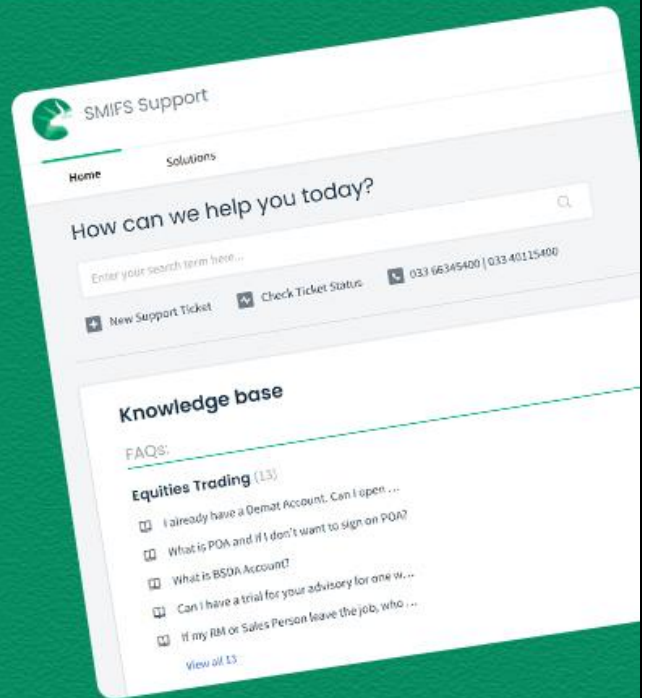
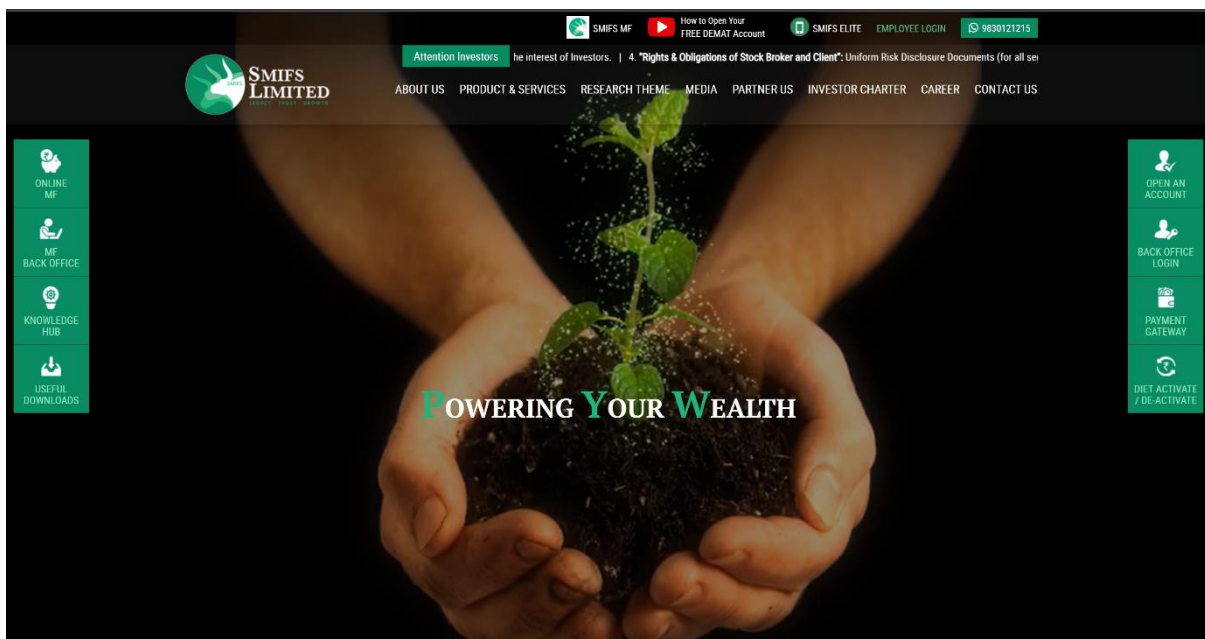


