



Support Center User Manual

(Version 1.0)

Tetrasoft Support Center:

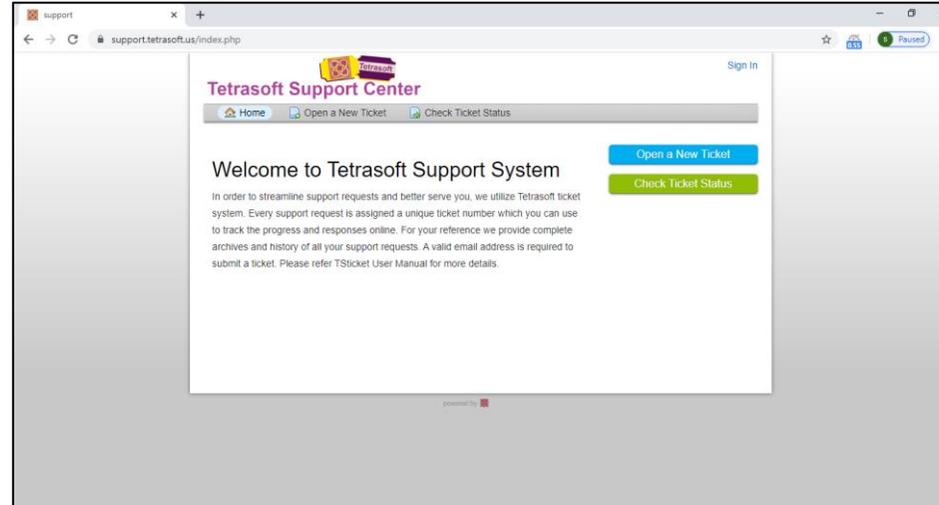
In order to streamline support requests and better serve you, we utilize Tetrasoft Ticket System. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests.

Follow below steps to access **Tetrasoft Support Center**.

Step 1:

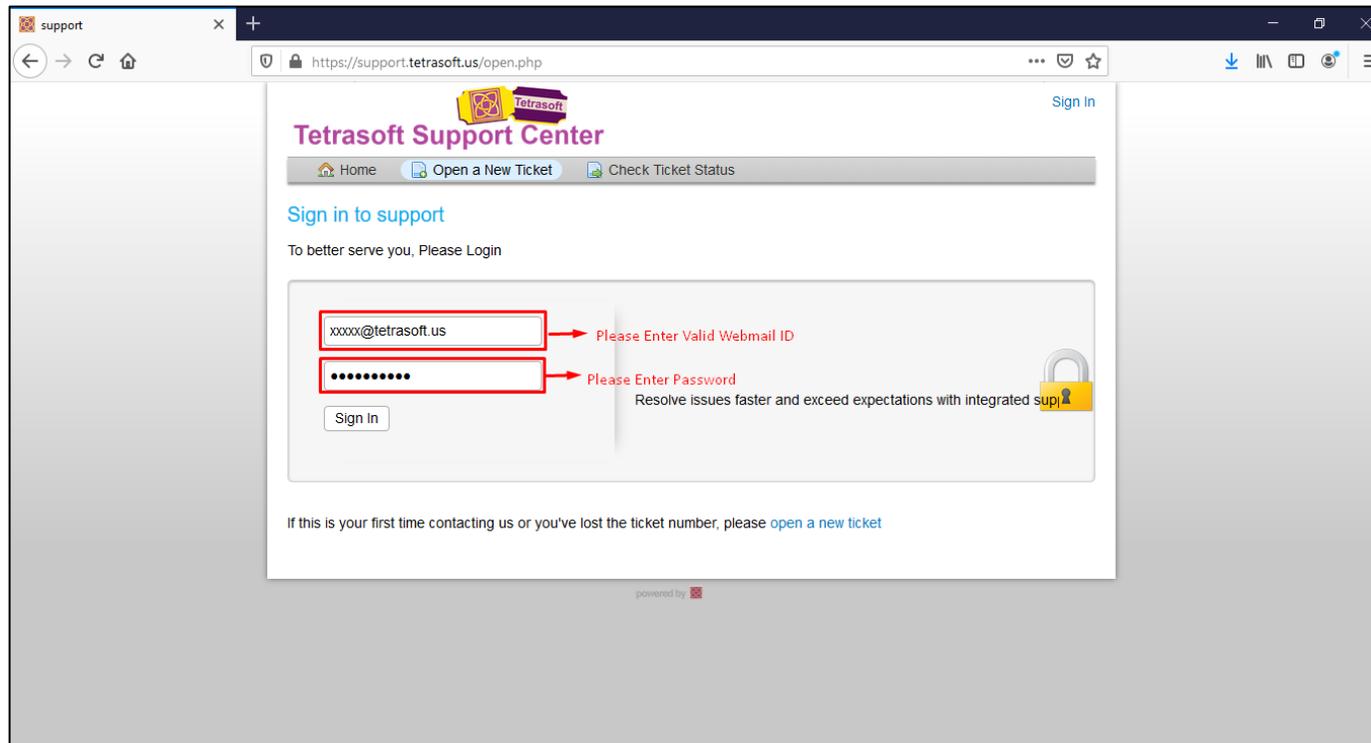
You can access **Tetrasoft Support Center** through below link.

