



**Rubber**Duckiee

GUIDE

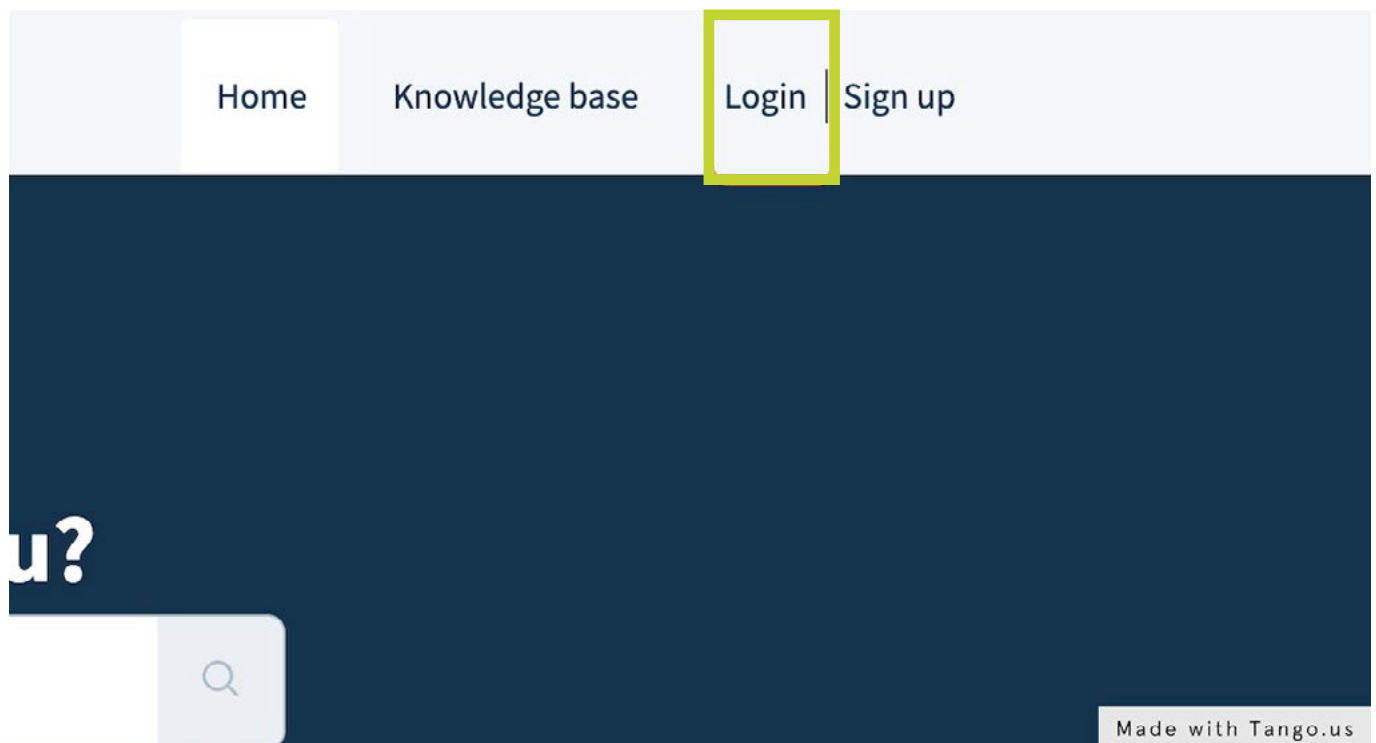
How to submit a ticket

## STEP 1

Visit our Support Dashboard: [rubberduckiee.com/tickets](https://rubberduckiee.com/tickets). This is not only where you can submit your own request and view your tickets but where you can view all tickets submitted by Cratus.

