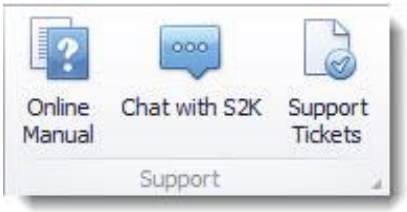
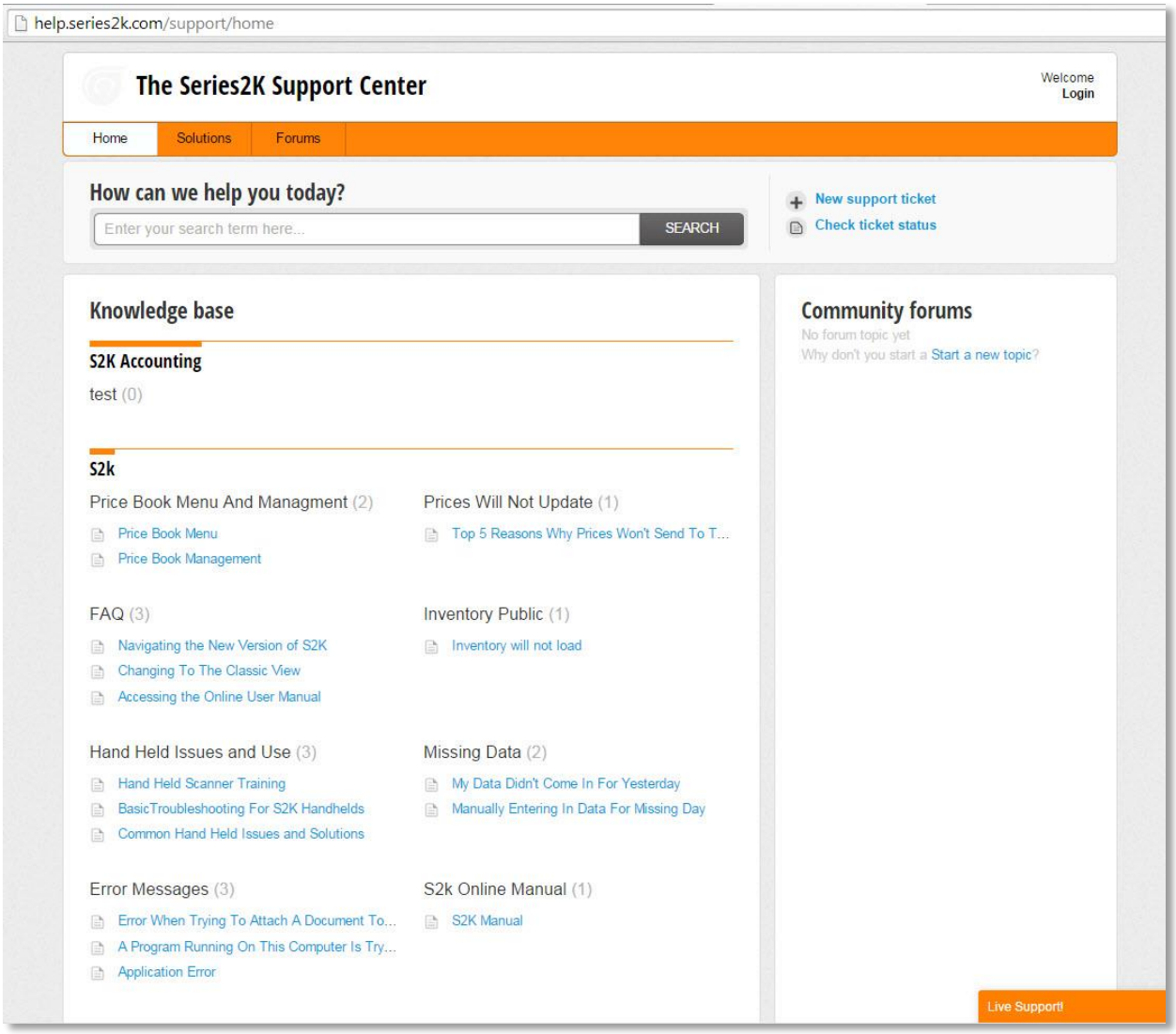
How to Use the New S2K Support Ticket System

In the main toolbar you'll find the SUPPORT section, pictured below.



You will still be able to view closed tickets from the previous support system by clicking the **Support Tickets** icon.

When you click on the **Chat with S2K** icon the Series2K Support Center window will pop up, pictured below. This window offers links to assist you in finding solutions. You can search the system for solutions by using key terms (Ex: Invoice, Reconciliation, Inventory, Handheld, etc.).



For first time users:
You will need to create and activate a support account using an active email address.

