



**OPTICAL SOLUTIONS AUSTRALIA**

**SUPPORT TICKET USER GUIDE**

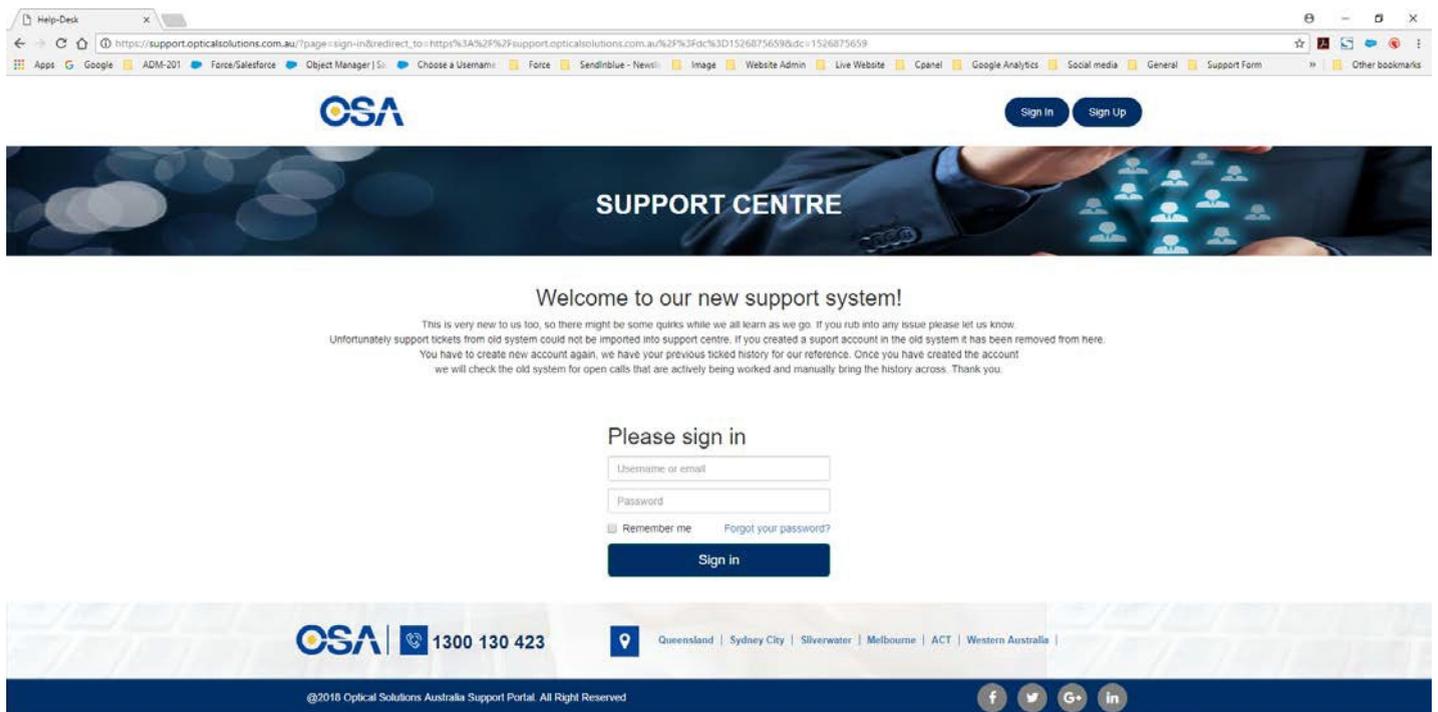
## 1. Introduction

Optical Solutions Australia Support Ticket is an easy-to-use web-based support system. Through support centre you can connect with Optical Solutions Australia support technicians and resolve questions or issues.