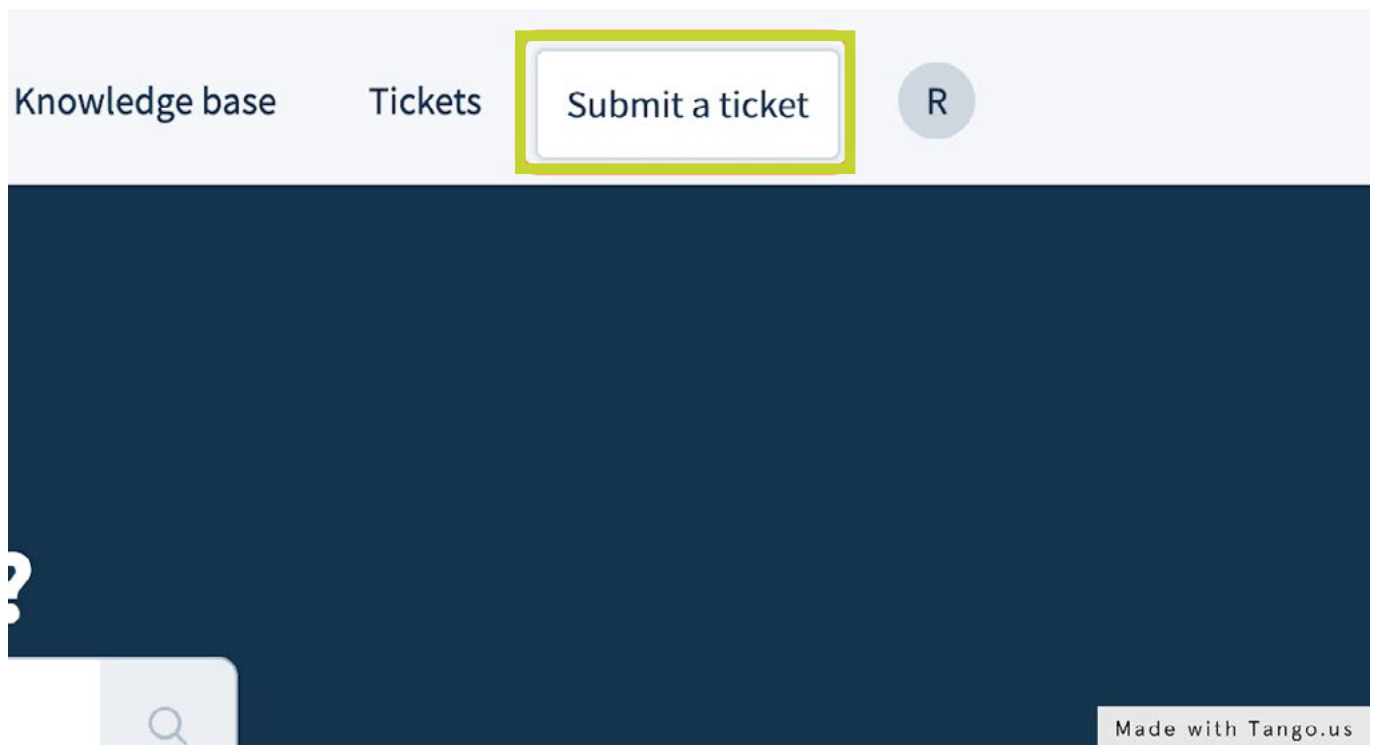
## STEP 2

Click on Login. If you have just registered you can skip this step as you will be logged in already.



