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TICKETING PLATFORM – USER GUIDE

Version 2
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1. Introduction

This guide describes how to use the ticketing platform. Within this platform, users can open tickets to solve technical problems.

In this document were used fictive data such as "Name", "Surname", "name.surname@transsped.ro". These will be replaced by the real ones of the person who will use the ticketing solution.

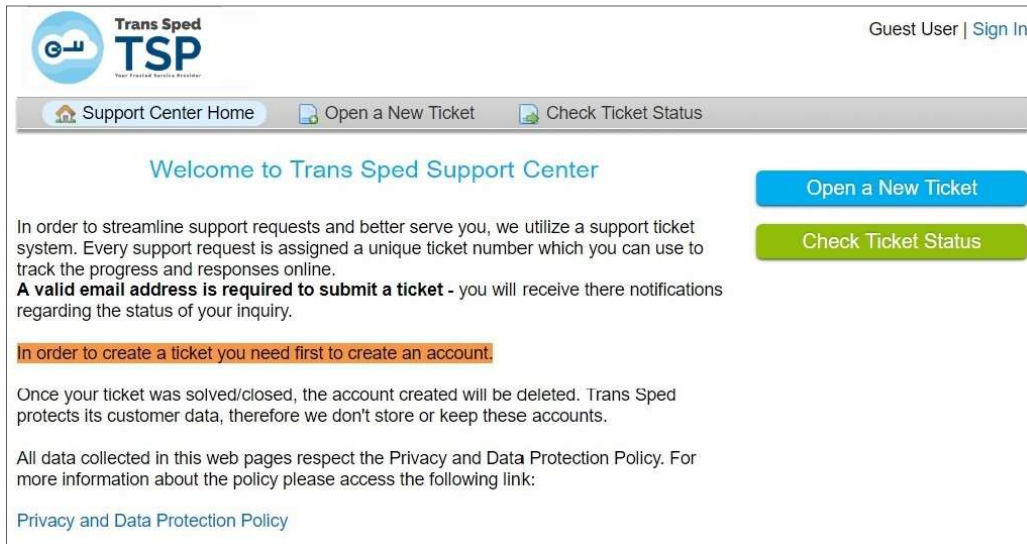
2. Creating an account

In order to create a ticket you need to have an account.

*If you already have an account and you want to open a ticket please follow the step from Chapter 3. **Create a ticket.***

The user account can be created following the steps above:

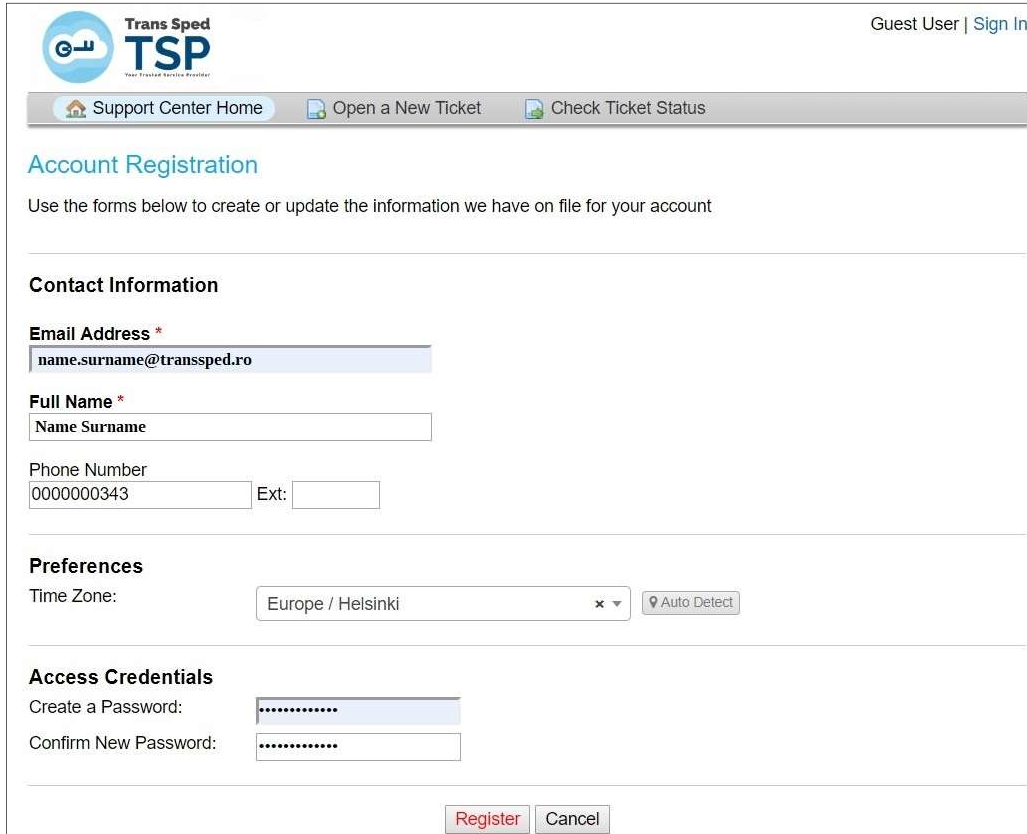
1. Access the link <https://helpdesk.transsped.ro/> and the page shown below will open:



The screenshot shows the Trans Sped Support Center website. At the top left is the Trans Sped TSP logo. At the top right, it says "Guest User | Sign In". Below the logo is a navigation bar with three buttons: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area has a heading "Welcome to Trans Sped Support Center". To the right of the heading are two buttons: "Open a New Ticket" (blue) and "Check Ticket Status" (green). Below the heading is a paragraph: "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. **A valid email address is required to submit a ticket** - you will receive there notifications regarding the status of your inquiry." Below this is a highlighted orange box with the text: "In order to create a ticket you need first to create an account." Below that is another paragraph: "Once your ticket was solved/closed, the account created will be deleted. Trans Sped protects its customer data, therefore we don't store or keep these accounts." Below that is a final paragraph: "All data collected in this web pages respect the Privacy and Data Protection Policy. For more information about the policy please access the following link:" followed by a link "Privacy and Data Protection Policy".

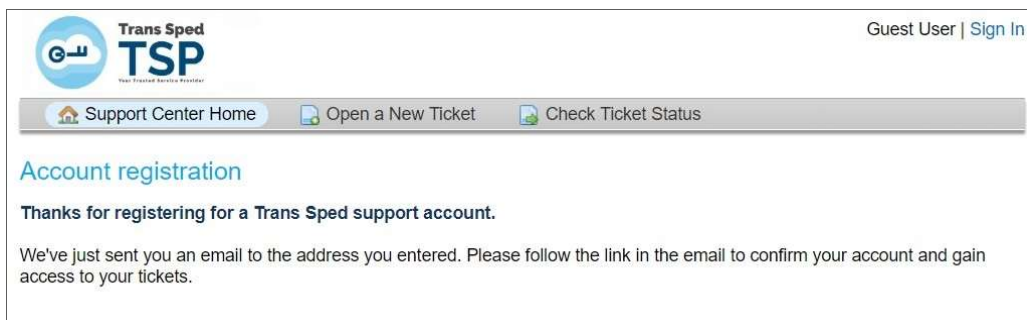
2. Next press [Sign In](#) button in order to be redirected to the page where you need to create your account.

3. In that page you would have to click on [Create an account](#) and fill in the required fields as shown below:



The screenshot shows the 'Account Registration' page of the Trans Sped support center. At the top, there is a navigation bar with the Trans Sped logo, the text 'Guest User | Sign In', and three menu items: 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. Below the navigation bar, the page title is 'Account Registration' and the instruction reads: 'Use the forms below to create or update the information we have on file for your account.' The form is divided into three sections: 'Contact Information', 'Preferences', and 'Access Credentials'. The 'Contact Information' section includes fields for 'Email Address *' (with the placeholder 'name.surname@transsped.ro'), 'Full Name *' (with sub-fields for 'Name' and 'Surname'), and 'Phone Number' (with a main field containing '0000000343' and an 'Ext:' field). The 'Preferences' section has a 'Time Zone:' dropdown menu set to 'Europe / Helsinki' and an 'Auto Detect' button. The 'Access Credentials' section has two password fields: 'Create a Password:' and 'Confirm New Password:', both masked with dots. At the bottom right of the form are two buttons: 'Register' and 'Cancel'.

