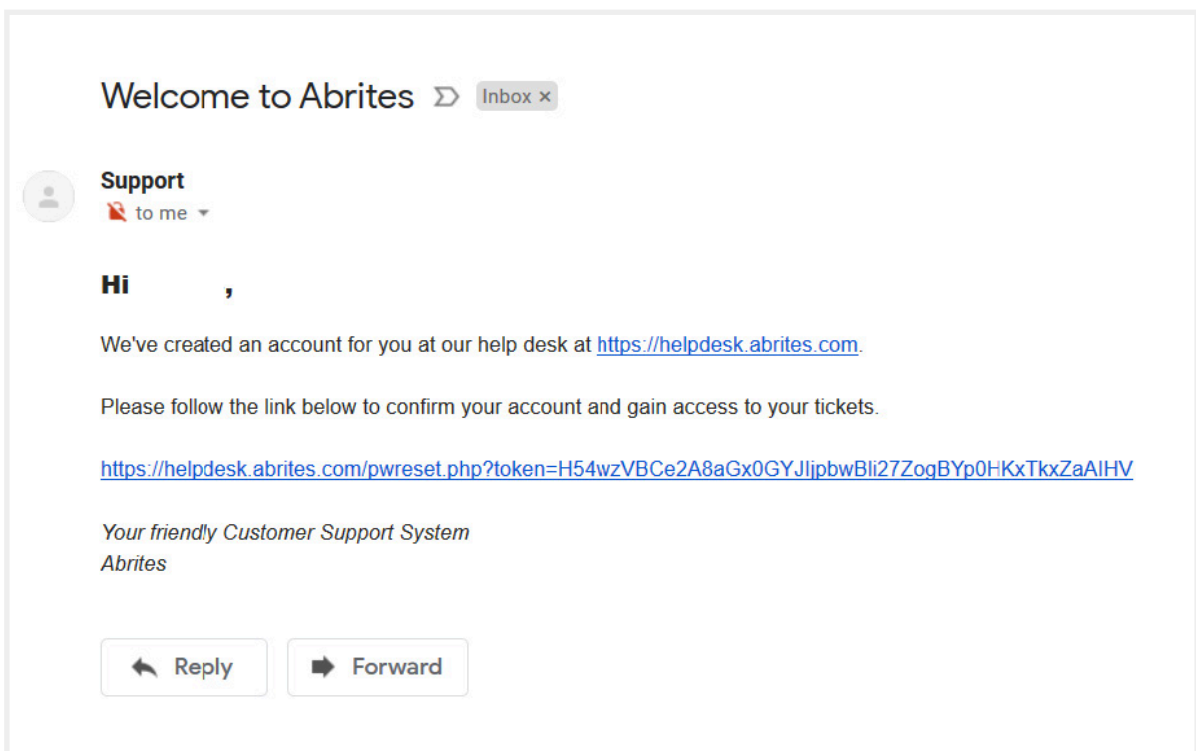





# USING THE ABRITES TICKETING SYSTEM 101

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**  
automotive solutions


Achieve the impossible

I 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

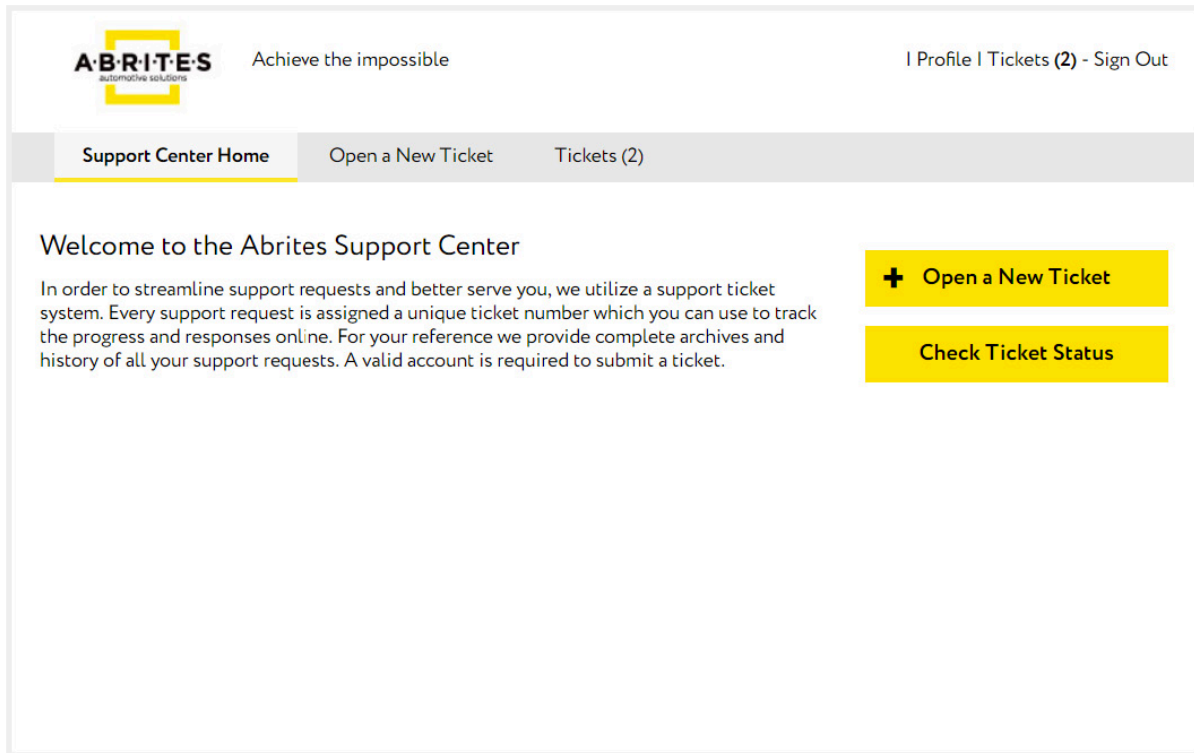
---

#### Contact Information

**Email Address** 

  
**Full Name**   
**Phone Number** Ext:

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 displays the user profile "I Profile | Tickets (2) - Sign Out". Below the header is a navigation bar with three items: "Support Center Home" (which is underlined), "Open a New Ticket", and "Tickets (2)". The main content area features a welcome message: "Welcome to the