### STEP 3

Click on Submit a ticket



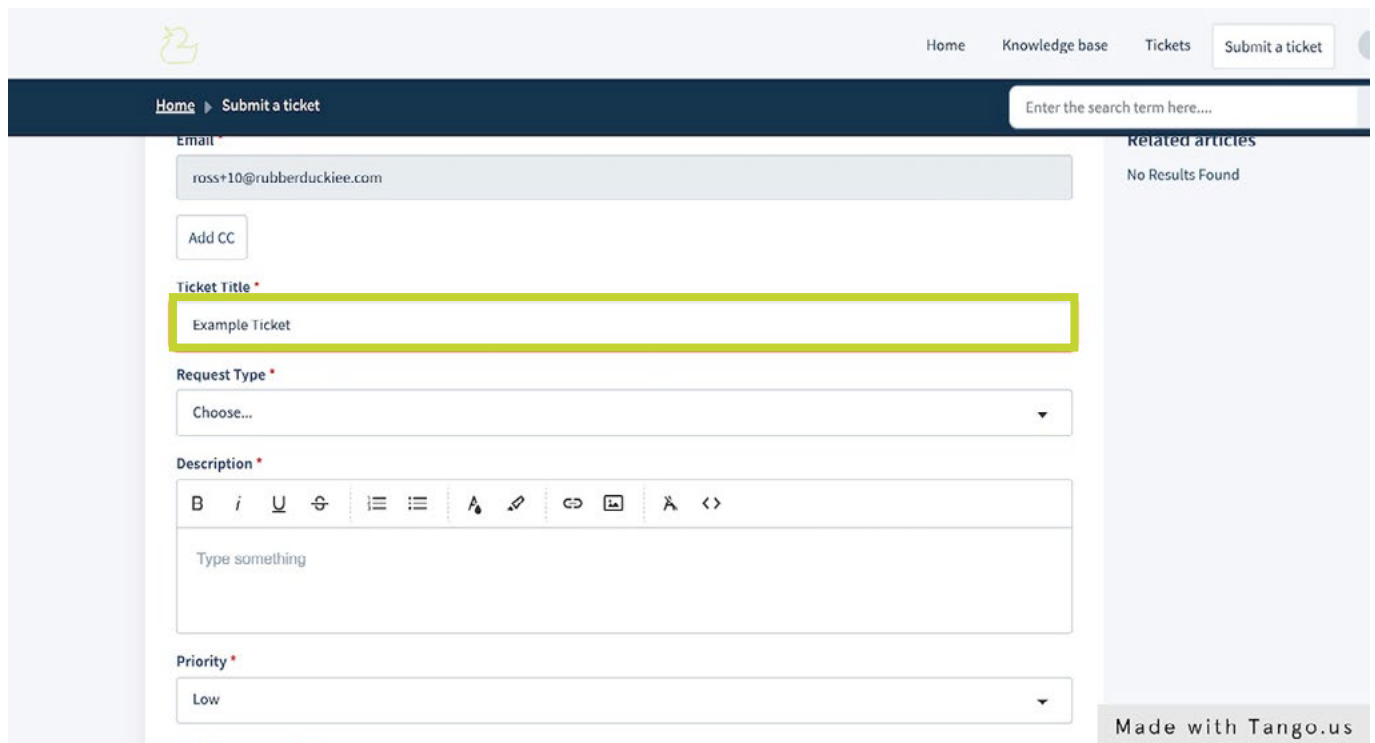
### STEP 4

CC Feature. Click this button below your email address to CC other people, such as Cratus team members - please do not CC anyone from Rubber Duckiee - we can see all tickets submitted.

A screenshot of the 'Submit a ticket' form. At the top, a dark blue header bar contains the text 'Home' followed by a right-pointing triangle and 'Submit a ticket'. Below this, the form is divided into two main sections. The top section is for the user's email, with a label 'Email \*' in bold. Below the label is a light gray input field containing the email address 'ross+10@rubberduckiee.com'. Below the input field is a button labeled 'Hide CC', which is highlighted with a yellow rectangular border. The bottom section is for the ticket title, with a label 'Ticket Title \*' in bold. Below the label is a light gray input field containing the placeholder text 'For example: abc@gmail.com'. In the bottom right corner of the form area is the text 'Made with Tango.us'.

