

# How to Log a Ticket

We want to make sure it's easy for you to reach us when you need IT support, and for you to clearly record and track the ticket you've raised. Therefore, we have implemented a new system which is very easy to use and sends you a direct email with the ticket reference number.

## Step 1

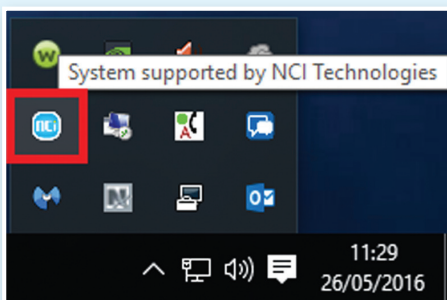
### Create Service Ticket

Click the NCI icon in the Notification Area:

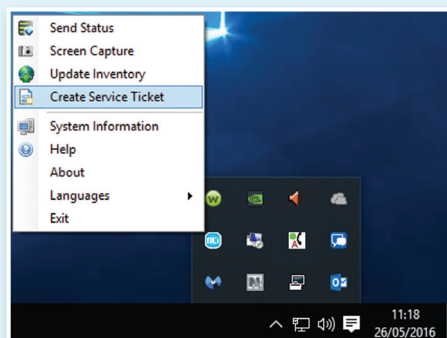
Show hidden icon



Click the NCI logo



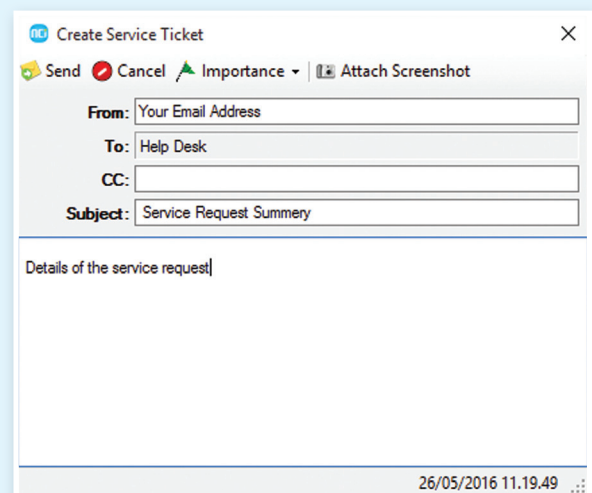
Click create service ticket



## Step 2

### Add Details

On the 'create service ticket' record, simply type in your email address and the details of the service request.



The dialog box contains the following fields:

- From:** Your Email Address
- To:** Help Desk
- CC:** (empty)
- Subject:** Service Request Summary
- Details of the service request:** (empty text area)

Buttons: Send, Cancel, Attach Screenshot

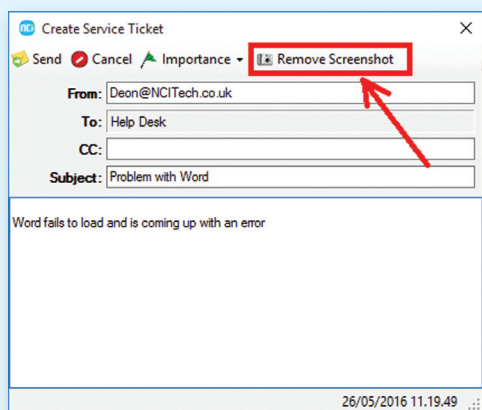
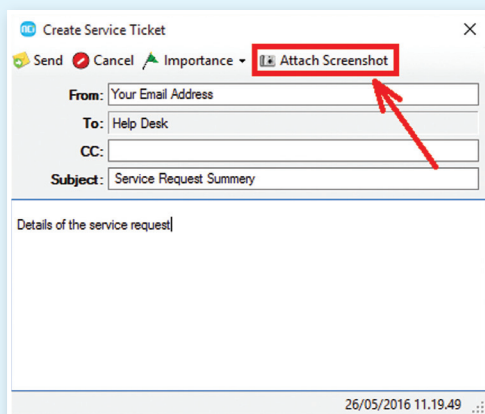
Footer: 26/05/2016 11.19.49

