



OPTICAL SOLUTIONS AUSTRALIA

SUPPORT TICKET USER GUIDE

May 2018

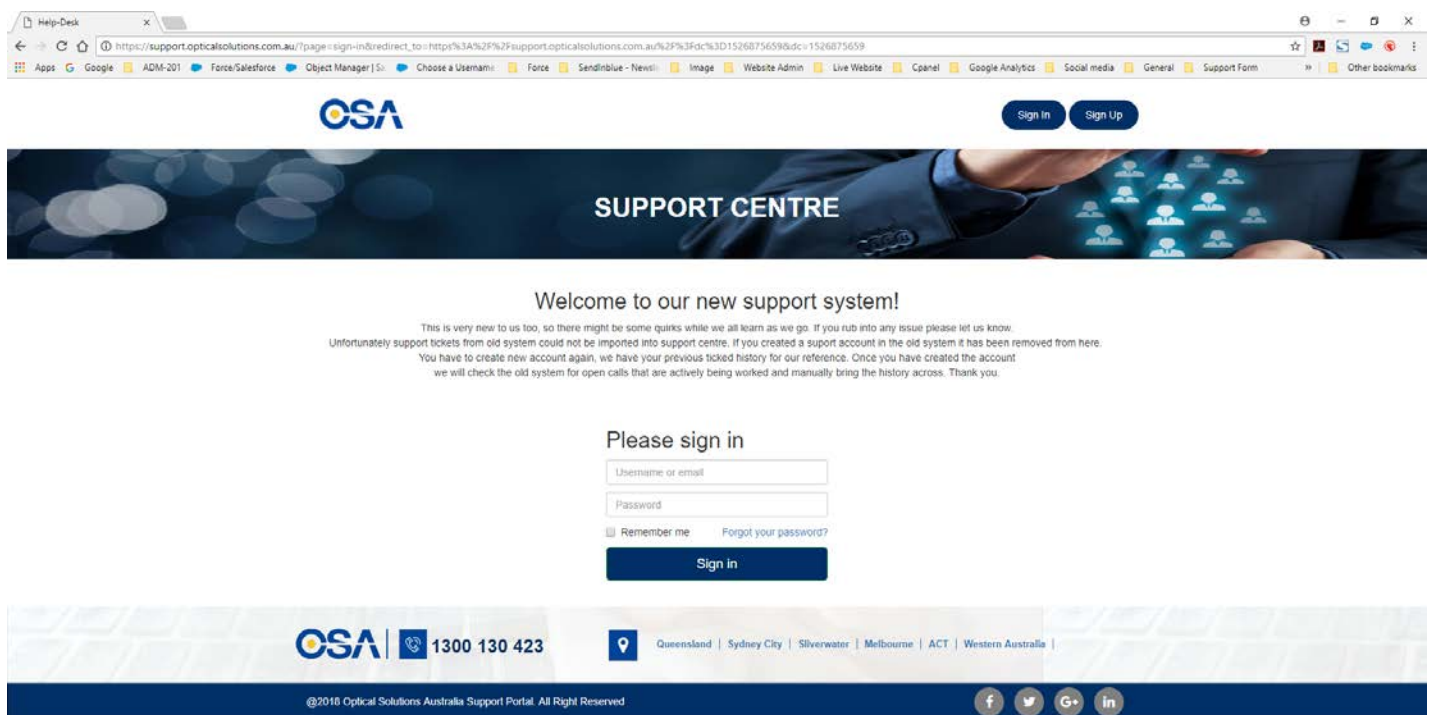
1. Introduction

Optical Solutions Australia Support Ticket is an easy-to-use web-based support system. Through support centre you can connect with Optical Solutions Australia support technicians and resolve questions or issues.