## STEP 5

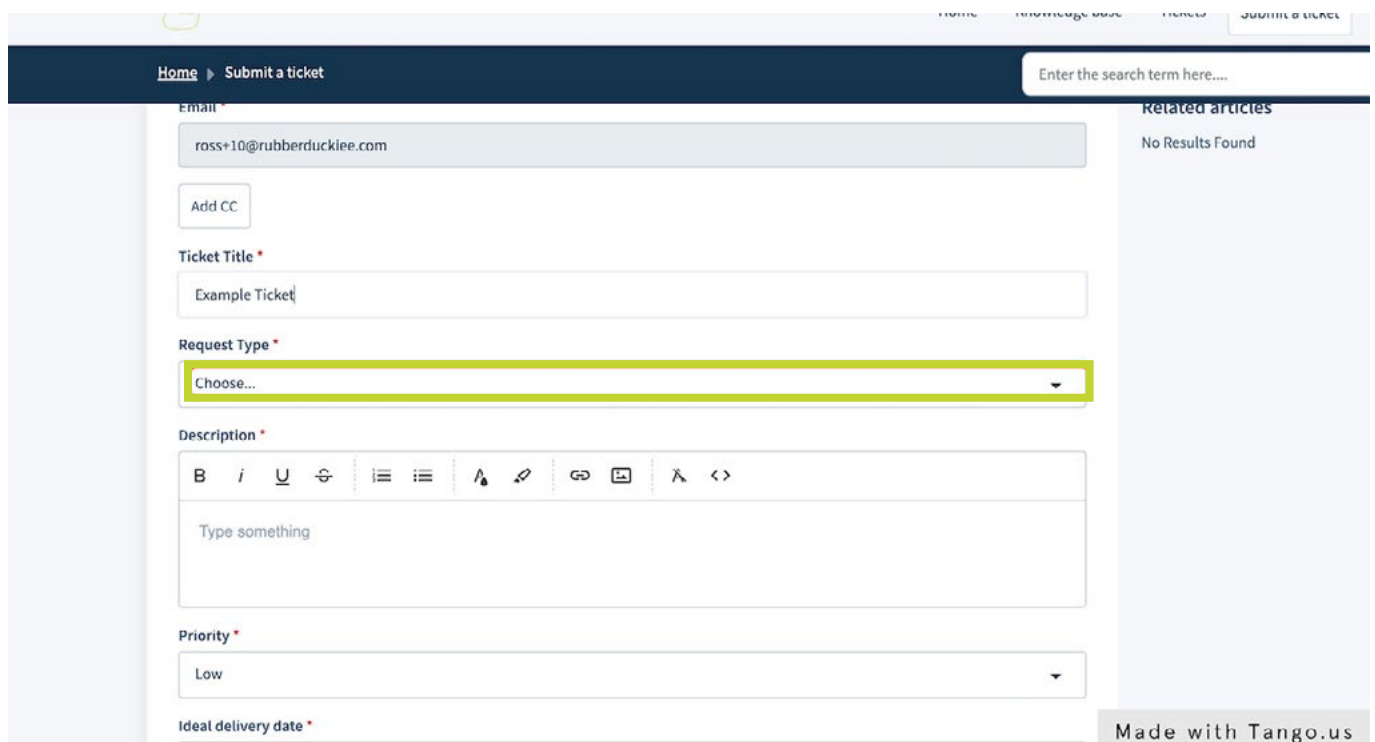
Give your ticket a clear title. We suggest adding the project name and the product type (EG: Website, Content Updates, Exhibition Boards)



The screenshot shows the 'Submit a ticket' form. At the top, there's a navigation bar with 'Home', 'Knowledge base', 'Tickets', and a 'Submit a ticket' button. Below this, a dark blue header contains 'Home > Submit a ticket' and a search bar. The form fields are: 'Email' (ross+10@rubberduckiee.com), 'Add CC' button, 'Ticket Title' (highlighted with a yellow border, containing 'Example Ticket'), 'Request Type' (dropdown menu with 'Choose...' selected), 'Description' (rich text editor with placeholder 'Type something'), 'Priority' (dropdown menu with 'Low' selected), and 'Ideal delivery date' (empty). A 'Related articles' sidebar on the right shows 'No Results Found'. A 'Made with Tango.us' watermark is at the bottom right.