# Raise a SUPPORT TICKET

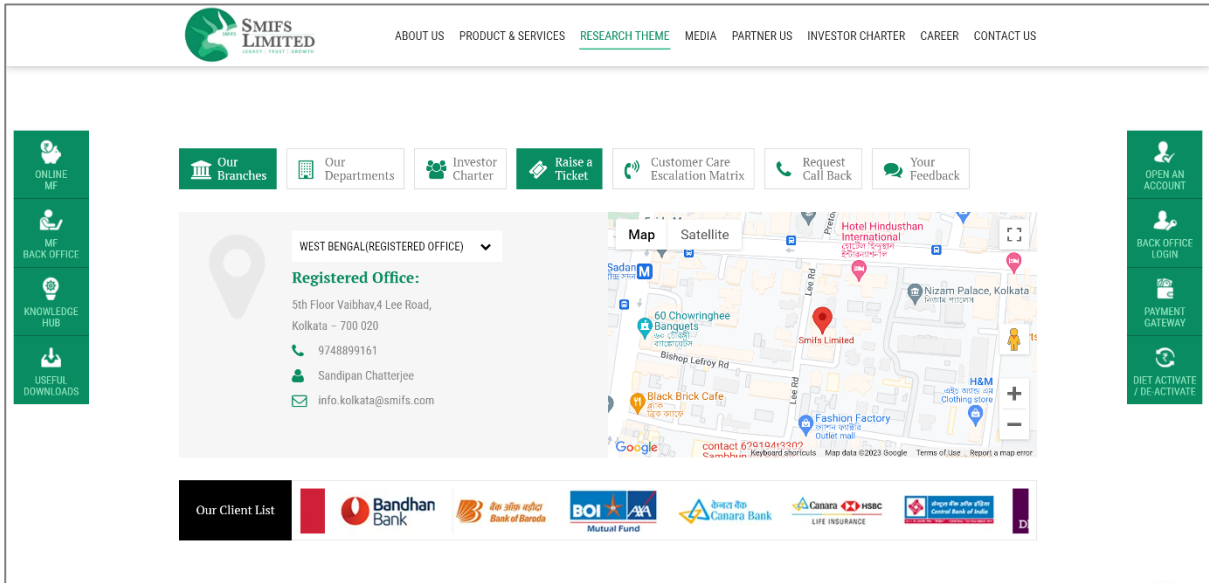
## & Check Ticket Status



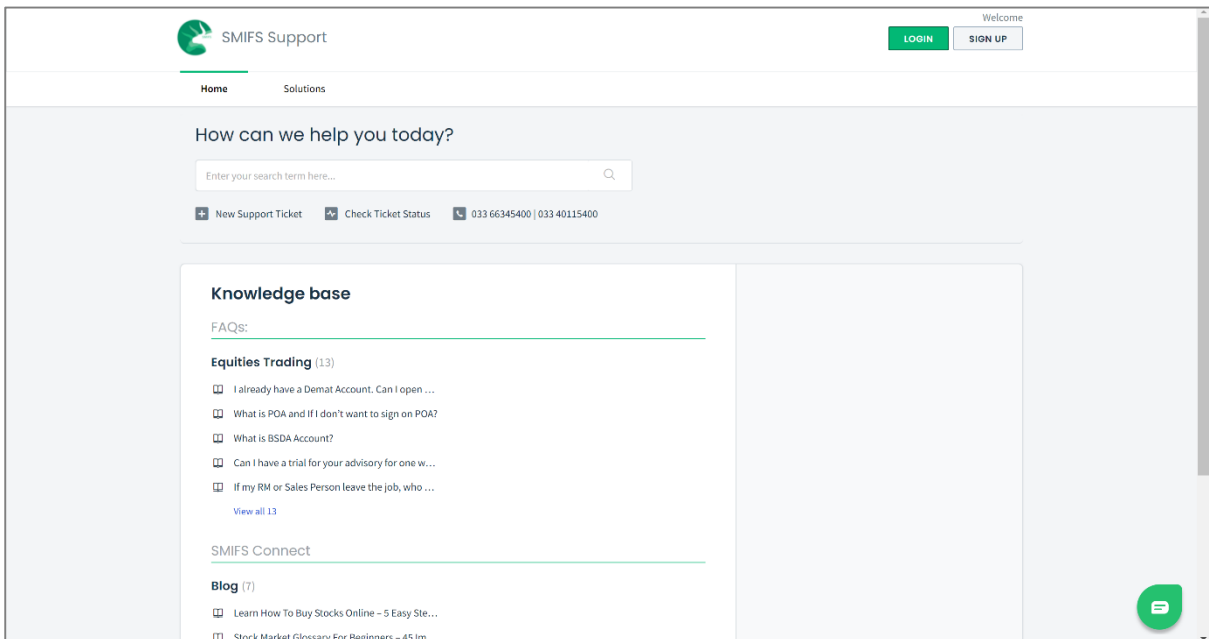
Visit [www.smifs.com](http://www.smifs.com)