4. By accessing the registration button [Register](#) the following page will be displayed:

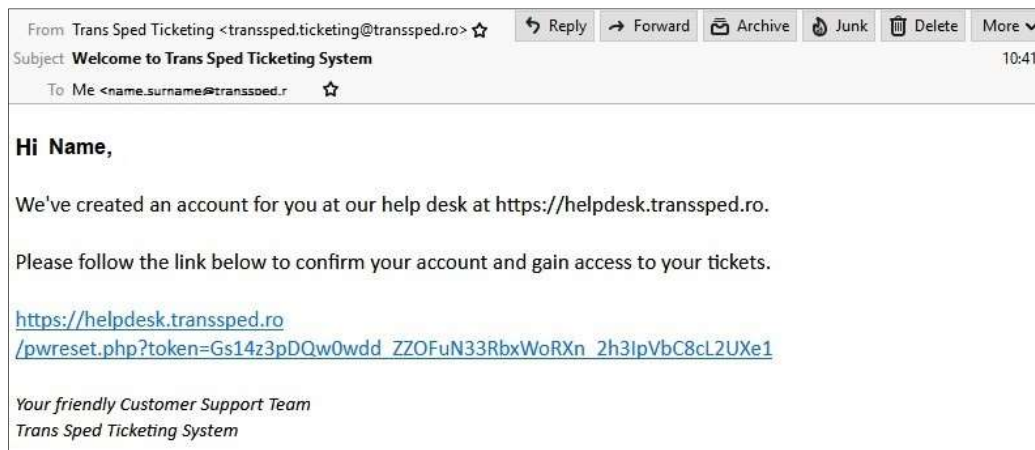


The screenshot shows the confirmation page after registration. It features the same navigation bar as the previous page. The page title is 'Account registration' and the main message is: 'Thanks for registering for a Trans Sped support account. We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.'

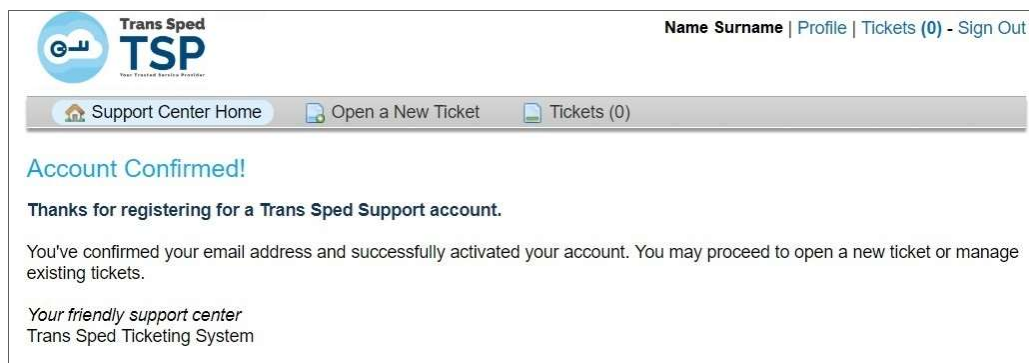
5. You will receive on your email address an email from Trans Sped, which will have the form below:

Welcome to Trans Sped Ticketing System • Trans Sped Ticketing

6. To confirm you account and gain access your tickets, follow the link from the email:



7. By confirming the link you will be automatically logged in into your account.



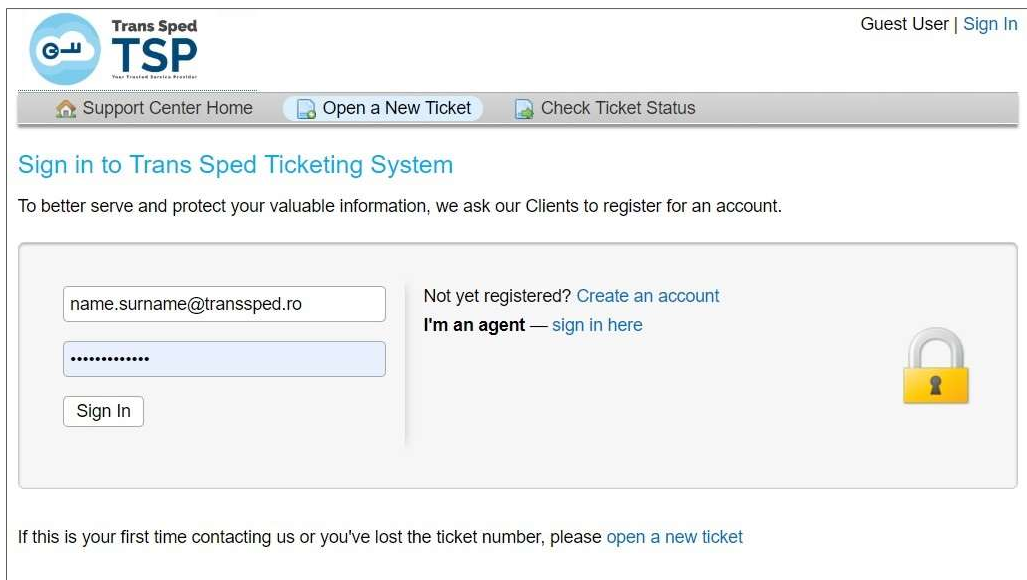
3. Creating a ticket

In order to create a ticket it is important to be sure that you are logged into your account.

To *create a ticket* please follow the steps below:

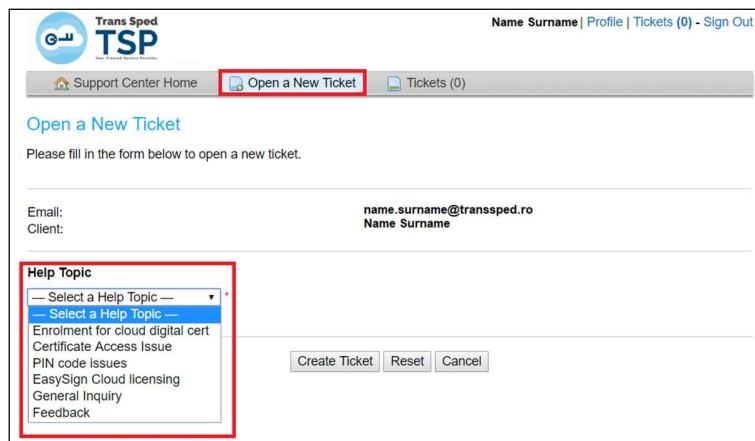
1. Access the link <https://helpdesk.transsped.ro/> and in the page that opens click on the [Sign In](#) button from the upper right corner.

2. In the window that opens, to log in, you will need to enter your credentials (email address and password) previous set when the account was created.



