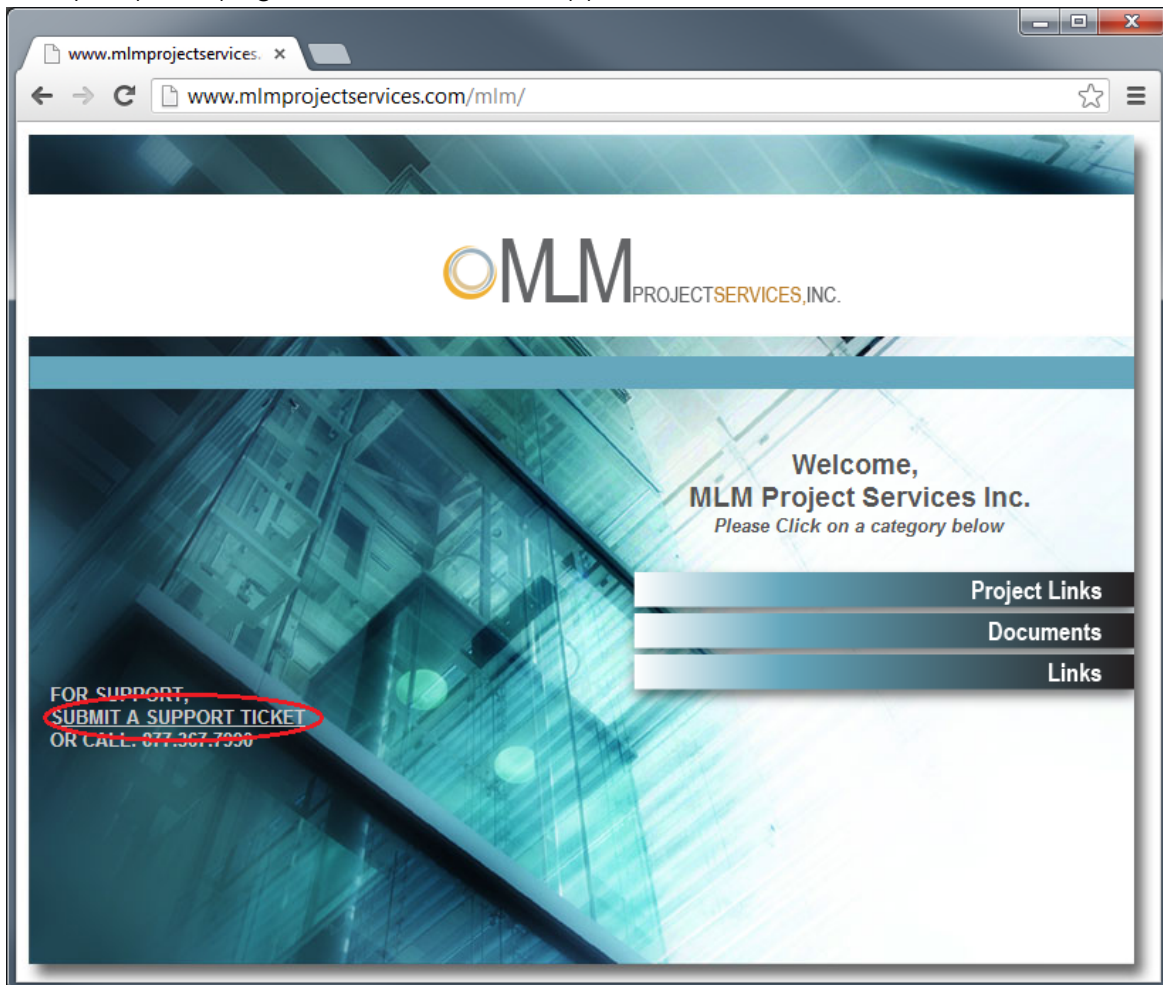


TECH TIP

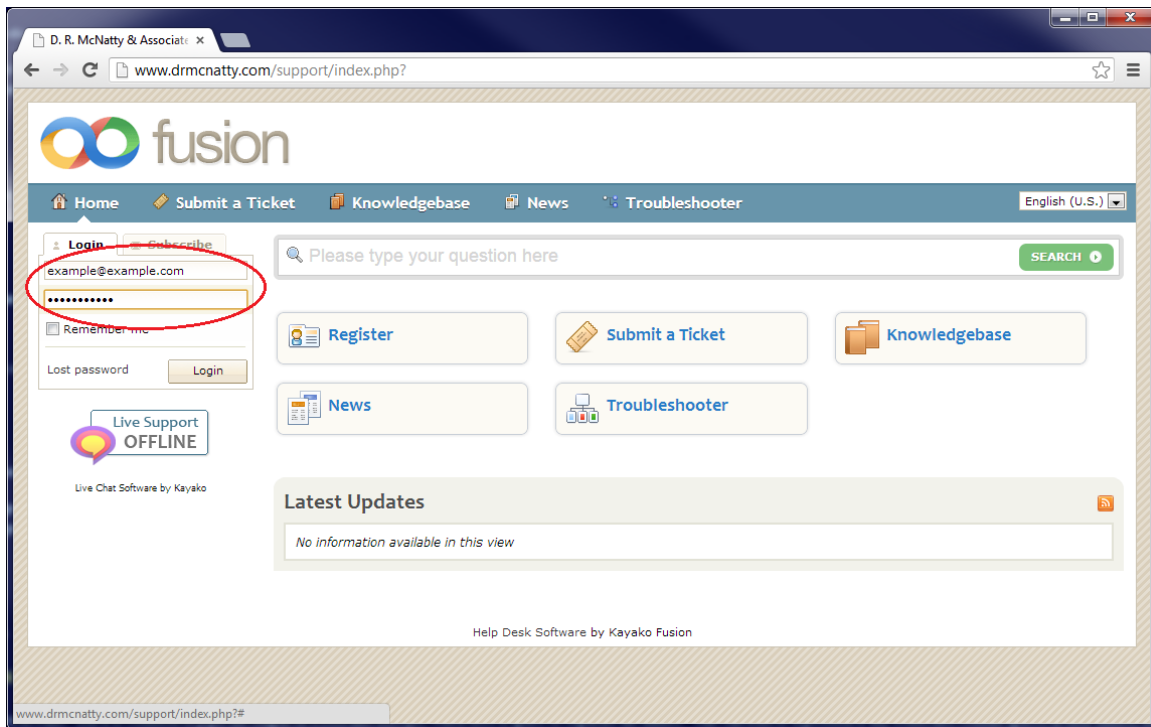
CREATING AND SUBMITTING A SUPPORT TICKET DRMCNATTY HOSTING

- 1) From your portal page click on "Submit a Support Ticket"

