

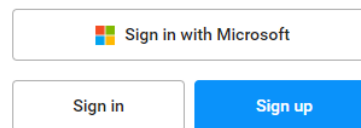
## Creating a Ticket in The Online Portal

1. Navigate to <https://dragontek.myportallogin.com/>.
2. Once you are on the home page click “Sign in with Microsoft” you will use your company email to login.

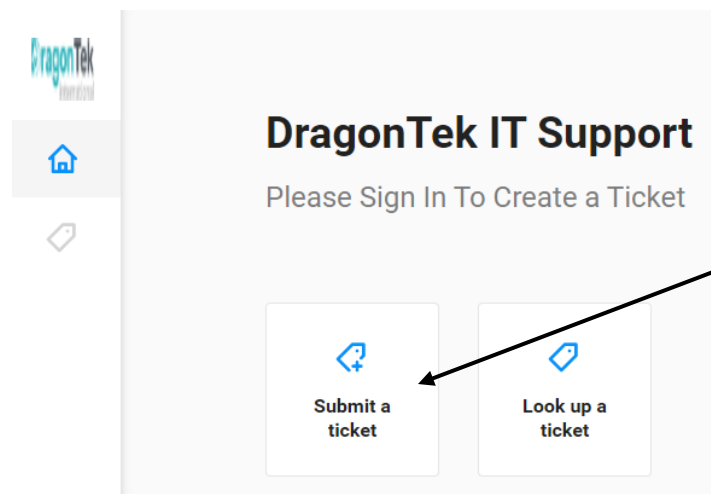


### DragonTek IT Support

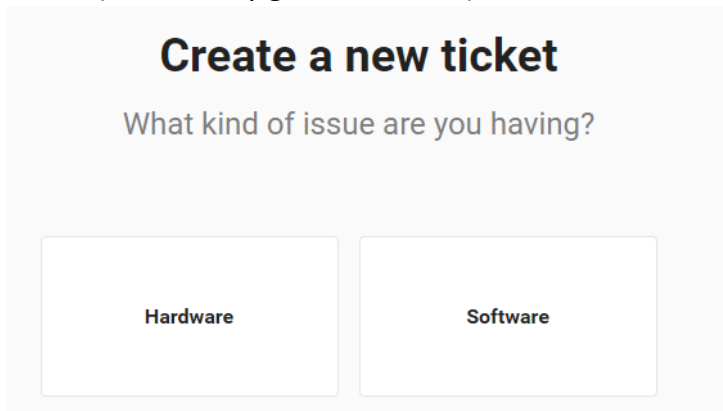
Please Sign In To Create a Ticket



3. Once you have logged in you will be on your homepage where you can create tickets and follow the status of your tickets. To create a ticket you will click on “Submit a Ticket” that is located on your homepage.



4. After clicking submit a ticket you will click the type of issue you are having pick one from the list (this list may grow over time).

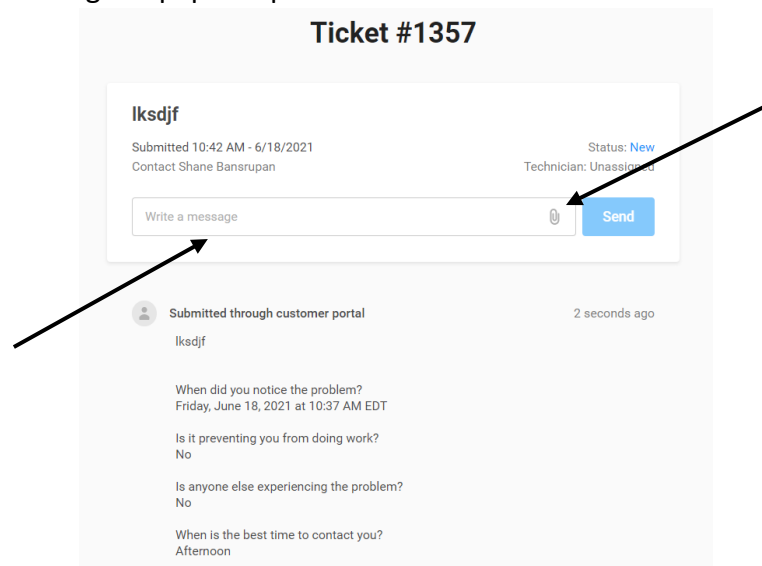


**Create a new ticket**

What kind of issue are you having?

