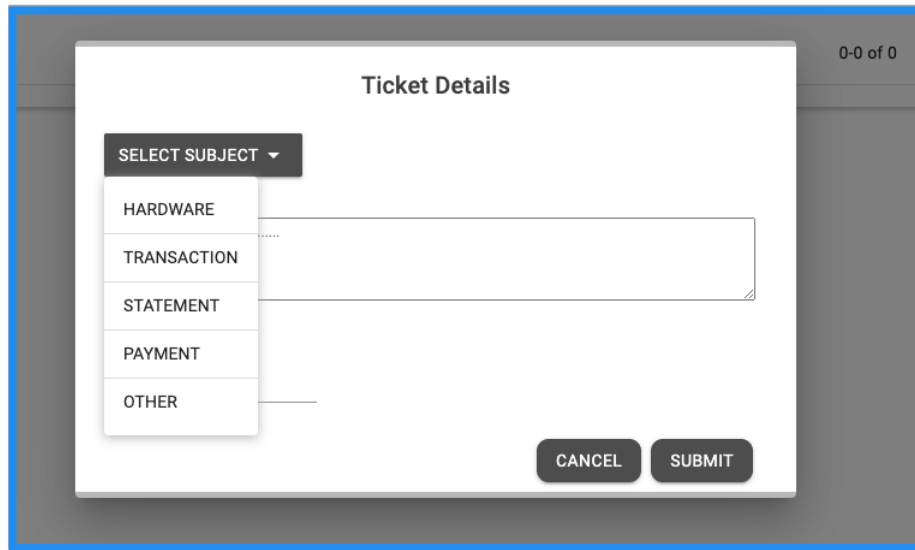
Go to the **My Tickets** tab in the sidebar menu. If you have multiple devices in your store, there will be a drop down menu to the right of the search bar, and when pressed, will display all EPIs within your store. Click on the EPI you want to create the ticket for.

Step 2



Next, click the **Action Tab** dropdown menu, then select **New Ticket**.

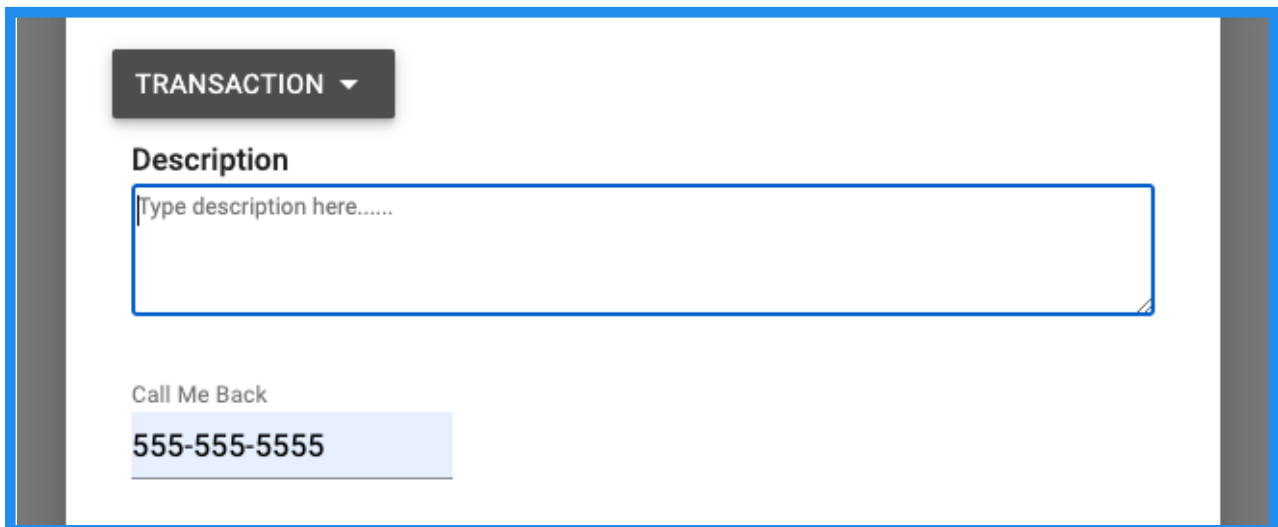
Step 3



The screenshot shows a 'Ticket Details' form. At the top right, it says '0-0 of 0'. The main heading is 'Ticket Details'. Below it is a dropdown menu labeled 'SELECT SUBJECT' with a downward arrow. The dropdown is open, showing five options: 'HARDWARE', 'TRANSACTION', 'STATEMENT', 'PAYMENT', and 'OTHER'. To the right of the dropdown is a large text input field. At the bottom right of the form are two buttons: 'CANCEL' and 'SUBMIT'.

Click on the **Select Subject** dropdown and select the reason for the ticket. There are five options to choose from.

Step 4



The screenshot shows the form after 'TRANSACTION' has been selected in the dropdown. Below the dropdown is a 'Description' label followed by a large text input field containing the placeholder text 'Type description here.....'. Below the description field is a 'Call Me Back' label followed by a text input field containing the number '555-555-5555'.

Once a ticket type is selected, you can write a brief description of the issue you are facing and enter a call back number. Once completed, click on Submit. This ticket will be sent to your Sales Agent or their Tech Department.