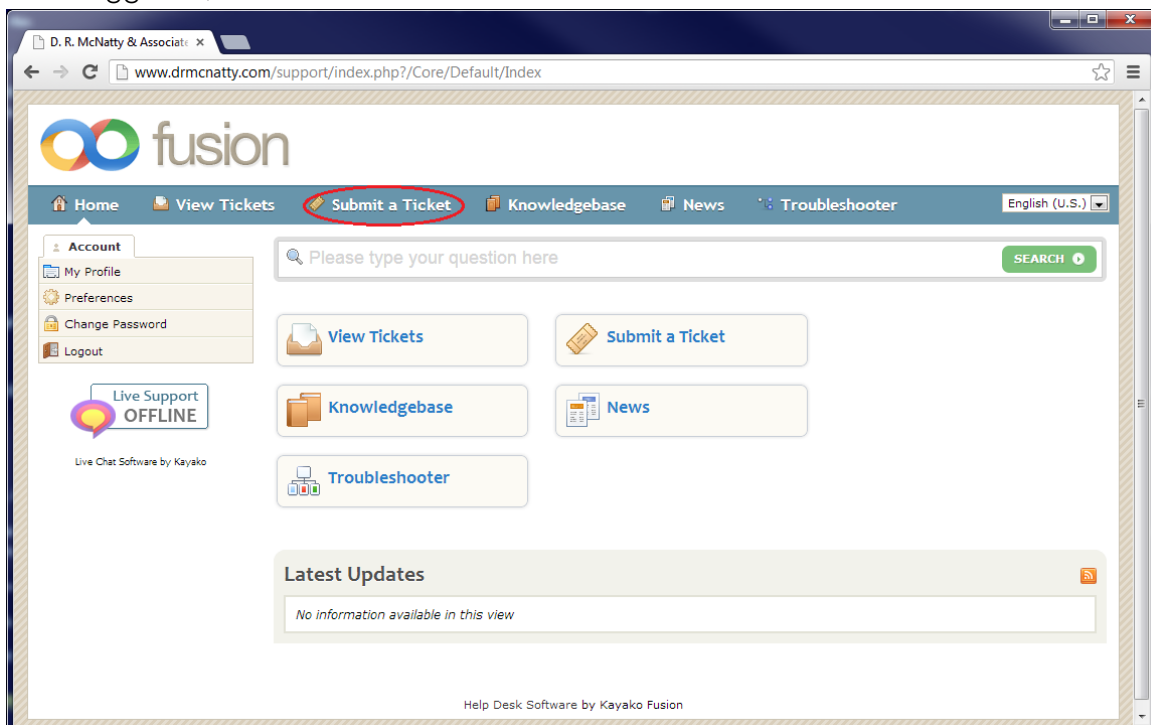


SCHEDULE A LOG REPORT

- 2) Log in by putting your e-mail and password that you created



- 3) Once logged in, click on "Submit a Ticket"