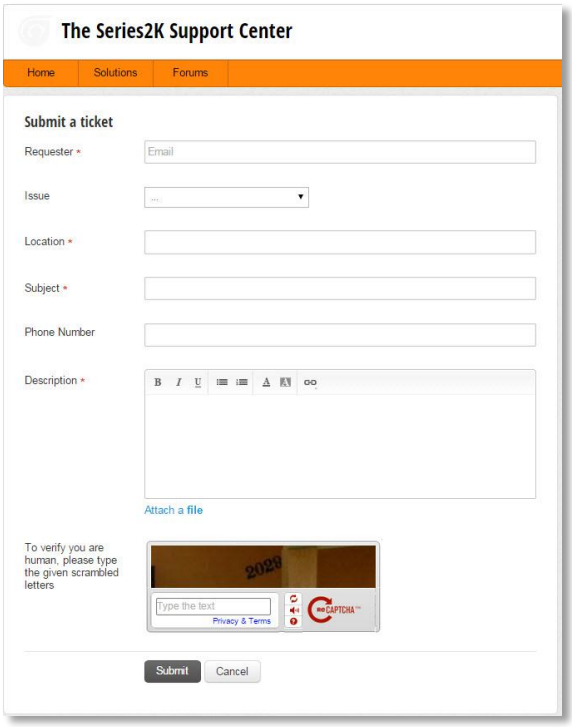
You can create an account at the same time you create your first support ticket.

Creating a Support Ticket

To create a new ticket click the **"+ New Support Ticket**" link at the top of the window as shown in the picture below.

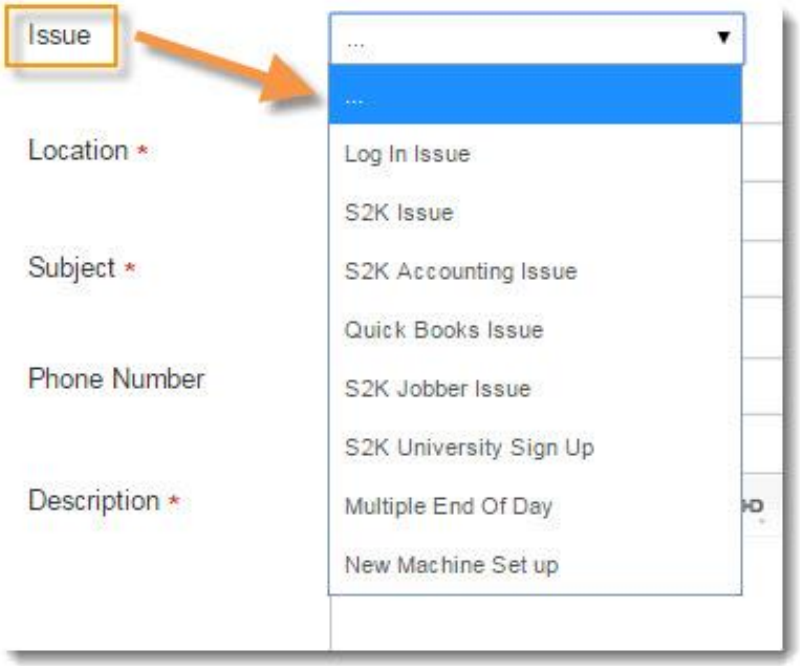
You will be asked to enter your name, number and email address so we have the info we need to connect with you.

Pictured below is the blank ticket document you will need to fill-in before submitting to S2K.

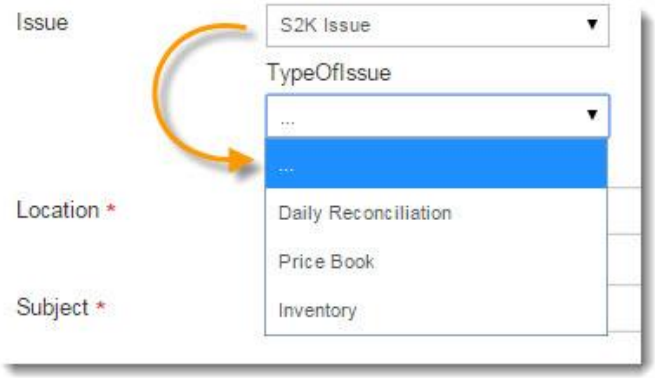


Start by entering your email address next to the line that says **Requester.** Make sure to use an active email account that you have access to.This will be the email address you use to log in to the S2K support center in the future.
After entering your email address you will be prompted to enter your name as shown in the screen below.

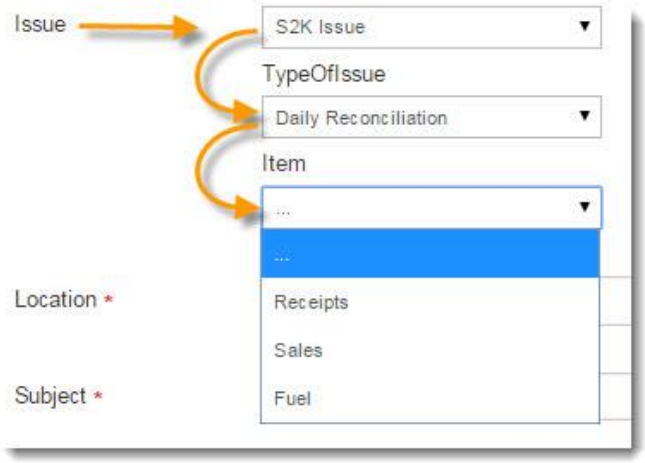
Choose the nature of your **Issue**:



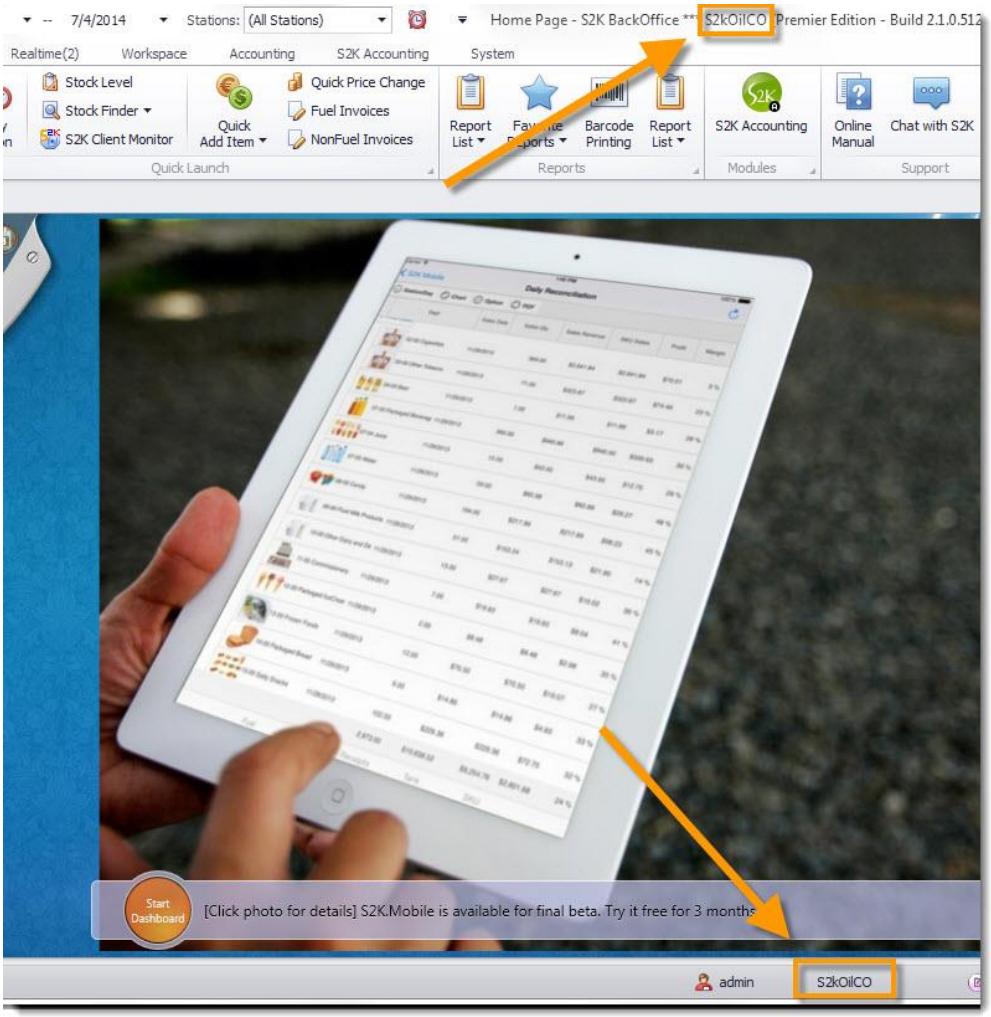
And **Type of Issue**, as prompted:



And **Item** in that area, as prompted:



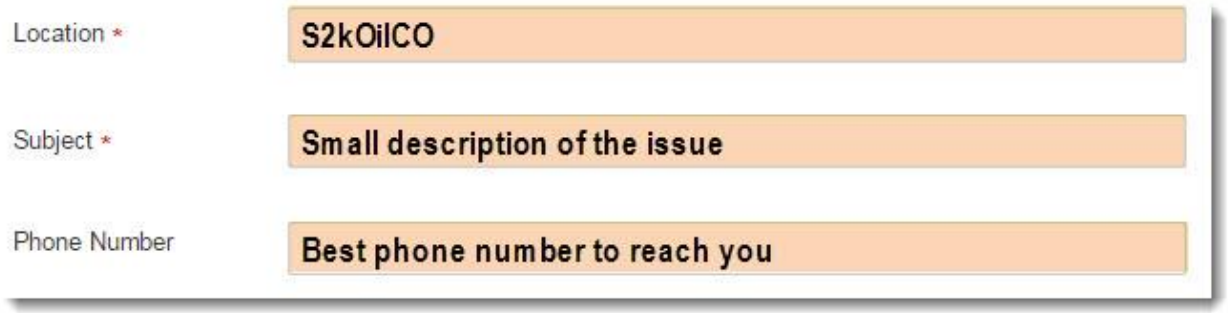
In the **Location** field enter your company database name located on the top and bottom of your S2K webpage (as pictured below).



In the Subject field include the specific topic of your question or obstacle.

The next line asks for a phone number. You will want to provide your best contact phone number at the time of creating your ticket.