**Hardware**      **Software**


5. After choosing a type of issue. You will then have to fill out the next page which will have more information related to the category that you have picked such as what type of hardware you are experiencing issues with and also which software you are having issues with.
6. After clicking send you ticket will be submitted and you will see the screen below. If you forgot to add any notes feeling free to send a message from the same screen also if you would like to add additional screenshots, documents, and etc. You can attach them to your ticket by clicking the paper clip icon.




**Ticket #1357**

**lksdjf**

Submitted 10:42 AM - 6/18/2021      Status: **New**  
Contact Shane Bansrupan      Technician: Unassigned

Write a message            **Send**

 Submitted through customer portal      2 seconds ago

lksdjf

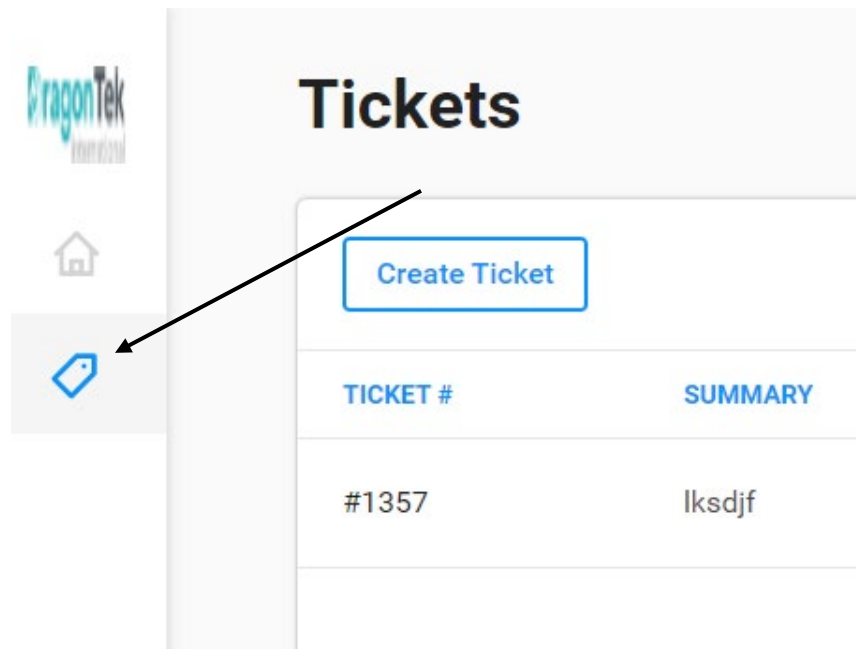
When did you notice the problem?  
Friday, June 18, 2021 at 10:37 AM EDT

Is it preventing you from doing work?  
No

Is anyone else experiencing the problem?  
No

When is the best time to contact you?  
Afternoon

7. While you will receive email updates on your ticket(s) you can also login to the portal anytime to see who has been assigned to your ticket(s), all the notes associated with your ticket(s), and the status. To view all the tickets simply click the tag icon on the left-hand side when you login. Please refer to the image below.



The screenshot shows a web application interface for 'Tickets'. On the left is a vertical sidebar with the DragonTek logo at the top, followed by a home icon and a ticket icon. The main content area is titled 'Tickets' and contains a 'Create Ticket' button. Below the button is a table with two columns: 'TICKET #' and 'SUMMARY'. The table contains one row with the values '#1357' and 'lksdjf'. A black arrow points from the ticket icon in the sidebar to the 'Create Ticket' button.

TICKET #	SUMMARY
#1357	lksdjf