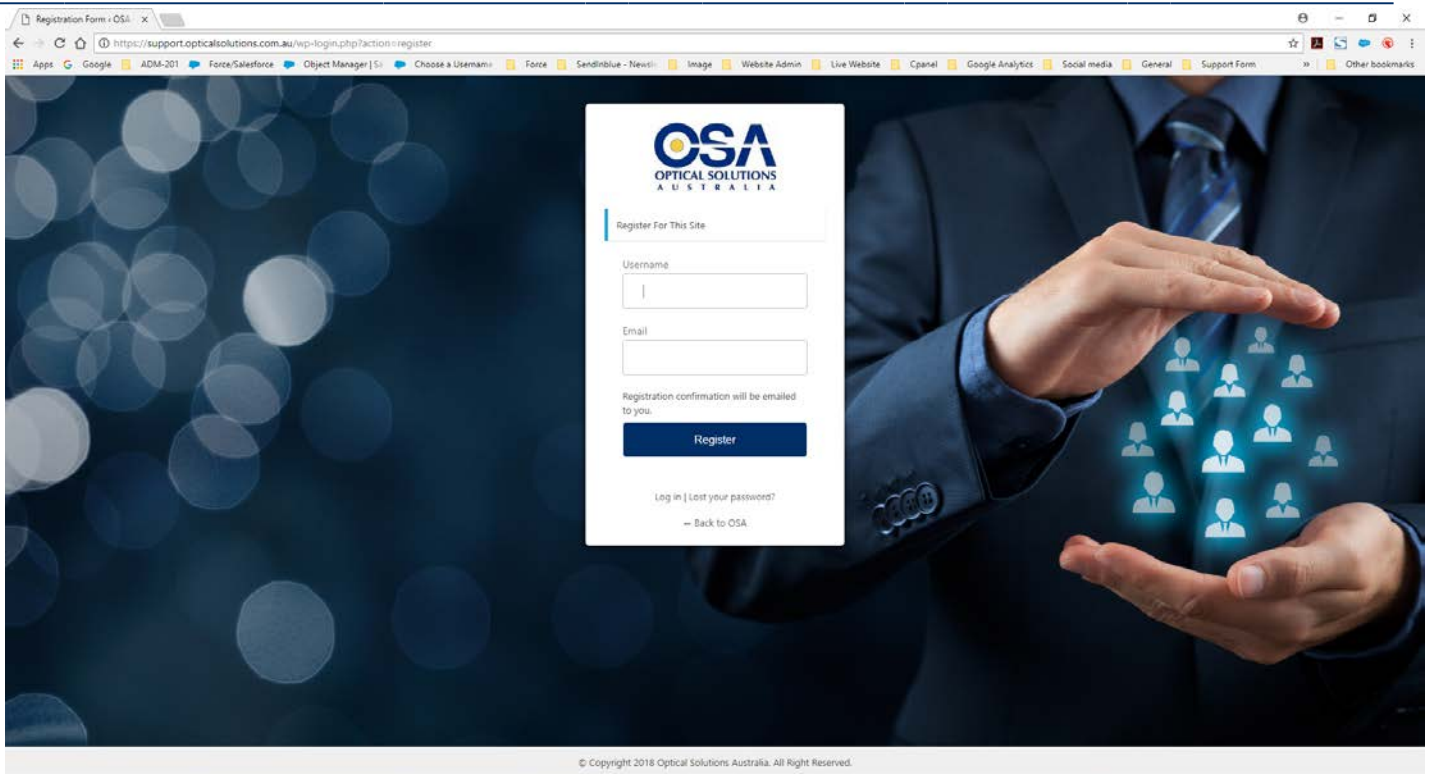
You can reach Optical Solutions Australia Support centre at www.support.opticalsolutions.com.au

2. Registering for Optical Solutions Australia Support Ticket

Open your web browser and navigate to www.support.opticalsolutions.com.au You should see the below screen:



- Click on Sign Up button (Top Right Side)
- You should see the below screen:



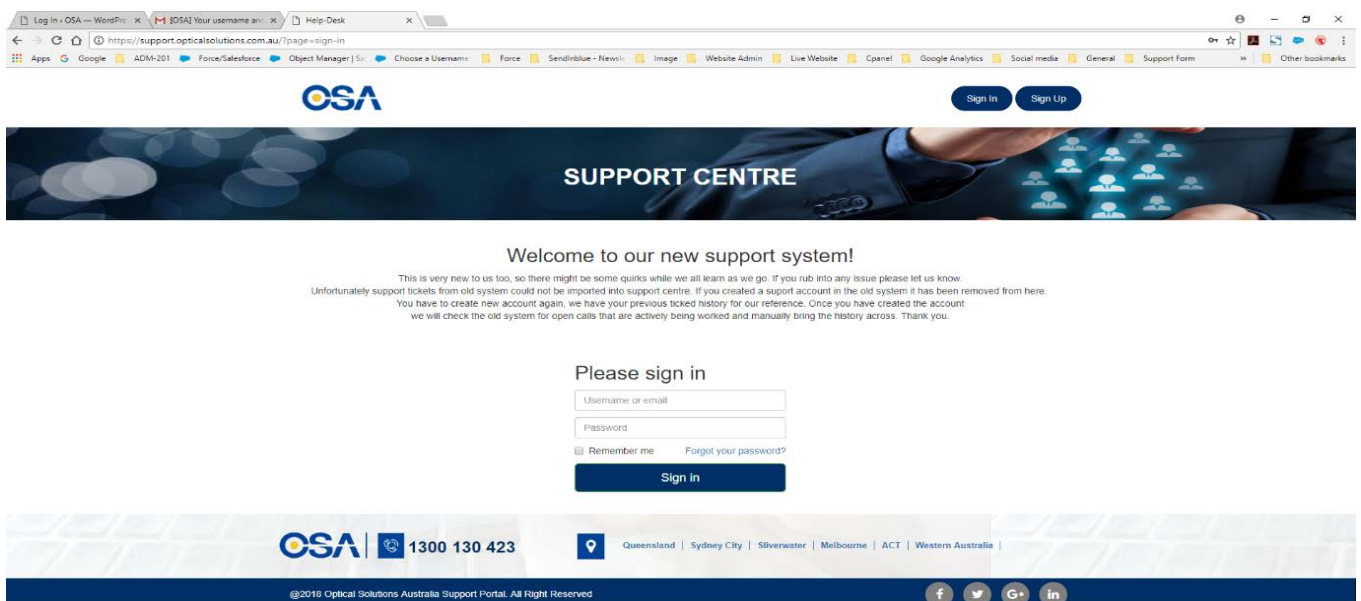
- If you are a new user, please put “username” and “email”
- click on the “Register Button” link.
- If you are not a new user then please click on “login” link and move ahead to “step 4”.

3. Verify Email & Complete Registration

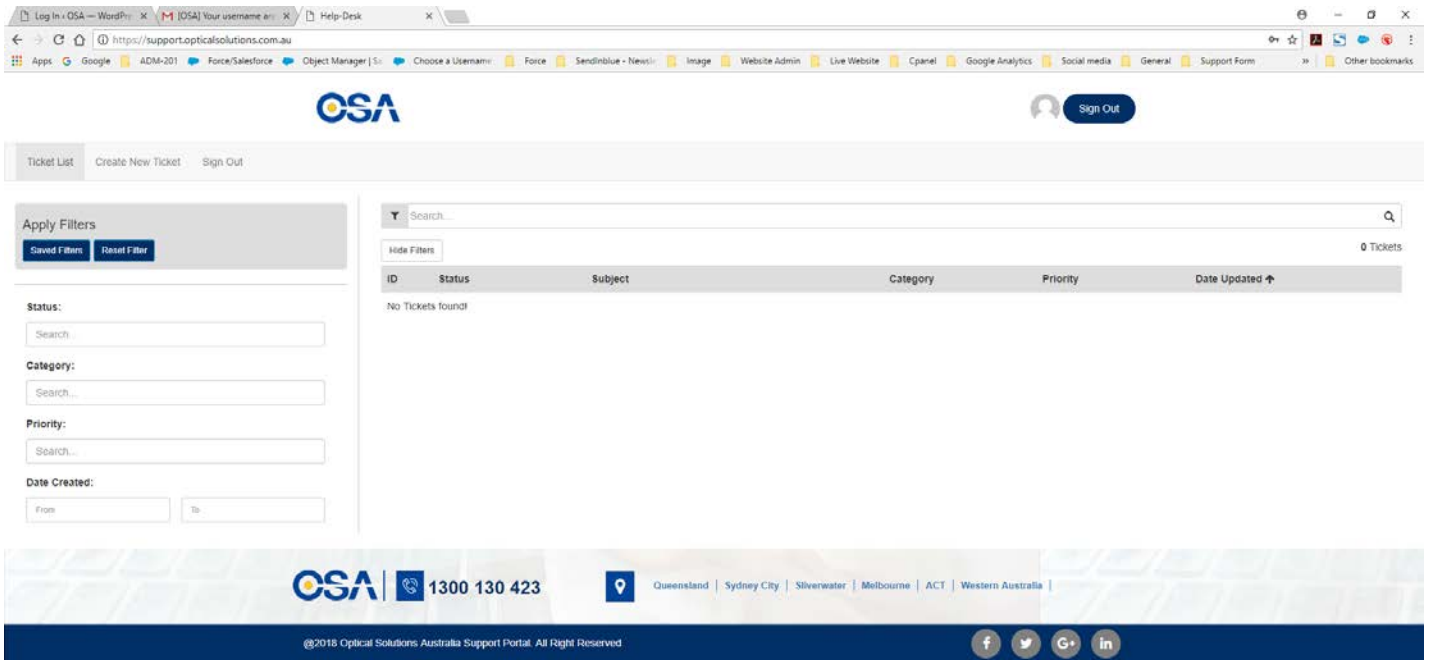
- Once you have clicked the Register link, in the email you will receive an email to verify your account and set your password.