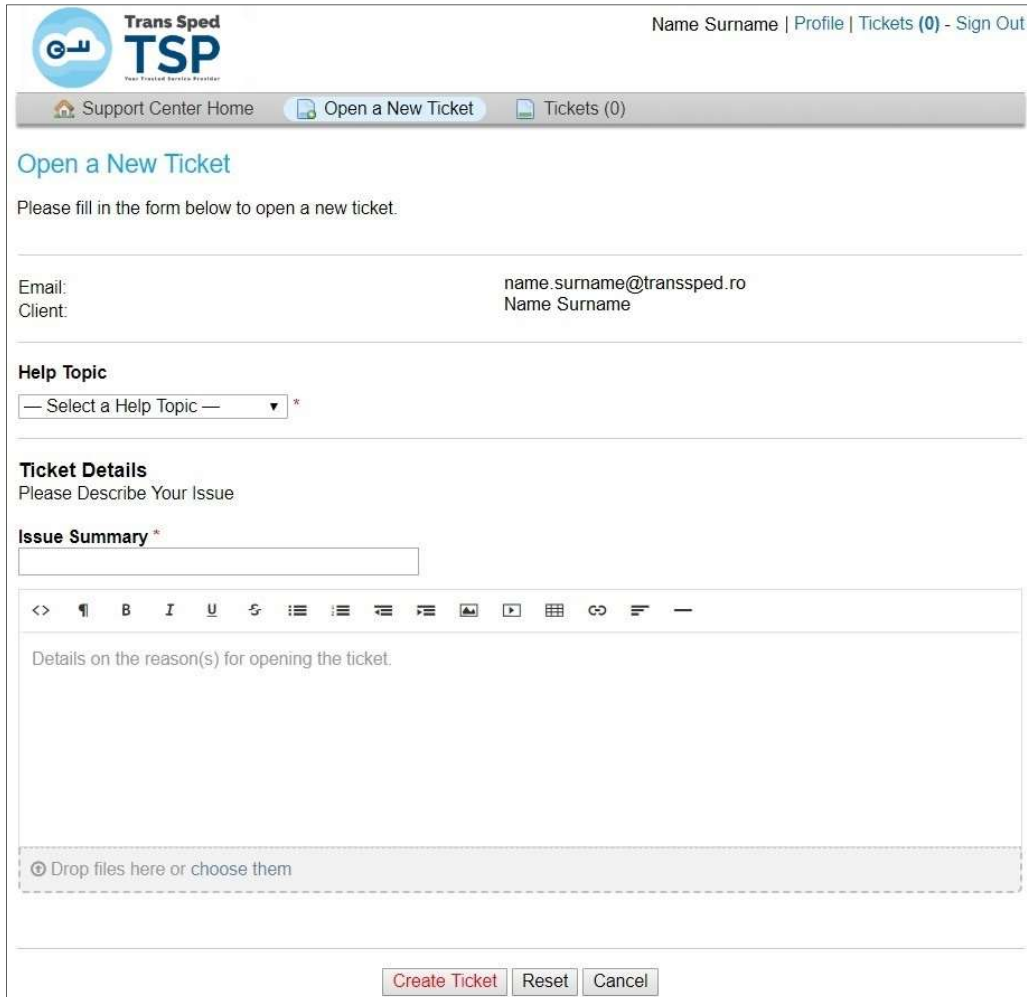
The screenshot shows the login page of the Trans Sped Ticketing System. At the top left is the Trans Sped TSP logo. At the top right, it says "Guest User | Sign In". Below the logo is a navigation bar with three buttons: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main heading is "Sign in to Trans Sped Ticketing System". Below this, a message states: "To better serve and protect your valuable information, we ask our Clients to register for an account." The login form contains an email input field with the placeholder "name.surname@transsped.ro", a password input field with masked characters, 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 positioned to the right of the password field. At the bottom of the page, a message reads: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)".

3. After logging in, to create a ticket click on [Open a New Ticket](#) tab, then Select a **"Help Topic"** and then click on [Create Ticket](#) button.



The screenshot shows the "Open a New Ticket" page. At the top left is the Trans Sped TSP logo. At the top right, it says "Name Surname | Profile | Tickets (0) - Sign Out". Below the logo is a navigation bar with three buttons: "Support Center Home", "Open a New Ticket", and "Tickets (0)". The main heading is "Open a New Ticket". Below this, a message states: "Please fill in the form below to open a new ticket." The form contains an "Email:" field with the value "name.surname@transsped.ro" and a "Client:" field with the value "Name Surname". Below these fields is a "Help Topic" dropdown menu. The dropdown menu is open, showing a list of help topics: "Select a Help Topic", "Select a Help Topic", "Enrolment for cloud digital cert", "Certificate Access Issue", "PIN code issues", "EasySign Cloud licensing", "General Inquiry", and "Feedback". Below the dropdown menu are three buttons: "Create Ticket", "Reset", and "Cancel".

4. In the next step will appear the window below:



The screenshot shows a web browser window with the Trans Sped TSP logo and navigation links. The main heading is "Open a New Ticket". Below it, there is a form with the following fields:

- Email:** name.surname@transsped.ro
- Client:** Name Surname
- Help Topic:** A dropdown menu with the text "— Select a Help Topic —" and an asterisk.
- Ticket Details:** A section with the heading "Please Describe Your Issue".
- Issue Summary:** A text input field with an asterisk.
- Rich Text Editor:** A text area with a toolbar and the text "Details on the reason(s) for opening the ticket." below it.
- File Upload:** A dashed box with the text "Drop files here or choose them".
- Buttons:** "Create Ticket", "Reset", and "Cancel" at the bottom.

- In the field you have to select the department to which the request is addressed, and in the field you must type the title of the request.
- In the field **"Details on the reason(s) for opening the ticket"** please describe as much as you can the problem because any details can help resolve the issue as soon as possible.
- Also in area you can drop or upload files that can be helpful to sustain the issue and therefore to solve it in an appropriate manner.

When you have finished completing all the details, press the button to register the ticket and send it to the selected department for solving.