

INGENIUM Ticketing system

You can access the **Helpdesk / Ticketing system** through <https://ticket.ingenium-university.eu/>

The screenshot shows the homepage of the INGENIUM Helpdesk system. At the top, there is a navigation bar with the INGENIUM logo and 'HELPDESK' text. On the right side of the navigation bar, there are links for 'Sign In, Guest User' and a 'Sign In' button. Below the navigation bar, there is a green banner with links for 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status'. The main content area features a welcome message: 'Welcome to the User Support Service of Ingenium - University'. Below this, there is a search bar with the placeholder text 'Search our knowledge base' and a 'SEARCH' button. Two main action cards are displayed: 'Open a New Ticket' and 'Check Ticket Status'. The 'Open a New Ticket' card includes a description: 'Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.' and a green button labeled 'OPEN A NEW TICKET'. The 'Check Ticket Status' card includes a description: 'We provide archives and history of all your current and past support requests complete with responses.' and a blue button labeled 'CHECK TICKET STATUS'.

Sign In/Create an account

1. Before creating a ticket, you need to sign in the platform. Choose the **Sign In** from the up right corner of the screen.

1. To use the INGENIUM Helpdesk you need first to Create an account, and then Sign In with your email or Username and Password.


The screenshot shows the sign-in page of the INGENIUM Helpdesk system. At the top, there is a navigation bar with the INGENIUM logo and 'HELPDESK' text. On the right side of the navigation bar, there are links for 'Sign In, Guest User' and a 'Sign In' button. Below the navigation bar, there is a green banner with links for 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status'. The main content area features a sign-in form titled 'Sign in to Ingenium Helpdesk'. Below the title, there is a message: 'To better serve you, we encourage our Clients to register for an account.' The sign-in form has two columns. The left column is titled 'Sign In' and contains two input fields: 'Email or Username' and 'Password'. The right column contains a link 'I'm an agent — sign in here' and a link 'Not yet registered? create an account'. Below the 'create an account' link, there is a message: 'If this is your first time contacting us or you've lost the ticket number, please open a new ticket'.

2. To Create an account you need to fill the Contact Information in the Account Registration page

The screenshot shows the 'Account Registration' page. At the top, there is a navigation bar with the INGENIUM HELPDESK logo on the left and 'Sign In, Guest User' with a 'Sign In' button on the right. Below the navigation bar is a green header with links for 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status'. The main content area is titled 'Account Registration' and contains the following sections:

- Contact Information:**
 - Email Address:** A text input field.
 - Full Name:** A text input field.
 - Phone Number:** A text input field followed by 'Ext:' and another text input field.
- Preferences:**
 - Time Zone:** A dropdown menu currently showing 'Europe / Helsinki' and a button for 'Auto Detect'.
- Access Credentials:**
 - Create a Password:** A text input field.
 - Confirm New Password:** A text input field.

At the bottom of the form are two buttons: 'Register' (highlighted in green) and 'Cancel'. Below the form is a search bar with the placeholder text 'Search our knowledge base' and a 'SEARCH' button.

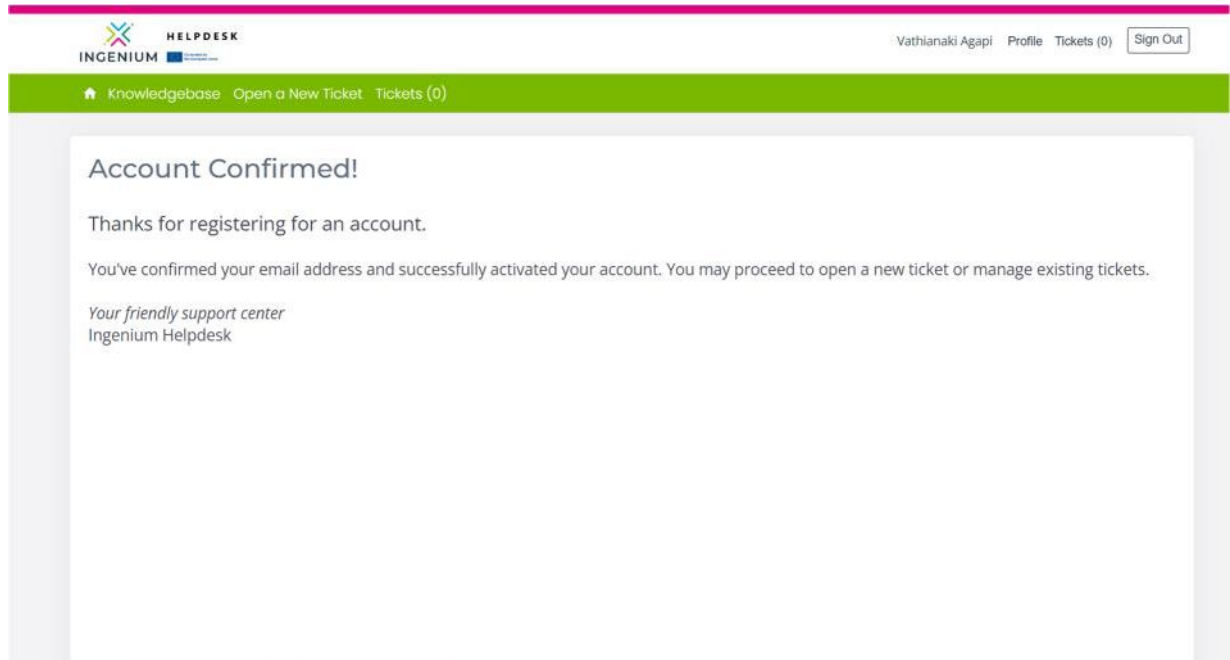
3. When you fill all the details, choose . A confirmation email will be automatically send to the mail address you entered. Follow the link to confirm your registration to the INGENIUM Helpdesk.

The screenshot shows the 'Account registration' confirmation page. At the top, there is a navigation bar with the INGENIUM HELPDESK logo on the left and 'Sign In, Guest User' with a 'Sign In' button on the right. Below the navigation bar is a green header with links for 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status'. The main content area is titled 'Account registration' and contains the following text:

Thanks for registering for an account.

We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.

4. Following the link from your email you will confirm your account



The screenshot shows a web interface for an Ingenium Helpdesk. At the top, there is a pink header bar. Below it, the logo for 'INGENIUM HELPDESK' is on the left, and the user's name 'Vathianaki Agapi', 'Profile', 'Tickets (0)', and a 'Sign Out' button are on the right. A green navigation bar contains links for 'Knowledgebase', 'Open a New Ticket', and 'Tickets (0)'. The main content area is white and features the heading 'Account Confirmed!'. Below this, it says 'Thanks for registering for an account.' and 'You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.' At the bottom, it reads 'Your friendly support center' and 'Ingenium Helpdesk'.

Account Confirmed!

Thanks for registering for an account.

You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.

Your friendly support center
Ingenium Helpdesk