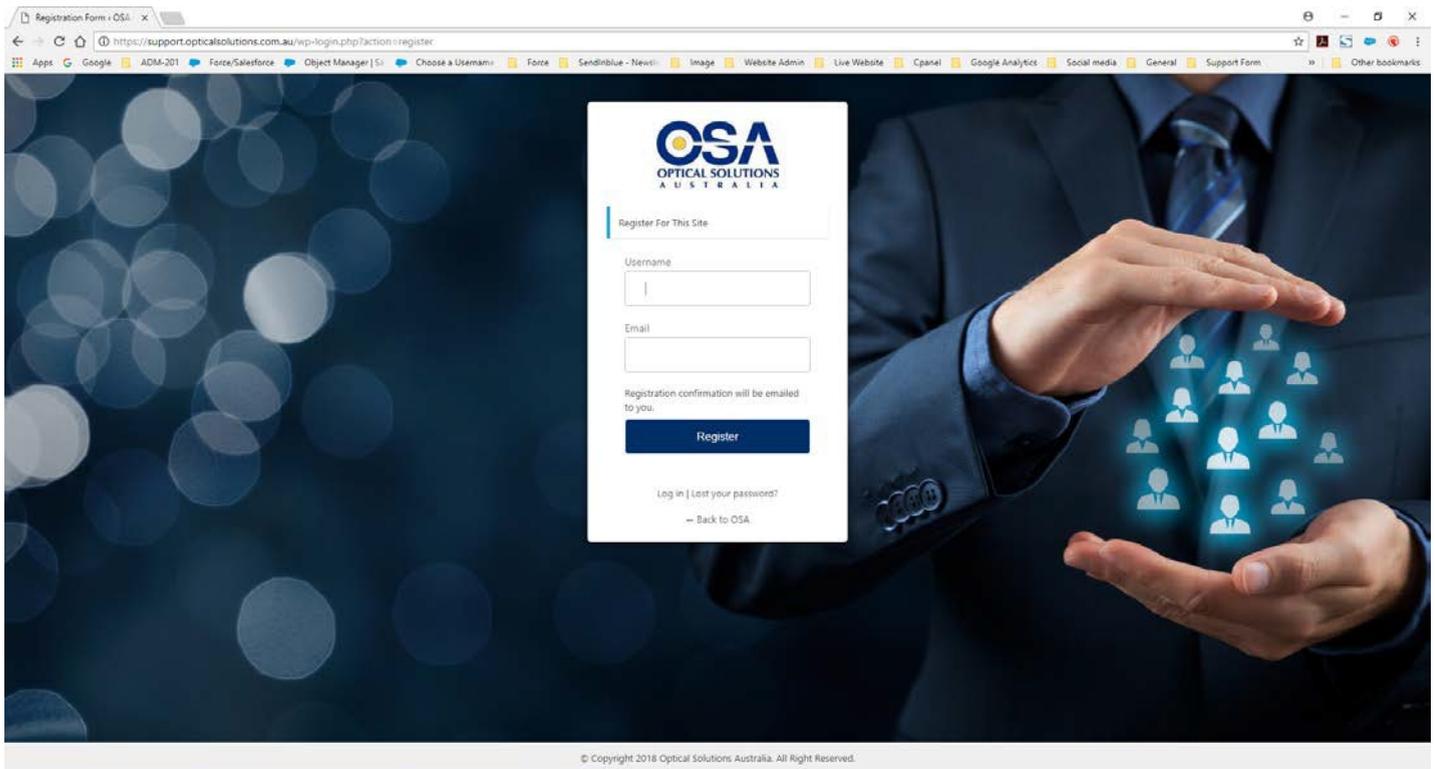
You can reach Optical Solutions Australia Support centre at [www.support.opticalsolutions.com.au](http://www.support.opticalsolutions.com.au)

## 2. Registering for Optical Solutions Australia Support Ticket

Open your web browser and navigate to [www.support.opticalsolutions.com.au](http://www.support.opticalsolutions.com.au) You should see the below screen:



- Click on Sign Up button (Top Right Side)
- You should see the below screen:



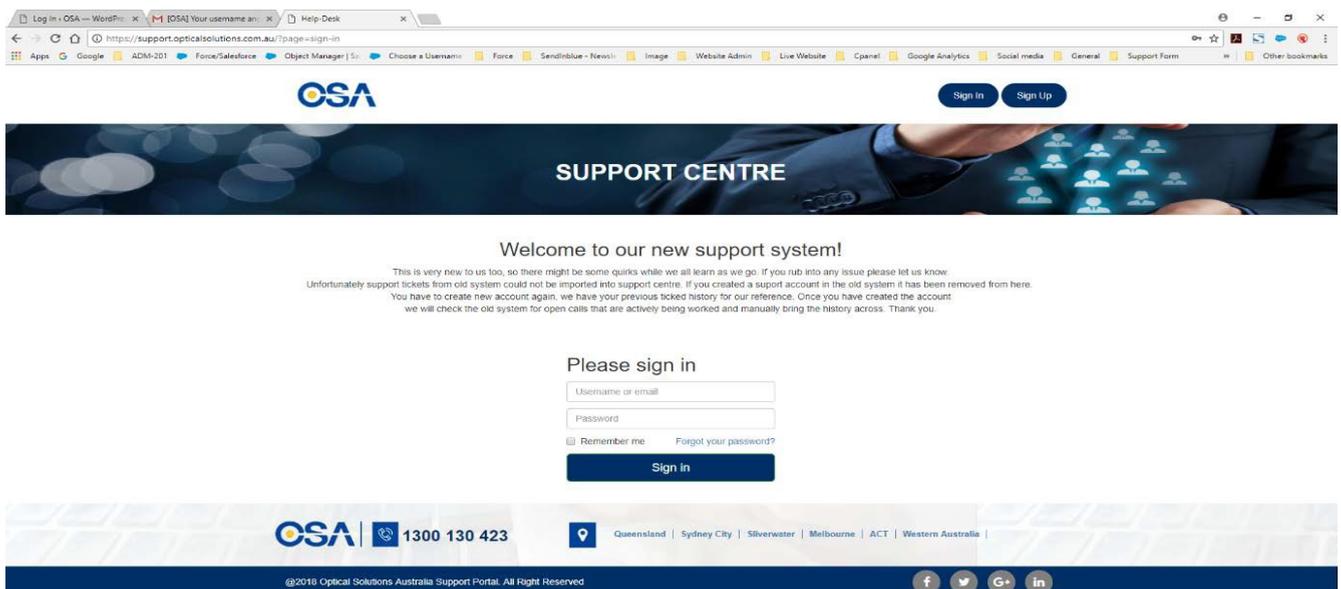
- If you are a new user, please put “username” and “email”
- click on the “Register Button” link.
- If you are not a new user then please click on “login” link and move ahead to “step 4”.