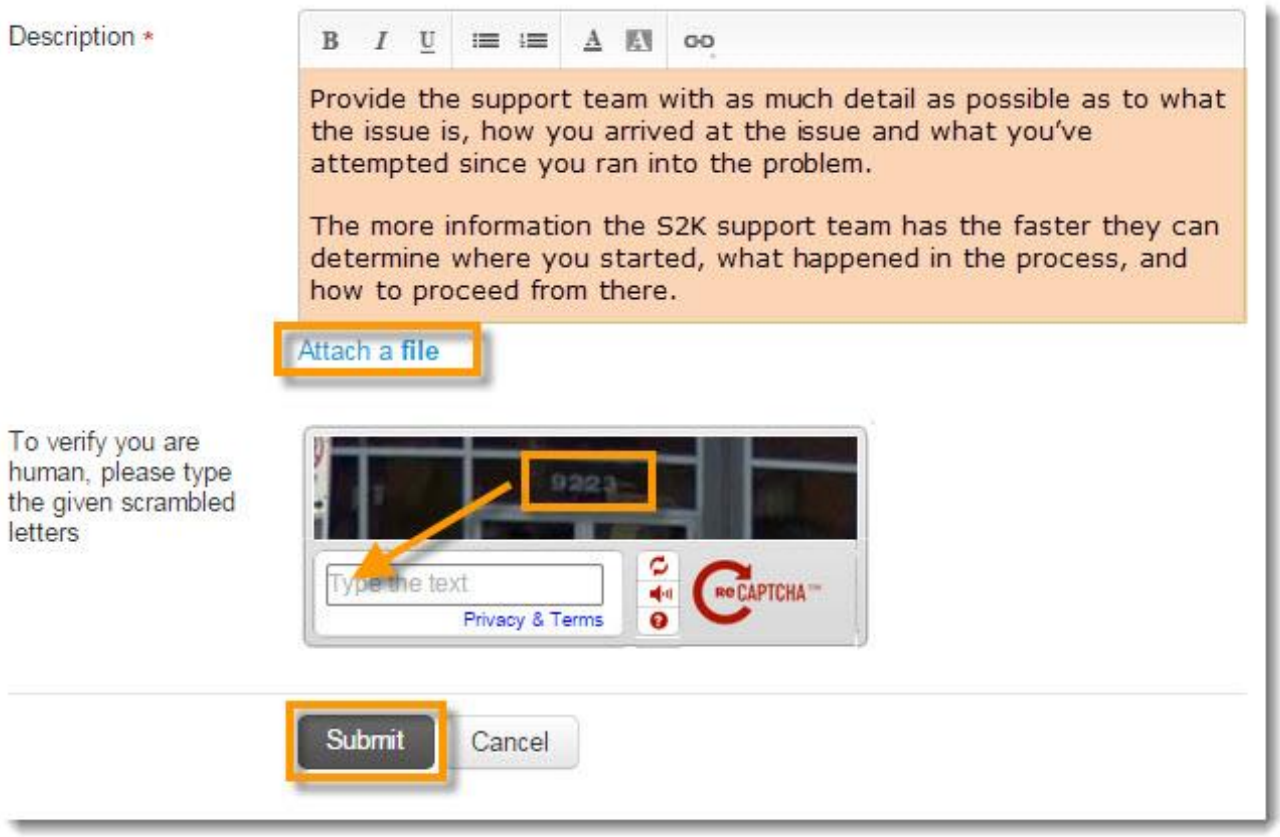
The phone number you enter will be the same phone number the support team will use to contact you regarding your issue.



In the **description** box, enter in the details of your ticket.
Provide the support team with as much detail as possible. The more information you provide the more efficiently the s2k support team can assist in your matter.
If you want to attach a file to your ticket, for example a screenshot or an invoice, you can click the link, "**Attach a file**" located below the reply window (pictured below).

You may be prompted to enter a **captcha**, (pictured below). Just enter the numbers or phase you see in the image provided.

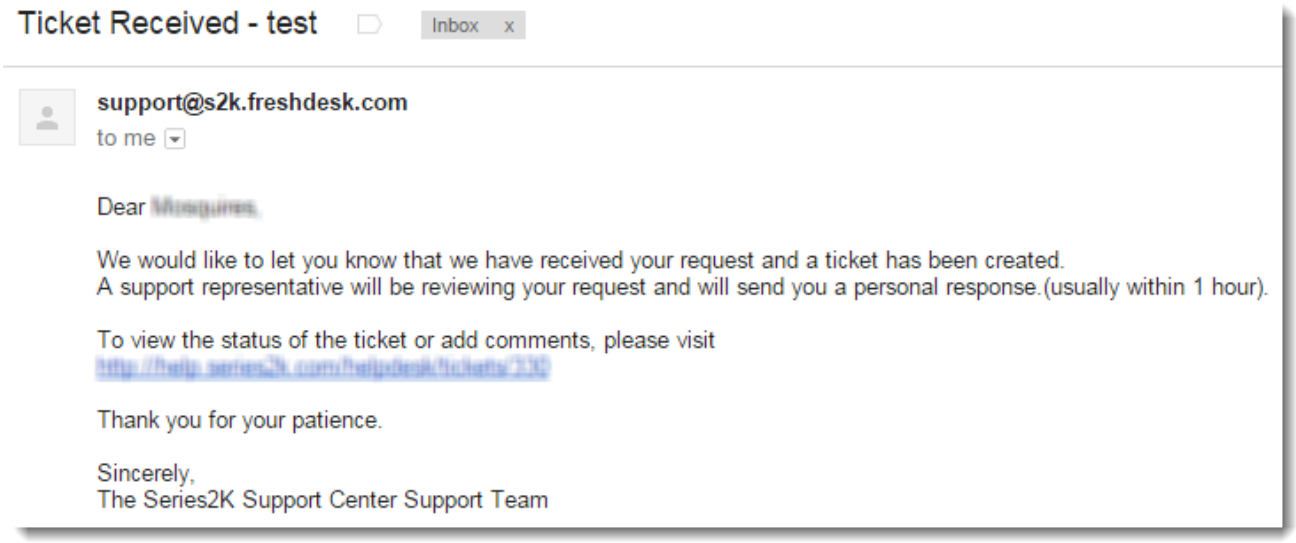
Then click the **Submit** button when you've completed your support ticket.



