

## Introduction

This Guide provides information on how to access the Ticketing portal, Create tickets, and view the status of tickets for the end-users.

### Access Ticketing Portal

Ticketing Portal can be accessed by end-users using the URL –

<http://help.i2econsulting.com>

## Supported Browsers

You can connect to the Ticketing portal from any management computer using one of the following web browsers:

The minimum screen resolution for the management computer is 1024 X 768 and 32-bit true color.

Browser Supported Version

**Microsoft Internet Explorer**

Version 8+

**Mozilla Firefox**

Version 3+

**Google Chrome**

All versions

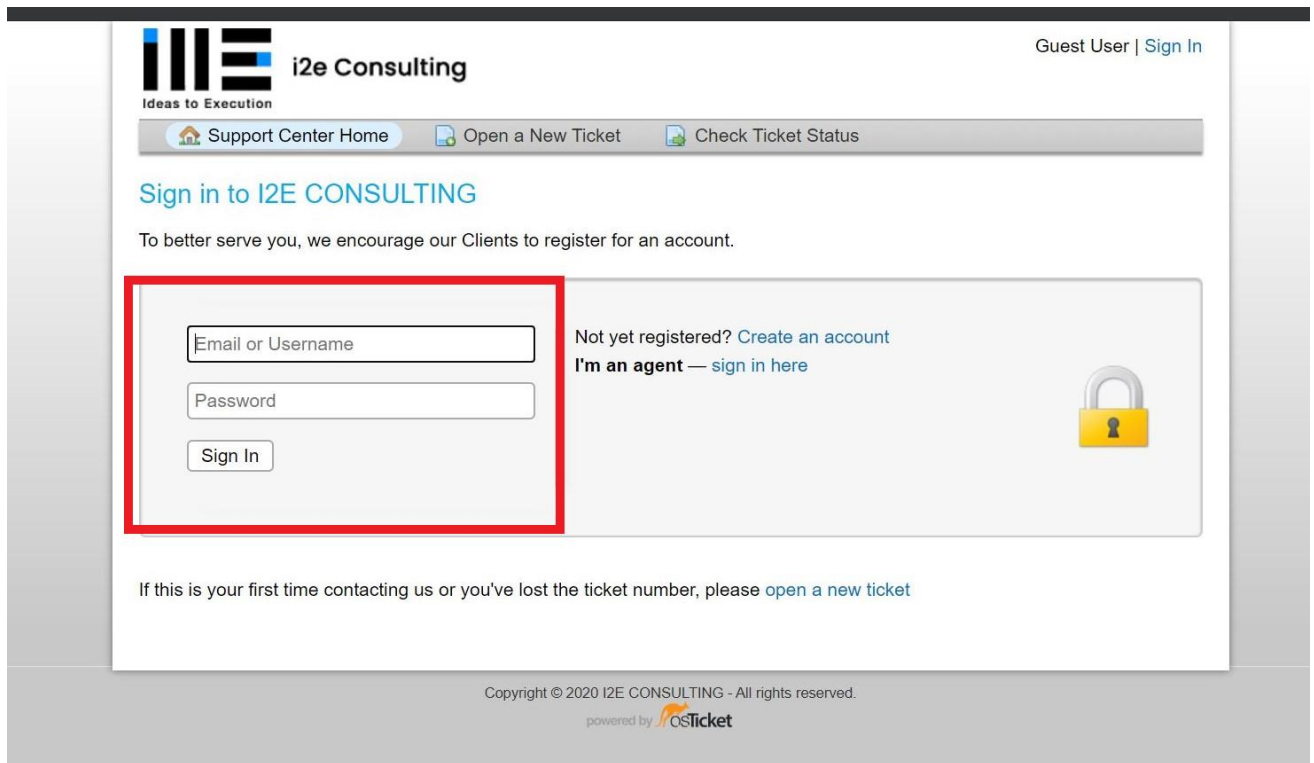
**Safari**

5.1.2(7534.52.7)+

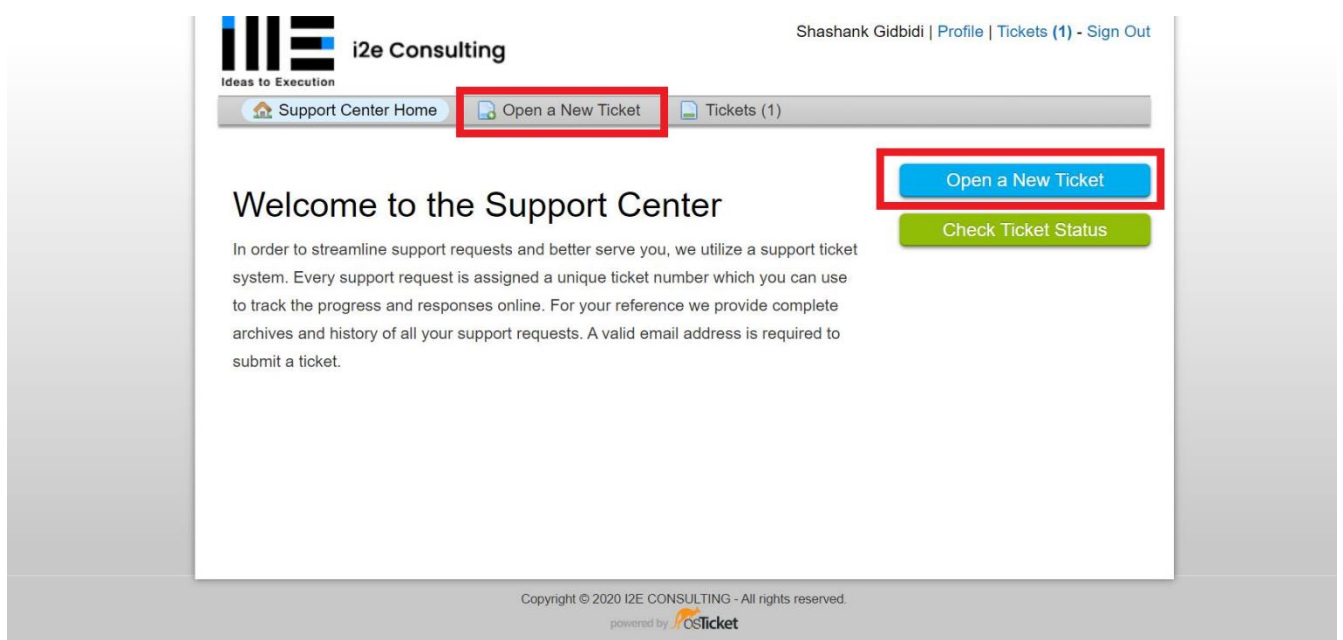
## Open A Ticket

**Step 1:** To submit a new ticket, Open your preferred web browser (Ex: Google Chrome). you will need to visit the client portal page of the help desk at <http://help.i2econsulting.com>

Once you have arrived at that page, sign in to the portal using your Domain credentials.

