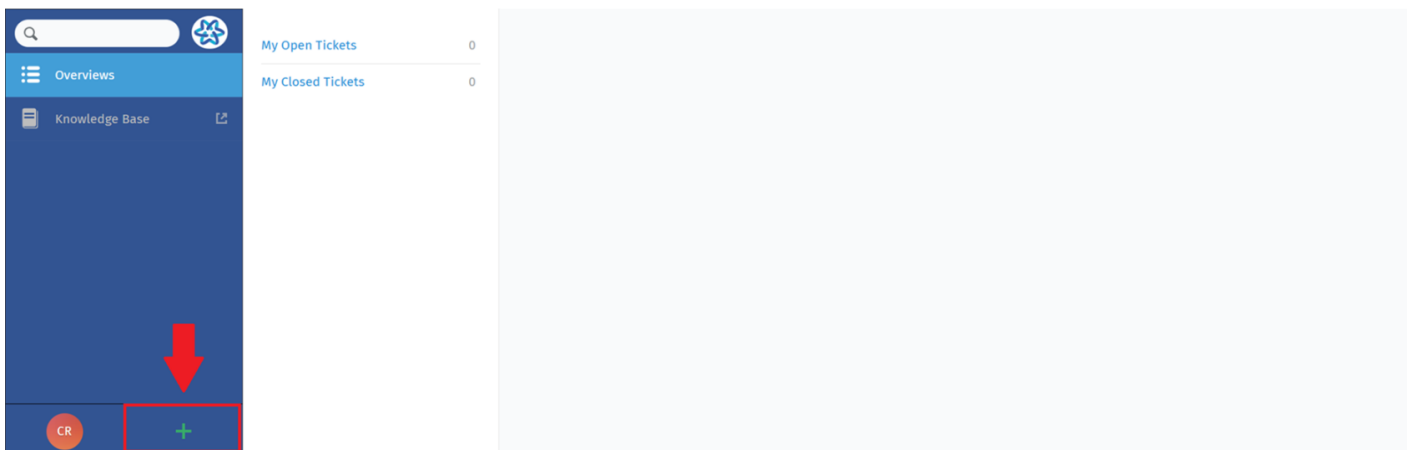


# How to: open a new request

Creating a new ticket within the DOME project's customer support and ticketing platform is a straightforward process that allows customers to swiftly communicate their inquiries or report issues. Customers should follow these steps to initiate a new ticket:

- **Login:** ensure you are logged into the platform using your credentials. If you're a new user, refer to the "Access and Navigation" section for guidance on account creation.
- **Navigate to Ticket Creation:** locate and select the "Create New Ticket" option represented by "+" button, accessible from the main navigation menu.



- **Fill in Ticket Details:** complete the required fields, providing detailed information about your request. The process of opening a new ticket involves the customer filling out the following form, indicating in this order:
  - i. Title.
  - ii. Text (description of the issue).
  - iii. Any attached file or documents.
  - iv. Problem.
  - v. Click on "Create" button.

The image shows a 'New Ticket' form with the following components:

- TITLE \***: A text input field containing 'Test Ticket'. A red circle with the Roman numeral 'i' is positioned over the end of the text.
- TEXT \***: A larger text area containing 'Some Issues'. A red circle with the Roman numeral 'ii' is positioned over the text. Below this area is a blue link that says 'select attachment...'. A red circle with the Roman numeral 'iii' is positioned over this link.
- PROBLEM \***: A dropdown menu showing 'Dome Information'. A red circle with the Roman numeral 'iv' is positioned over the dropdown text.
- Footer**: At the bottom left is a link 'Cancel & Go Back'. At the bottom right is a green button labeled 'Create'. A red circle with the Roman numeral 'v' is positioned over the 'Create' button.

- Upon successful submission, the Customer will receive a confirmation message (via email) and his newly created ticket will be visible within the "My Tickets" section in the "Overviews" Dashboard reachable from main page.

By following these steps, the process ensure that any concern is promptly addressed of the support team. For this reason, it is important that the customer, during the ticket creation phase, fills out the fields correctly.

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