For first time users:
An email will be sent to the email address you provided on your ticket to activate your account and setup a password:

1- Click on the link provided in the email
2- Activate your account by entering your full name, password and confirm password and click **Activate and Login**.

For each ticket you submit you will receive a confirmation email, this will include a URL to access the ticket from your web browser (Pictured below). You have the capablity to view current and archived tickets in S2K or in your main web browser.



Ticket Received - test Inbox x

support@s2k.freshdesk.com
to me

Dear [illegible],

We would like to let you know that we have received your request and a ticket has been created.
A support representative will be reviewing your request and will send you a personal response.(usually within 1 hour).

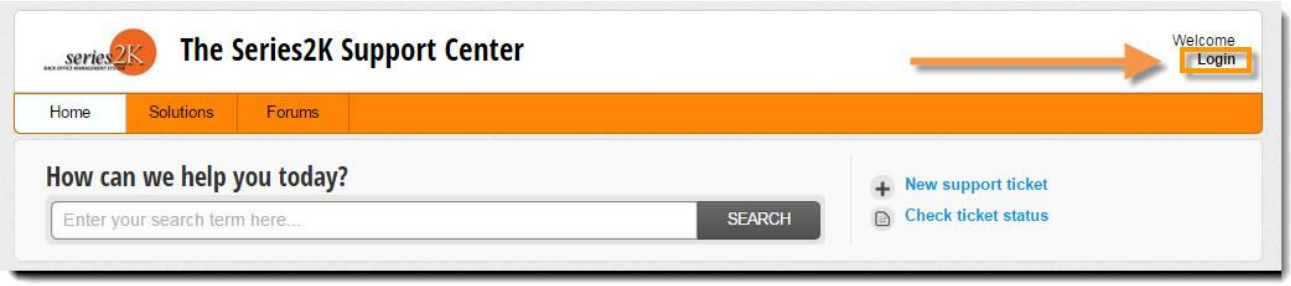
To view the status of the ticket or add comments, please visit
[illegible]

Thank you for your patience.

Sincerely,
The Series2K Support Center Support Team

Check Ticket Status

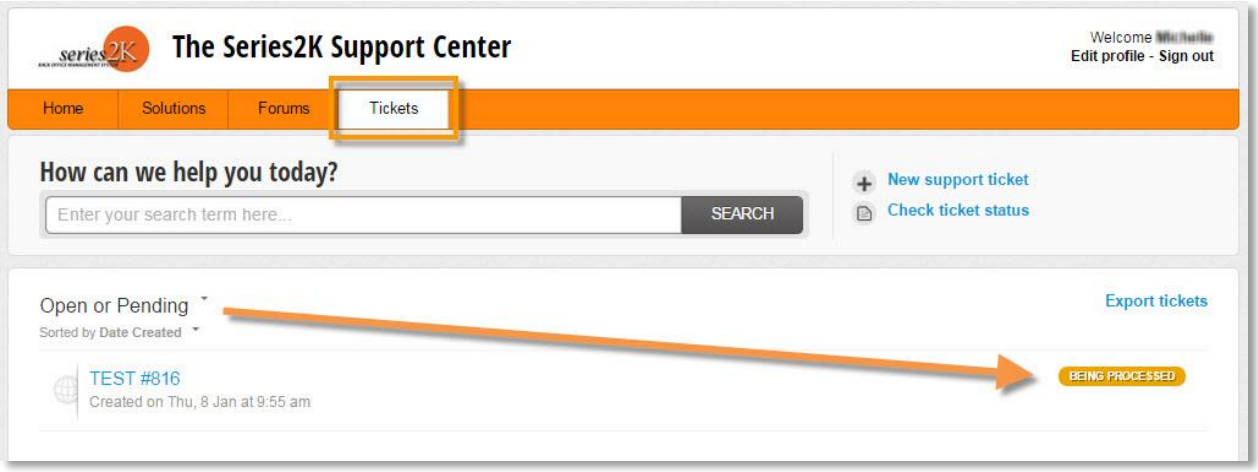
Once you've created an account with the S2K Support Center you can Login and view, edit, and reply to your active tickets as well as view closed tickets.
To login to your Support Center. Click on the **Support Tickets** button in the S2K navigation tool bar and once it loads, click **Login** (pictured below).