### 3. Verify Email & Complete Registration

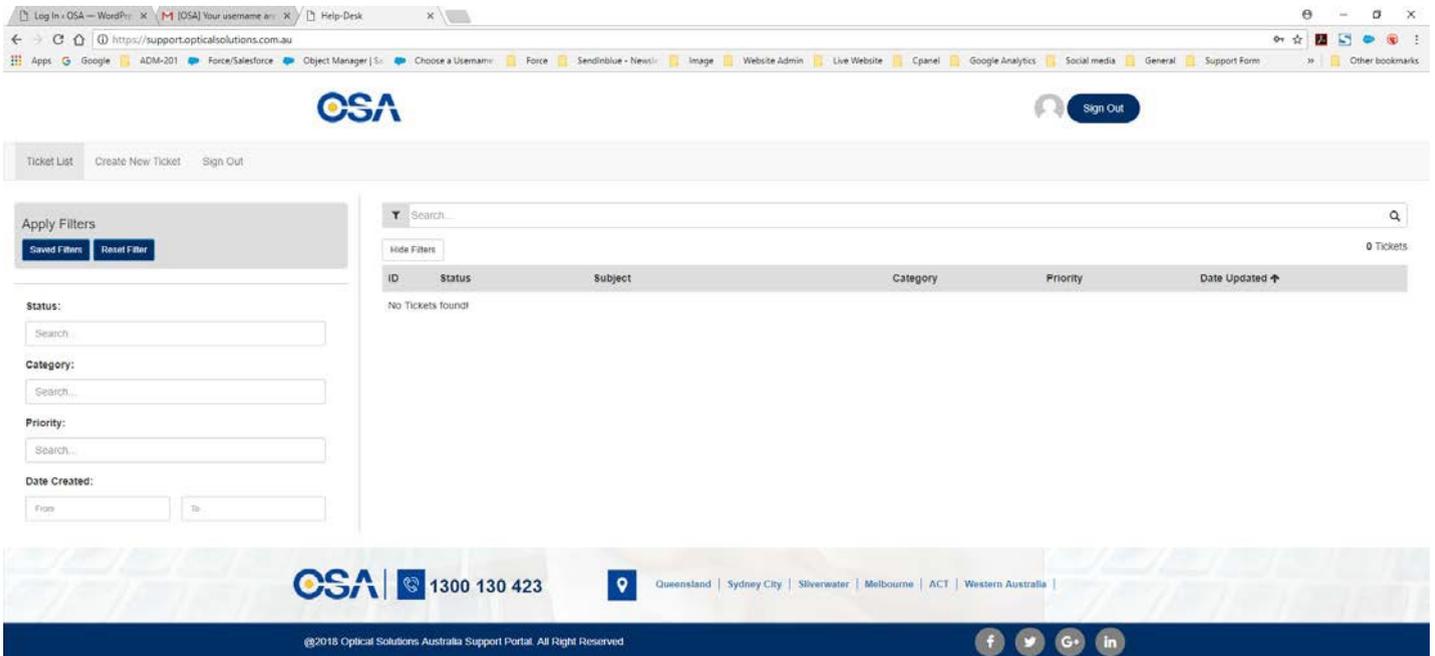
- Once you have clicked the Register link, in the email you will receive an email to verify your account and set your password.

### 4. Sign in and Create a Ticket

- Once you set your password, you can see screen below

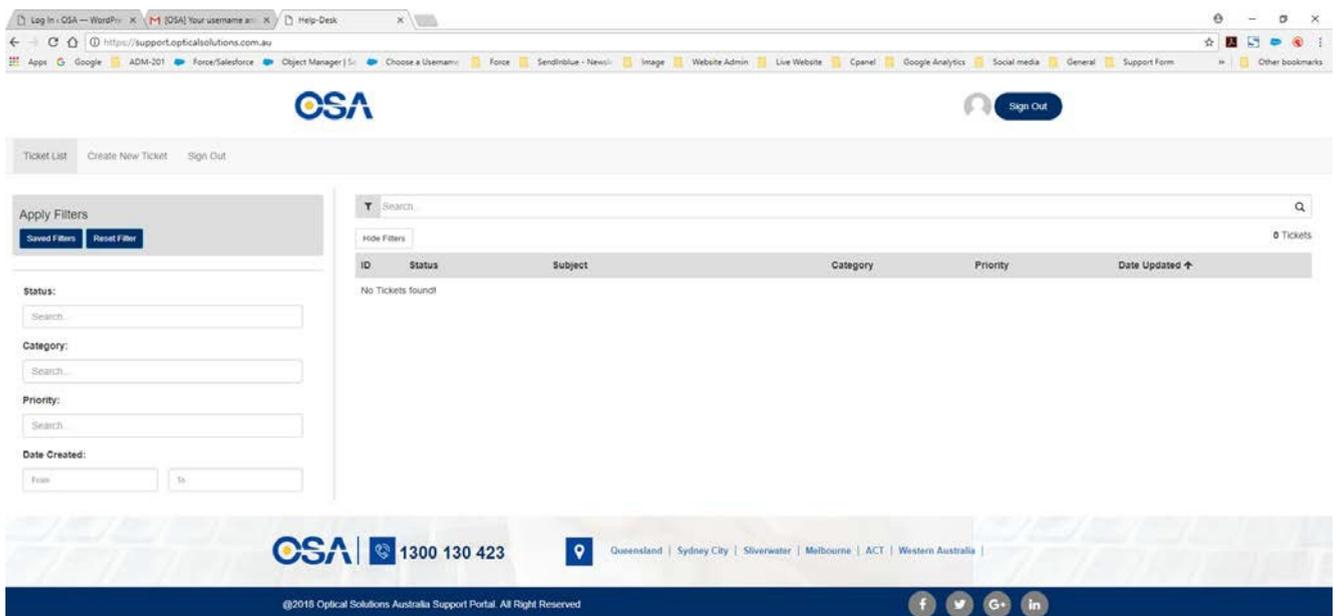


- Put your user and password
- Click “Sign In” button
- You can see the screen below



