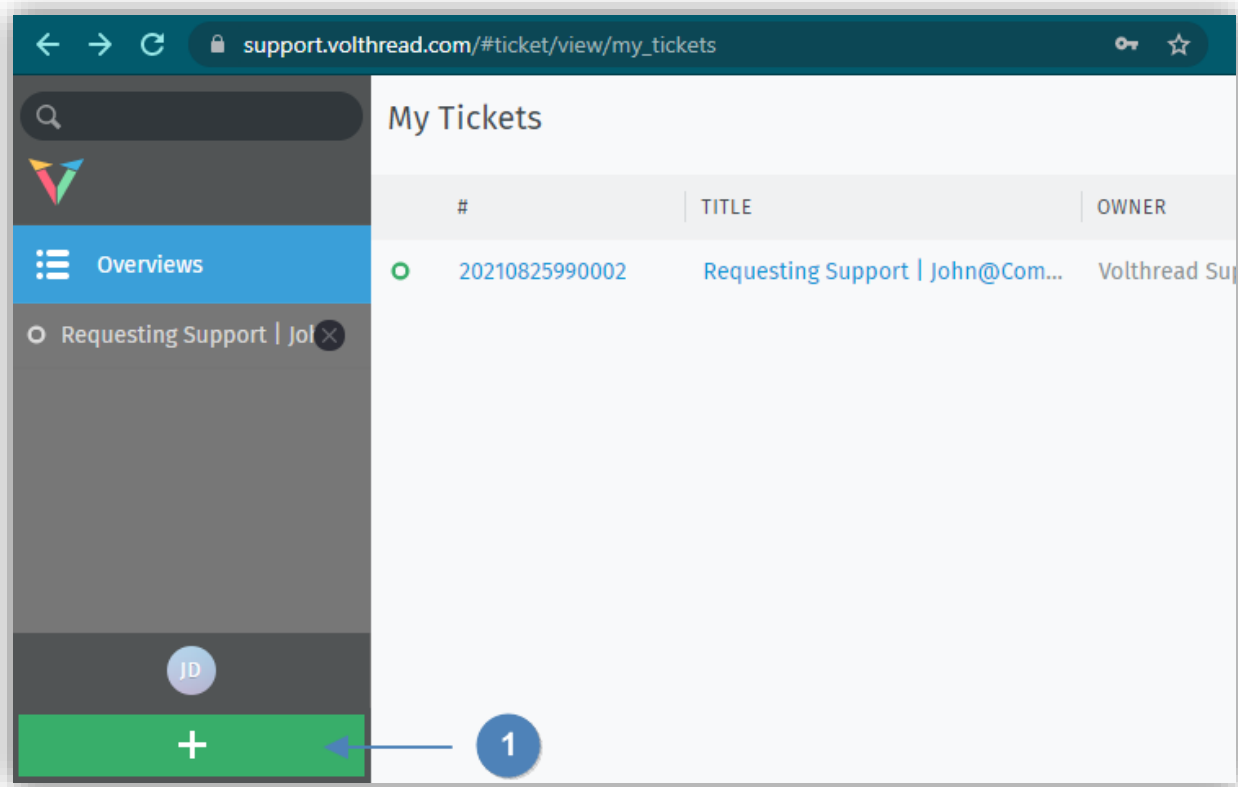


Creating Ticket via Web Interface?

Volthread Support System (VSS) web interface channel is available to create your own tickets.

Please follow below steps to create a Support Request (SR) ticket:

1. Go to VSS home page: <https://support.volthread.com>
2. Login with your email and password information.
3. Click on "create new ticket" button. Take below screen capture as a reference.



