

Submit a Ticket

Tickets can be submitted through email (support@territo.com) or through the 'Submit a Ticket' page (<https://support.territo.com>). This page can be used when there is no access to email or when your administrator requires tickets to be sent through the web form.

To send a new ticket, enter the data explained below into the fields, and then click on the *Send* button.

Your email address - Enter your email address in this box so that replies to the issue can be properly sent back to your email account.

Send ticket to - If the company you are contacting has multiple departments, you can choose between them with the drop-down box.

Subject - Enter a subject for your issue that summarizes the problem in a sentence or less

Message Body - Below the subject you will see an editing area where you can edit the contents of your message. Depending on your browser and the settings chosen by the administrator, you may see a rich text editing control or a plain text box.

To check the spelling of your email, use the *Spell Check* button. This will check the spelling using the default dictionary configured by the administrator.

Once you have clicked on *Send*, a ticket will be created and the ticket number will be displayed to you in the box. This ticket number should be used in the future when referring to the ticket.

View a Ticket

SmarterTicket can be used to view the history of a ticket and to send replies back to customer support. To begin managing a ticket, go to the *View a Ticket* page and enter the ticket number and your email address into the boxes that ask for them.

If you do not know what your ticket numbers are, go to *Get Tickets* to have a list emailed to you. A ticket number will be in the following format by default: XXX-XXXXXXXX-XXXX.

When you have entered the ticket information, click on *Display Ticket* to view the ticket.

While Viewing a Ticket

After clicking on *Display Ticket*, you will be shown a screen with the most recent ticket correspondence on it. Below, you can find descriptions of the various elements on the page.

Status Field - Status shows the current state of the ticket. Possible values are shown below:

- **Open** - The ticket is open and being worked on
- **Waiting for Customer** - The ticket is open, but is waiting on a response from the customer who initiated the ticket. Send a reply to re-open the ticket
- **Closed** - This issue has been closed and is not currently being worked on

Choose Reply Drop Down - Select a different reply date in this box to show the correspondence from that day. Please be aware that all issues for a ticket may not be available depending on the auto-deletion time frame that the administrator may have set.

Reply - Use this button to send a reply to the ticket. Doing so will present you with a page that lets you type in a response to the message, which you can then send using the *Send* button.

Close Ticket - This button may or may not appear depending on the current status of the ticket. Clicking on it will mark the ticket as closed, and you should not receive any further emails about the issue.

Get Tickets

The Get Tickets page allows customers to retrieve a list of tickets submitted via email. This may be needed if customers forget or lose ticket information that they have submitted.

Upon entering the page, enter your email address into the box and click on *Get Tickets*. After a moment, an email will be sent to your email address that contains a list of all tickets associated with the email address you entered.

In the email, each ticket number will be listed along with the subject. To quickly view a ticket or reply to it, simply click on a ticket number and it should come up in your web browser.