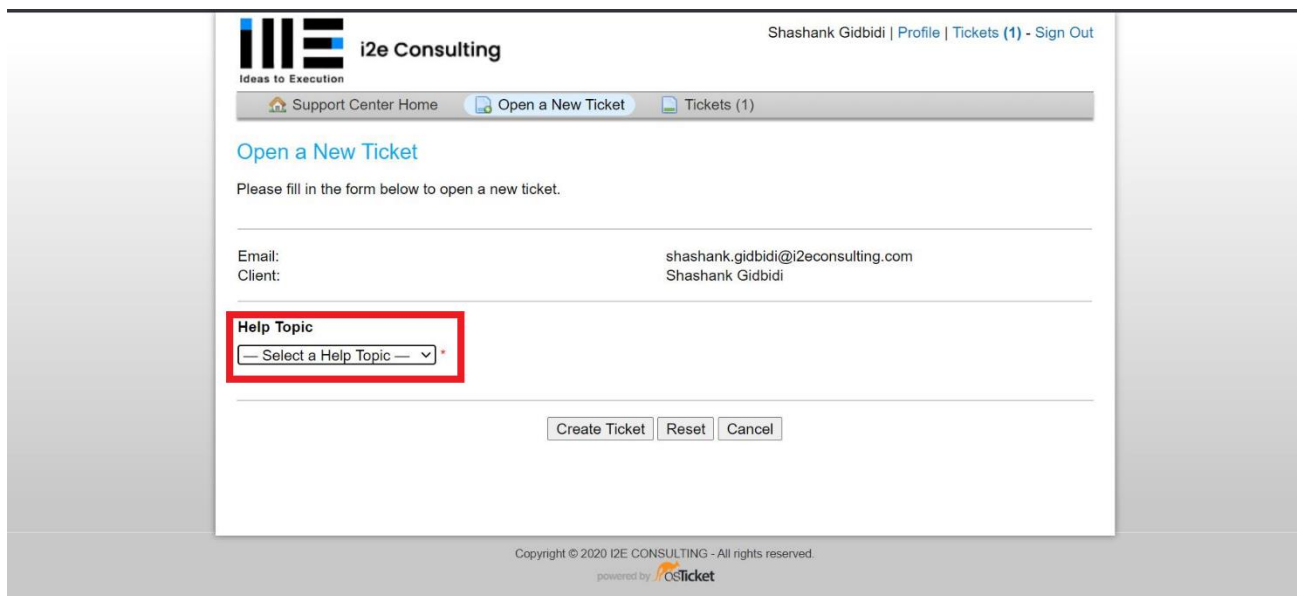


**Step 2:** Click on one of the two "Open a New Ticket" buttons.



When you click the button, you will be redirected to a page where you have to choose a help topic.

By choosing a help topic, you can direct and streamline the information you are submitting to the help desk. Select the appropriate help topic relating to the issue that you are experiencing.



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### Open a New Ticket

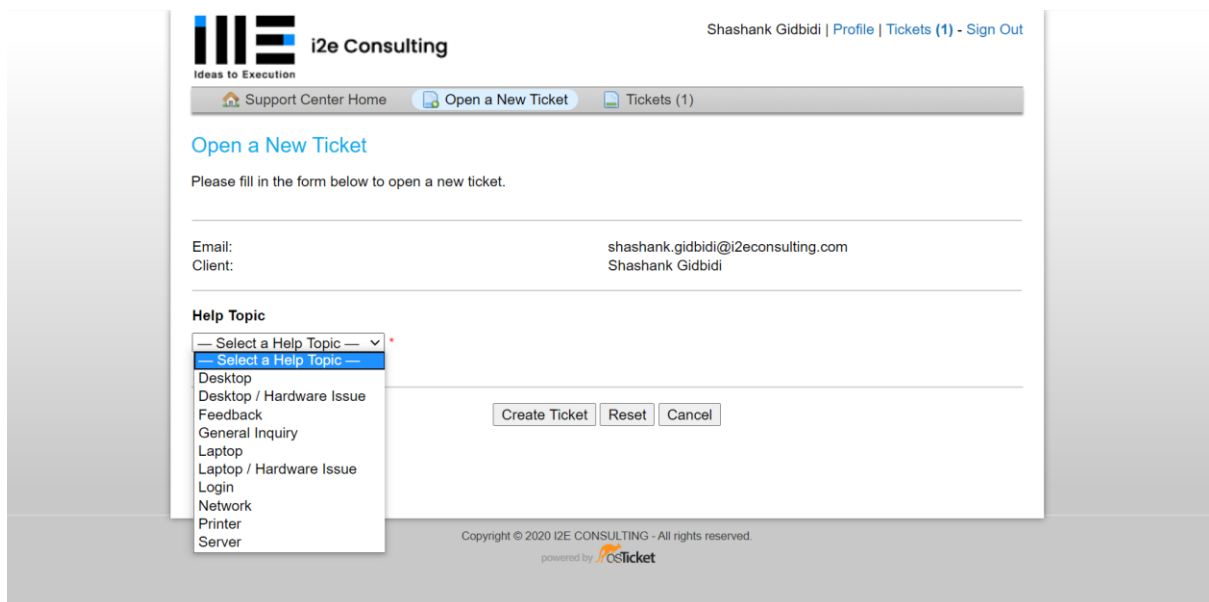
Please fill in the form below to open a new ticket.

Email: shashank.gidbidi@i2econsulting.com  
Client: Shashank Gidbidi

**Help Topic**  
— Select a Help Topic — \*

[Create Ticket](#) [Reset](#) [Cancel](#)

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### Open a New Ticket

Please fill in the form below to open a new ticket.

