

# T7X SUPPORT USER MANUAL

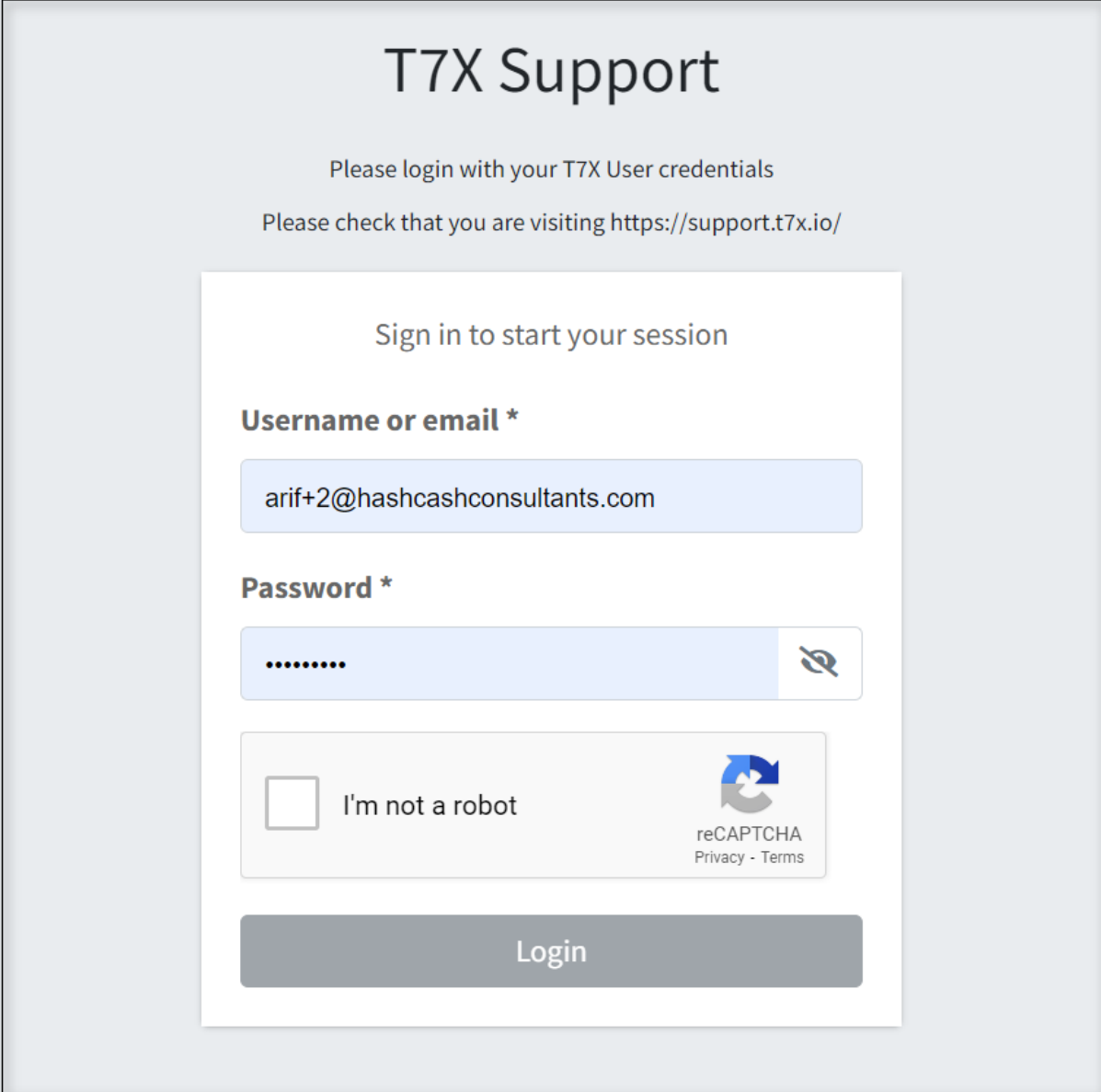


**T7X**

# T7X SUPPORT AS A USER

## Login Form

This login page is on the T7X support website. The form simply consists of an email or username, password, and Captcha entry, and click on the login button.