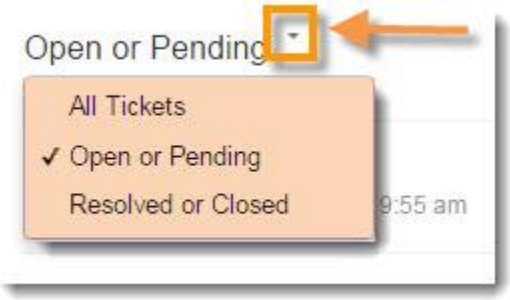
Enter your **email address** and **password**:

Then click the **Check Ticket Status** from the main page (pictured below):

You will be directed to the **Tickets** section where you will be able to view your tickets (pictured below).

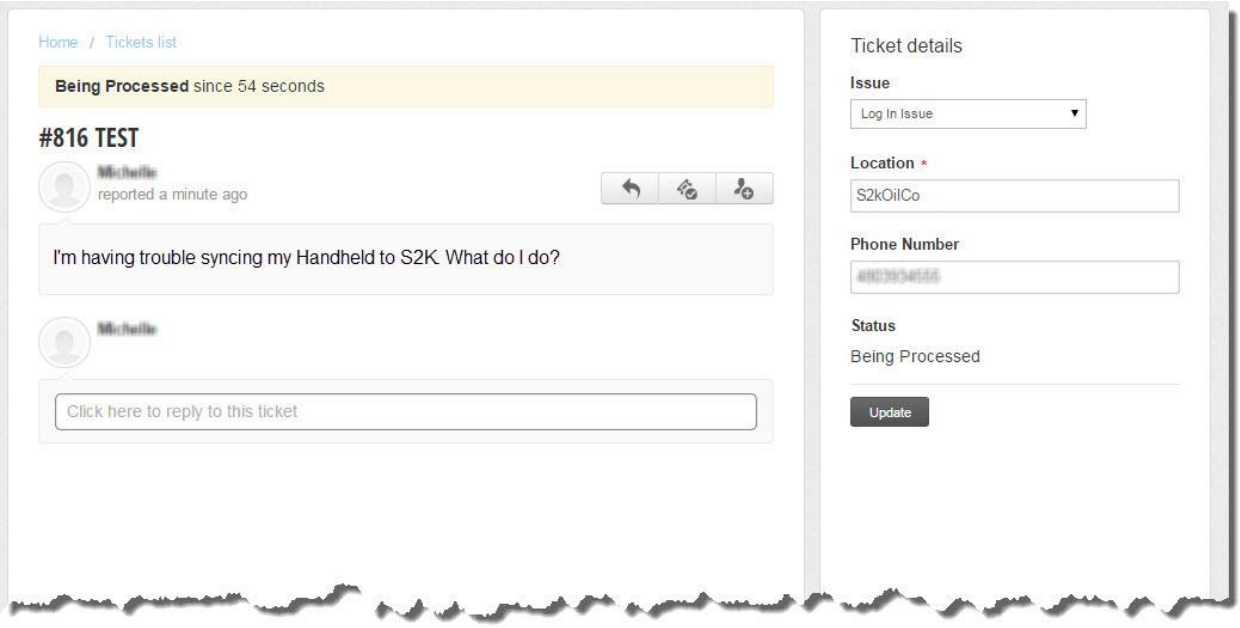


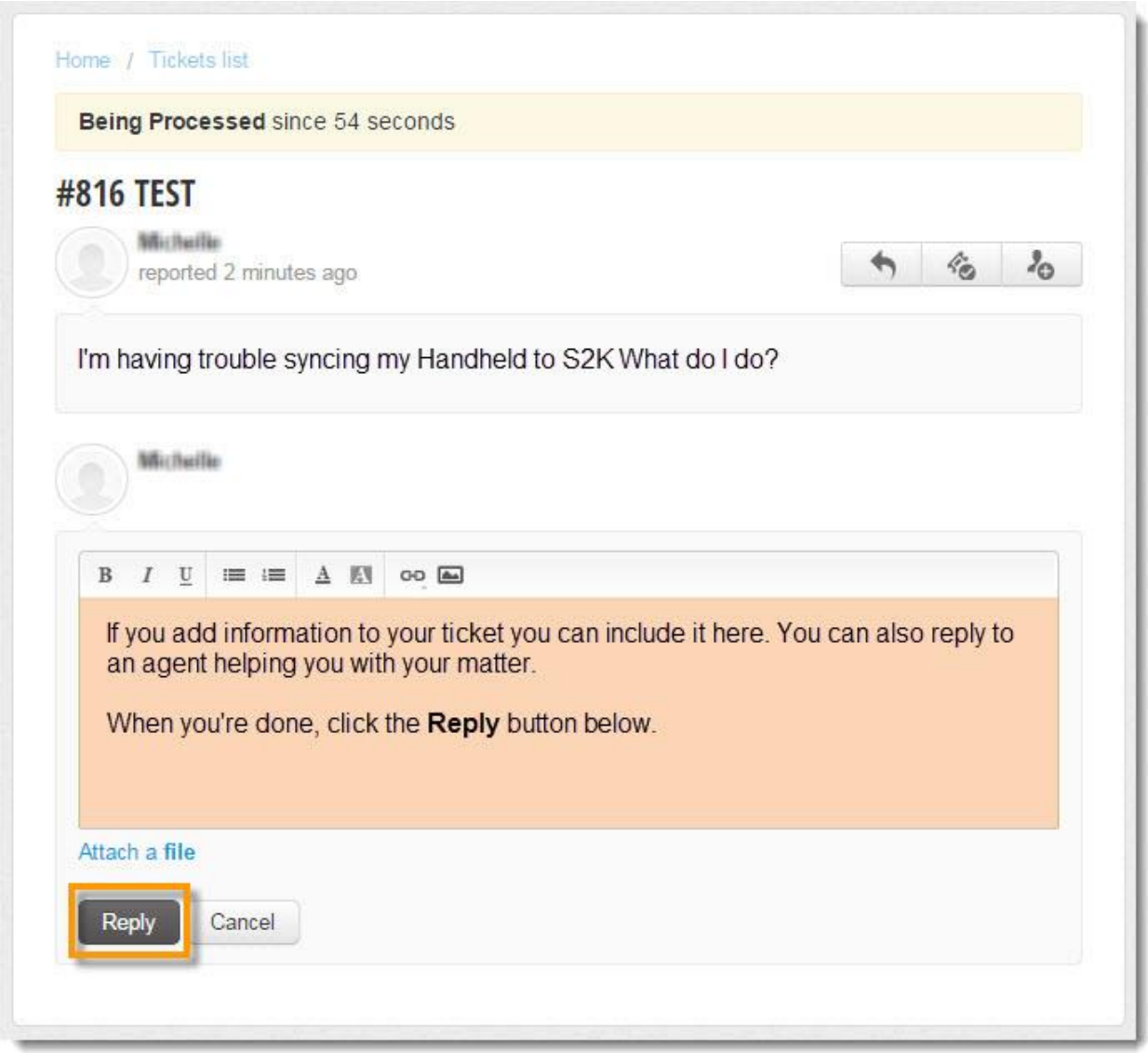
In the picture above your view is limited to seeing only open tickets. You can change viewable tickets by clicking the down arrow of the sorting feature (pictured below).