4. Sign in and Create a Ticket

- Once you set your password, you can see screen below

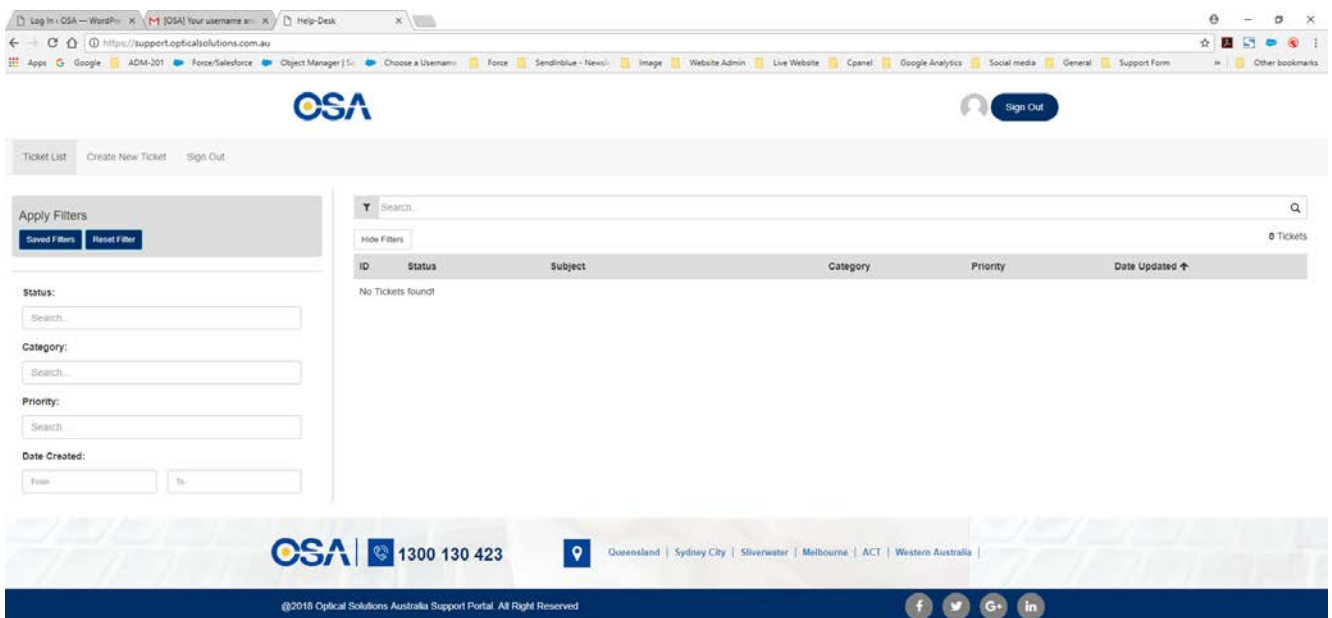


- Put your user and password
- Click “Sign In” button
- You can see the screen below