URL : <https://support.tetrasoft.us/>

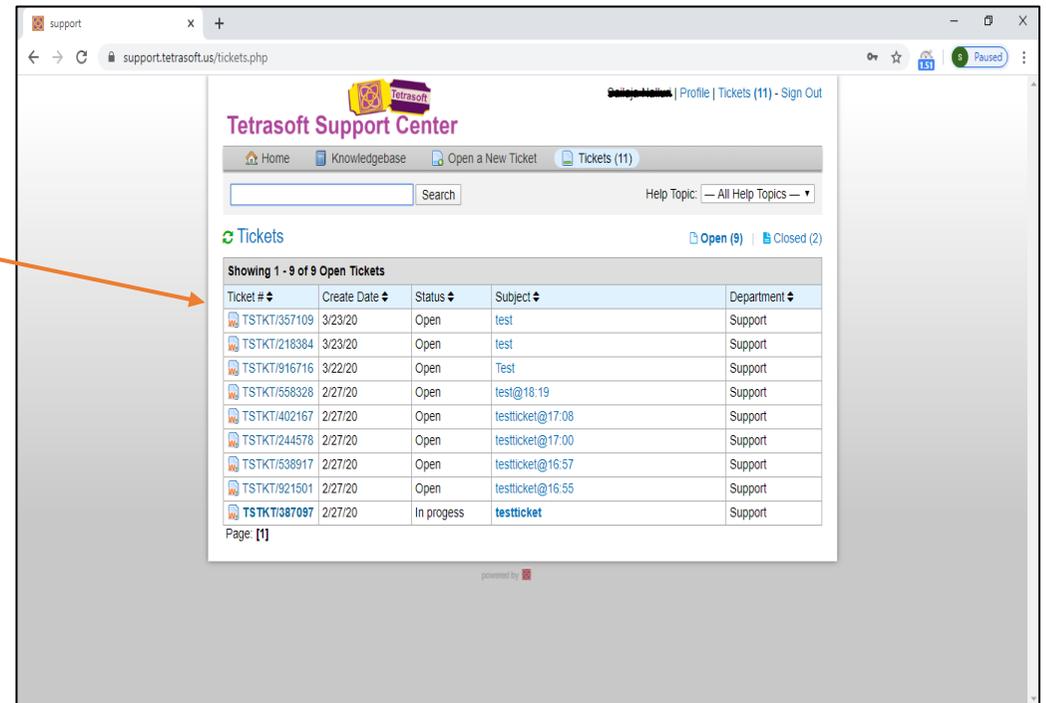
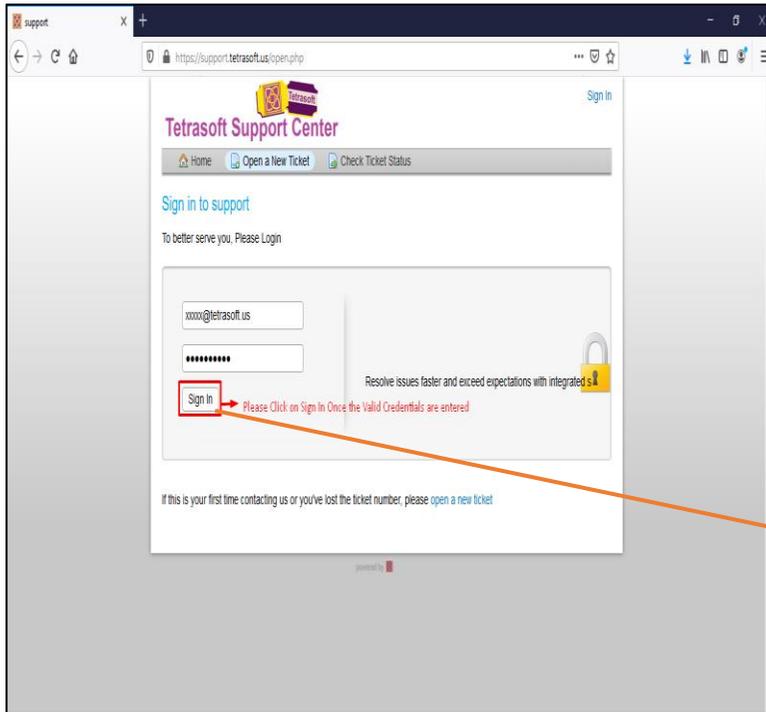


Step 2:

Please Click on **Sign In** to access Support Center.

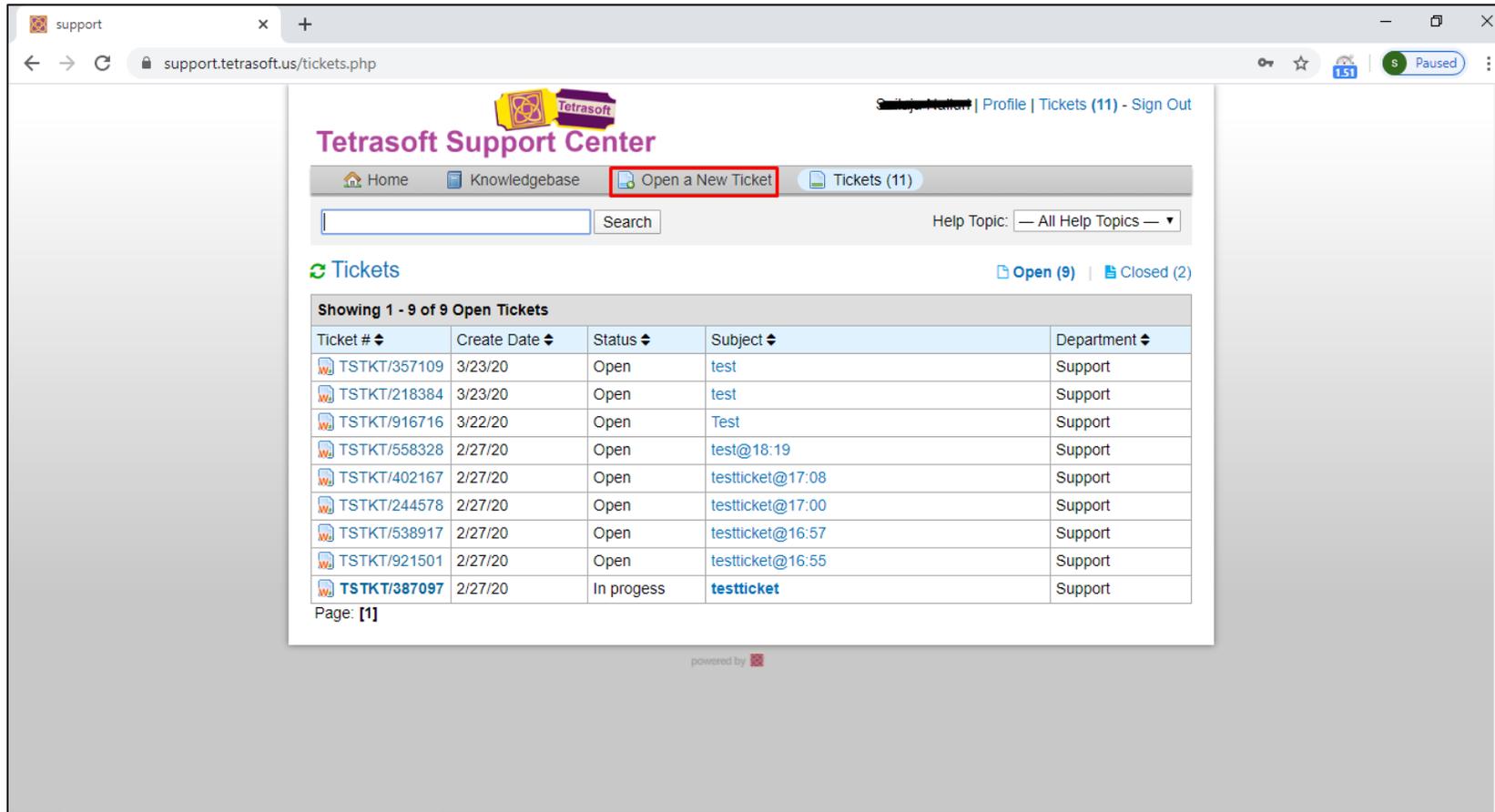


Click on **Sign In**, Once the Credentials are validated you can see your Ticket Home Screen.



Step 3:

Click on **Open a New Ticket** to raise a new ticket.

