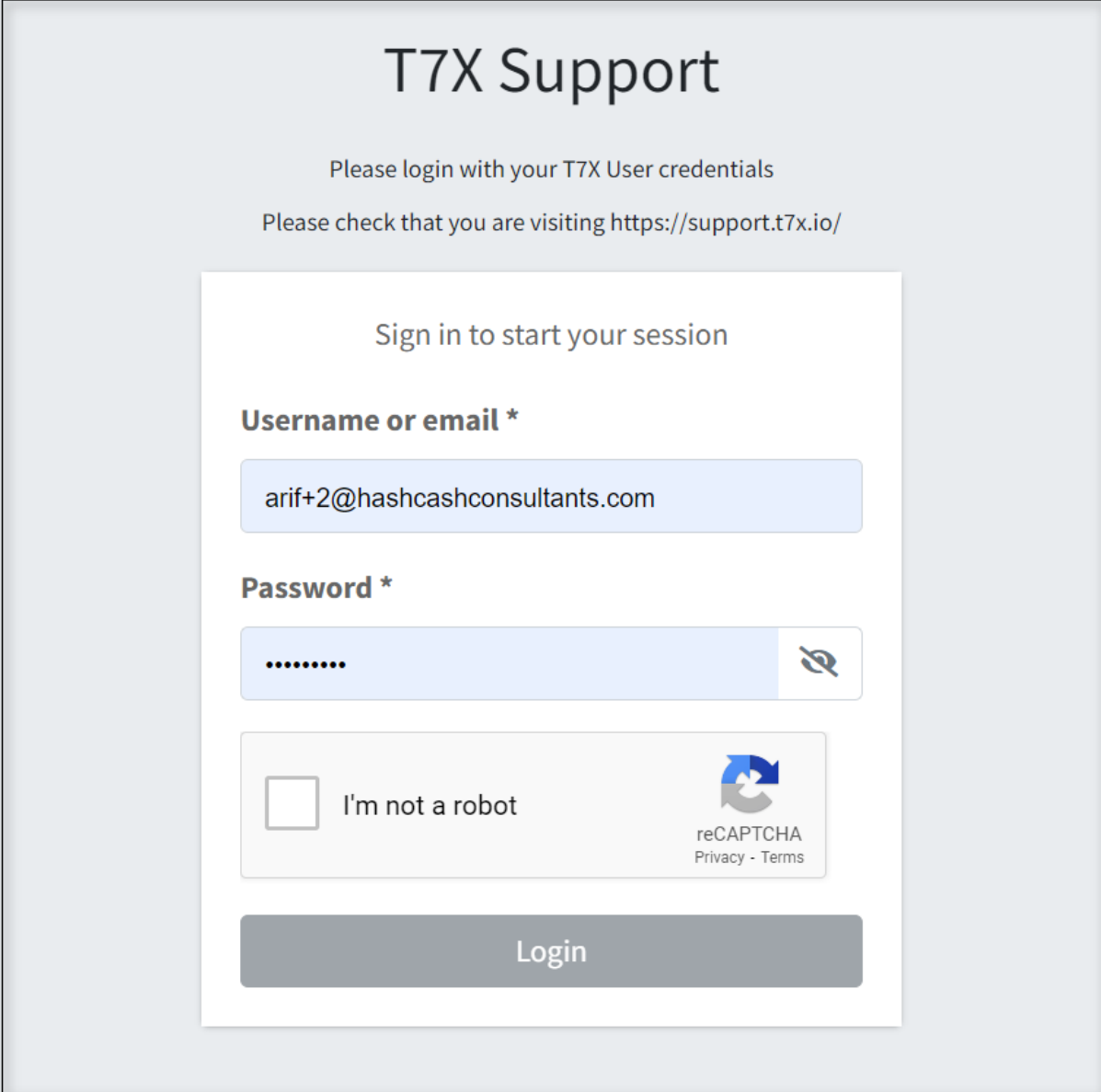# T7X SUPPORT USER MANUAL

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.

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

Note: You can use your trade.t7x.io Login Credentials

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

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

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.

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.

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

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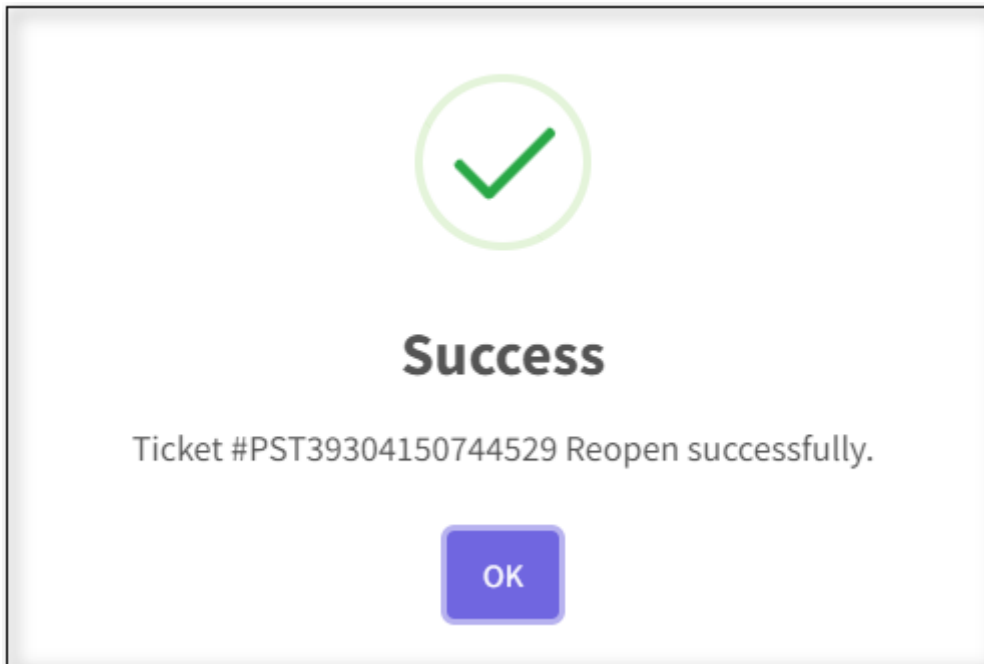

Clicked on Closed button The below popup will shows,Here you can see the Rating and Feedback field to give ratings and feedback .click on submit to closed the ticket.

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 .

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.

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.

Logout

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