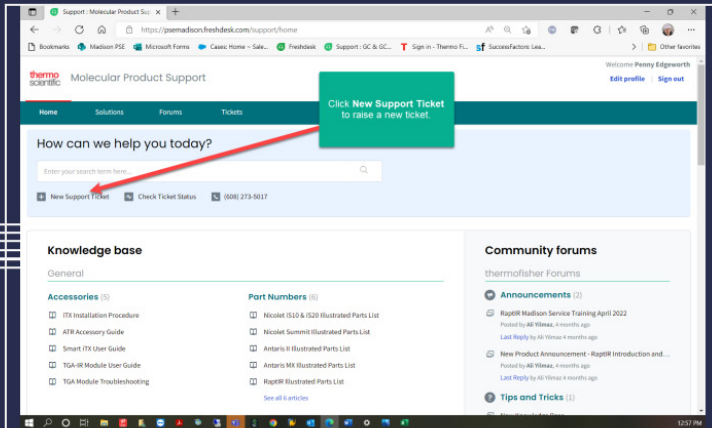
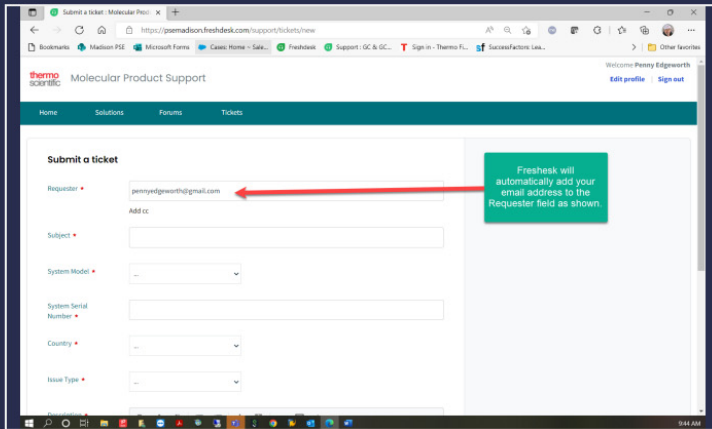


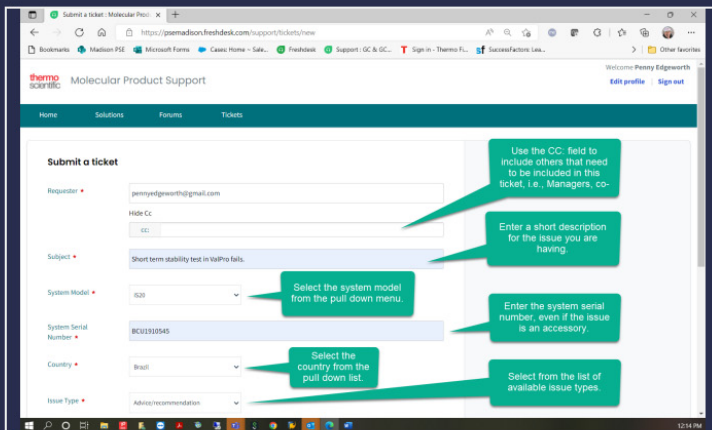
How to Submit a Ticket in Freshdesk Portal



Step 1: To raise a ticket in Freshdesk Portal, click on New Support Ticket.

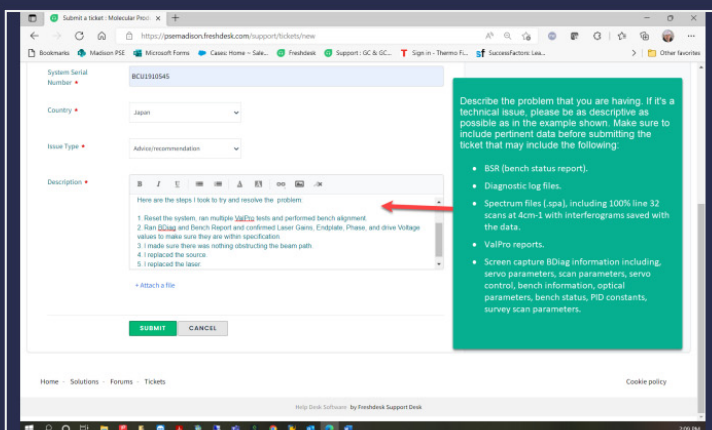


Step 2: Freshdesk will automatically add your Email address as the requester.



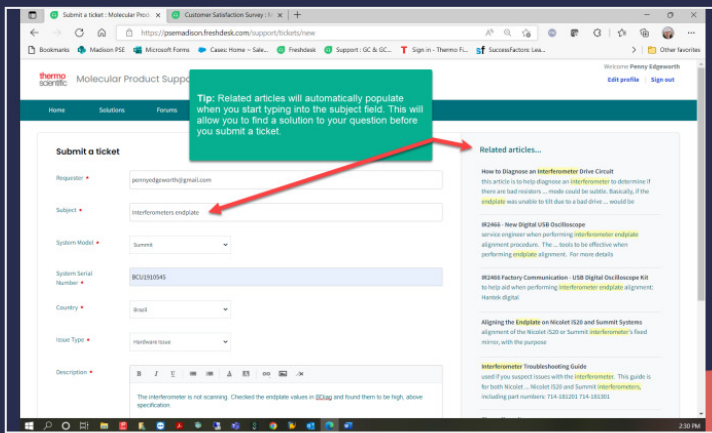
Step 3: Complete the rest of fields in the form before submitting.

Tip: If you want to include others in this ticket, i.e., your Manager, co-worker, etc., you can add their email address into the CC: field.



Step 4: To effectively help answer your questions, please provide a detailed description of the problem and include supporting data, for example:

- BSR (bench status report).
- Diagnostic log files.
- Spectrum files (.spa), including 100% line 32 scans at 4cm-1 with interferograms saved with the data.
- ValPro reports.
- Screen capture BDiag information including, servo parameters, scan parameters, servo control, bench information, optical parameters, bench status, PID constants, survey scan parameters.



Step 5: Freshdesk Portal has a built in knowledge base. When you start typing in the subject field, i.e, interferometer, Freshdesk will automatically start to populate relevant articles.

In some cases you may be able to find the answer to your question before submitting a ticket. This will save you and your customer valuable time.