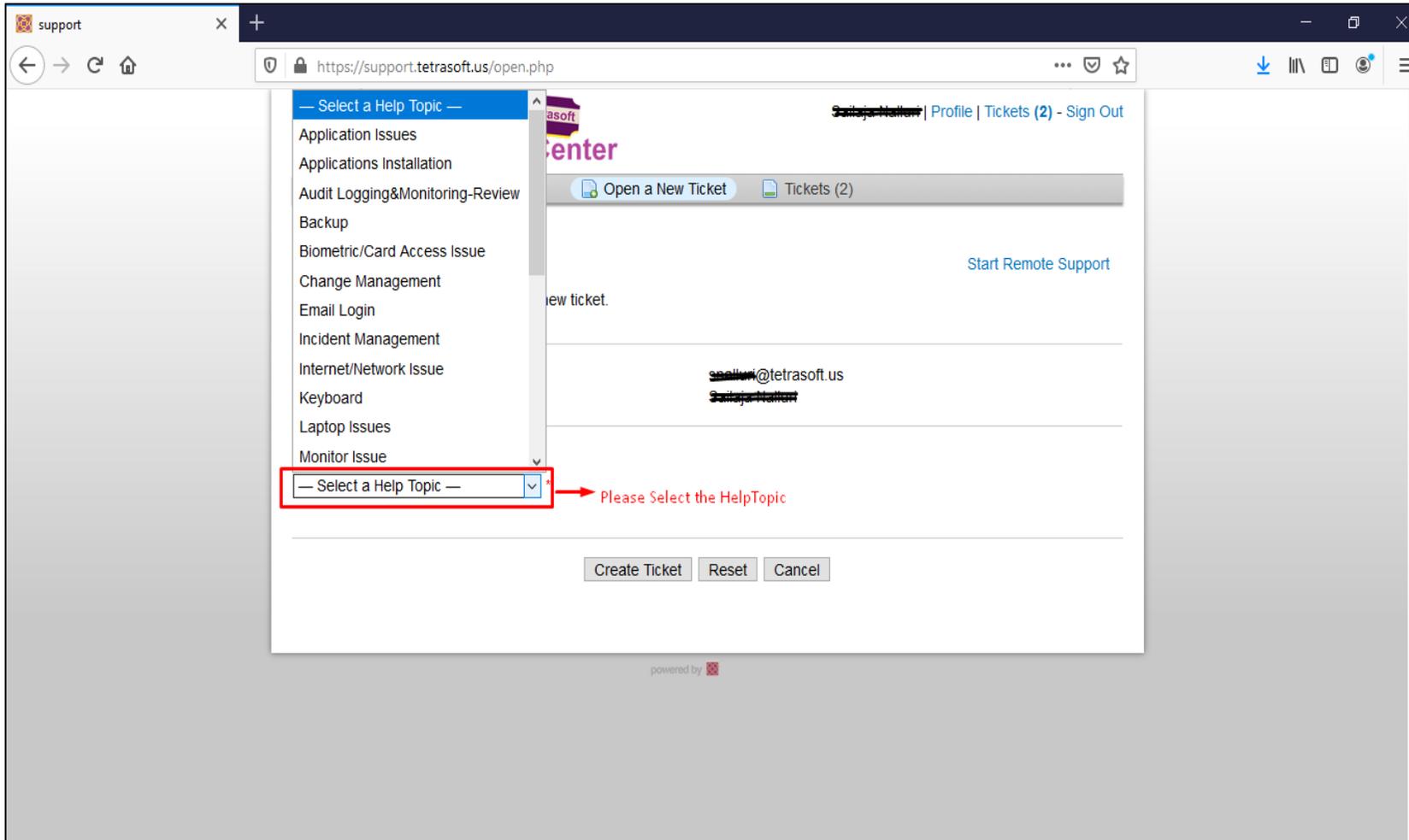


The screenshot shows the Tetrasoft Support Center interface. The browser address bar displays `support.tetrasoft.us/tickets.php`. The page header includes the Tetrasoft logo and navigation links: Home, Knowledgebase, **Open a New Ticket** (highlighted with a red box), and Tickets (11). A search bar and a Help Topic dropdown menu are also visible. The main content area displays a list of tickets under the heading "Showing 1 - 9 of 9 Open Tickets".

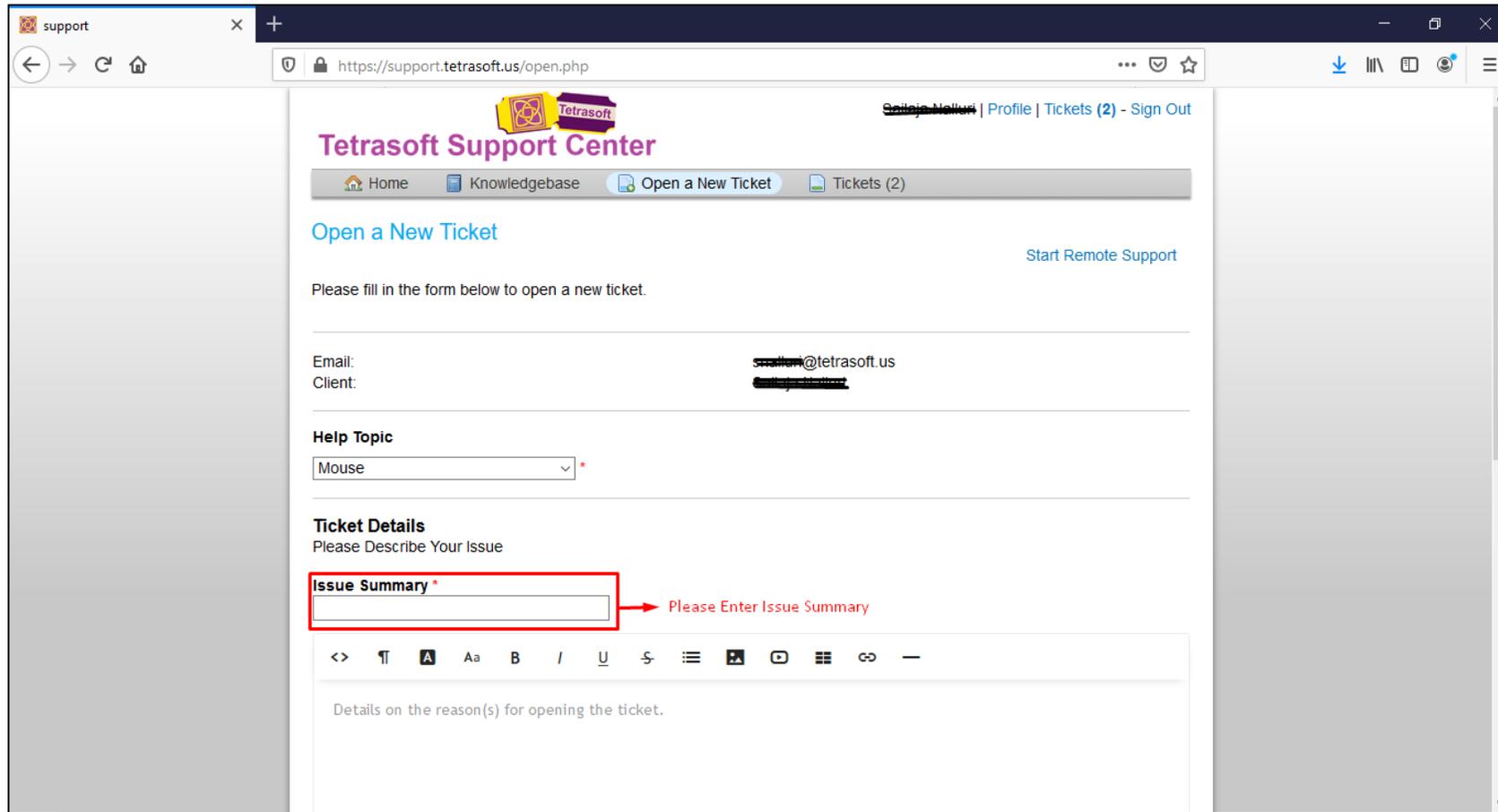
Ticket #	Create Date	Status	Subject	Department
TSTKT/357109	3/23/20	Open	test	Support
TSTKT/218384	3/23/20	Open	test	Support
TSTKT/916716	3/22/20	Open	Test	Support
TSTKT/558328	2/27/20	Open	test@18:19	Support
TSTKT/402167	2/27/20	Open	testticket@17:08	Support
TSTKT/244578	2/27/20	Open	testticket@17:00	Support
TSTKT/538917	2/27/20	Open	testticket@16:57	Support
TSTKT/921501	2/27/20	Open	testticket@16:55	Support
TSTKT/387097	2/27/20	In progress	testticket	Support