Abrites Support Center". Below this, a paragraph explains the support ticket system: "In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid account is required to submit a ticket." To the right of this 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 ABRITES user profile management page. 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 heading is "Manage Your Profile Information" with a sub-heading "Use the forms below to update the information we have on file for your account".

**Contact Information**

Email Address <sup>\*</sup>

Full Name <sup>\*</sup>

Phone Number  Ext:

**Preferences**

Time Zone:

**Access Credentials**

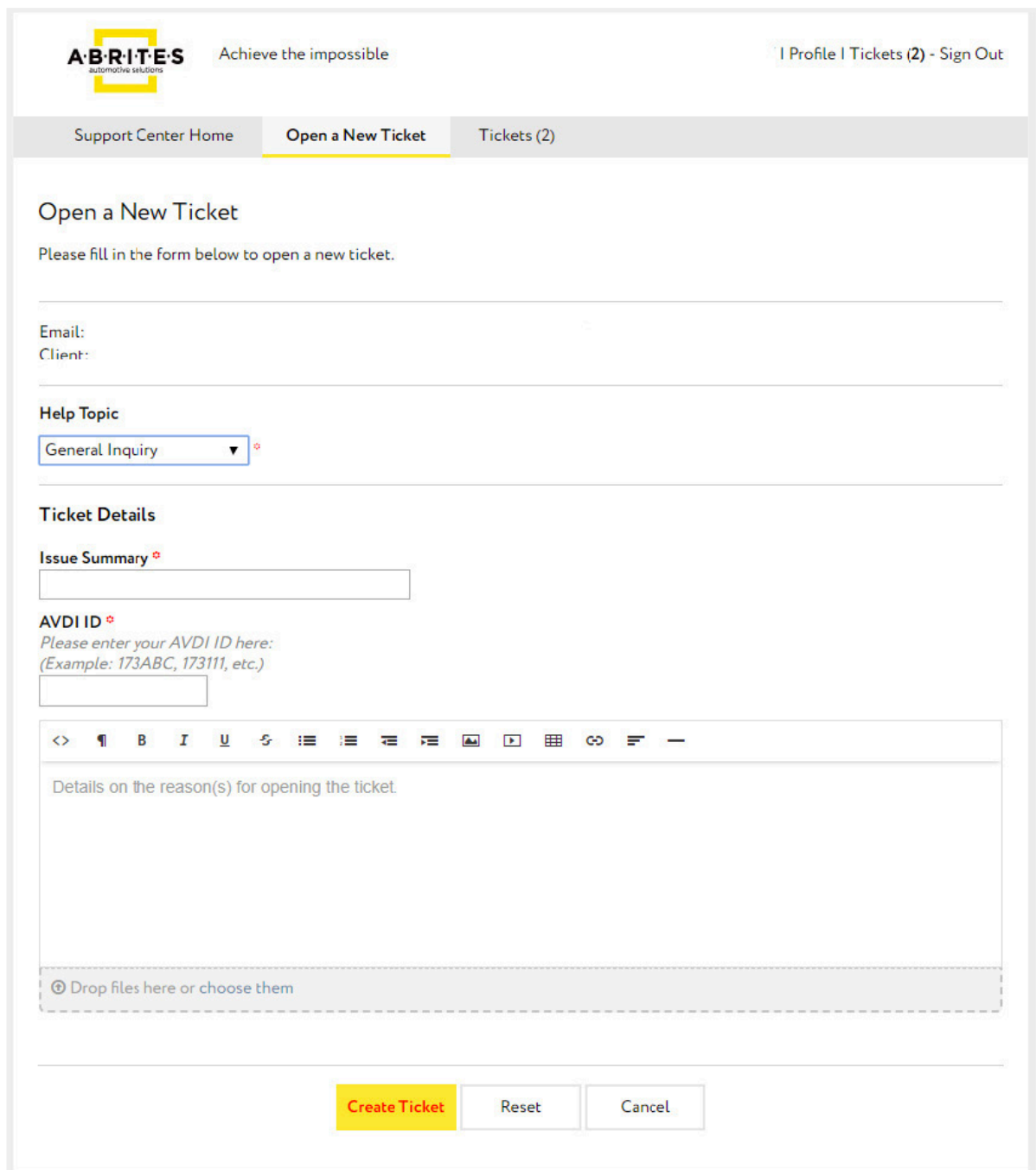
Current Password:

New Password:

Confirm New Password:

At the bottom, there are three buttons: "Update" (yellow), "Reset", and "Cancel".

When you are done you are all set to start interacting with the Abrites support team who are always there to lend a helping hand. Let's open a new ticket:



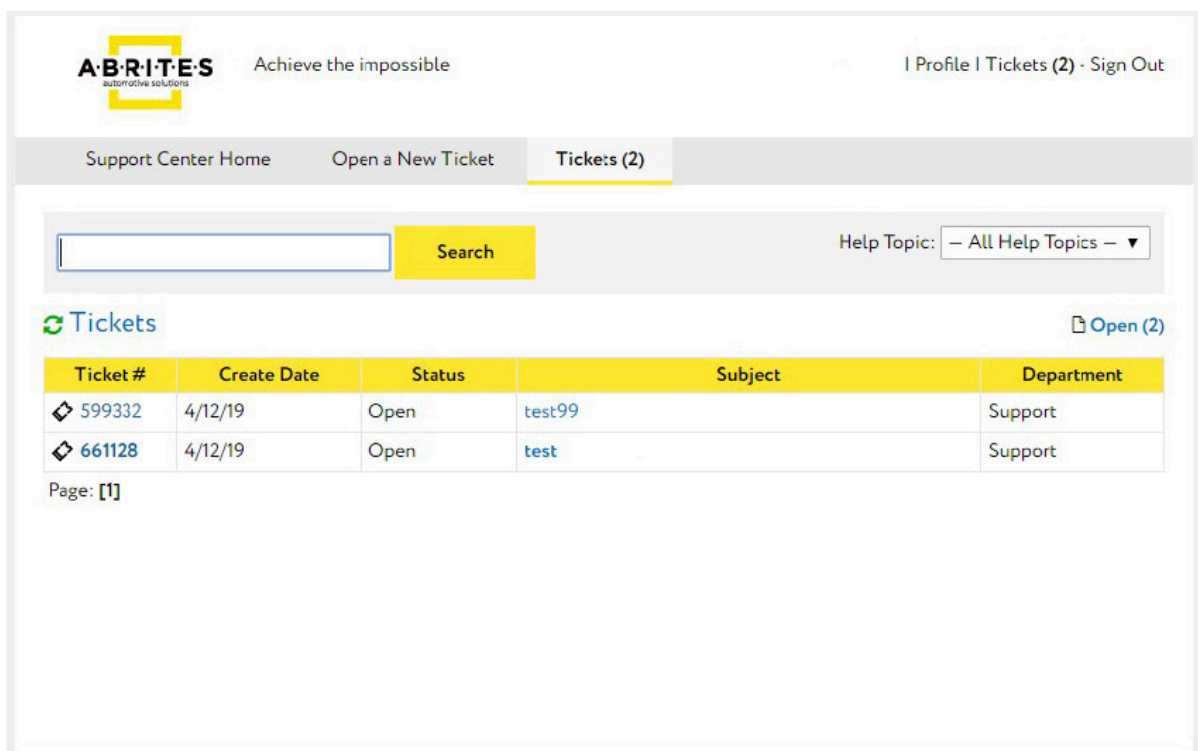
The screenshot shows the 'Open a New Ticket' page in the Abrites system. At the top left is the Abrites logo with the tagline 'Achieve the impossible'. At the top right, there is a user profile link 'I Profile | Tickets (2) - Sign Out'. Below the header is a navigation bar with three tabs: 'Support Center Home', 'Open a New Ticket' (which is highlighted), and 'Tickets (2)'. The main content area is titled 'Open a New Ticket' and includes the instruction 'Please fill in the form below to open a new ticket.' The form contains several fields: an 'Email:' field, a 'Client:' field, a 'Help Topic' dropdown menu currently set to 'General Inquiry', and a 'Ticket Details' section. The 'Ticket Details' section includes an 'Issue Summary' field, an 'AVDI ID' field with a note 'Please enter your AVDI ID here: (Example: 173ABC, 173111, etc.)', and a rich text editor for 'Details on the reason(s) for opening the ticket.' Below the rich text editor is a file upload area with the text 'Drop files here or choose them'. At the bottom of the form are three buttons: 'Create Ticket' (highlighted in yellow), 'Reset', and 'Cancel'.

