

1st Screen of the Helpdesk/Support Application

The screenshot shows the first screen of the MSSDS Helpdesk application. The browser address bar displays <https://mssds.freshdesk.com/support/home>. The page header features the MSSDS logo and the text "MSSDS Helpdesk". In the top right corner, there is a "Welcome" message and links for "Login" and "Sign up". A red text box with an arrow pointing to the "Login" link contains the instruction: "Click 'Login' if you already have account Or want to login with Gmail or Facebook". Below the header, there is a navigation menu with "Home" and "Solutions" options. The main content area is titled "How can we help you today?" and includes a search bar with the placeholder text "Enter your search term here..." and a "SEARCH" button. To the right of the search bar, there are three links: "+ New support ticket", "Check ticket status", and "186-023-30...". A red text box with an arrow pointing to the "New support ticket" link contains the instruction: "Or Click 'New support Ticket'". Below the search and links area, there is a section titled "Knowledge base". The Windows taskbar at the bottom shows various application icons and the system tray with the time 13:06 and date 23-12-2015.

When clicked on "Create New Ticket"

The screenshot shows a web browser window with the URL <https://mssds.freshdesk.com/support/tickets/new>. The page title is "Submit a ticket : MSSDS Hel...". The header includes the "MSSDS Helpdesk" logo and navigation links for "Home" and "Solutions". A user is logged in, with "Welcome" and links for "Login" and "Sign up".

The main content area is titled "Submit a ticket" and contains the following form fields:

- Requester ***: A text input field containing "info@xceller.com". A red arrow points to this field with the annotation "Mention your email address". Below it is a "Your Name" input field.
- Subject ***: A text input field containing "Login Not working". A red arrow points to this field with the annotation "Mention Subject".
- Description ***: A rich text editor with a toolbar (Bold, Italic, Underline, Bulleted List, Numbered List, Text Color, Background Color, Link) and a text area containing "Hi, My VTP Id 27ADDSFKT001 password in not working. Pl help. Thanks". A red arrow points to this field with the annotation "Write your problem".
- Attachments**: A "Browse..." button. A red arrow points to this button with the annotation "Upload the screenshot is any".

At the bottom of the form are "Submit" and "Cancel" buttons. The Windows taskbar at the bottom shows the time as 13:17 on 23-12-2015.

How can we help you today?

Enter your search term here...

- + [New support ticket](#)
- [Check ticket status](#)
- [186-023-30133](#)

Your ticket has been created. ✕

Knowledge base

**When Ticket is submitted
2 Auto mail comes to you of**

- To activate and create password
- Ticket status Link

Activate the account, choose new password and henceforth use the those credentials to login and create/manage the support tickets



Login to the support portal

Enter the details below

Remember me on this computer

[forgot your password?](#)

LOGIN

...or login using

Google

Facebook

Twitter

Sign up

Sign up with us

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.

- You can also directly login to the system using your gmail or facebook account.
- In this case you need not create the account on the helpdesk system

Upon login to the helpdesk system



Check Ticket Status

Create new tickets