Page: [1]

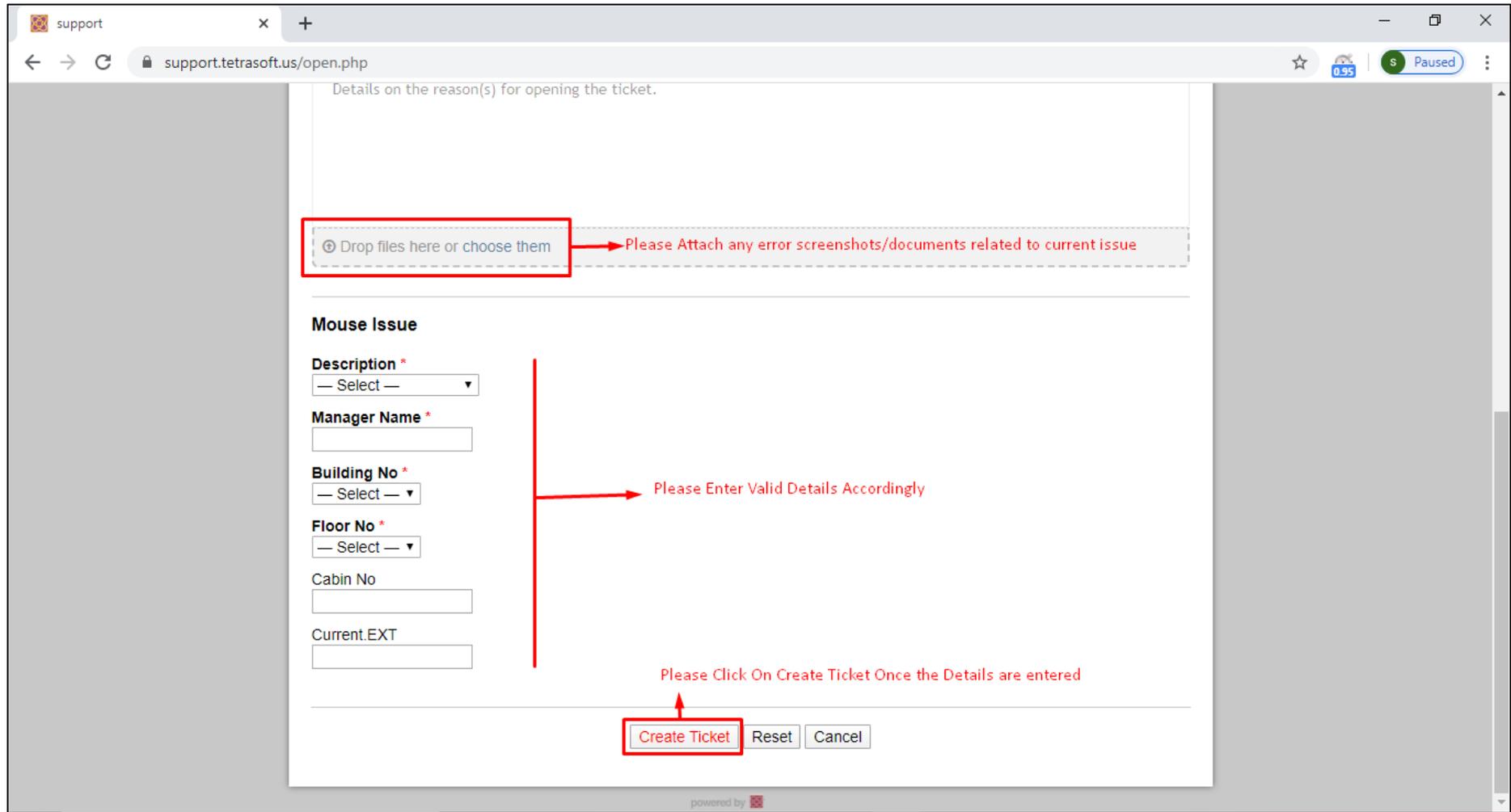
Select the respective **Help Topic** based on your issue