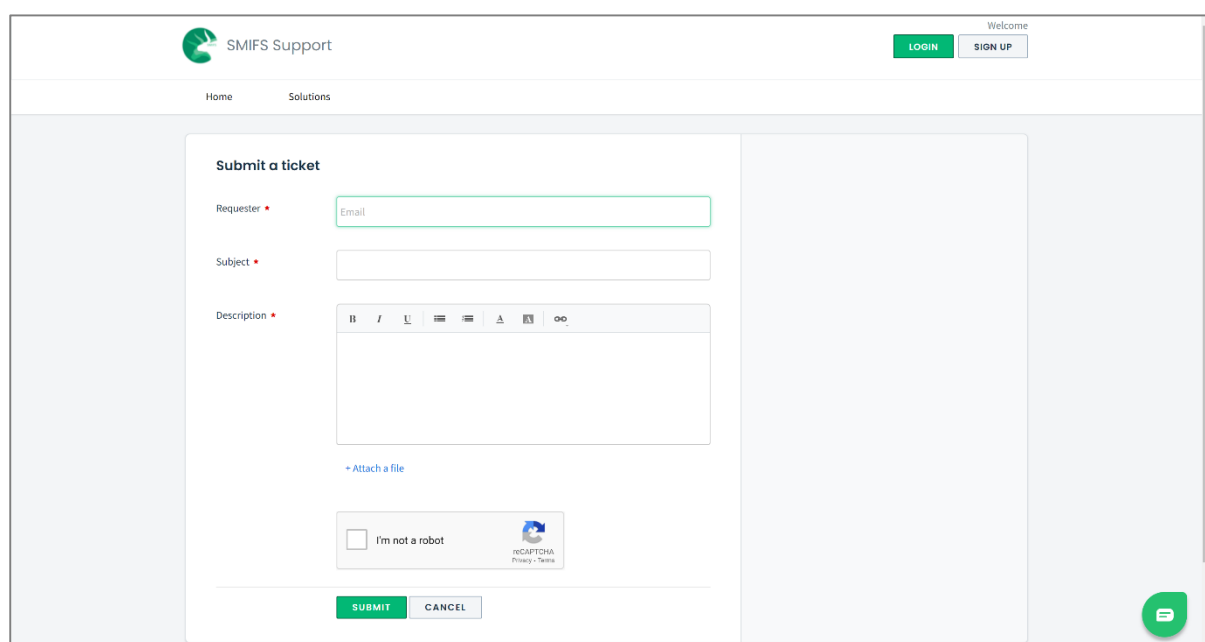
# Go to Contact Us Page & Click On Raise a Ticket



# Click on **New Support Ticket** (to raise a new ticket)



## Fill out the \* marked fields & Click on **Submit**



The screenshot shows the 'Submit a ticket' form on the SMIFS Support website. The form has three main sections: 'Requester' with an 'Email' input field, 'Subject' with a text input field, and 'Description' with a rich text editor. Each of these three sections is marked with a red asterisk (\*). Below the description field is a '+ Attach a file' link. At the bottom of the form is a CAPTCHA 'I'm not a robot' checkbox and a 'SUBMIT' button. The website header includes the SMIFS Support logo, 'Home' and 'Solutions' navigation links, and 'LOGIN' and 'SIGN UP' buttons. A 'Welcome' message is visible in the top right corner.

### **Important Points to note:**

#### **For New Users:**

- Once a new ticket is submitted by user, he/she will receive 2 emails:
  1. One email for User Activation: User has to activate his/her CRM account by clicking the activation link and set a new password.
  2. Second email confirming receipt of the ticket: The subject line of the email contains the ticket no., and the link to view the ticket status.

#### **For Existing Users:**

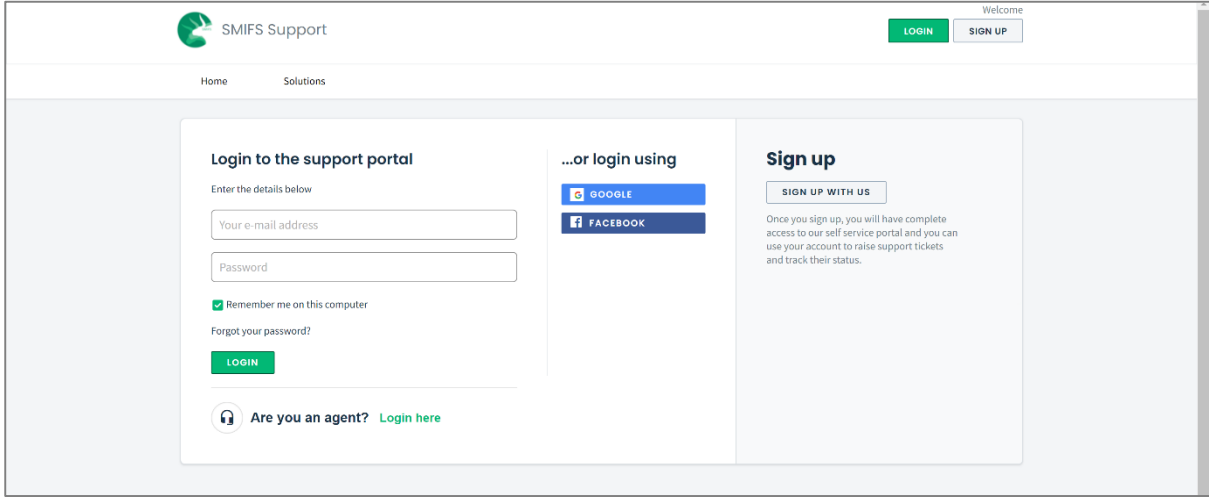
- Once a new ticket is submitted by user, he/she will receive a single email confirming receipt of the ticket. The subject line of the email contains the ticket no. and the link to view the ticket status.