Don't forget to fill in all the required fields.

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.

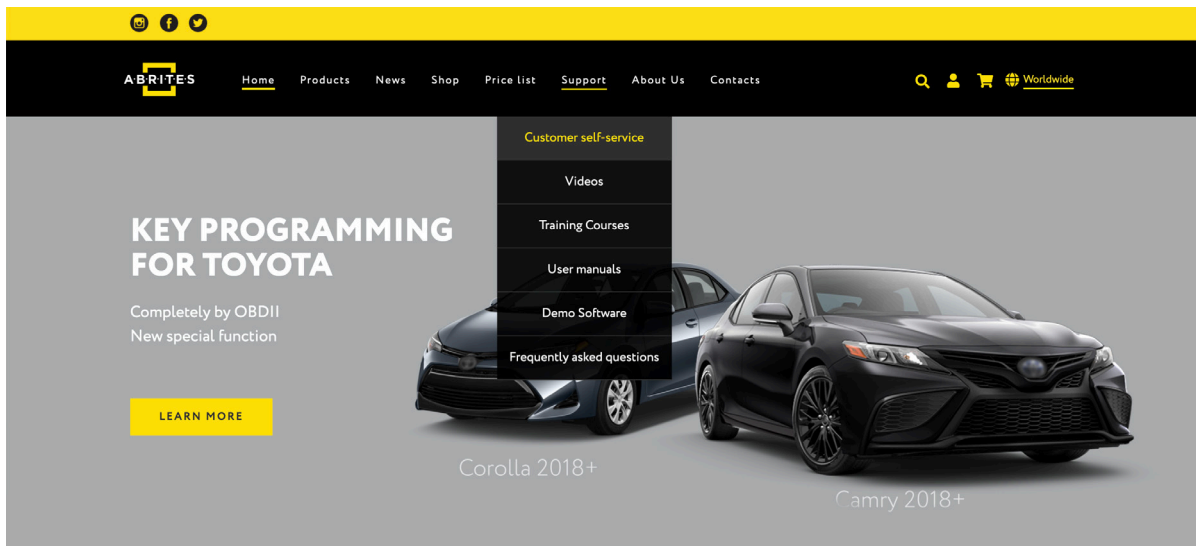
Here they are – all your tickets in one place – find, request information, all you can think of in one place.



The screenshot displays the Abrites Ticketing System interface. At the top left is the logo for ABRITES automotive solutions 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 (set to "All Help Topics") is present. The main content area shows a "Tickets" section with a table of two tickets. The table has columns for Ticket #, Create Date, Status, Subject, and Department. Below the table, it indicates "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.



Now just log in with the password you created earlier:

A screenshot of the ABRITES Sign In page. The page has a black header with the ABRITES logo. Below the header is a white sign-in form with a rounded bottom. The form contains the following elements: a title 'Sign In', an input field for 'Email or Username', an input field for 'Password', a yellow 'Sign In' button, and a link for 'Forgot My Password'.