Once help topic was found please enter Issue Summary

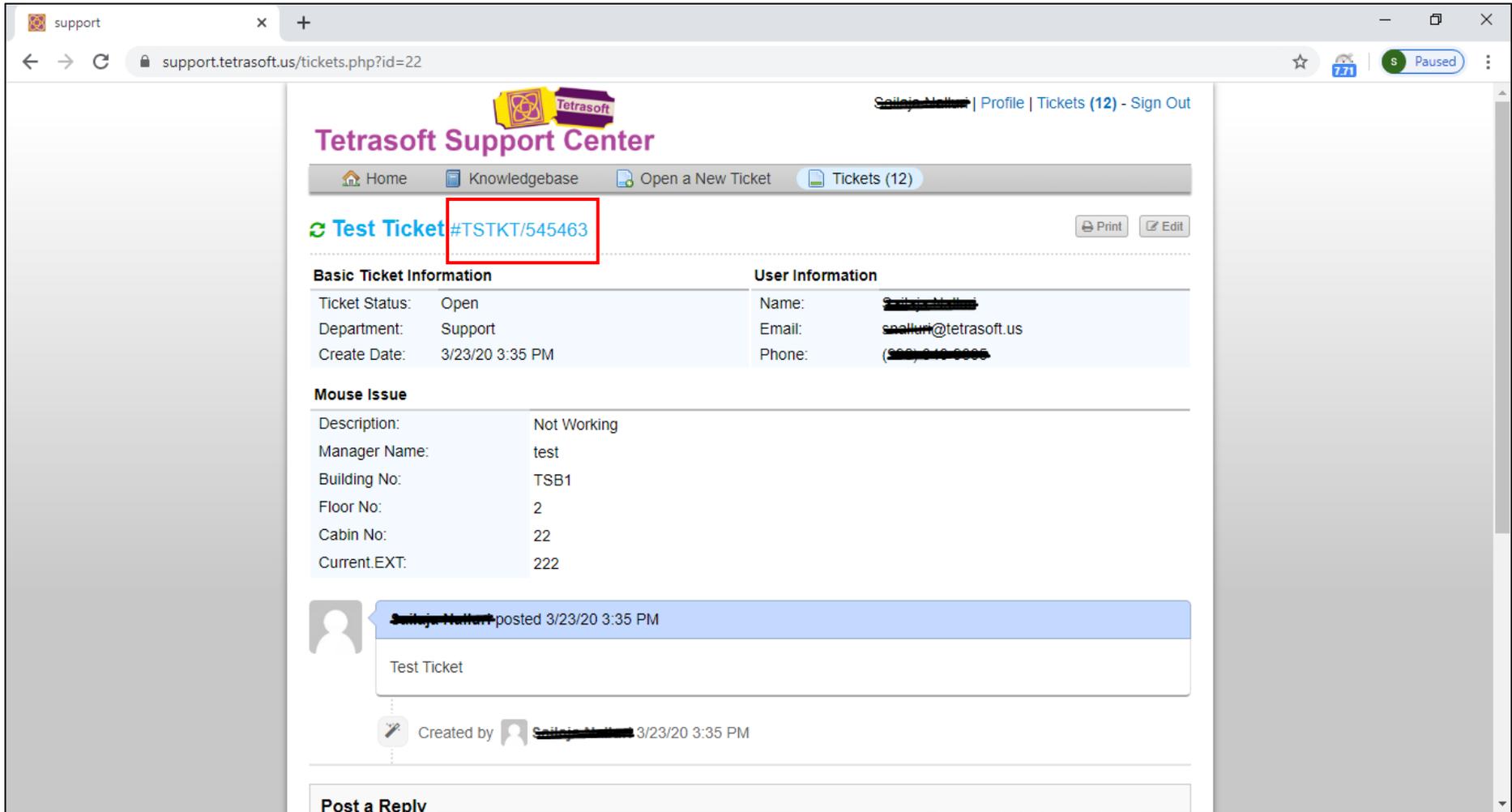


Attach error screen shots/documents if any, along with that please fill exact issue description and contact details



The screenshot shows a web browser window with the URL `support.tetrasoft.us/open.php`. The page title is "support". The main content area contains a form for opening a ticket. At the top, there is a text area labeled "Details on the reason(s) for opening the ticket." Below this is a file upload area with the text "Drop files here or choose them" and a red arrow pointing to it with the annotation "Please Attach any error screenshots/documents related to current issue". The form is titled "Mouse Issue" and contains several fields: "Description *" (a dropdown menu with "— Select —"), "Manager Name *" (a text input field), "Building No *" (a dropdown menu with "— Select —"), "Floor No *" (a dropdown menu with "— Select —"), "Cabin No" (a text input field), and "Current.EXT" (a text input field). A red vertical line is drawn next to the "Description", "Manager Name", and "Building No" fields, with a red arrow pointing to it and the annotation "Please Enter Valid Details Accordingly". At the bottom of the form, there are three buttons: "Create Ticket", "Reset", and "Cancel". A red arrow points to the "Create Ticket" button with the annotation "Please Click On Create Ticket Once the Details are entered".

Once the Ticket was opened successfully, you can get a unique Ticket Number to track your issue.



The screenshot shows a web browser window displaying the Tetrasoft Support Center interface. The URL in the address bar is `support.tetrasoft.us/tickets.php?id=22`. The page header includes the Tetrasoft logo and navigation links: Home, Knowledgebase, Open a New Ticket, and Tickets (12). The main content area displays a ticket titled "Test Ticket #TSTKT/545463", with the ticket number highlighted by a red box. Below the title, there are two columns of information: "Basic Ticket Information" and "User Information".

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	[Redacted]
Department:	Support	Email:	spalluri@tetrasoft.us
Create Date:	3/23/20 3:35 PM	Phone:	(909) 248-8866

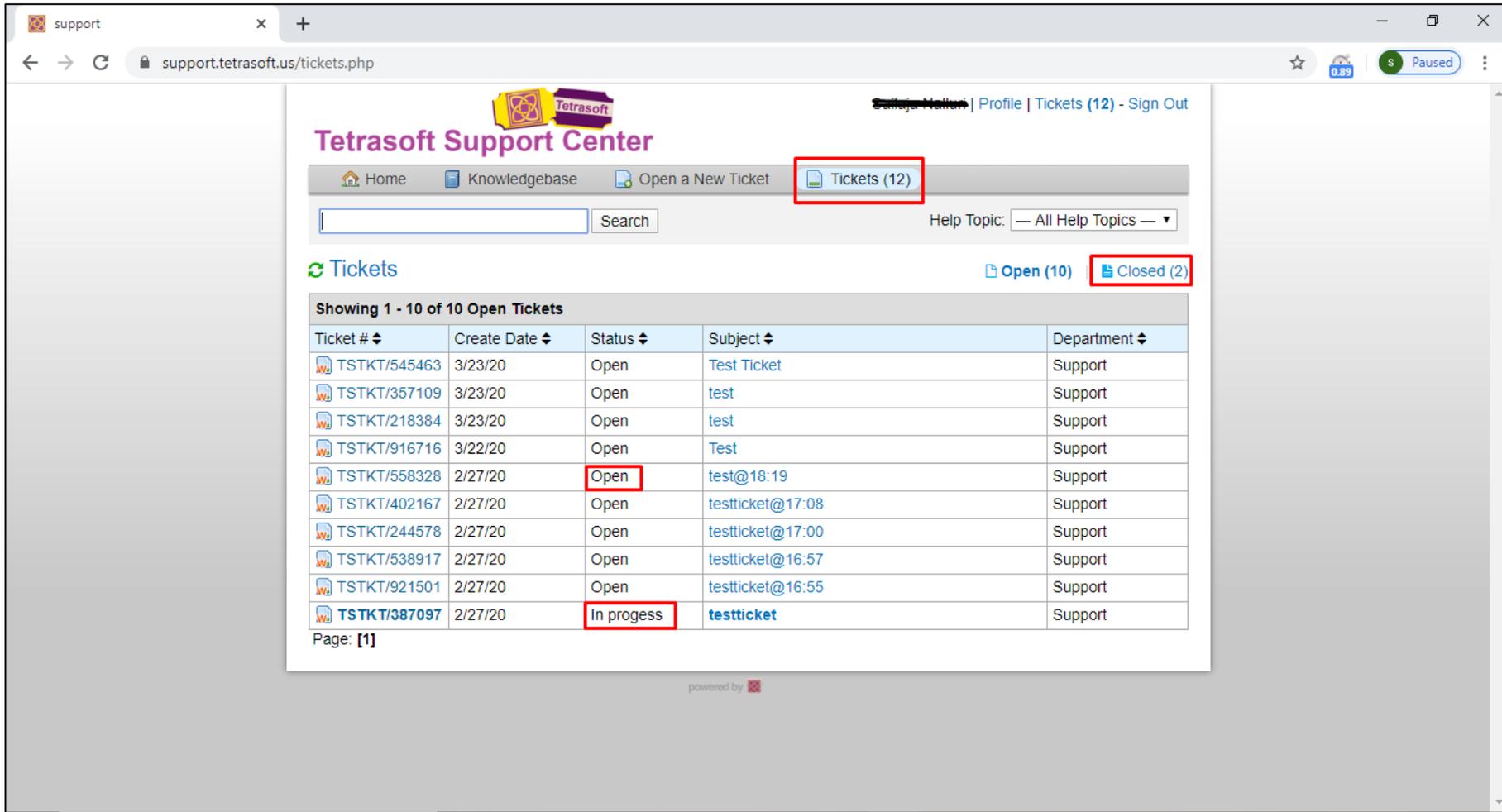
Below the information table, the "Mouse Issue" section provides details about the problem:

Description:	Not Working
Manager Name:	test
Building No:	TSB1
Floor No:	2
Cabin No:	22
Current.EXT:	222

The ticket history shows a post by [Redacted] on 3/23/20 at 3:35 PM with the subject "Test Ticket". Below this, it indicates the ticket was created by [Redacted] on the same date and time. At the bottom of the page, there is a "Post a Reply" button.