## 5. Creating a ticket

- Now that you have an account we can create support tickets. To create a ticket first we need to click “Create New Ticket” which is left top side menu bar. you will see the belowscreen



- Click **Create New Ticket**
- Once you click, you see below screen

### Create New Ticket

Site Name  Contact No.

Subject

File

Attach Files (+)

Description

Category  Priority

Submit Ticket Reset Form

- Fill all the information (All field are compulsory except choose file)
  - Site Name
  - Contact No.
  - Description / Message
  - Message
  - Attach Files **(It is not Compulsory)**
  - Click Submit Ticket
  - You will see screen below



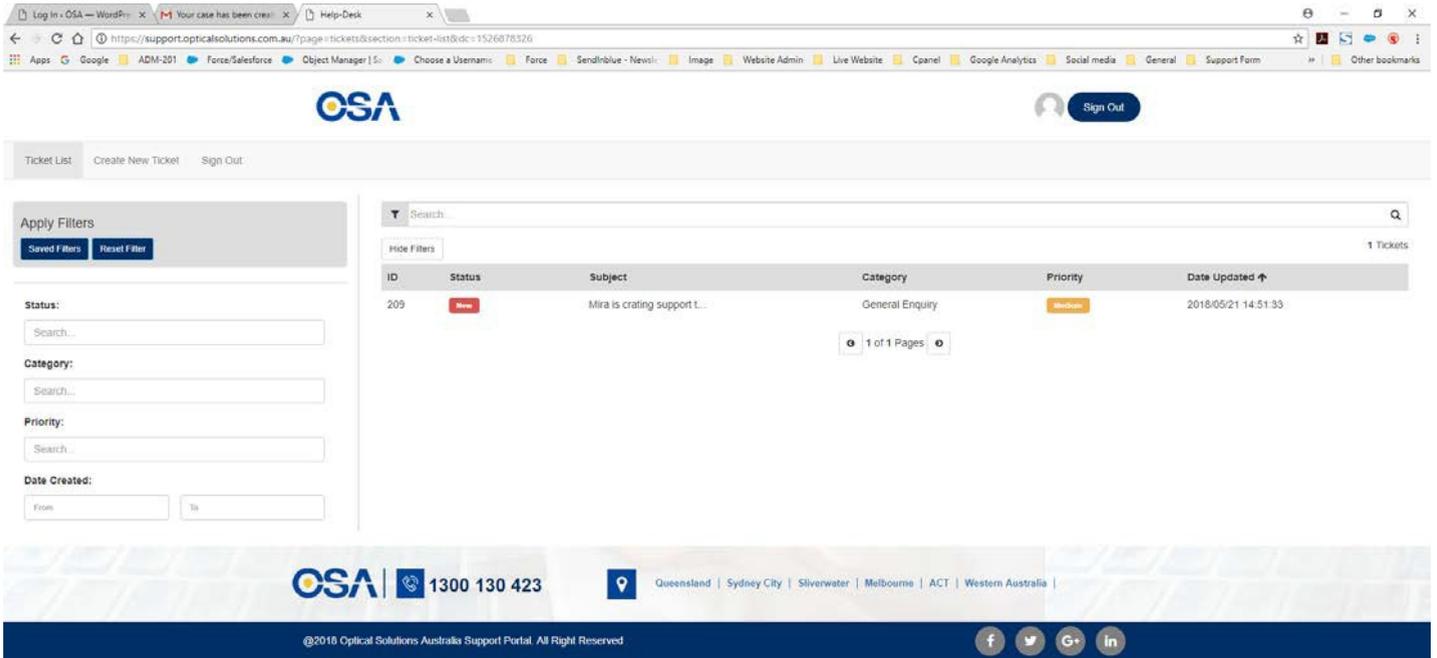
## Thank You

Dear msesolutions2017@gmail.com,  
Thank you for creating ticket. Our agent will shortly look after this and get back as soon as possible.