Turn over for step three and four

## Step 3

### Attach a Screenshot!

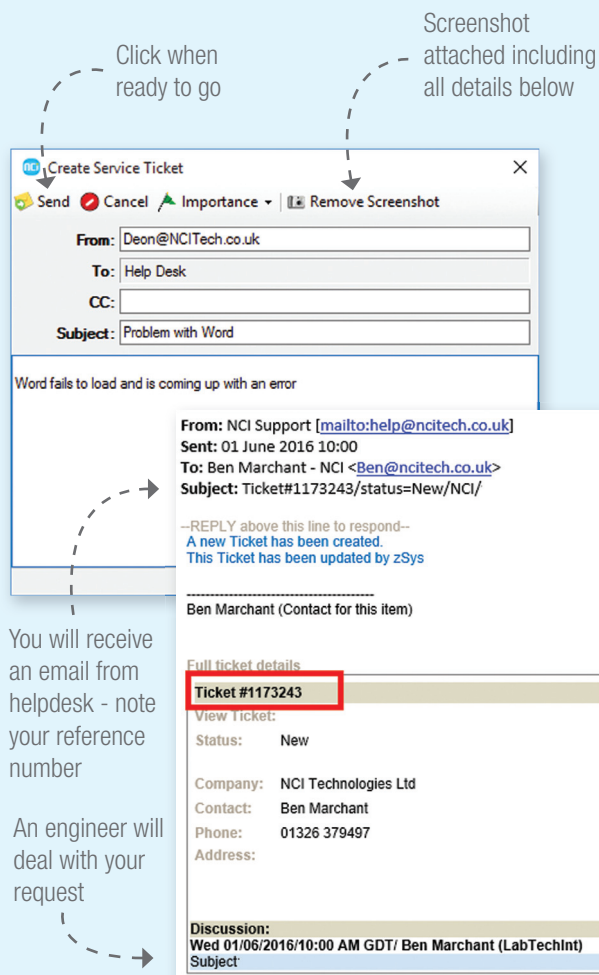
If you have an on-screen error, or can further support your request with a screenshot to help our engineers better understand the problem, then please click the 'Attach Screenshot' button. This will enable our IT engineer to fix the problem more efficiently. If required, you can 'Remove Screenshot' just as easily.



## Step 4

### Click 'Send' to log your ticket

Once you have sent your request, the ticket is logged and you will be sent an email to confirm the ticket reference number, as shown below.



Click when ready to go

Screenshot attached including all details below

You will receive an email from helpdesk - note your reference number

An engineer will deal with your request

Word fails to load and is coming up with an error

From: NCI Support [mailto:help@ncitech.co.uk]  
Sent: 01 June 2016 10:00  
To: Ben Marchant - NCI <Ben@ncitech.co.uk>  
Subject: Ticket#1173243/status=New/NCI/

--REPLY above this line to respond--  
A new Ticket has been created.  
This Ticket has been updated by zSys

Ben Marchant (Contact for this item)

Full ticket details

**Ticket #1173243**

View Ticket:

Status: New

Company: NCI Technologies Ltd  
Contact: Ben Marchant  
Phone: 01326 379497  
Address:

Discussion:  
Wed 01/06/2016/10:00 AM GDT/ Ben Marchant (LabTechInt)  
Subject:



NCI was founded in February 2004, by Directors Andy Trish, Chris Penrose and John Andrew, with a vision to provide great IT support to the local community. Over the last decade, the company has grown considerably and is now a 30 strong team of passionate and dedicated professionals delivering IT solutions to businesses and schools across the UK.

NCI continually strive to improve their services and increase customer satisfaction. Years of experience working closely with small and medium sized businesses and schools have led NCI to develop products and services that empower their customers to progress and lead the way.

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