Step 4:

You can check the Ticket Status as shown below.

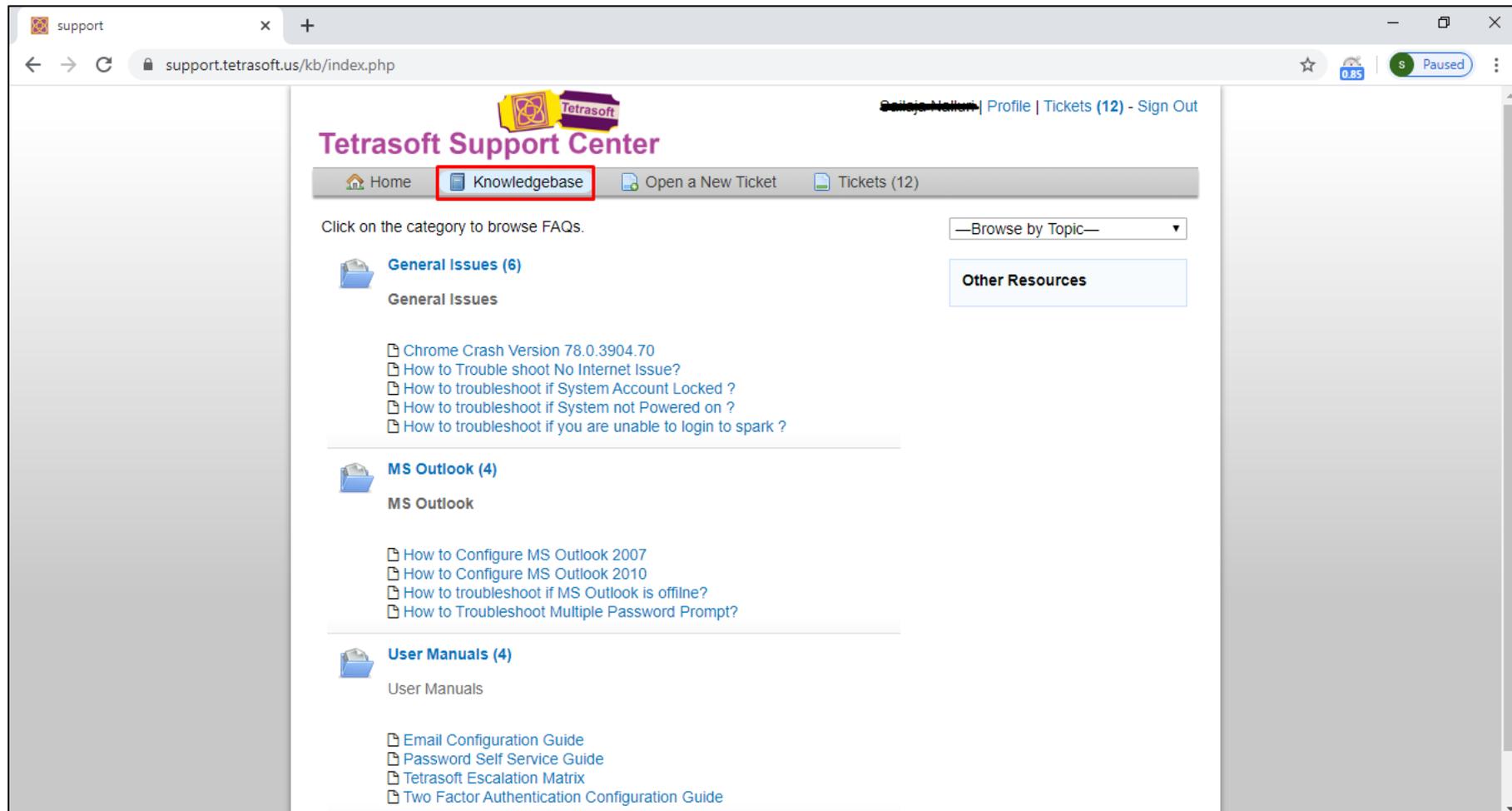


The screenshot shows the Tetrasoft Support Center interface. The navigation bar includes links for Home, Knowledgebase, Open a New Ticket, and Tickets (12). The Tickets (12) link is highlighted with a red box. Below the navigation bar, there is a search bar and a Help Topic dropdown menu. The main content area displays a list of tickets, with filters for Open (10) and Closed (2). The Open (10) filter is highlighted with a red box. The table below shows the details of 10 open tickets, with the status 'Open' and 'In progress' highlighted in red boxes.

Ticket #	Create Date	Status	Subject	Department
TSTKT/545463	3/23/20	Open	Test Ticket	Support
TSTKT/357109	3/23/20	Open	test	Support
TSTKT/218384	3/23/20	Open	test	Support
TSTKT/916716	3/22/20	Open	Test	Support
TSTKT/558328	2/27/20	Open	test@18:19	Support
TSTKT/402167	2/27/20	Open	testticket@17:08	Support
TSTKT/244578	2/27/20	Open	testticket@17:00	Support
TSTKT/538917	2/27/20	Open	testticket@16:57	Support
TSTKT/921501	2/27/20	Open	testticket@16:55	Support
TSTKT/387097	2/27/20	In progress	testticket	Support

Step 5:

You can refer **Knowledgebase** to fix common issues / user manuals.

