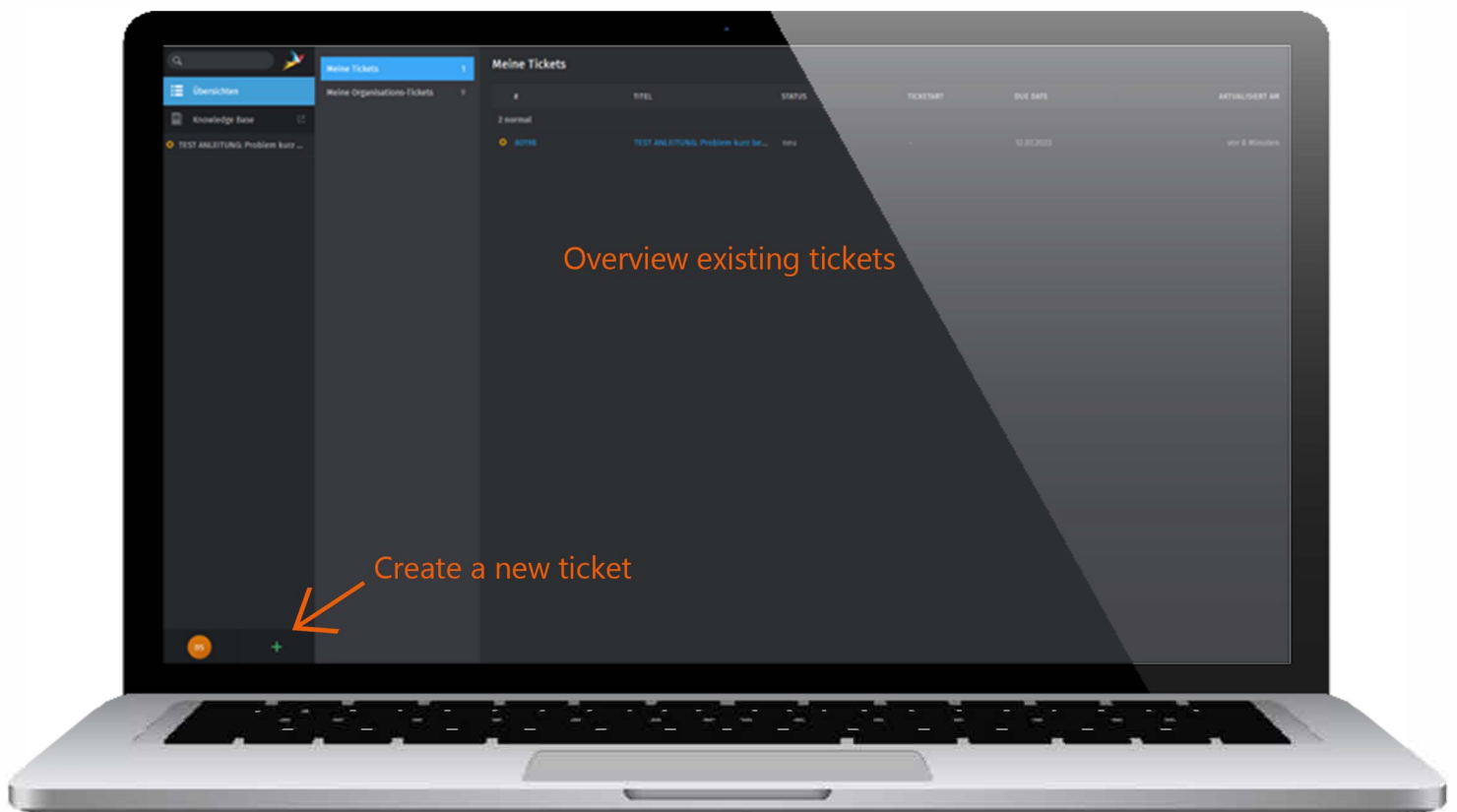# Instructions for the new ticket system Zammad

Registration

You can log in to the Zammad web app via support.flexus.net. On the left side of the start screen, you will find the tabs Overviews and Knowledge Base.

All the existing tickets can be seen in the overview. The important information is shown in the status display.

Overview existing tickets

Create a new ticket

Inside our Knowledge Base you can find a glossary and useful information on individual Flexus products.

It will be continuously expanded with additional topics.

Creating tickets

To ensure that your tickets can be processed as quickly as possible, we would appreciate it if all the important information is provided in the ticket.

Please define the issued problem in a few words as the ticket title. You can attach an internal reference number from your side as well.

Please provide the following information in the text field:

▷ Exact description of the occurring problem: What should happen, what happens instead?

