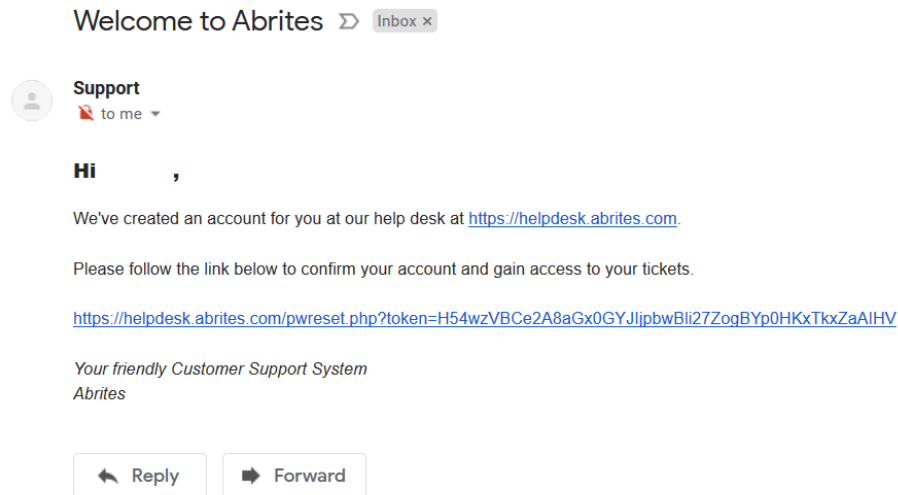


USING THE ABRITES TICKETING SYSTEM 101

Once you register for the Abrites customer service you will receive an email just like the one below:



Great, we have created a profile for you. It is now time to get started. Simply click on the link in the email and there you go. Start by changing that password. We don't want anyone entering your account, do we?

ABRITES Achieve the impossible | Profile | Tickets (0) - Sign Out

Support Center Home Open a New Ticket Tickets (0)

⚠ Password change required to continue

Manage Your Profile Information

Use the forms below to update the information we have on file for your account

Contact Information

Email Address

Full Name

Phone Number Ext: vvalche

Preferences

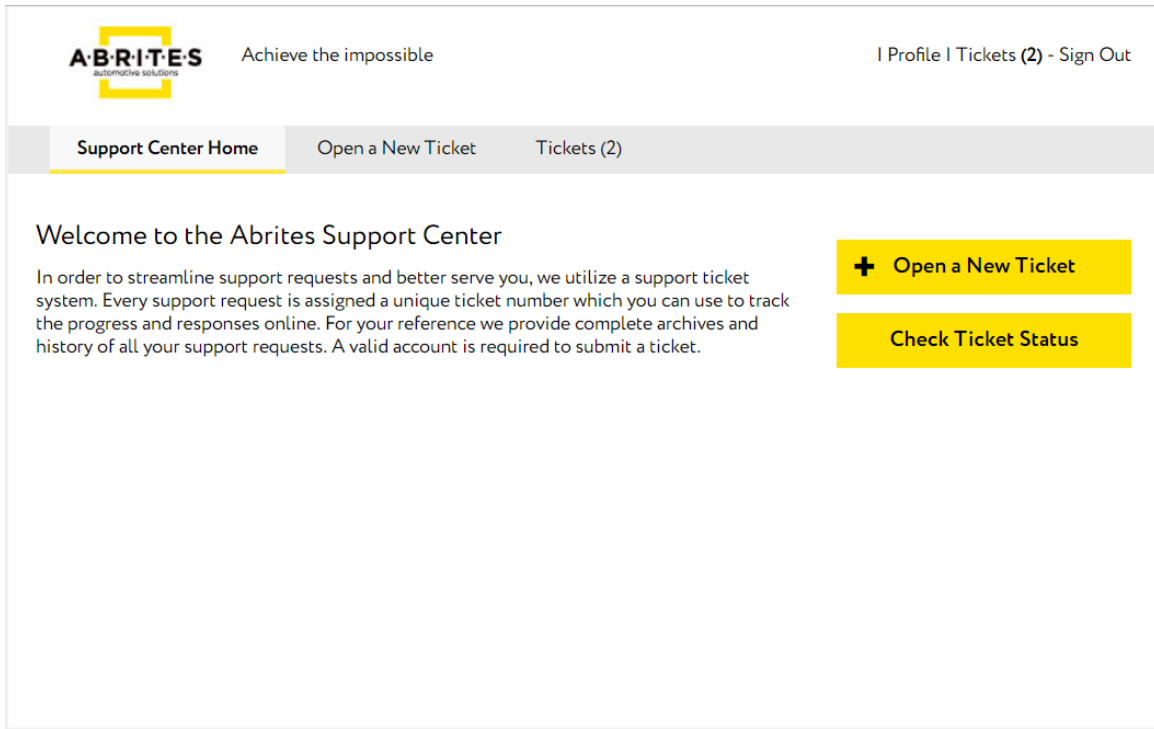
Time Zone: x ▾

Access Credentials

New Password:

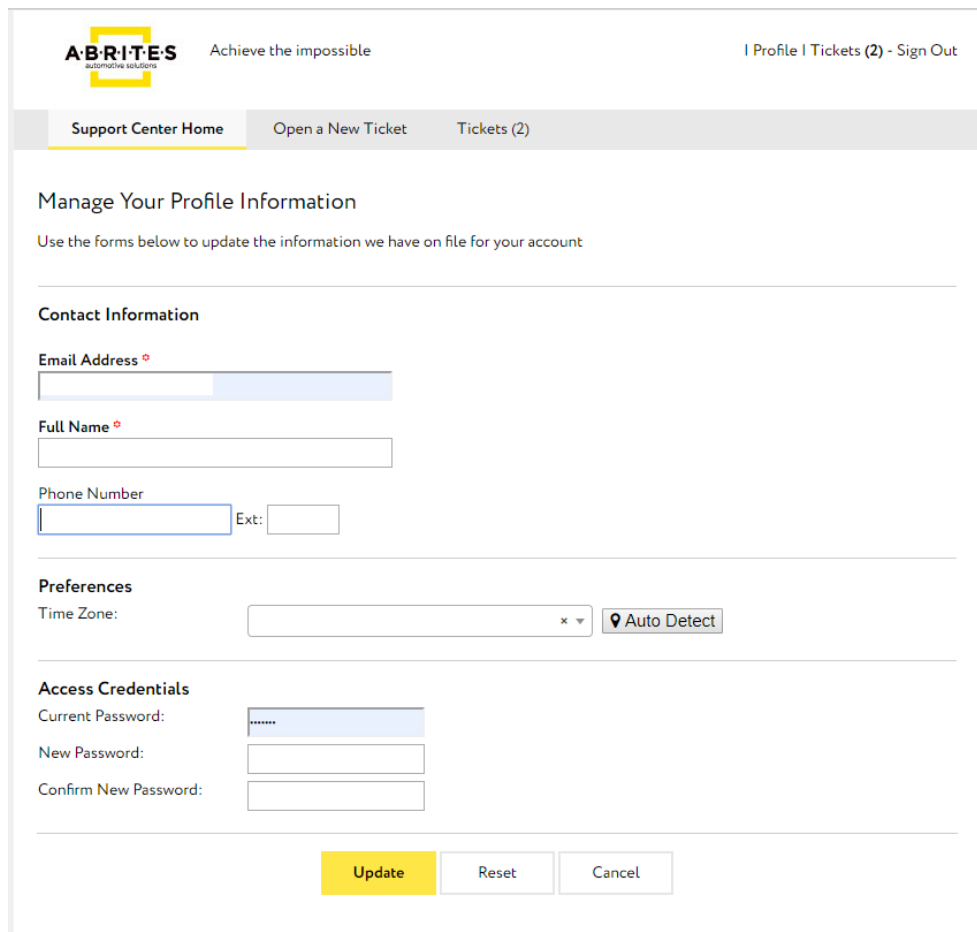
Confirm New Password:

Once the password is changed to your own you can enter your profile. In it you will see the following homepage options:



The screenshot shows the Abrites Support Center homepage. At the top left is the Abrites logo with the tagline "Achieve the impossible". At the top right, it says "I Profile | Tickets (2) - Sign Out". Below this is a navigation bar with three items: "Support Center Home" (highlighted), "Open a New Ticket", and "Tickets (2)". The main content area has a heading "Welcome to the Abrites Support Center" followed by a paragraph explaining the support ticket system. To the right of the text are two yellow buttons: "+ Open a New Ticket" and "Check Ticket Status".

Here you can do plenty but let's start by changing the profile information to personalize your profile:



The screenshot shows the "Manage Your Profile Information" form. At the top left is the Abrites logo with the tagline "Achieve the impossible". At the top right, it says "I Profile | Tickets (2) - Sign Out". Below this is a navigation bar with three items: "Support Center Home" (highlighted), "Open a New Ticket", and "Tickets (2)". The main content area has a heading "Manage Your Profile Information" followed by a sub-heading "Use the forms below to update the information we have on file for your account". The form is divided into three sections: "Contact Information", "Preferences", and "Access Credentials".