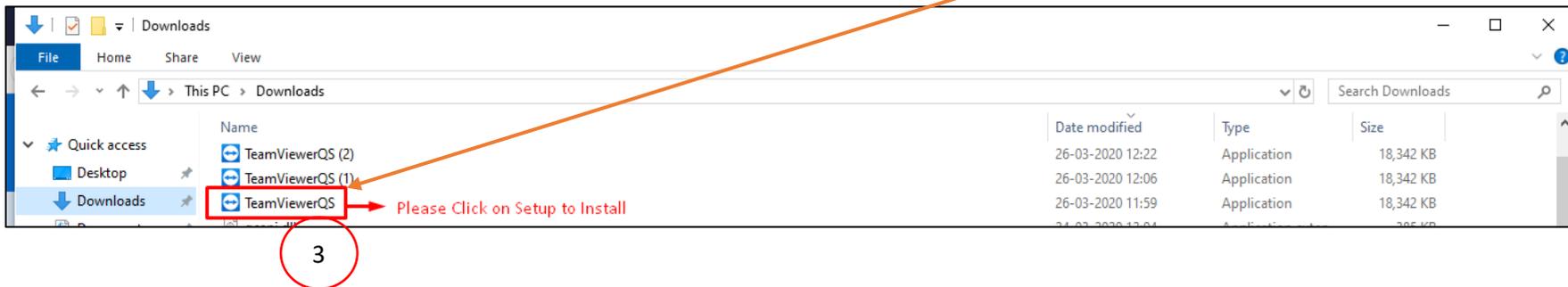
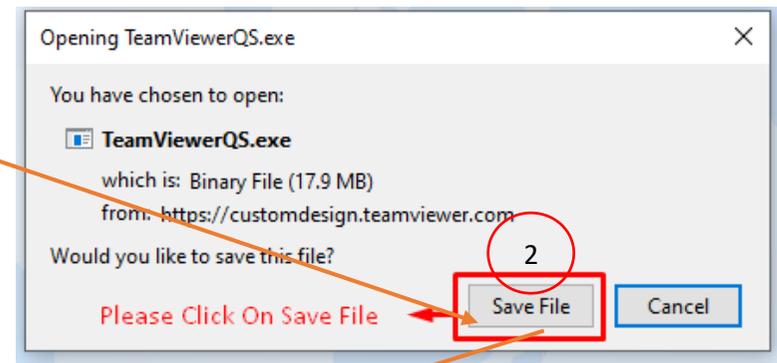
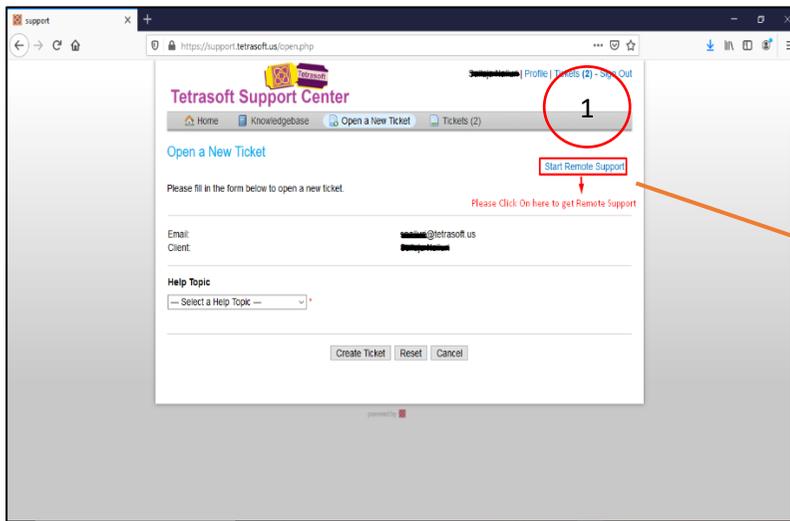


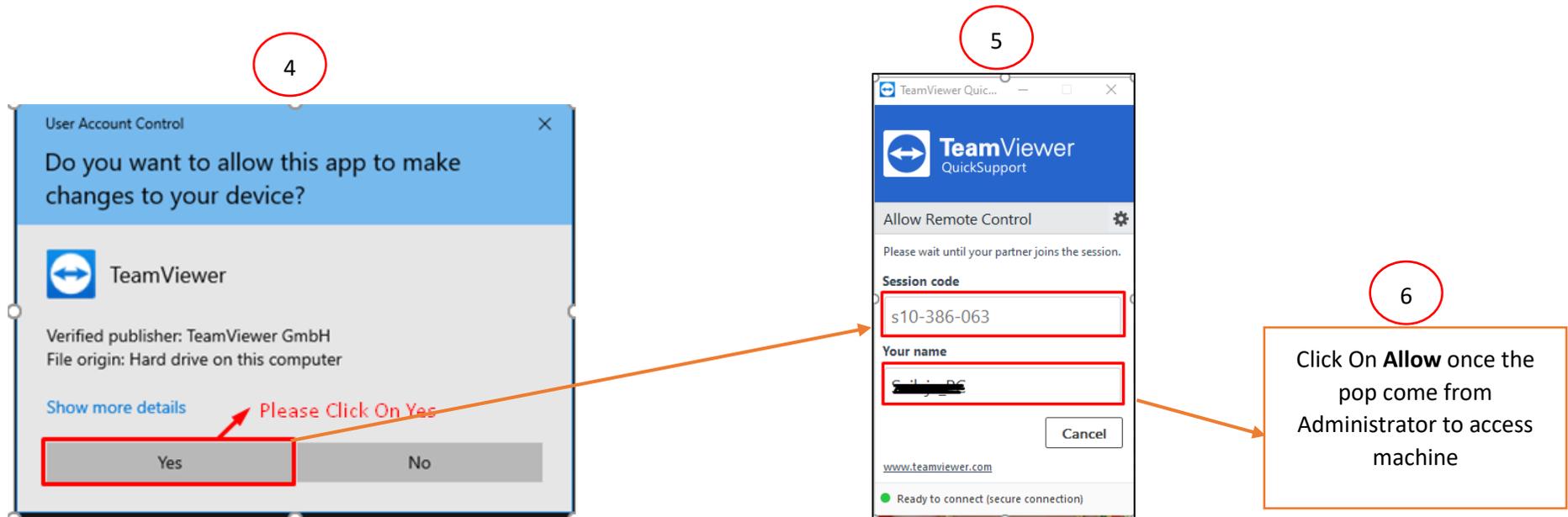
The screenshot shows a web browser window displaying the Tetrasoft Support Center Knowledgebase. The browser address bar shows the URL `support.tetrasoft.us/kb/index.php`. The page header includes the Tetrasoft logo, a user profile link for "Sandeep Nandan" with "Profile | Tickets (12) - Sign Out", and a navigation menu with "Home", "Knowledgebase" (highlighted with a red box), "Open a New Ticket", and "Tickets (12)". Below the navigation menu, there is a dropdown menu for "Browse by Topic" and a button for "Other Resources". The main content area is organized into three categories, each with a folder icon and a count in parentheses:

- General Issues (6)**
 - General Issues
 - Chrome Crash Version 78.0.3904.70
 - How to Troubleshoot No Internet Issue?
 - How to troubleshoot if System Account Locked ?
 - How to troubleshoot if System not Powered on ?
 - How to troubleshoot if you are unable to login to spark ?
- MS Outlook (4)**
 - MS Outlook
 - How to Configure MS Outlook 2007
 - How to Configure MS Outlook 2010
 - How to troubleshoot if MS Outlook is offline?
 - How to Troubleshoot Multiple Password Prompt?
- User Manuals (4)**
 - User Manuals
 - Email Configuration Guide
 - Password Self Service Guide
 - Tetrasoft Escalation Matrix
 - Two Factor Authentication Configuration Guide

Step 6:

Please Click on **Start Remote Support** to get remote support.

