

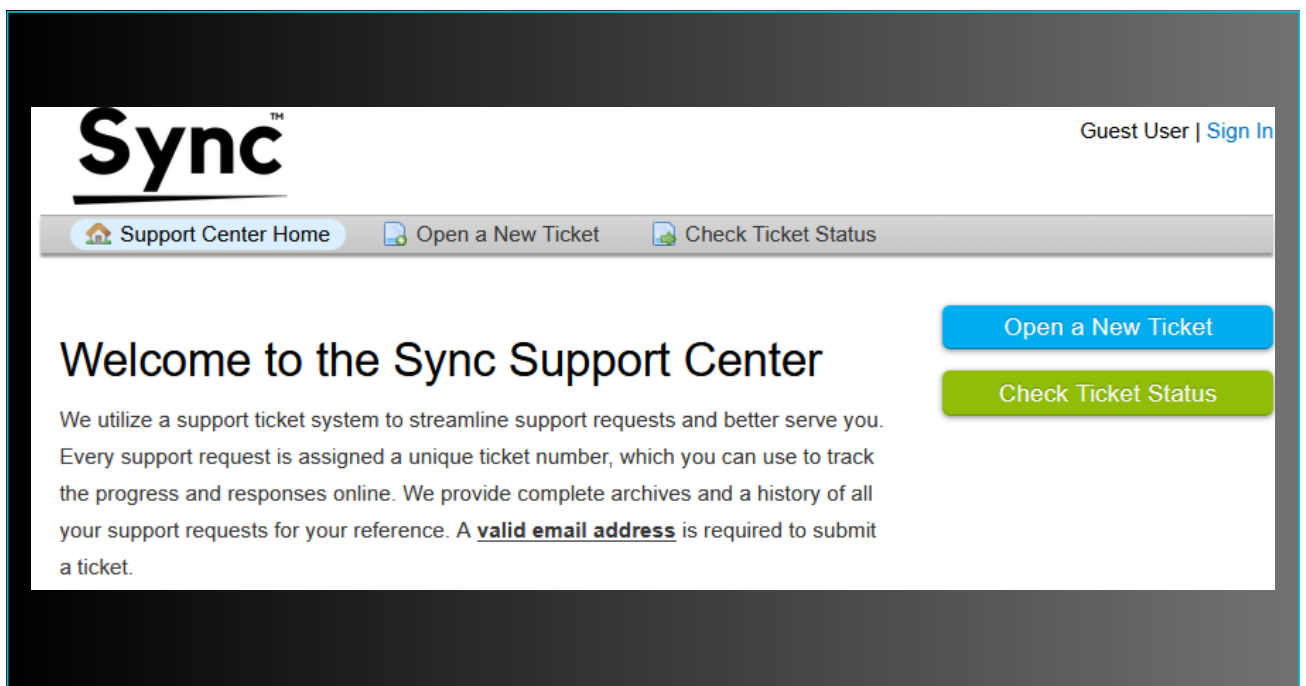


How to create a support ticket in CodSync Helpdesk?

Follow these simple steps to get started creating a support ticket

1. Locate the "Open Ticket" button

When you are on our Helpdesk homepage, you will notice a button on the right-hand side labelled "Open a New Ticket" in blue.



Click the button, and you will be automatically redirected to the ticket creation page.

2. Fill in your contact information

Please make sure you fill in the accurate information. Otherwise, our customer service will not be able to contact you.

Contact Information

Email Address *

Full Name *

Phone Number

Ext:

3. Select a Help Topic

Choose the correct Help topic to help our customer service troubleshoot the issue you are experiencing faster.