- View Ticket Ticket List Create New Ticket

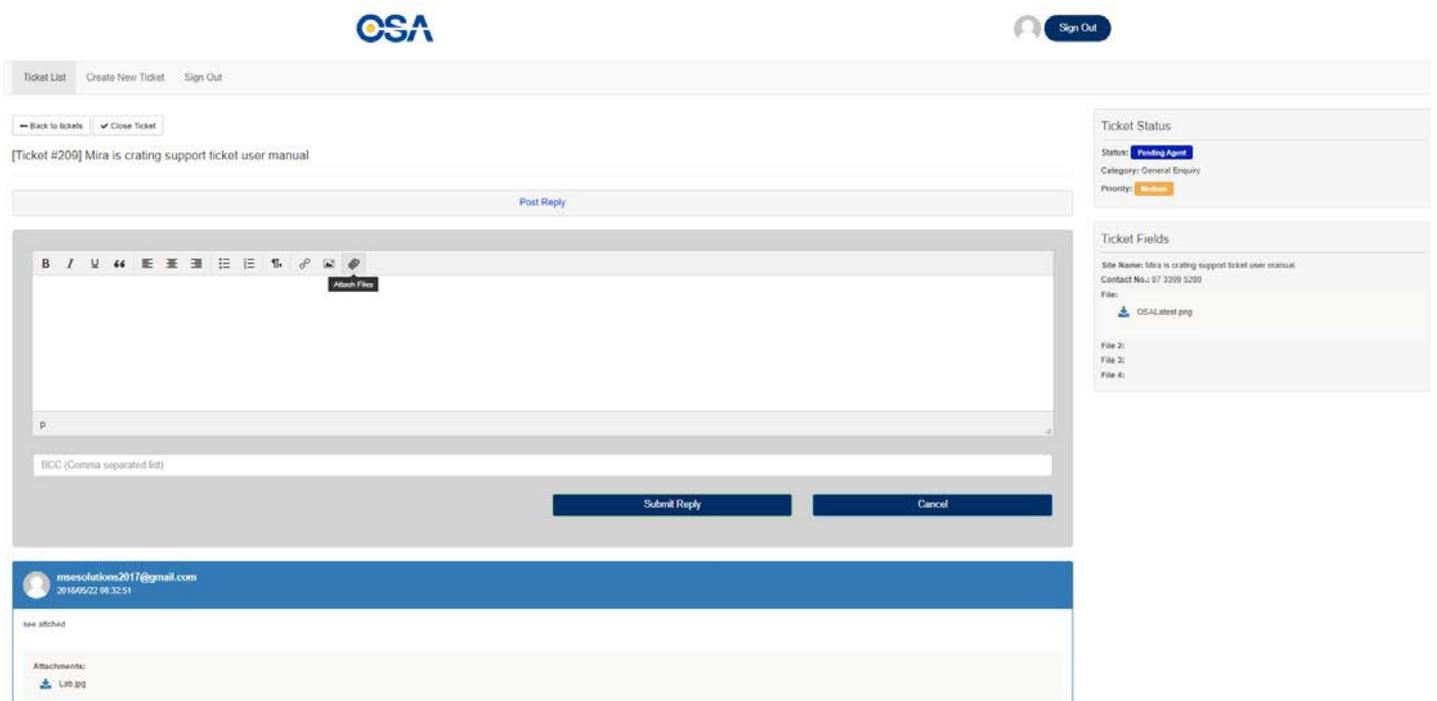
## 6. Viewing Tickets

- Once you have submitted a ticket you can view it and any replies or updates by clicking on the **“Ticket List”** link on the top menu bar. You will see screen below. This will show you any tickets that you have submitted



## 7. Reply / Update Tickets

- For post reply or update ticket, click on “**subject**” link
- Click “**Post Reply**”
- Once you click on it, you can see screen below



- Reply your ticket
- Click “**Submit Reply**” button