SCHEDULE A LOG REPORT

- 4) Since you are a hosted client click on "Hosted Client" and then hit "next"

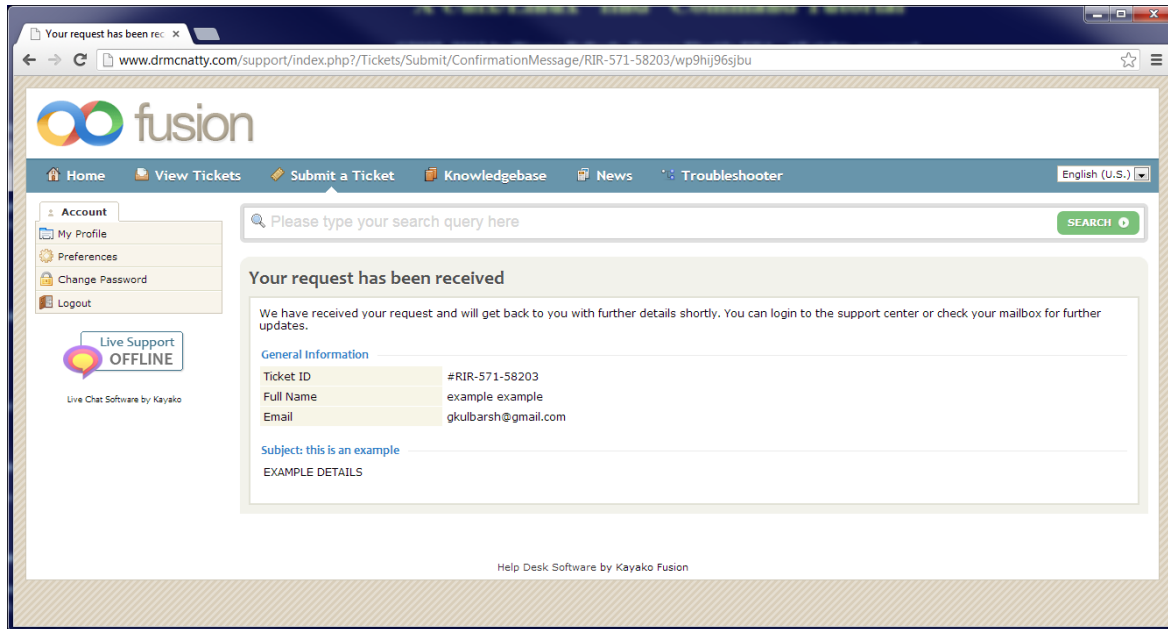
The screenshot shows the Fusion Help Desk interface. The browser address bar displays www.drmcnatty.com/support/index.php?/Tickets/Submit. The page features a navigation bar with links: Home, View Tickets, Submit a Ticket, Knowledgebase, News, and Troubleshooter. A search bar is present with the placeholder text "Please type your search query here". On the left, an "Account" menu includes links for My Profile, Preferences, Change Password, and Logout. A "Live Support OFFLINE" badge is also visible. The main content area is titled "Select a department" and includes a message: "If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below." Under the heading "Departments", there are three radio button options: "Hosted Client" (which is selected and circled in red), "Consulting Client", and "Other". Below these options, the "Next >>" button is circled in red. The footer of the page indicates "Help Desk Software by Kayako Fusion".

- 5) Enter the details of your problem then hit submit

The screenshot shows the Fusion Help Desk interface for the "Your ticket details" page. The browser address bar displays www.drmcnatty.com/support/index.php?/Tickets/Submit/RenderForm. The page layout is consistent with the previous screenshot. The main content area is titled "Your ticket details" and includes a message: "Enter your ticket details below. If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible." The form is divided into two sections: "General Information" and "Message Details". In the "General Information" section, the "Priority" dropdown menu is set to "Normal". In the "Message Details" section, the "Subject" field contains the text "this is an example". Below the subject field is a large text area for the message body, which contains the text "EXAMPLE DETAILS". At the bottom of the form, there is a "Knowledgebase suggestions" section with the message "No relevant knowledgebase articles found." and an "Upload File(s)" section with a link to "Add File". The "Submit" button at the bottom of the form is circled in red.

SCHEDULE A LOG REPORT

6) Your ticket has been created



7) You can check and update your ticket by click on "View Tickets" and then clicking on your ticket