If you change the view to **All Tickets** then your screen will display both open and closed tickets in order with most the recent ticket at the top (pictured below).

If you want to view or edit an open ticket click on the ticket you wish to view and the details will open in another window (pictured below)





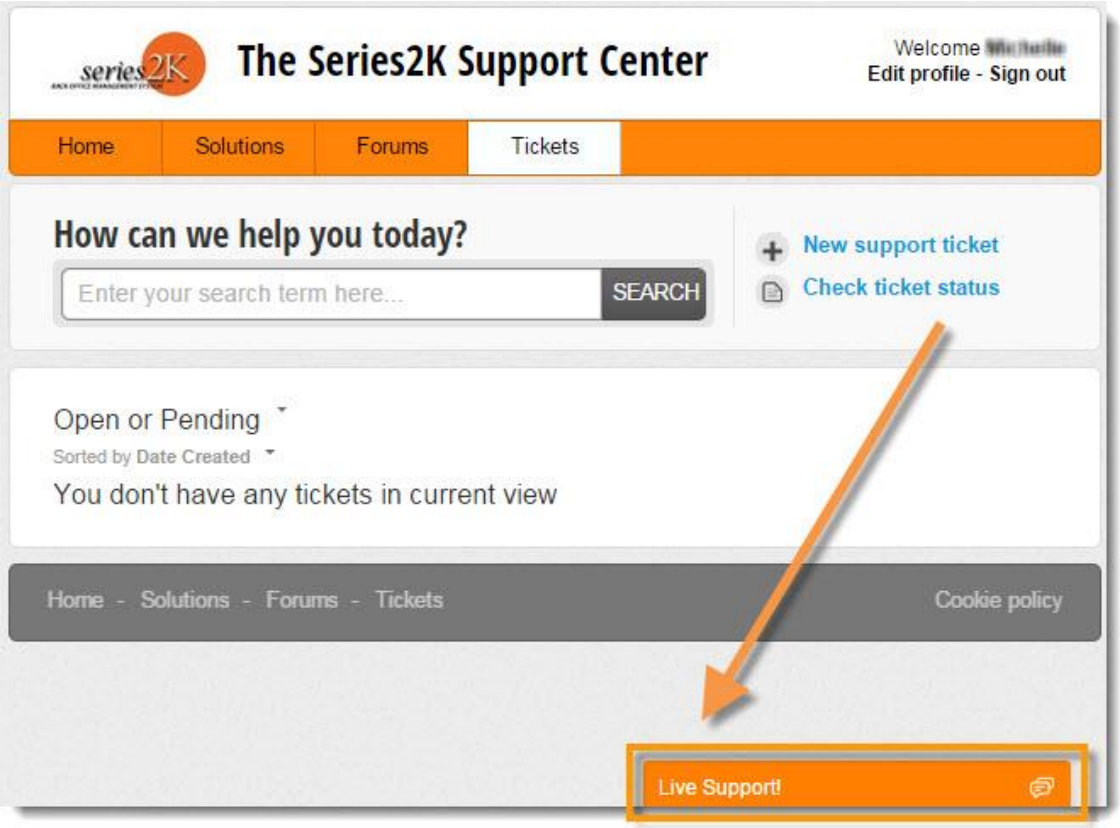
You can also reply by clicking the Reply button next to the open ticket (pictured below).