## STEP 6

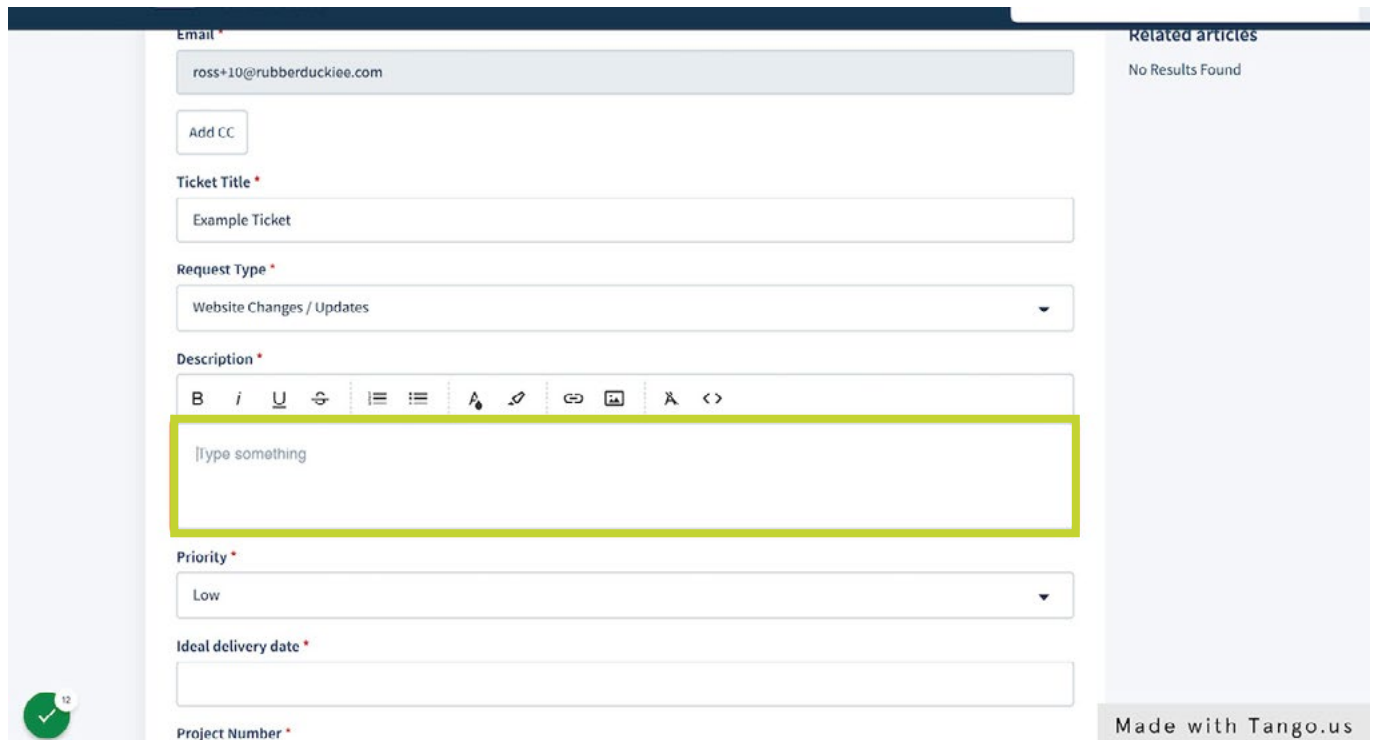
Click on and select a request type, this helps us process your ticket faster.



This screenshot is identical to the one for Step 5, but the 'Request Type' dropdown menu is now highlighted with a yellow border. The text 'Example Ticket' is still in the 'Ticket Title' field. All other elements, including the navigation bar, search bar, form fields, sidebar, and watermark, remain the same.

## STEP 7

Click on **Description**. Please explain in as much detail as possible your requirements. Should you have any knowledge of your client's design preferences or if there are any constraints on the project / if it's particularly controversial do please set that out here.



