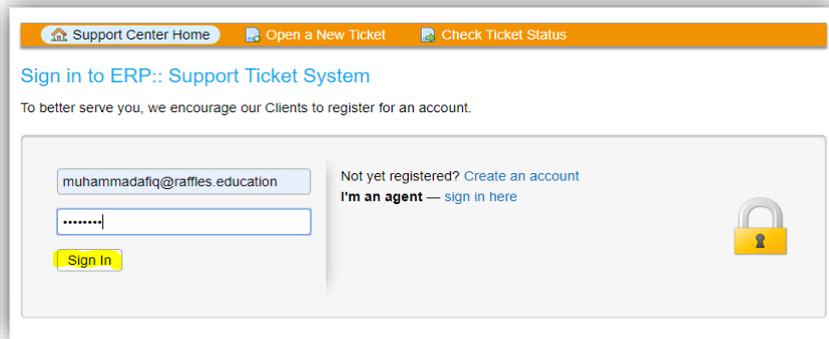


How to Create Tickets in eTicketing System

Date: Fri., 9th August 2019

Contact email: erp-support@raffles.education

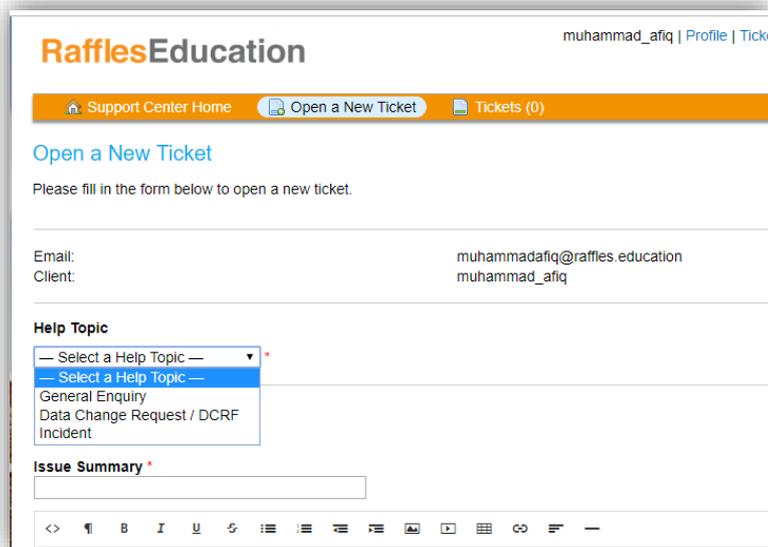
1. Sign in into the system.



The screenshot shows the login page for the ERP Support Ticket System. At the top, there are navigation links: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main heading is "Sign in to ERP:: Support Ticket System". Below this, a message states: "To better serve you, we encourage our Clients to register for an account." The login form includes an email input field with "muhammadafiq@raffles.education" entered, a password input field with ".....", and a "Sign In" button. To the right of the form, there are links for "Not yet registered? Create an account" and "I'm an agent — sign in here". A yellow padlock icon is visible on the right side of the form.

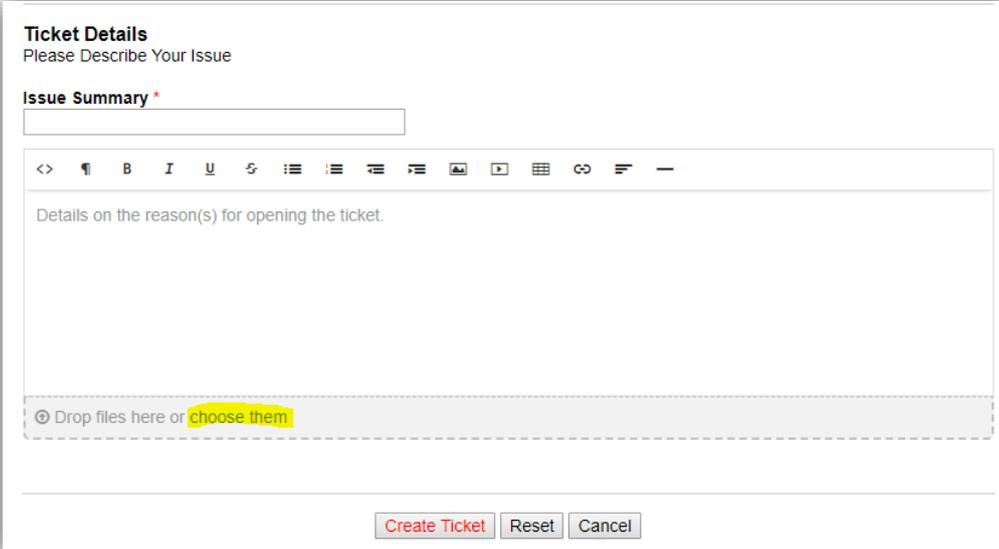
2. Pick help topic

- General Inquiry -> Any question regarding ERP system.
eg: How do I download student A's Advanced Diploma transcript?
- Data Change Request/DCRF -> Any data change request in the system.
eg: This student name is wrong. It should be XXXX. Please refer attached DCRF.
Note: This applies to all common issues that is resolved with DCRF.
- Incident->Any issues or error found on system.
eg: Cannot access HR module in the ERP.
Note: Issues related to this category may or may not need DCRF. Just log them in and ERP team will advice what to do.



The screenshot shows the "Open a New Ticket" page in the Raffles Education system. The user is logged in as "muhammad_afiq" and has 0 tickets. The page title is "Open a New Ticket" and it instructs the user to "Please fill in the form below to open a new ticket." The form includes fields for "Email" (muhammadafiq@raffles.education) and "Client" (muhammad_afiq). The "Help Topic" dropdown menu is open, showing options: "General Enquiry", "Data Change Request / DCRF", and "Incident". Below the dropdown is an "Issue Summary" text area. The page footer contains a rich text editor toolbar.

3. Insert topic in issue summary and fill in necessary text and attachment regarding this issue. **(NOTE:Click ‘CHOOSE THEM’ to add attachment)**



Ticket Details
Please Describe Your Issue

Issue Summary *

<> B I U             

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

Drop files here or **choose them**

[Create Ticket](#)

4. Click **‘Create Ticket’**