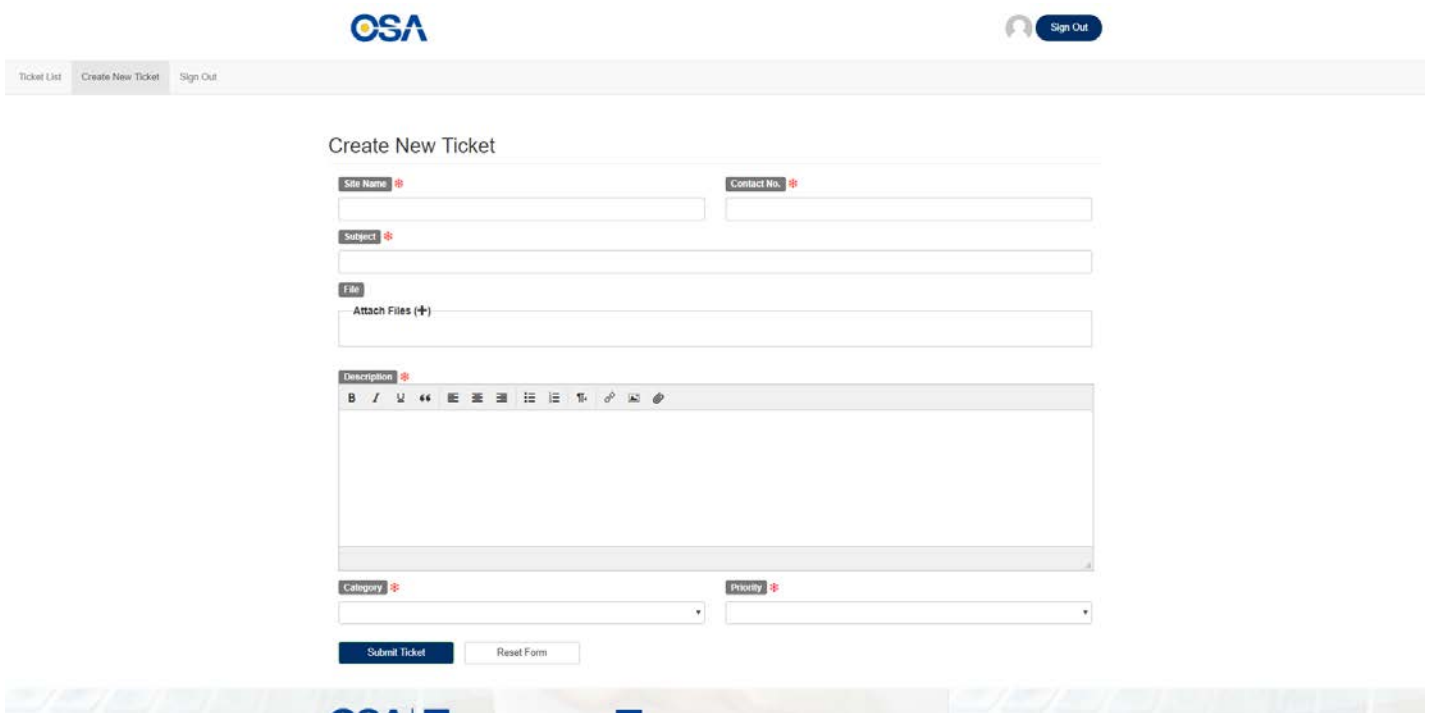


5. Creating a ticket

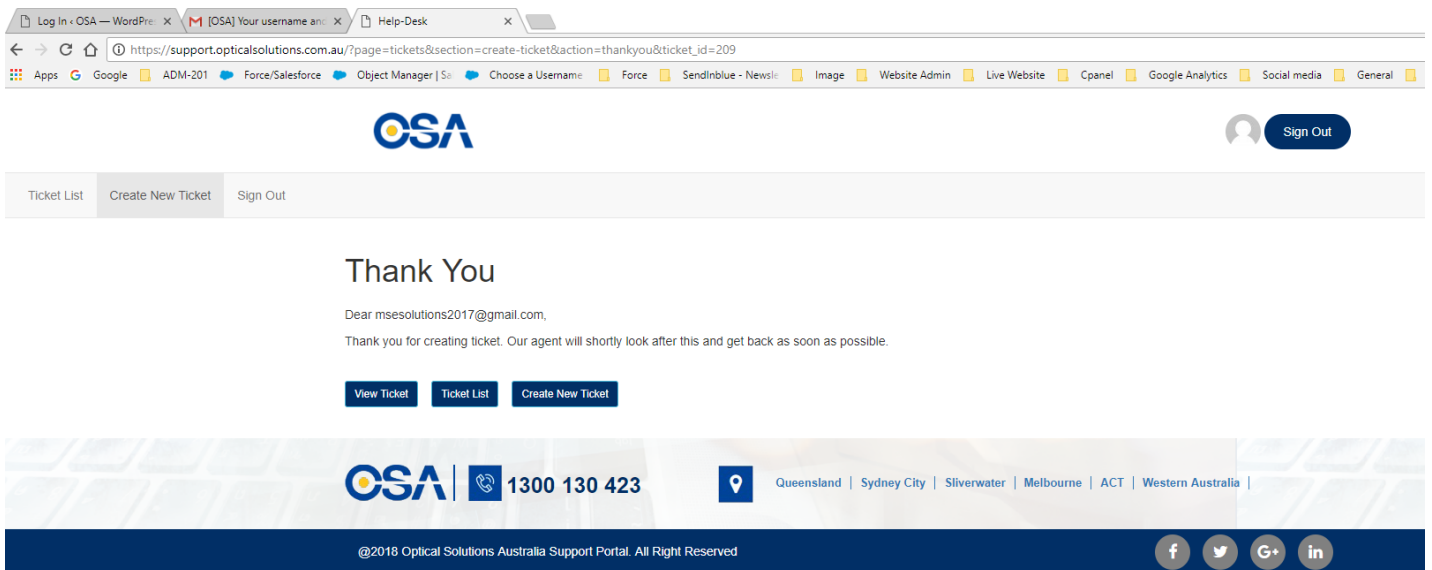
- Now that you have an account we can create support tickets. To create a ticket first we need to click “Create New Ticket” which is left top side menu bar. you will see the below screen