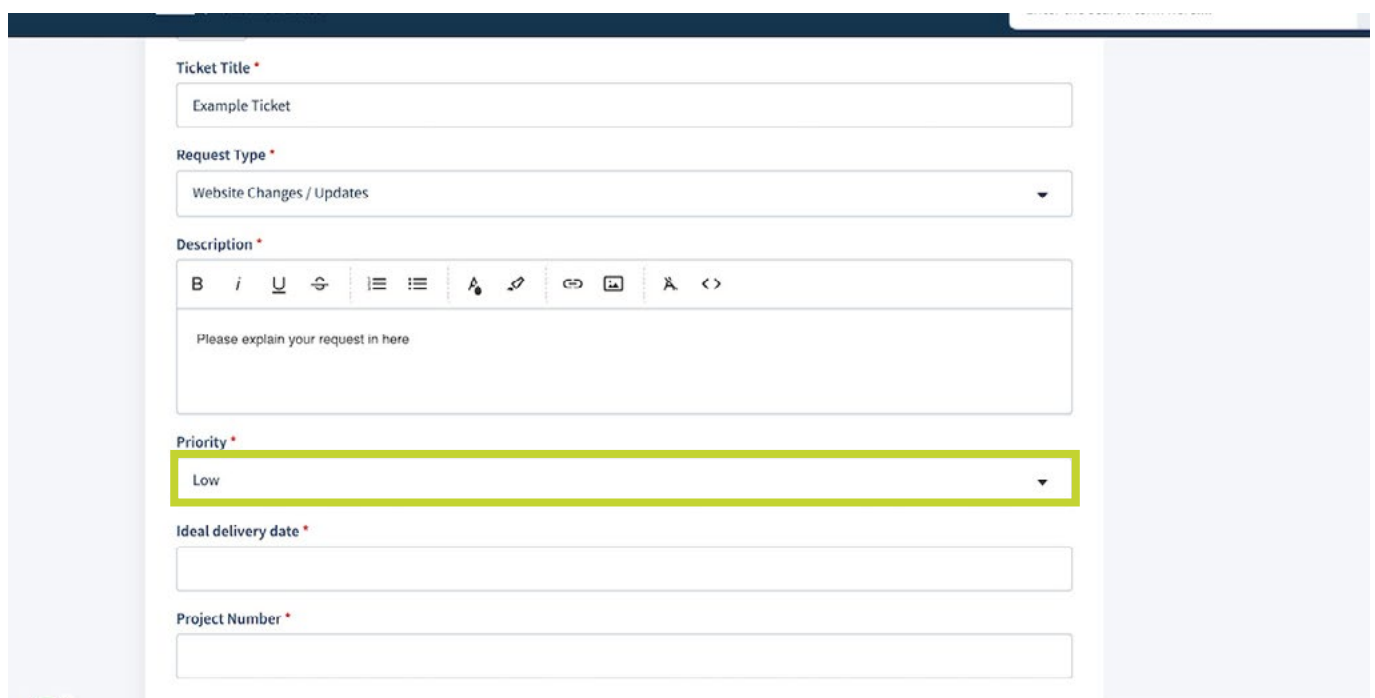
This screenshot shows a ticket creation form. The fields are as follows:

- Email \***: Input field containing "ross+10@rubberduckiee.com".
- Add CC**: Button.
- Ticket Title \***: Input field containing "Example Ticket".
- Request Type \***: Dropdown menu showing "Website Changes / Updates".
- Description \***: Text area with a rich text editor toolbar (bold, italic, underline, link, unlink, list, unordered list, indent, outdent, undo, redo, image, video, code, help) and placeholder text "[Type something]". This field is highlighted with a yellow border.
- Priority \***: Dropdown menu showing "Low".
- Ideal delivery date \***: Empty input field.
- Project Number \***: Empty input field.

On the right side, there is a "Related articles" section with the text "No Results Found". At the bottom right, it says "Made with Tango.us". A green checkmark icon is visible in the bottom left corner.

## STEP 8

Click on and assign a priority to your ticket. Please use low and normal for work you are booking in. Please then use high if it requires a 24 hour turnaround time and Urgent if same day.



This screenshot shows the same ticket creation form, but with the **Priority \*** dropdown menu highlighted with a yellow border. The dropdown is currently set to "Low". The other fields remain the same as in Step 7.

## STEP 9

Click on and select an ideal delivery date.

Ticket Title \*

Example Ticket

Request Type \*

Website Changes / Updates

Description \*

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Please explain your request in here

Priority \*

Medium

Ideal delivery date \*

Project Number \*

📎 Attachment

## STEP 10

Click on and enter a Project Number.

Example form

Request Type \*

Website Changes / Updates

Description \*

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Please explain your request in here