The screenshot shows the T7X Support login page. At the top, it says "T7X Support" in a large font. Below that, it says "Please login with your T7X User credentials" and "Please check that you are visiting https://support.t7x.io/". The main form area is titled "Sign in to start your session". It has three input fields: "Username or email \*" with the value "arif+2@hashcashconsultants.com", "Password \*" with masked characters "....." and a toggle icon, and a reCAPTCHA "I'm not a robot" checkbox. At the bottom of the form is a "Login" button.

After the successful entry of all fields & verification captcha, the login button will be activated.

**Note:** You can use your [trade.t7x.io](https://trade.t7x.io) Login Credentials

After successful login, the below (Dashboard) screen will come up.

The screenshot shows a dashboard for user 'Hi Md arif ans'. On the left is a navigation menu with options: Dashboard, Create Ticket, Closed Ticket, and Logout. The main area displays 'OPEN TICKET LIST' with a search bar and a table of tickets. The table has columns for Ticket ID, Title, Status, Created On, and Action. There are four tickets listed, all with a 'Reply' button. At the bottom, there are 'Previous' and 'Next' navigation buttons and a status 'Showing 1 to 10 of 4 entries'.

TICKET ID	TITLE	STATUS	CREATED ON	ACTION
PST39304153555397	Withdraw not working	active	2023-08-18 05:53:20	<a href="#">Reply</a>
PST39304150744529	OTP mail not received	active	2023-08-18 05:46:07	<a href="#">Reply</a>
PST39304155698558	Testing@1	active	2023-08-17 03:08:04	<a href="#">Reply</a>
PST39304151872002	Funding not working	active	2023-08-17 02:46:29	<a href="#">Reply</a>

There are Four Modules that a user can use ie: Dashboard, Create Ticket, Closed Tickets, and Logout.

This image is a close-up of the top-left section of the dashboard. It features a teal header with the text 'Hi Md arif ans' and 'User!'. Below this is the 'T7X' logo in white on a blue background. Underneath the logo is a navigation menu with four items: 'Dashboard' (underlined in teal), 'Create Ticket', 'Closed Ticket', and 'Logout', each separated by a horizontal line.

# Dashboard

In the Dashboard page the user can see all open ticket lists with headings of TICKET ID, TITLE, STATUS, CREATED ON, ACTION. If the user have more than 10 tickets then user can see 10 tickets in the dashboard, If the user wants to see more tickets then using Pagination see the more tickets.

Hi Md arif ans  
User!

**T7X**

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[Create Ticket](#)

[Closed Ticket](#)

[Logout](#)

OPEN TICKET LIST

Search

TICKET ID	TITLE	STATUS	CREATED ON	ACTION
PST39304153555397	Withdraw not working	active	2023-08-18 05:53:20	<a href="#">Reply</a>
PST39304150744529	OTP mail not received	active	2023-08-18 05:46:07	<a href="#">Reply</a>
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[Previous](#) [Next](#)

Showing 1 to 10 of 4 entries

Here in the ACTION column users can reply to the ticket and also view the ticket to know more about reply tickets.

# Create tickets

In this module, the user can create a ticket. The user fills up the required input field that is - Ticket Title, concern query, and attachment if any(document format only accepted .png, .jpeg). Click on Create Ticket to create/submit the ticket.

Hi Md arif ans  
User!

**T7X**

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CREATE TICKET

**Ticket Title \***

**Concern/Query:**

**Attachment (if any):**

No file chosen

After successful ticket creation, the below page will open with Ticket ID, Ticket title, client name, Created on, and status on the top of the page. You can see your document by clicking check Attachments.

## View Tickets

Here you can view the ticket details you have raised  
And reply to the ticket

#PST3930415355397

**Withdraw not working**

Client: Md Arif Ans      Created on: 2023-08-18 05:53:20      Status: Active

Md arif ans      2023-08-18 05:53:20

Withdraw Not Working

Check Attachment

Concern/Query:

Attachment (if any):

Choose File No file chosen

Close Ticket      Reply Ticket

From Here you can also reply your query with documents and close your ticket if user's issue is solved.

