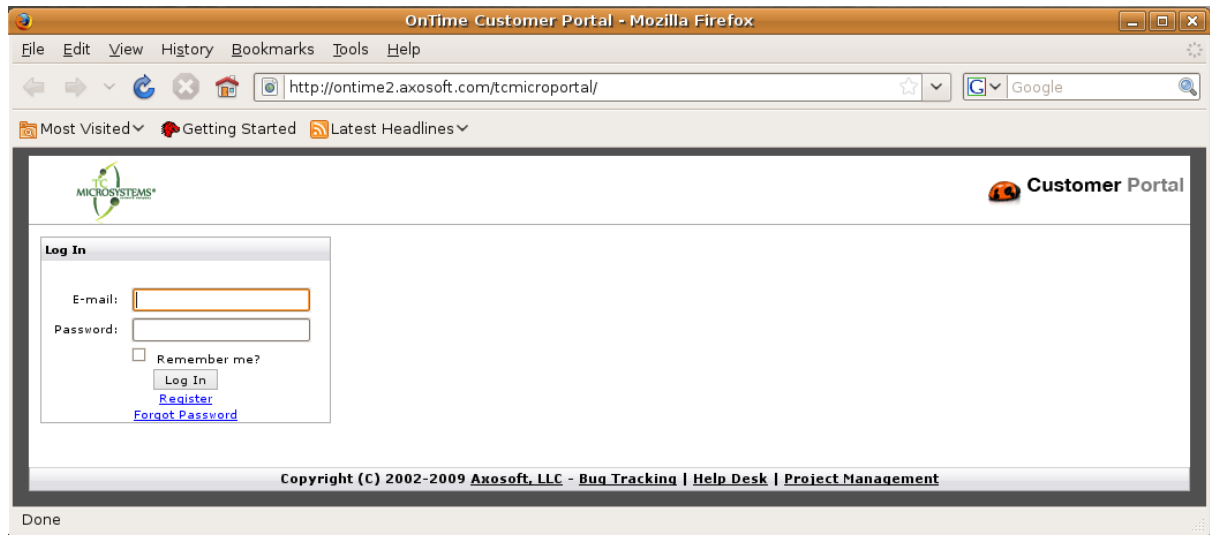


HOW TO SUBMIT A HELPDESK TICKET

T.C. Micro System Portal

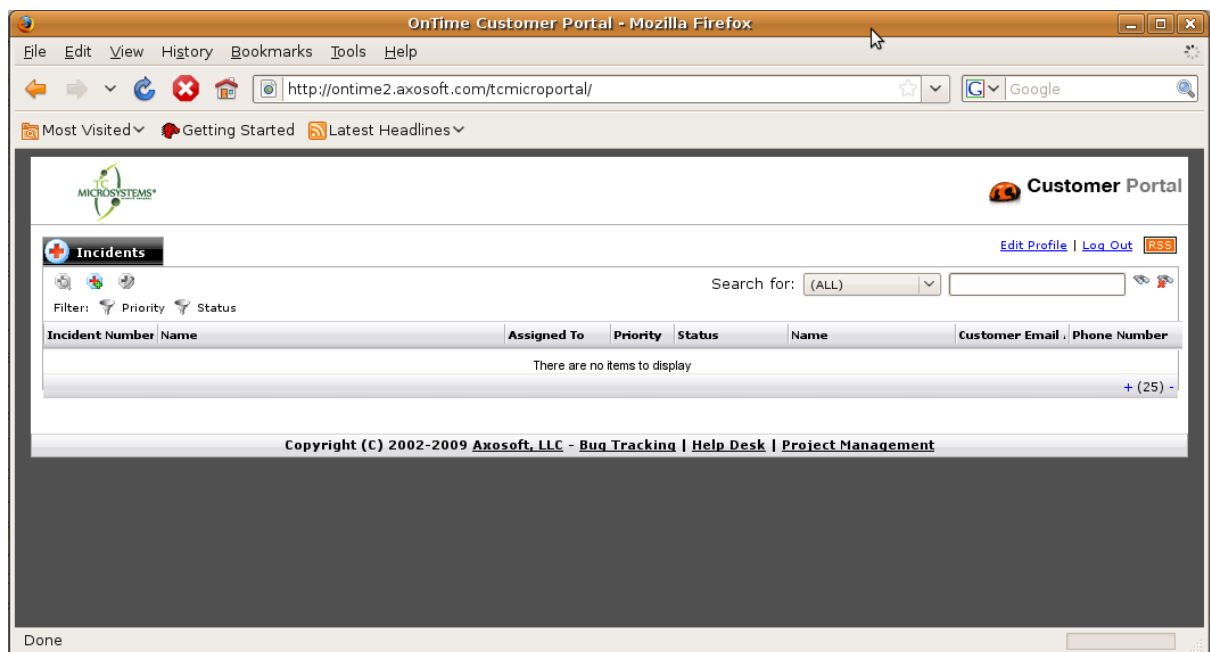
1. Open Web browser
2. Goto <http://ontime2.axosoft.com/tcmicroportal/>