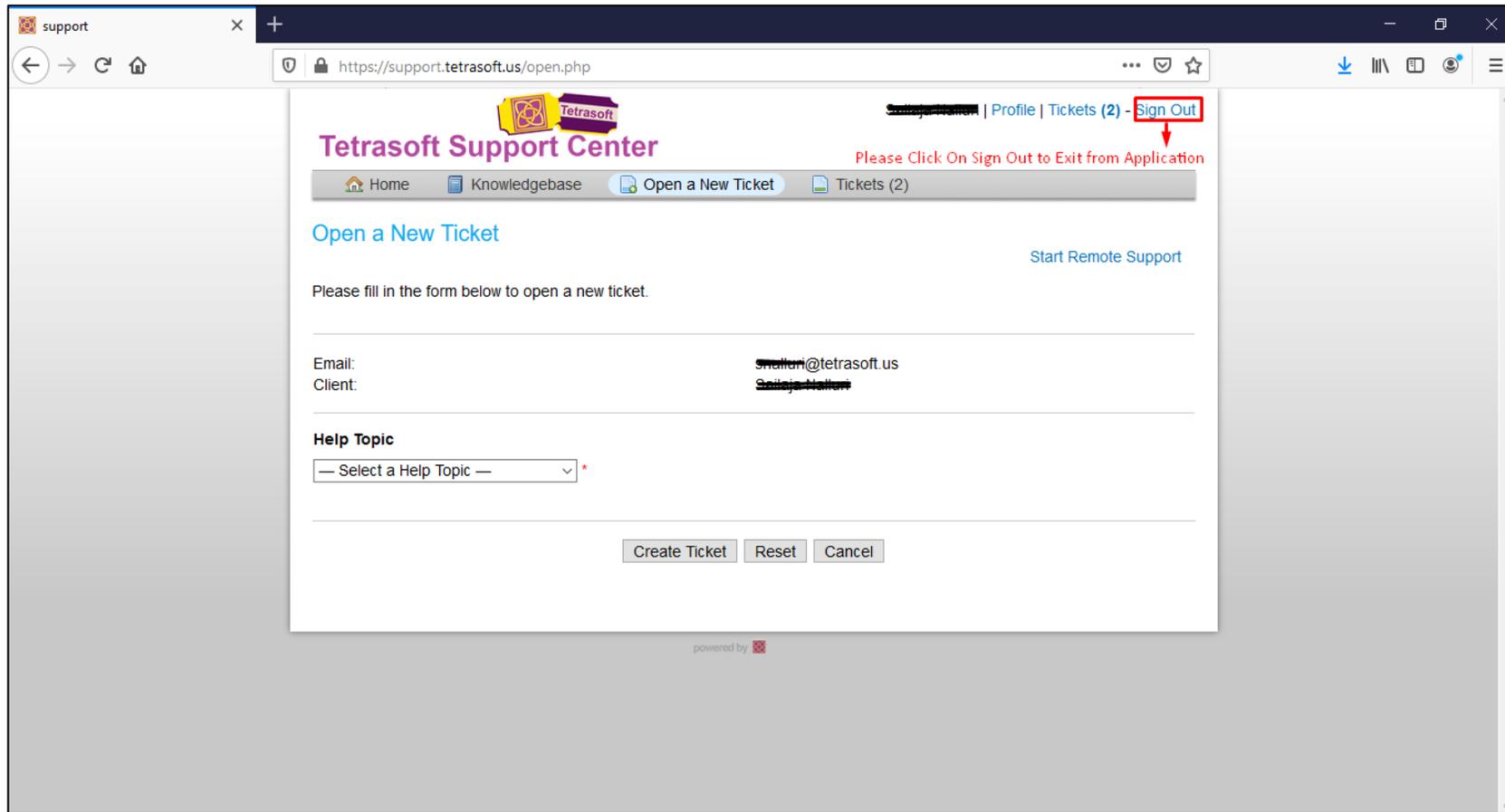




1. Once click on **Start Remote Support**
2. There will be a prompt to save **TeamViewerQs.exe** file in user machine
3. Once the file is downloaded, Please **Run** the file.
4. Click on **Yes** to allow the app.
5. After that a window will pop up with **Unique Session ID** & Your name as **Computer Name** (no need to enter any value)
6. Finally Click on **Allow** when the administrator want to access machine.

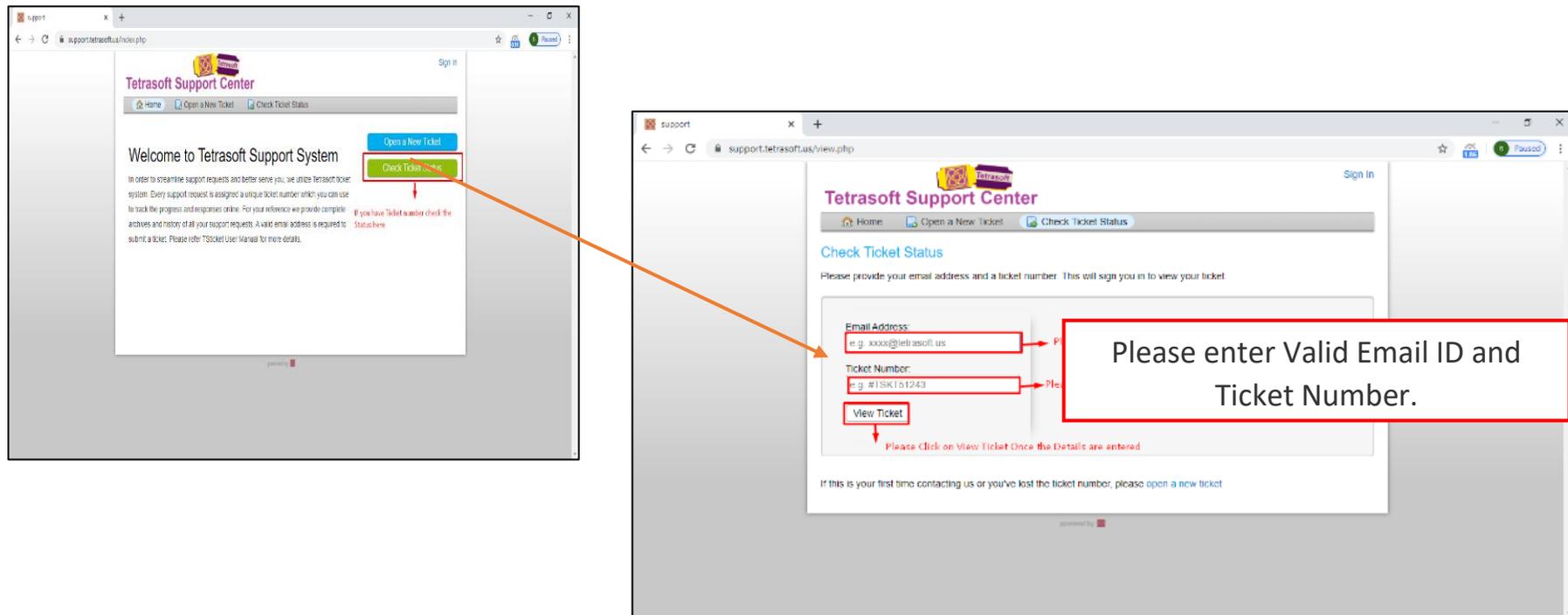
Step 7:

Click on **Sign Out** to exit from Support Center.



Step 8:

You can track **Ticket Progress** without **sign in** ... click on **Check Ticket Status**.



The image displays two screenshots of the Tetrasoft Support Center website. The left screenshot shows the 'Check Ticket Status' button highlighted with a red box and an arrow pointing to the right screenshot. The right screenshot shows the 'Check Ticket Status' form with fields for 'Email Address' and 'Ticket Number', both highlighted with red boxes. A red box on the right contains the text 'Please enter Valid Email ID and Ticket Number.' Below the form is a 'View Ticket' button and a note: 'Please Click on View Ticket Once the Details are entered'.

Please reach out InfoSec team techsupport@tetrasoft.us if you are facing any issues.

End of Support Center User Manual
