



Creating a New Ticket in Aptean Knowledge



How do I create a new Ticket in Aptean Knowledge?

Click on one of the three different links to the Tickets page from the Home screen.

1. Support menu



2. Access Tickets graphic



3. Access Tickets link under "Find your way around" section

Find your way around

[Access your tickets](#)

submit and check the status of your support cases online.

Note: Make sure you have access to create tickets for your company. None of these links will be visible if you do not have access. Contact the administrator for your company to request access or contact Aptean customer support.

Click on Create A Ticket button

Ticket Management

Use the online ticket management to manage your support requests.

Create A Ticket

Tickets Advanced Search

If you have set up a default Tech Profile, it will be automatically filled in along with the Asset, Component and/or Version fields depending on how it was set up.

CREATE A TICKET

Service ticket information

Company:	<input type="text" value="Aptean Internal Customer"/>	Contact:	<input type="text" value="Aptean Admin"/>
Tech Profile:	<input type="text" value="My profile"/>	Phone:*	<input type="text" value="+()123 123 1234"/> Ext: <input type="text"/>
Asset*	<input type="text" value="Made2Manage Base Product"/>	E-mail:*	<input type="text" value="AA@apteantest.net"/>
Component:	<input type="text"/>	Customer reference:	<input type="text"/>
Version:*	<input type="text" value="6.01.SP5.HP2"/>	Type:*	<input type="text" value="Product Issue"/> <u>To Speed up the Resolution Process...</u>
Category:	<input type="text" value="Enter a Category"/>	Severity:*	<input type="text" value="Standard"/>
Subject:	<input type="text" value="Enter Category first"/>	Priority:*	<input type="text" value="Medium"/>
Topic:	<input type="text"/>		<input checked="" type="checkbox"/> Search Knowledge Base based on Ticket title

Service ticket details

Ticket title:*

Ticket description:*

Continue **Cancel**

If you do not have a Tech Profile created, select the Asset or Product you wish to create a ticket for, then choose or fill out the remaining fields listed below depending on whether they are required or available.

- Component (available only for certain products)
- Version (required only for certain products)
- Category (available only for certain products)
- Subject (available only for certain products)
- Topic (available only for certain products)

The following fields will be populated based on the contact information tied to the user that is logged into the site, however they can be changed for this ticket only.

- Phone and Ext. (pre-populated by default but a different number can be entered)
- E-mail (pre-populated by default but a different number can be entered)
- Customer Reference (used if you have an internal system ID to cross reference with this ticket)

The remaining fields below are all required:

- Type: select the type of the ticket you are creating (see linked User Guide for definitions)
- Severity: select the appropriate severity level (see linked User Guide for definitions)
- Priority: select the appropriate priority level (see linked User Guide for definitions)
- Ticket title: Will be the title for your ticket and is used to search the knowledge base if the search box is checked
- Ticket description: is used to describe in detail the issue you are experiencing or the question you have

The Search Knowledge Base based on Ticket title will search the Apteon Knowledge base for articles, product documentation and release notes based on what is typed into the Ticket title field. It will present you with a list of documents for you to read that might be potential answers to the problem you are submitting the ticket for. *Note: this is an optional field.*

Search Knowledge Base
based on Ticket title

Click the Continue button

If the Search Knowledgebase based on Ticket title box is checked, the next screen will look like this.

Note: your ticket has NOT been created fully yet.

CREATE A TICKET

Create

Cancel

SEARCH RESULTS: 1 - 50 OF 243 < PREV | [NEXT 50 >](#)

Current Focus: "test"

[How do I test to ensure the Zetadocs communication interface is successful? \(16877\)](#)

vendor of Zetadocs is Equisys (www.equisys.com). After installing the elements, it is wise to test the interface products is based on a capability...

[How do I test to ensure the Zetafax communication interface is successful? \(16876\)](#)

fax. The vendor of Zetafax is Equisys (www.equisys.com). After installing the elements, it is wise to test the interface products is based on a capability...

[EFAQ - 22104 - How do I prepare my SQL database for a test migration? \(EFAQ22104\)](#)

Article ID: 22104 How do I prepare my SQL database for a test migration? M2M SQL Steps to prepare a :

[EFAQ - 25793 - How will turning on the Euro for a test company affect live data? \(EFAQ25793\)](#)

4 How will turning on the Euro for a test company affect live data? How will turning on the Euro for a test

[EFAQ - 40578 - Why am I unable to establish a connection when clicking "Test Connection" during an in](#)

If you find the answer to your problem in the search results list and wish to move on to another area of the site or close the window, both actions will bring up a message asking if you meant to leave the page. If you did not find your answer, click "Stay on Page" and click the Create button.

Confirm Navigation

×

You have not completed the Ticket Creation process for your ticket. If you would like to continue to create the ticket, stay on this page and then click the Create button.

Are you sure you want to leave this page?

Leave this Page

Stay on this Page

If you did not check the Search Knowledgebase based on Ticket title box, you will see a screen like below that allows you to upload one or more attachments before submitting your ticket.

CREATE A TICKET

Attach any additional information that should be included in the support ticket.

Add attachments

Submit **Cancel**

If you do not wish to add attachments, click the Submit button under Add Attachments.

Click on the Add Attachments button if you wish to upload any attachments.

The screenshot shows a dialog box titled "Add attachments" with a close button (X) in the top right corner. Inside the dialog, there is a red button labeled "Add files". Below this, there are two identical sections for adding files. Each section contains a text input field labeled "Description:", a "Choose File" button, the text "No file chosen", and a "remove" link. At the bottom of the dialog, there are two red buttons: "Submit" and "Cancel".

Click the Add files button one or more times depending on the number of attachments you wish to upload.

Enter a description for each file and click Submit.

After clicking submit, you will see a confirmation screen stating you have successfully created your ticket along with links to view the ticket details or go back to the main ticket list screen.

CREATE A TICKET

A new ticket with the number [10096632](#) has been successfully created.

You can either [edit](#) it or go back to the [Ticket List](#).

If you have any issues or questions with creating a ticket, please contact Apteian Customer Support.