Help Topic

General Inquiry



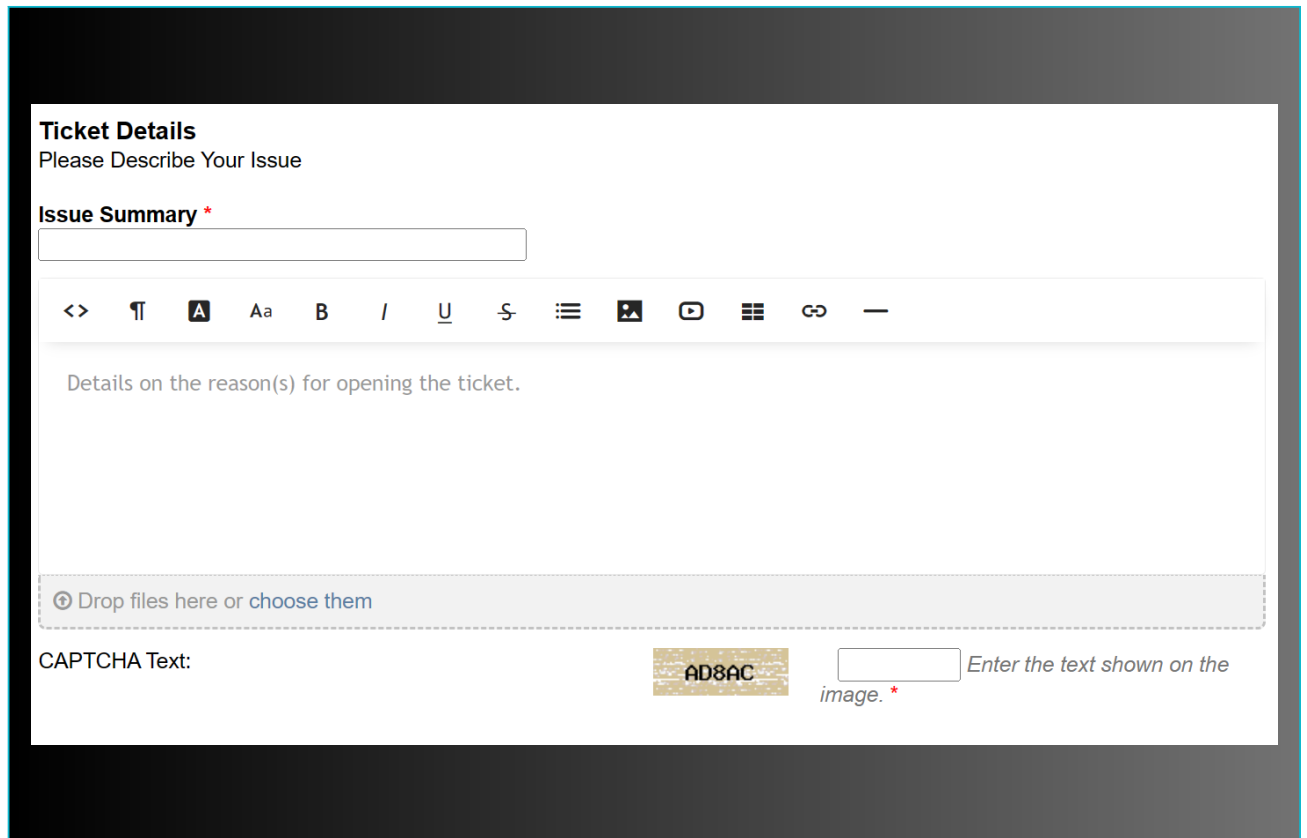
*

— Select a Help Topic —

General Inquiry

4. Explain your issue

Explain as much as possible or provide attachments to let our customer service understand your situation. After that, complete the CAPTCHA by typing the letter (of the alphabet) in the box.



The screenshot shows a web form titled "Ticket Details" with the instruction "Please Describe Your Issue". It features an "Issue Summary" field, a rich text editor with a toolbar (including icons for bold, italic, underline, link, and image), and a file upload area with the text "Drop files here or choose them". At the bottom, there is a CAPTCHA section labeled "CAPTCHA Text:" which displays a box containing the characters "AD8AC" and an input field with the placeholder text "Enter the text shown on the image.*".

5. Done!

Our customer service will contact you via email within 24 hours. Thank you for your patience. Additionally, you may also contact us through email at hey@sync.com.my.

The system will automatically create a ticket for any messages sent through email.