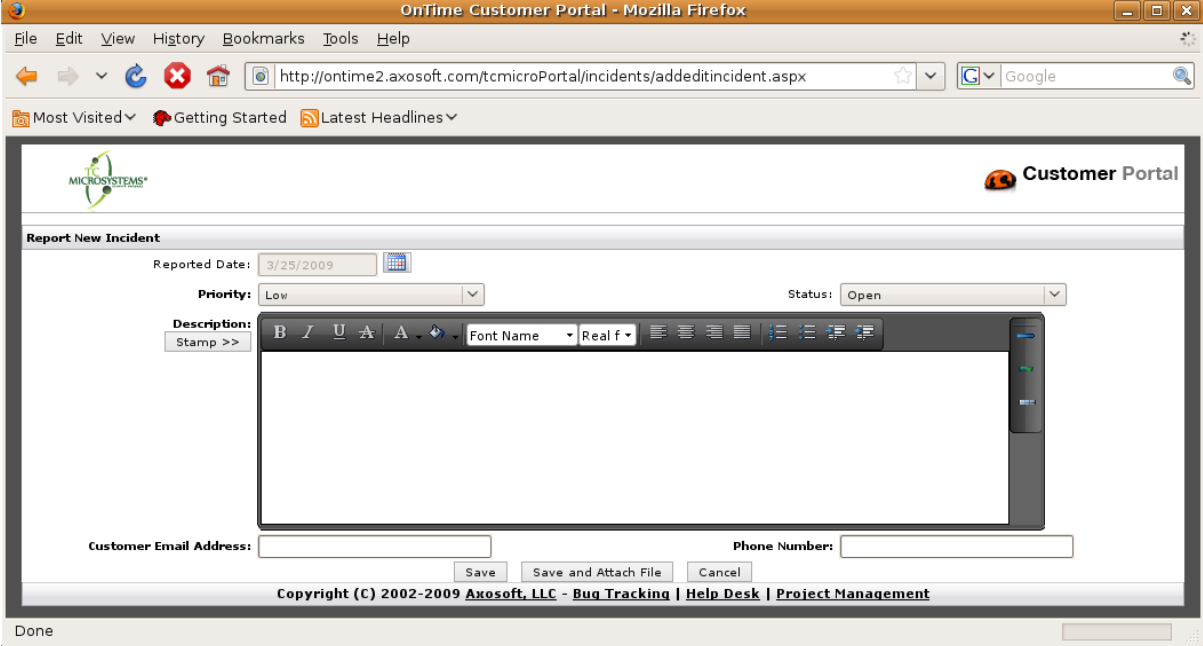
3. Enter the email account and password then click on Log in.

Username: username@domain.com

Password: xxxx



4. Click on  to submit new support incident.



The screenshot shows a Mozilla Firefox browser window titled "OnTime Customer Portal - Mozilla Firefox". The address bar contains the URL "http://ontime2.axosoft.com/tcmicroPortal/incidents/addeditincident.aspx". The page content includes the "TC MICROSYSTEMS" logo and "Customer Portal" text. The main form is titled "Report New Incident" and contains the following fields and controls:

- Reported Date:** A date picker set to 3/25/2009.
- Priority:** A dropdown menu currently set to "Low".
- Status:** A dropdown menu currently set to "Open".
- Description:** A rich text editor with a toolbar (Bold, Italic, Underline, Text Color, Background Color, Font Name, Font Size) and a large text area.
- Customer Email Address:** A text input field.
- Phone Number:** A text input field.
- Buttons:** "Save", "Save and Attach File", and "Cancel".
- Footer:** "Copyright (c) 2002-2009 Axosoft, LLC - Bug Tracking | Help Desk | Project Management".

5. Select the Priority fit the situation [Low, Medium, High].
6. Enter the Description best describe the incident.
7. Fill-in your email address [Customer Email Address] & [Phone Number].
8. Click on Save to submit the ticket.