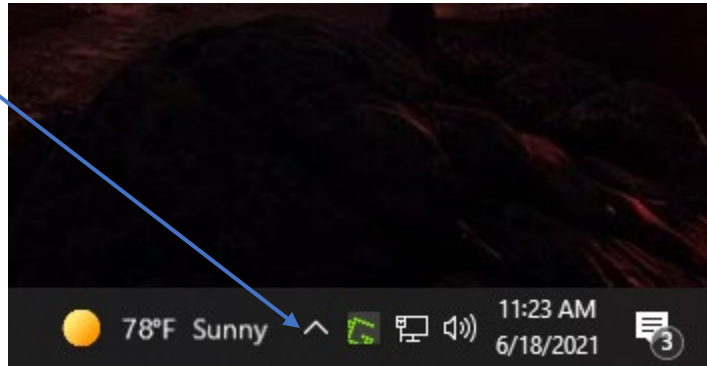
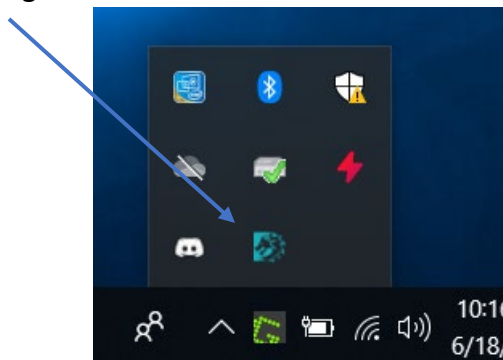


How To Create A Ticket with The Agent Icon

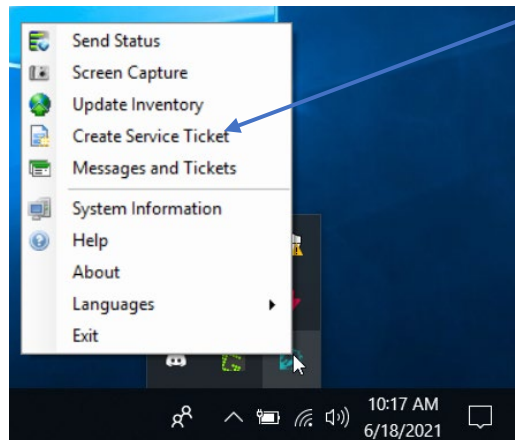
1. Open up the system tray at the bottom right of your computer screen by clicking the up arrow.



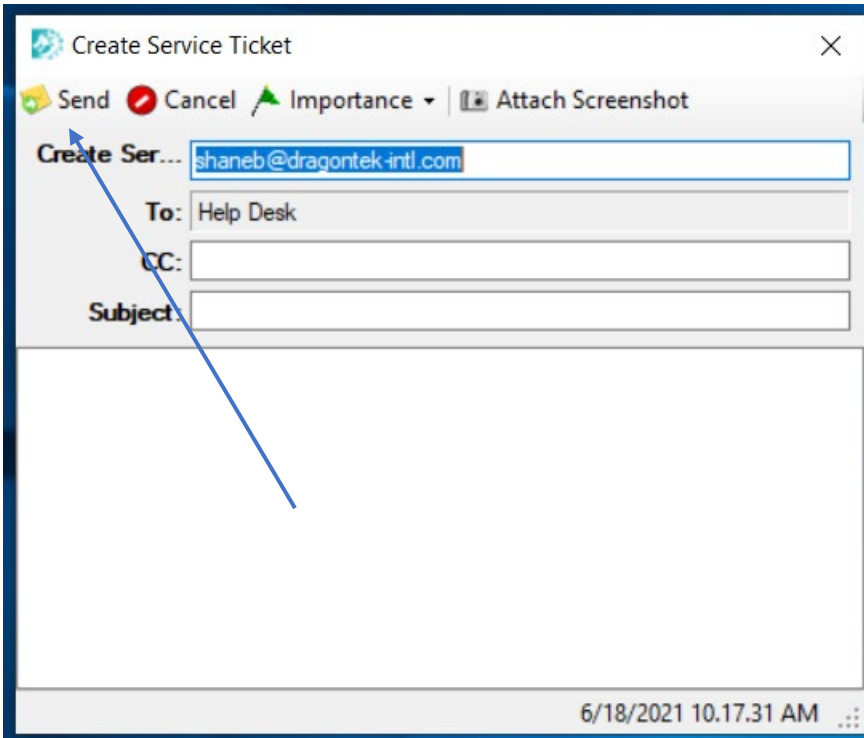
2. Right click the little dragon icon.



3. Click on "Create Service Ticket".



4. Fill out the form. On the first line please input your company email address. CC'd anyone who you think would need to receive updates on this request. Fill out the subject line and the body of the ticket form. Please be as detailed as possible as you do not have access to the categories that you would have by submitting the ticket in the online portal.



Create Service Ticket

Send Cancel Importance Attach Screenshot

Create Ser... shaneb@dragontek-intl.com

To: Help Desk

CC:

Subject:

6/18/2021 10.17.31 AM

5. Once you have filled everything out, please click send on the top left-hand side of the form.