Priority \*

Medium

Ideal delivery date \*

12 Aug, 2022

Project Number \*

📎 Attachment

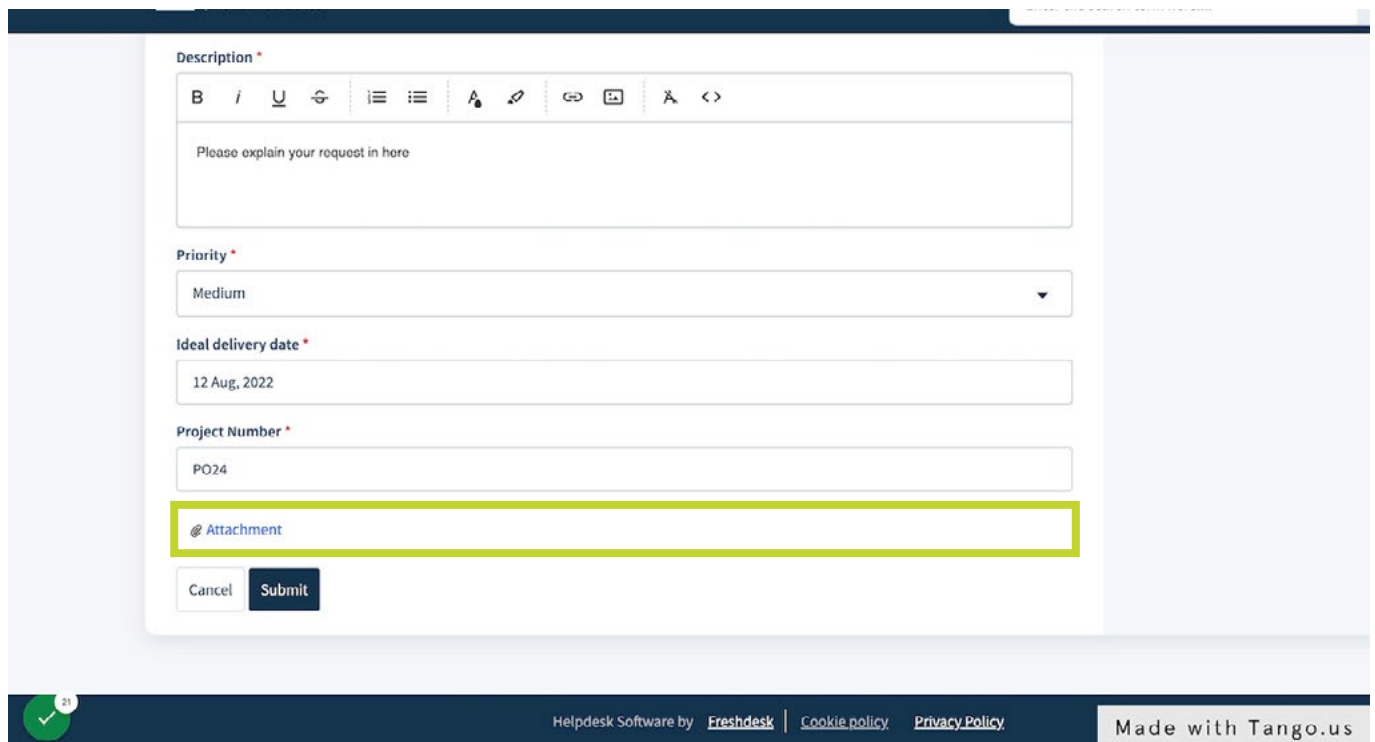
Cancel

Submit

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## STEP 11

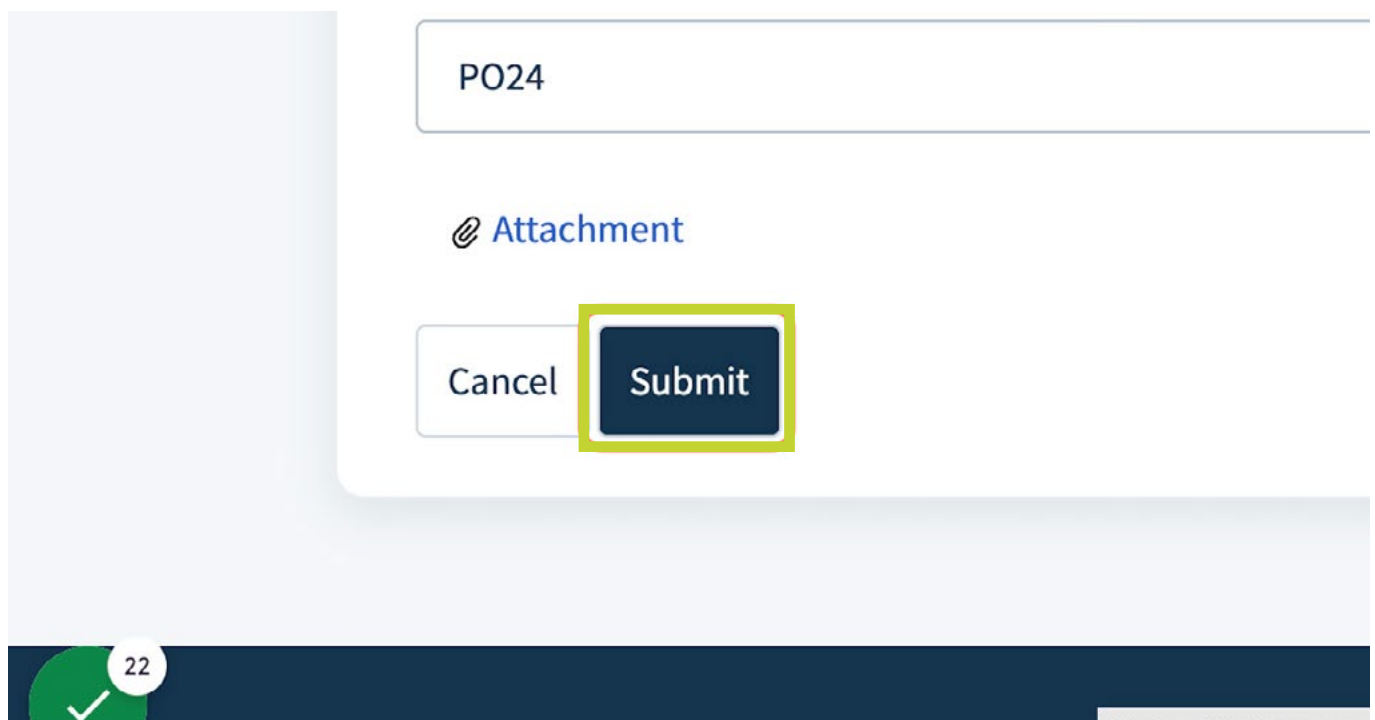
Click on attachment to upload any documents or images. Images should be uploaded in file format and not within a word document / please feel free to use [www.wetransfer.com](http://www.wetransfer.com) to send large images and share the link with us. Logos should be sent as vector files (.eps or .ai not .jpeg or .png) and images should be high res for print.



The screenshot shows a Freshdesk ticket form. The 'Description' field is at the top with a rich text editor toolbar. Below it is the 'Priority' dropdown menu set to 'Medium'. The 'Ideal delivery date' field shows '12 Aug, 2022'. The 'Project Number' field contains 'PO24'. The 'Attachment' field is highlighted with a green border and contains a paperclip icon and the text '@ Attachment'. At the bottom of the form are 'Cancel' and 'Submit' buttons. The footer of the page includes a green checkmark icon with the number 21, the text 'Helpdesk Software by Freshdesk | Cookie policy | Privacy Policy', and 'Made with Tango.us'.

## STEP 12

Click on Submit.



This screenshot is a closer view of the bottom portion of the ticket form. The 'Project Number' field contains 'PO24'. Below it is the 'Attachment' field with a paperclip icon and the text '@ Attachment'. The 'Cancel' and 'Submit' buttons are at the bottom, with the 'Submit' button highlighted by a green border. The footer of the page features a green checkmark icon with the number 22 and the text 'Made with Tango.us'.