- Click **Create New Ticket**
- Once you click, you see below screen

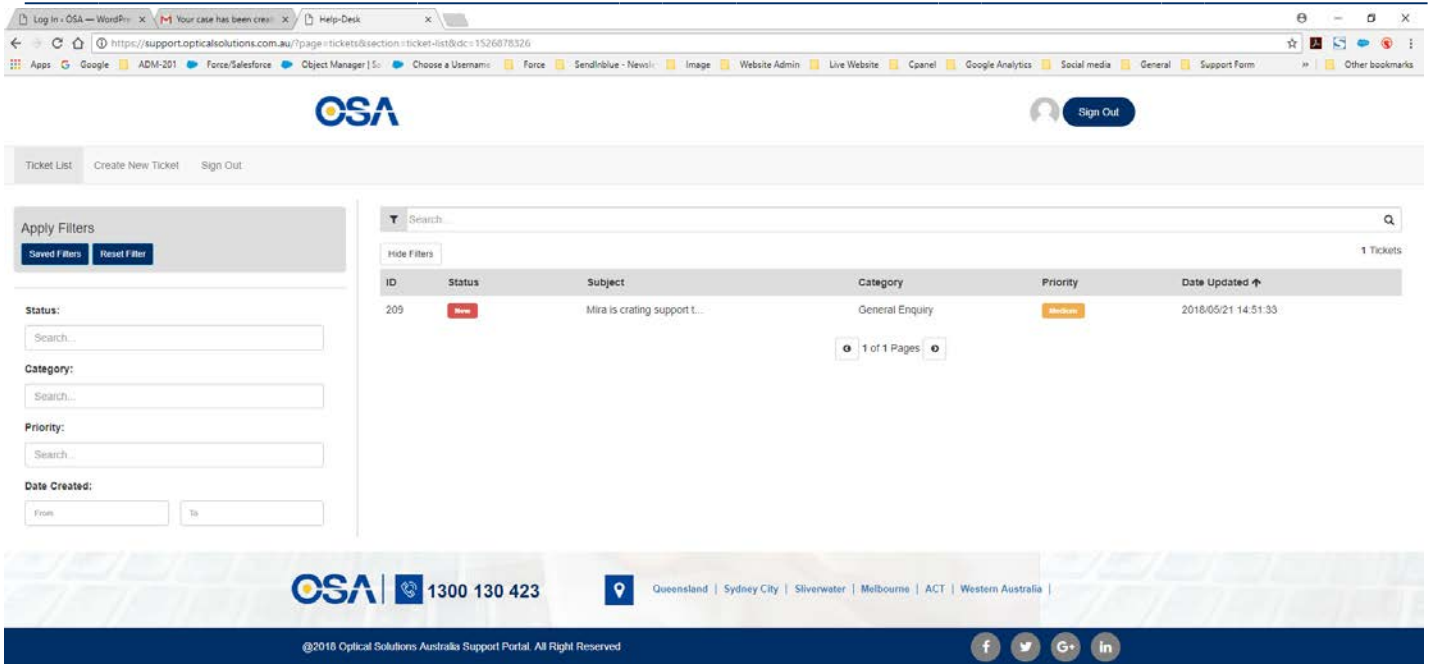


- Fill all the information (All field are compulsory except choose file)
 - Site Name
 - Contact No.
 - Description / Message
 - Message
 - Attach Files **(It is not Compulsory)**
 - Click Submit Ticket
 - You will see screen below