Concern/Query:

Attachment (if any):

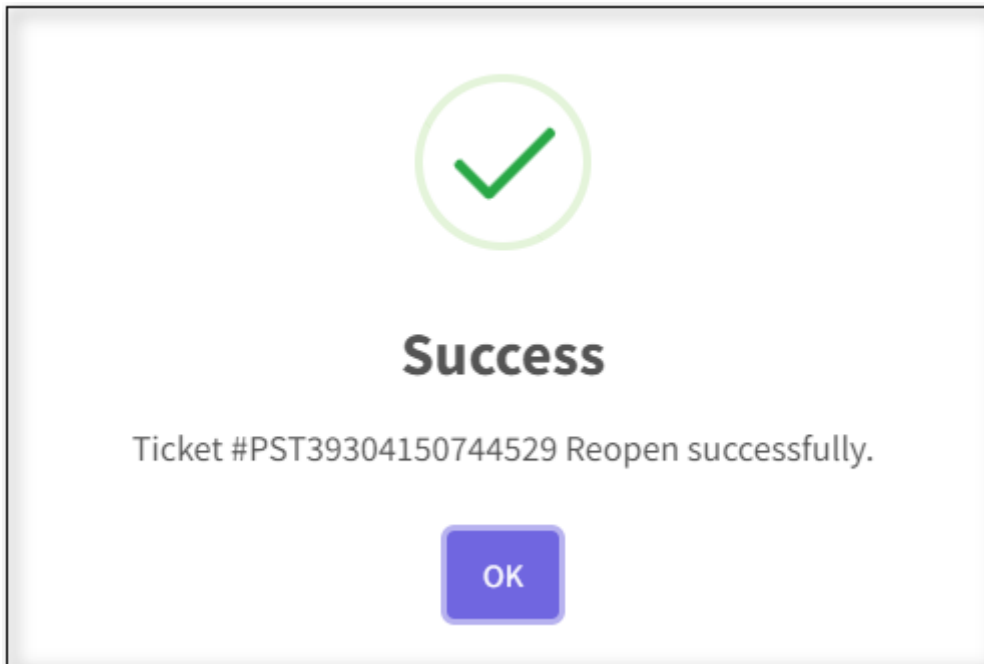
Choose File No file chosen

Close Ticket      Reply Ticket

Clicked on Closed button The below popup will shows, Here you can see the Rating and Feedback field to give ratings and feedback .click on submit to closed the ticket.

After successfully closing the ticket user can see the below screen with ticketID, client name, Created on, the status of the ticket(open or closed), and Reopen ticket.

Clicking the reopen button to reopen the closed ticket again.click on reopen button below popup will show to confirm or cancel the reopen ticket,click on confirm below popup shows.And again same screen will shows that is after create a ticket .



#PST39304150744529

**OTP mail not received**

Client: Md Arif Ans      Created on: 2023-08-18 05:46:07      Status: Active

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**Md Arif** 🕒 2023-08-18 05:47:16

It is solved from our side. Please check

[📎 Check Attachment](#)

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**Concern/Query:**

**Attachment (if any):**

No file chosen

[Close Ticket](#) [Reply Ticket](#)

## Closed tickets

In closed ticket modules, The user can see Closed Ticket lists with headings of TICKET ID, TITLE, STATUS, CREATED ON, and ACTION. If the user has more than 10 closed tickets then the user can see 10 tickets in dashboard, If the user wants to see more tickets then using Pagination see the more closed tickets.

CLOSED TICKET LIST

Search

TICKET ID	TITLE	STATUS	CREATED ON	ACTION
PST39304159023245	Stop limit not working	closed	2023-08-17 06:41:46	<a href="#">View</a>
PST39304154546313	Send not working	closed	2023-08-17 05:47:20	<a href="#">View</a>
PST39304152689796	Buy Sell Not working	closed	2023-08-17 05:13:54	<a href="#">View</a>

Previous

Showing 1 to 10 of 3 entries

## Search Box

There is a search box in opened ticket list and a closed ticket list on the top right corner. Here user can search a ticket by ticket id and ticket title by clicking search button.


SEARCH TICKET LIST

TICKET ID	TITLE	CLIENT	CREATED ON	ACTION
PST39304153555397	Withdraw not working	39304 Md arif ans	2023-08-18 05:53:20	<a href="#">Reply</a>

## Logout

Users can logout from T7X Support user by clicking on the logout button

**Hi Md arif ans**  
User!



Dashboard

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Create Ticket

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Closed Ticket

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[Logout](#)