▷ Which transactions are affected?

▷ In which system do you log in?
In Fiori, the frontend- and backend-system is important.
Within a Flexus Fiori app, the question mark in the upper right corner can be used to read out the necessary app information. You can also send us this pop-up as a screenshot.

▷ If it is an error message, please include the error ID from the pop-up info field.

▷ As additional information, you can also provide us with the affected plant and configuration group.
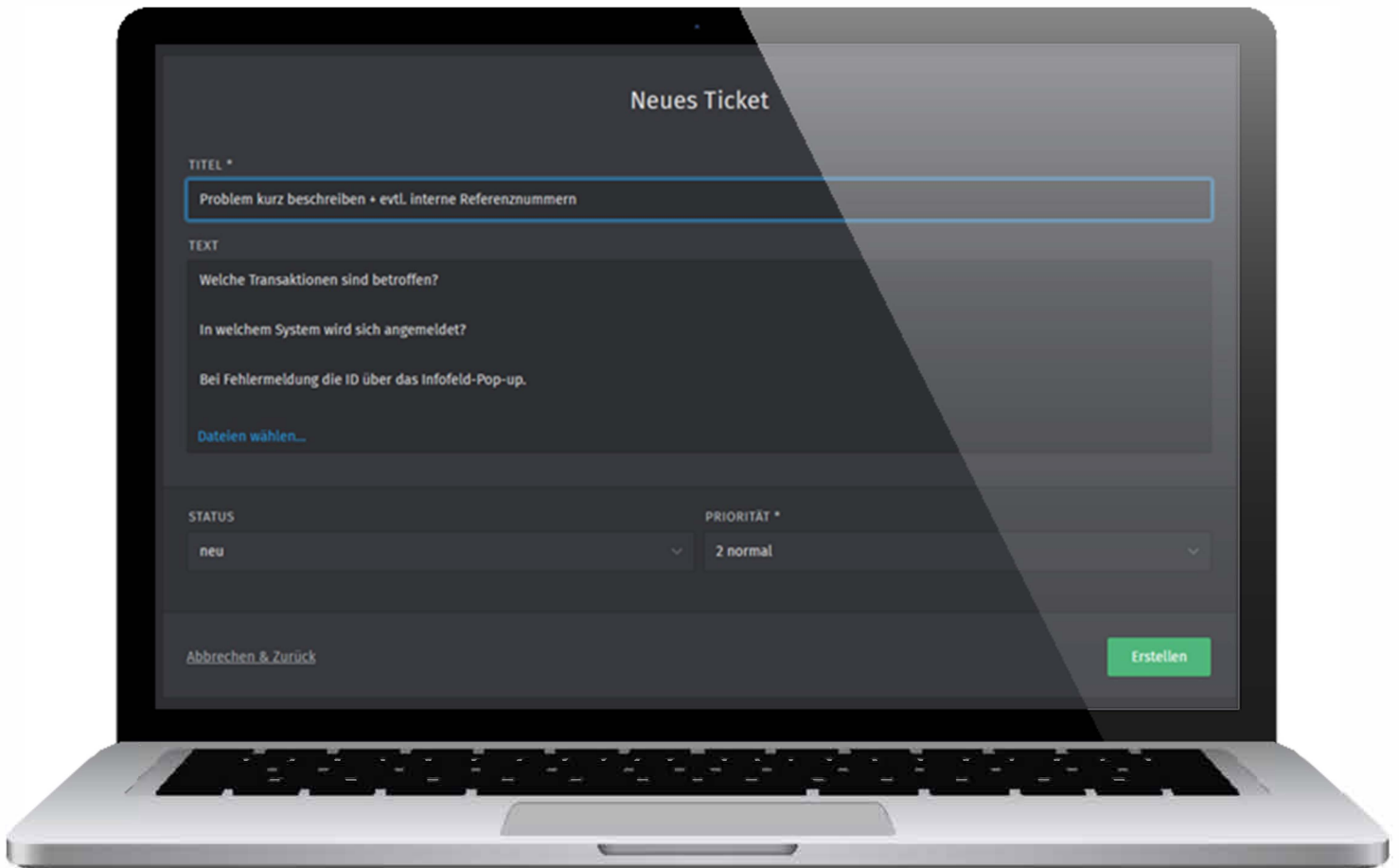
▷ Screenshots and other files can be inserted into the text field via drag&drop.

▷ For special requests, our support staff will ask for the required information.

Communication via the ticket

Our staff will get back to you as soon as possible inside the ticket system. You will be informed about a ticket update via Zammad and email.

Written communication will take place within the ticket. However, you can also reply to the email created by Zammad.