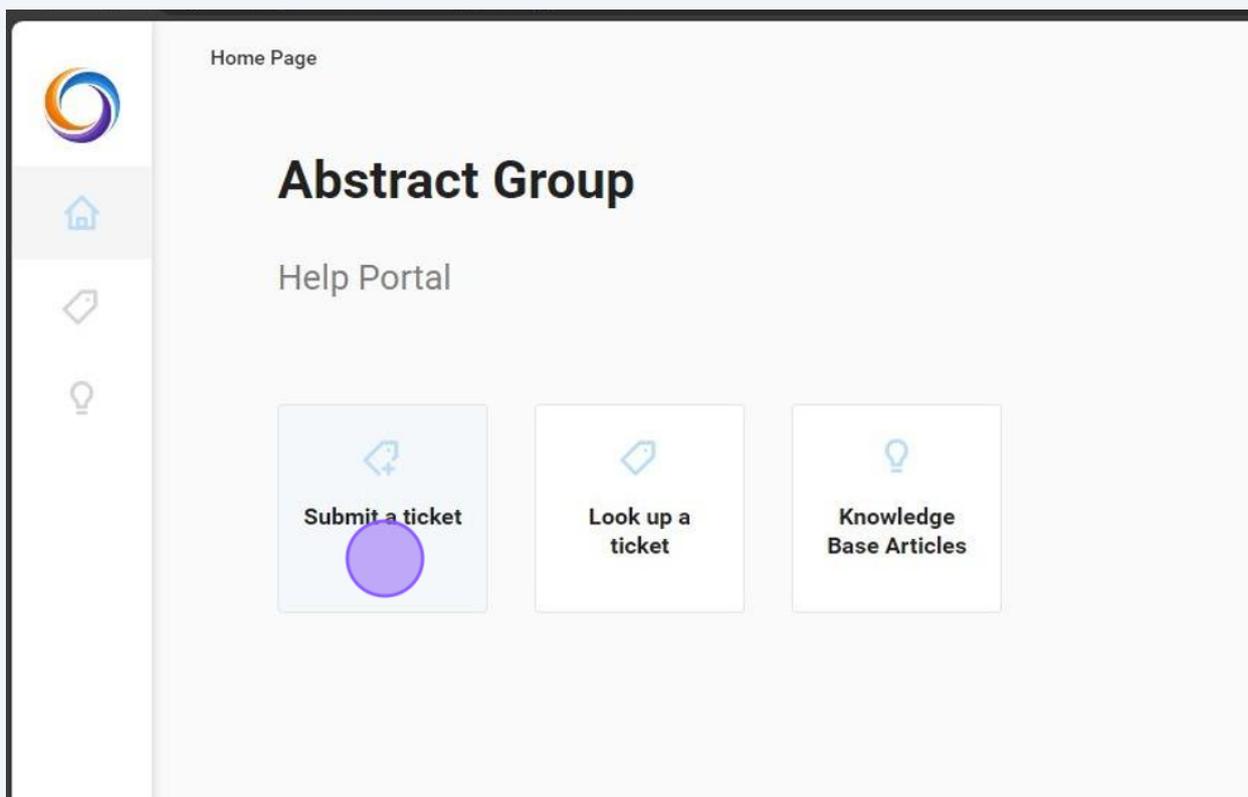


How to open a ticket

This guide provides step-by-step instructions on how to open a ticket for technical support. By following these easy steps, you can efficiently submit your issue and provide all the necessary information for a prompt resolution. Whether you are experiencing a problem or need assistance, this guide will help you navigate the ticket process effectively.

1 Go to <https://abstract-internal.myportallogin.co.uk/>

2 Click 'Submit a ticket'



3 Select the tickets category

Start creating a ticket by selecting a category and service.

Select a Category *

Select a category

AG | Group Ops

IT Support

4 Select the service and click next.

Select a Category *

IT Support

Select a Service *

Select a service

I have a Problem

AG | Amend User Licences

AG | Software installation

AG | Update User Details

AG | Create a Team

5 Describe the issue, with as much detail as possible, then press 'Next'



Explain the problem

Give us as many details as you can

I have issue X. I have tried to do Y but it still doesn't work.

Details to include

6 Provide additional details, screenshots if possible, then click Submit.



Almost done!

When did you notice the problem?

Thu, 08/08/2024



14:21

Is it preventing you from doing work?

Yes No

Is anyone else experiencing the problem?

Yes No

Do you have screenshots?

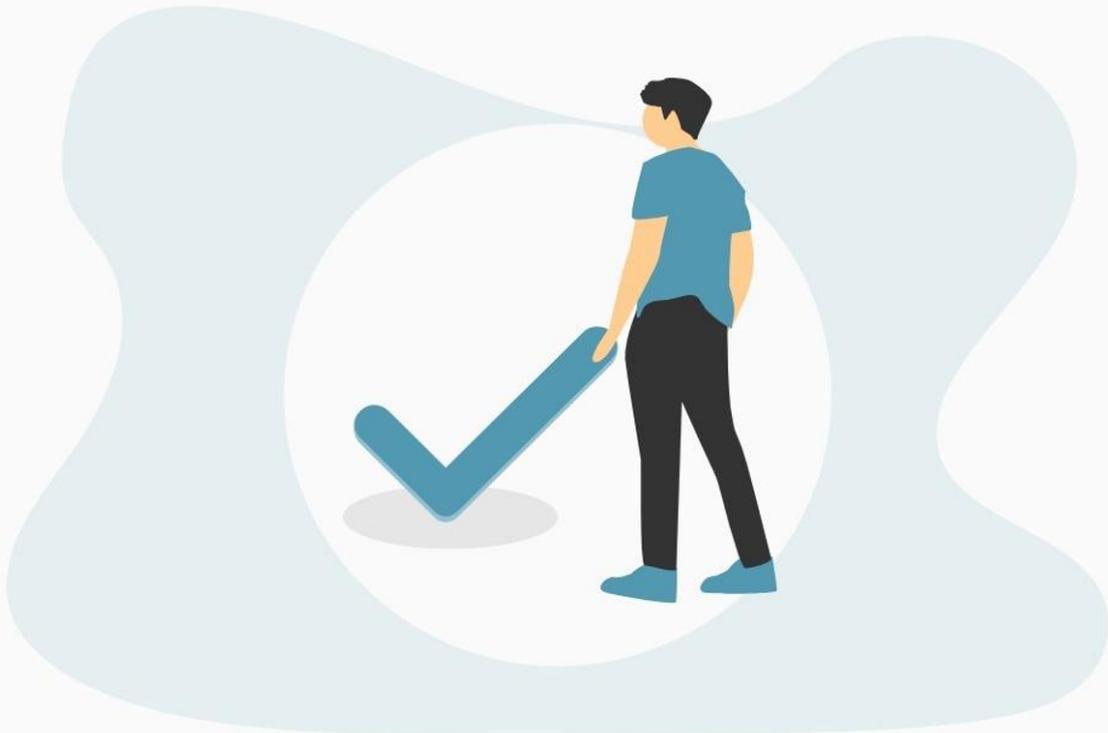
+ Attach

When is the best time to contact you?

7 Your ticket has been raised.



Your ticket #2547 has been successfully created!



[View Ticket](#)



If you click 'View Ticket', here you will be able to see its status and add any additional comments or reply to the assigned engineer.