EUROMOD TECHNICAL SUPPORT | How to create a new ticket

1

Click on "Create new ticket"

2

Fill in the form to create a new ticket

During this process, you can select the visibility of your ticket, either public or private. If set to private, your ticket will be visible only by the JRC EUROMOD team, otherwise, it will be visible by all the users.

3

Submit your ticket

The ticket will be queued for review by site administrators and will be published after approval. Your ticket will be listed after this.

4

View your tickets

You can see your tickets and any public ticket that has been created by a member of the EUROMOD community just by clicking on the item.

5

Edit your tickets at any time

However, be aware that the changes will not be reflected immediately as they have to be reviewed and approved by the site administrators.

6

Add comments to your own and other user's public tickets

You can set your comment as private. In that case, it will be visible only by the JRC EUROMOD team.

7

Follow a ticket

You can follow a ticket that is of interest to you by clicking on the "Follow" option located on the right-margin of the ticket's main body.

8

Filter tickets

You can search specific tickets by using keywords or by setting the different fields on the filter.