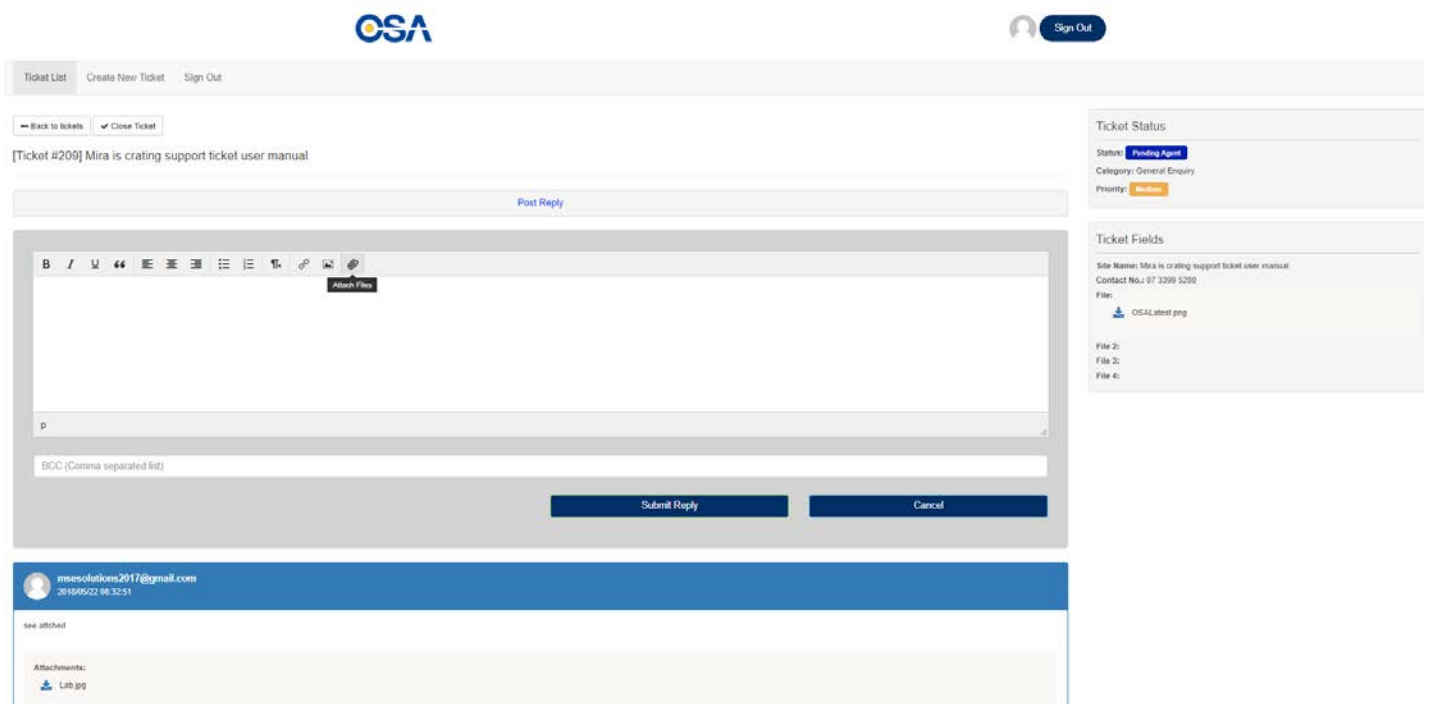
6. Viewing Tickets

- Once you have submitted a ticket you can view it and any replies or updates by clicking on the **“Ticket List”** link on the top menu bar. You will see screen below. This will show you any tickets that you have submitted



7. Reply / Update Tickets

- For post reply or update ticket, click on **“subject”** link
- Click **“Post Reply”**
- Once you click on it, you can see screen below



- Reply your ticket
- Click **“Submit Reply”** button