Email: shashank.gidbidi@i2econsulting.com  
Client: Shashank Gidbidi

**Help Topic**  
— Select a Help Topic — \*

- Select a Help Topic —
- Desktop
- Desktop / Hardware Issue
- Feedback
- General Inquiry
- Laptop
- Laptop / Hardware Issue
- Login
- Network
- Printer
- Server

[Create Ticket](#) [Reset](#) [Cancel](#)

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**Step 3:** Select the department , So the particular department will get the ticket after that the team will connect.

The screenshot shows the 'Open a New Ticket' form. At the top, it says 'Please fill in the form below to open a new ticket.' Below this, the 'Email' field is populated with 'sayali.sulakhe@i2econsulting.com' and the 'Client' field with 'Sayali Sulakhe'. The 'Help Topic' dropdown menu is open, showing 'Network / VPN Connection' as the selected option. The 'Ticket Details' section is titled 'Please Describe Your Issue'. The 'Department' dropdown menu is also open, showing options like 'Account & Finance', 'HR & Compliance Management', 'IT Support', 'IT Support / Meditorch', 'L & D', and 'Talent Management'. The 'Issue Summary' field is empty, and the 'Details on the reason(s) for opening the ticket.' field is also empty. The form includes a rich text toolbar with various formatting options.

**Step 4:** Make a brief description of the issue summary. Share as much detail as you would like in the body of the message. Use the HTML Rich Text toolbar to format your message, upload, and share photos and videos, and attach hyperlinks. When you have completed filling out your ticket, click on the "Create Ticket" button.

This screenshot shows the same 'Open a New Ticket' form, but with the 'Ticket Details' section highlighted by a red box. The 'Email' field is now 'shashank.gidbidi@i2econsulting.com' and the 'Client' field is 'Shashank Gidbidi'. The 'Help Topic' dropdown menu is set to 'Login'. The 'Ticket Details' section is titled 'Please Describe Your Issue'. The 'Issue Summary' field is empty, and the 'Details on the reason(s) for opening the ticket.' field is also empty. The form includes a rich text toolbar with various formatting options. At the bottom of the form, there are three buttons: 'Create Ticket', 'Reset', and 'Cancel'.

**Step 5:** According to your issue to get resolved on time, select the Priority level.

**Help Topic**  
Network / VPN Connection \*

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**Ticket Details**  
Please Describe Your Issue

**Department \***  
— Select —

**Issue Summary \***

**Priority Level \***  
— Select —  
— Select —  
Low  
Normal  
High  
Emergency

Details on the reason(s) for opening the ticket.

Drop files here or choose them

Create Ticket Reset Cancel

**Step 6:** Once you have successfully created the ticket, you will be directed to confirmation of the ticket request being created. A confirmation mail will also be sent to your registered email ID along with the Ticket number.

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Support Center Home Open a New Ticket Tickets (2)

Type your Issue summary here #121702 Print Edit

Basic Ticket Information	User Information
Ticket Status: Open	Name: Shashank Gidbidi
Department: Support	Email: shashank.gidbidi@i2econsulting.com
Create Date: 02/06/2020 22:36	Phone:

Shashank Gidbidi posted 02/06/2020 22:36

Give details of the issue here

Created by Shashank Gidbidi 02/06/2020 22:36

**Post a Reply**

To best assist you, we request that you be specific and detailed \*

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# Check Ticket Status

**Step 1:** To check ticket status, visit the main page of the help desk just as when you opened the ticket. Login to the portal with your domain credentials.

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Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

### Sign in to I2E CONSULTING

To better serve you, we encourage our Clients to register for an account.

Not yet registered? [Create an account](#)  
I'm an agent — [sign in here](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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**Step 2:** Click on Tickets in the upper menu and a table containing all your tickets will be displayed.

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[Support Center Home](#) [Open a New Ticket](#) [Tickets \(2\)](#)

### Type your Issue summary here #121702

[Print](#) [Edit](#)

Basic Ticket Information	User Information
Ticket Status: Open	Name: Shashank Gidbidi
Department: Support	Email: shashank.gidbidi@i2econsulting.com
Create Date: 02/06/2020 22:36	Phone:

**Shashank Gidbidi** posted 02/06/2020 22:36

Give details of the issue here

Created by Shashank Gidbidi 02/06/2020 22:36

### Post a Reply

To best assist you, we request that you be specific and detailed \*