Contact Information

Email Address [Ⓢ]

Full Name [Ⓢ]

Phone Number Ext:

Preferences

Time Zone: × ▾

Access Credentials

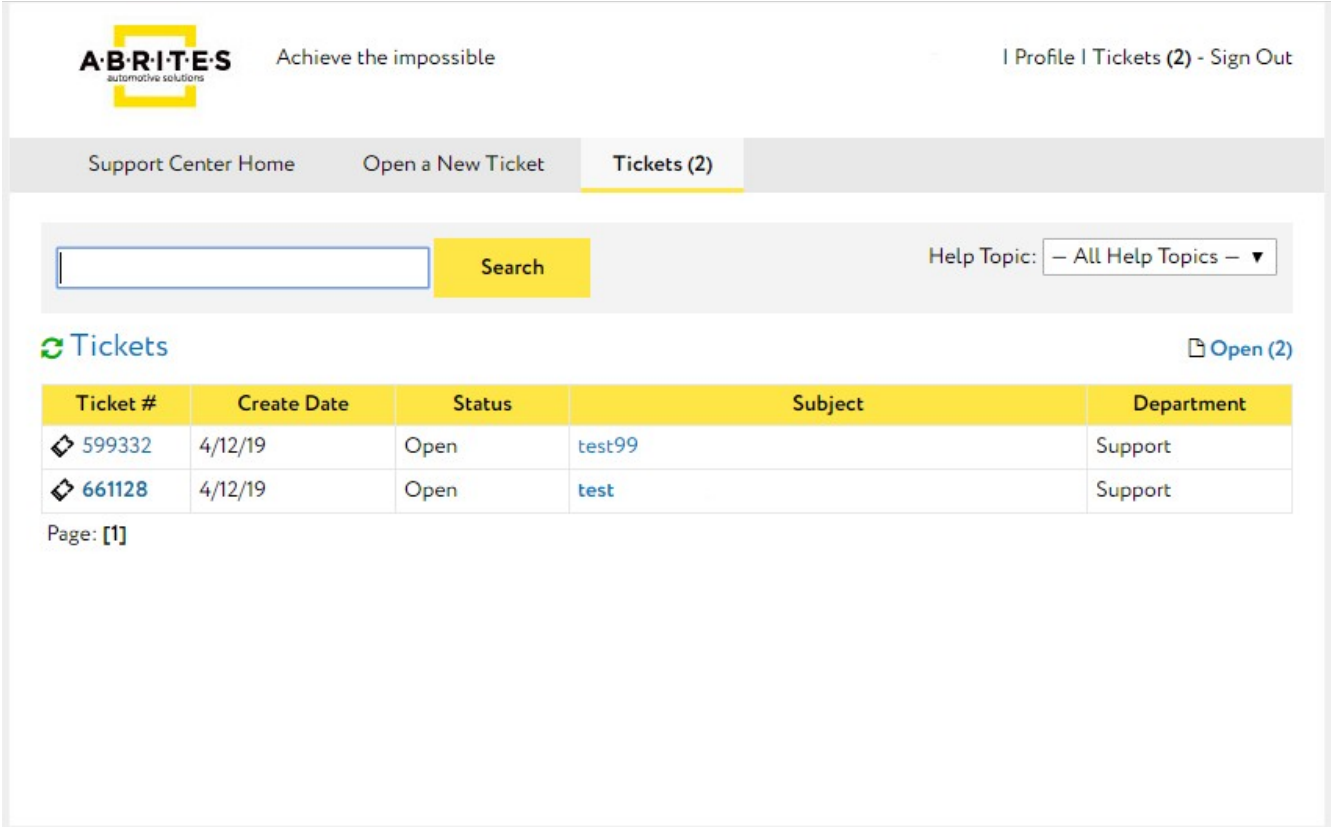
Current Password:

New Password:

Confirm New Password:

Here it is, all the information, additional problems, files or anything you think can help us solve your issue can be tracked there. You can add files, add photos or videos, log files – everything is done here and is neat and tidy for us to see. Oh, and you can track every step of the solving of your issue. You will receive a notification email about any change we make, any solution we provide or any additional information we may require. Simple as that.

Here they are – all your tickets in one place – find, request information, all you can think of in one place.




The screenshot shows the ABRITES support center interface. At the top left is the ABRITES logo with the tagline "Achieve the impossible". To the right, there are links for "Profile", "Tickets (2)", and "Sign Out". Below this is a navigation bar with "Support Center Home", "Open a New Ticket", and "Tickets (2)". A search bar with a "Search" button and a "Help Topic" dropdown menu is present. The main content area is titled "Tickets" and shows a list of two tickets. The table has columns for Ticket #, Create Date, Status, Subject, and Department. Below the table, it says "Page: [1]".

Ticket #	Create Date	Status	Subject	Department
599332	4/12/19	Open	test99	Support
661128	4/12/19	Open	test	Support

Alright, you are all set, now let's get started. Anytime you want to enter the ticketing system just go to <https://abrites.com/> and select Customer Self Service.

ABRITES PRODUCTS ▾ ABOUT US NEWS ▾ SUPPORT ▾ SHOP ▾ CONTACT US EN ▾ Q SHOP

ABRITES VEHICLE DIAGNOSTIC INTERFACE (AVDI)



- CUSTOMER SELF-SERVICE
- AMS
- FREQUENTLY ASKED QUESTIONS
- USER MANUALS
- AVDI TRAINING COURSES
- HARDWARE WARRANTY
- PRIVACY POLICY
- LICENCE AGREEMENT
- LEGAL NOTICES
- VIDEOS

Now just log in with the password you created earlier:



Sign In

[Sign In](#) [Forgot My Password](#)