If you are able to solve the problem on your own before your ticket is complete, you have the ability to close your ticket (pictured below).

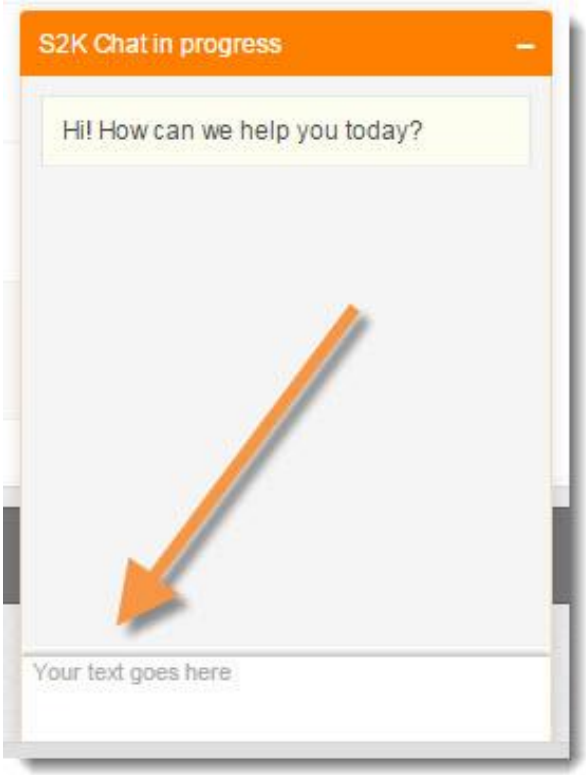
If you would like to add people to the ticket so that they can be invovled in matter as well, you can include them by using the button pictured below.

Online Chat

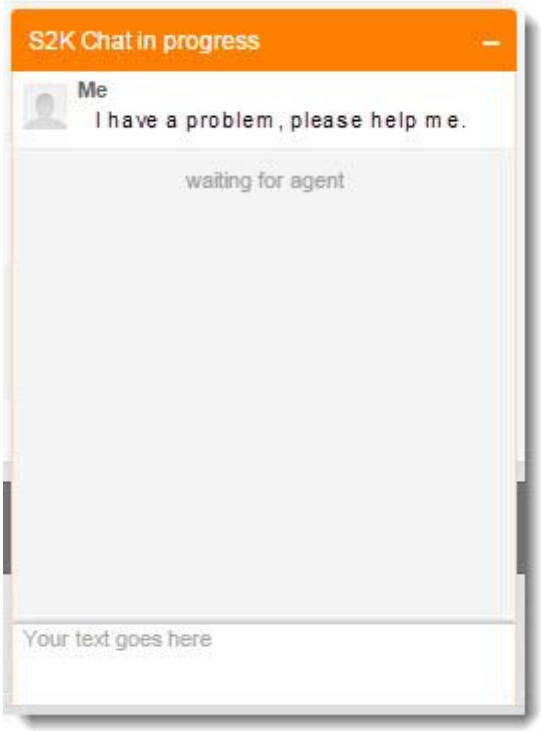
Login to the support center, and click the **Live Support** toggle link at the bottom of the screen (pictured below).



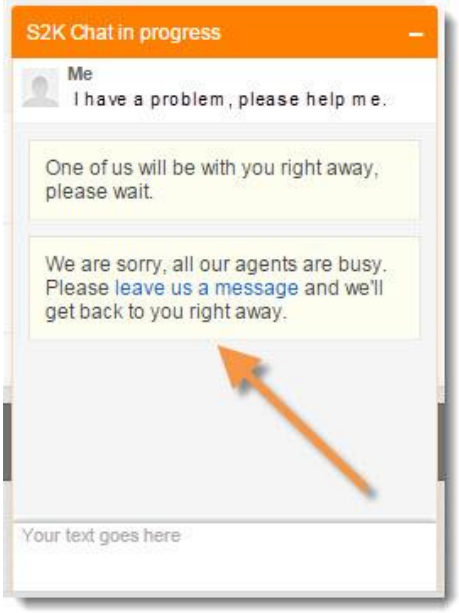
A small messenger window will appear. Type your issue into the space provided (pictured below).



Click Enter on your keyboard when you are done entering your text.
Your message will send and inform you to wait for an agent to reply (pictured below).



If there is no available agent to chat with you within 2min you will be prompted to leave a message or create a ticket, this will put you in line to receive assistance with the next available agent.



When you've filled in all of the necessary criteria click **close.**