Click on **Check Ticket Status** (to view ticket status)

OR

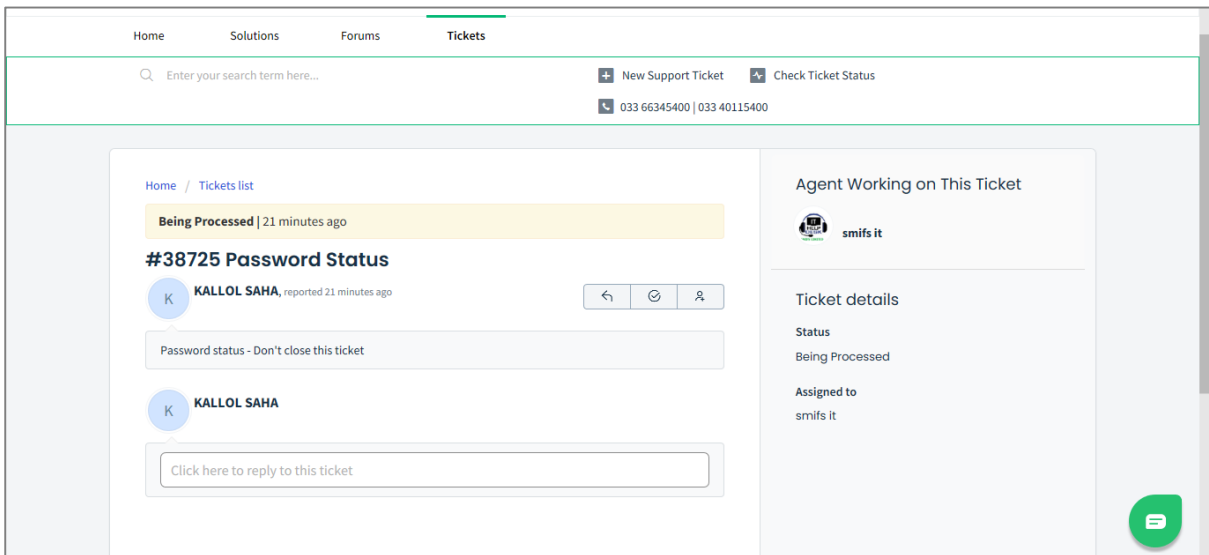
Click the link that was provided on the email while submitting the ticket

# Login using your email ID and Password



The screenshot shows the SMIFS Support login page. At the top left is the SMIFS Support logo. At the top right, there is a 'Welcome' message and two buttons: 'LOGIN' and 'SIGN UP'. Below the logo, there are navigation links for 'Home' and 'Solutions'. The main content area is divided into three sections: 'Login to the support portal', '...or login using', and 'Sign up'. The 'Login to the support portal' section contains a form with fields for 'Your e-mail address' and 'Password', a 'Remember me on this computer' checkbox, a 'Forgot your password?' link, and a 'LOGIN' button. The '...or login using' section has buttons for 'GOOGLE' and 'FACEBOOK'. The 'Sign up' section has a 'SIGN UP WITH US' button and a paragraph explaining the benefits of signing up.

# Next page will show ticket status



The screenshot shows the SMIFS Support ticket status page. At the top, there are navigation links for 'Home', 'Solutions', 'Forums', and 'Tickets'. Below the navigation, there is a search bar and two buttons: 'New Support Ticket' and 'Check Ticket Status'. Below the search bar, there are phone numbers: '033 66345400 | 033 40115400'. The main content area is divided into two sections: 'Agent Working on This Ticket' and 'Ticket details'. The 'Agent Working on This Ticket' section shows the agent's name 'smifs it' and a profile picture. The 'Ticket details' section shows the ticket status 'Being Processed' and the assigned agent 'smifs it'. The ticket title is '#38725 Password Status' and it was reported 21 minutes ago by 'KALLOL SAHA'. The ticket description is 'Password status - Don't close this ticket'. There is a 'Click here to reply to this ticket' button at the bottom.