4. Enter the necessary information for the new SR ticket and click on the "Create" button.

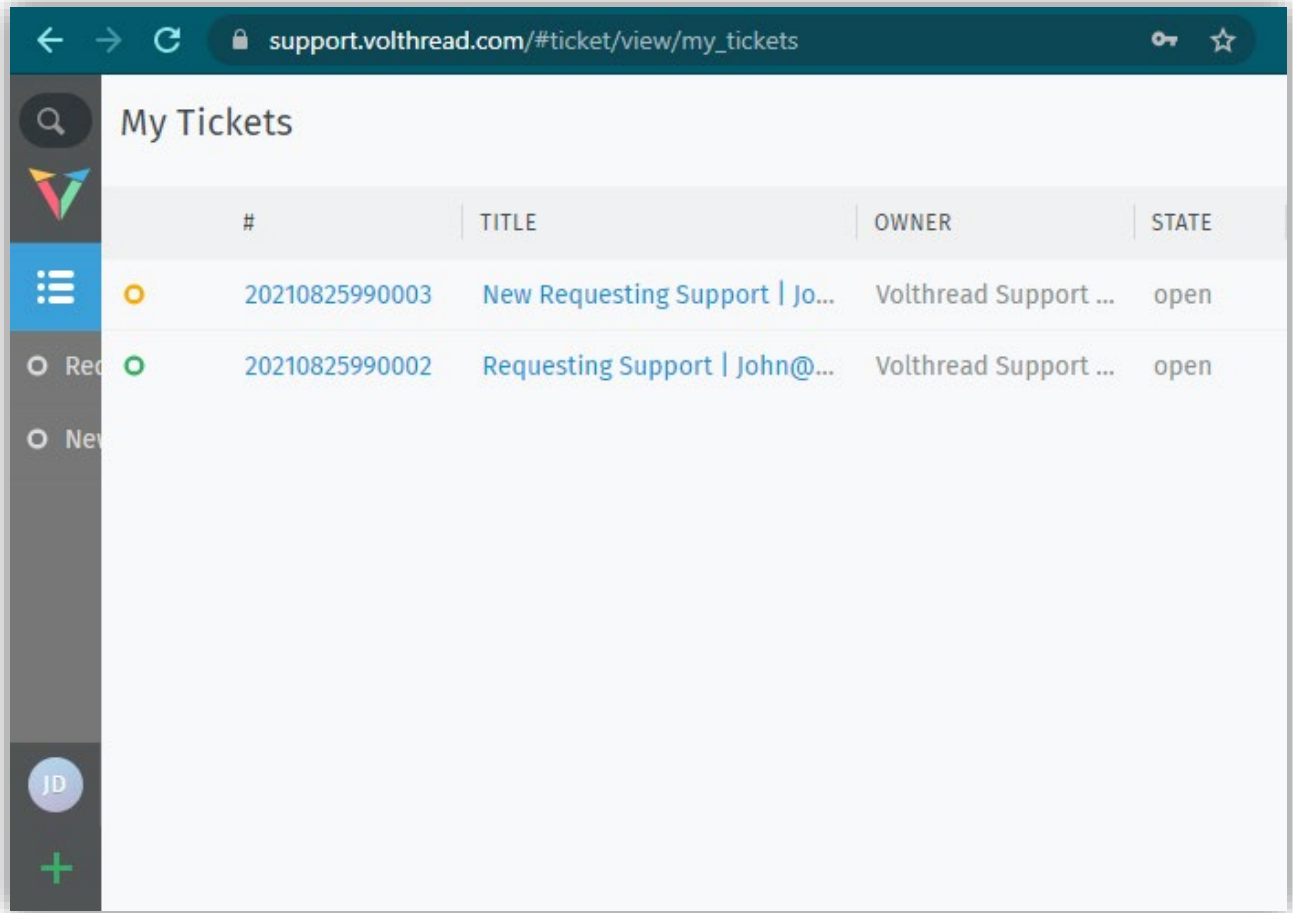
The screenshot shows a web browser window with the URL `support.volthread.com/#customer_ticket_new`. The page title is "New Ticket". On the right side, there is a section titled "What can you do here?" with the text: "The way to communicate with us is this thing called 'ticket'. Here you can create one."

The form contains the following fields and elements:

- TITLE ***: A text input field containing "New Requesting Support | John@Company". A blue arrow labeled "1" points to this field.
- TEXT ***: A text area containing "Hi, Another issue came up; // your problem details Please help, Regards. select attachment...". A blue arrow labeled "2" points to this text area.
- STATE**: A dropdown menu with "new" selected.
- Buttons**: A blue link "Cancel & Go Back" and a green button "Create". A blue arrow labeled "3" points to the "Create" button.

A dark sidebar on the left contains a search icon, a logo, a menu icon, and a user profile icon with the initials "JD".

5. After the ticket is created, it is available on "My Tickets" page. With this web channel, you can track your SR's status, update and provide additional information for your ticket or you can also close your ticket if it is resolved.



* Contact to us for registering Volthread Support System and learn more about our enterprise solutions: <https://www.volthread.com/tr/contact>