## STEP 13

Your ticket has been created. Once your ticket has been created you will be forwarded to the ticket page. On this page, you can view the ticket status, post replies, add people or close the ticket.

When your ticket has been responded to you will receive an email / you can reply to that email or login into the ticket system directly to respond.

The screenshot displays a web application interface for managing tickets. At the top, a dark blue header contains a breadcrumb trail 'Home > Tickets > #8' and a search bar with the placeholder text 'Search your tickets here...'. Below the header, a light green notification bar states 'Your ticket has been created.' with a close button. The main content area is divided into two sections. On the left, a ticket entry shows 'Ross Hayes reported less than a minute ago' with a status tag 'Received and being processed'. Below this is a text input field with the placeholder 'Please explain your request in here' and a 'Click here to add comment' link. On the right, a 'Ticket details' sidebar contains several fields: 'Request Type' (dropdown menu showing 'Website Changes / Updates'), 'Status' (text 'Received and being processed'), 'Priority' (dropdown menu showing 'Medium'), 'Ideal delivery date' (text input showing '12 Aug, 2022'), and 'Project Number' (text input showing 'PO24'). At the bottom of the sidebar, there is a note: 'Please note that all images need to be supplied separately - not within a Word Document and logos need to be supplied as vector files (.api or .eps) not as PNGs or JPGs.' and a 'No' button. A watermark 'Made with Tangop.us' is visible in the bottom right corner.