How to: open a new request

Creating a new ticket within the DOME project's customer support and ticketing platform is a straightforward process that allows customers to swiftly communicate their inquiries or report issues. Customers should follow these steps to initiate a new ticket:

- **Login**: ensure you are logged into the platform using your credentials. If you're a new user, refer to the "Access and Navigation" section for guidance on account creation.
- **Navigate to Ticket Creation**: locate and select the "Create New Ticket" option represented by "+" button, accessible from the main navigation menu.

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- **Fill in Ticket Details:** complete the required fields, providing detailed information about your request. The process of opening a new ticket involves the customer filling out the following form, indicating in this order:
    i. Group membership,
    ii. Problem (subgroup that best categorizes their request),
    iii. Title,
    iv. Text (description of the issue),
    v. Any attached files or documents,
    vi. Click on "Create" button.

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- Upon successful submission, the Customerr will receive a confirmation message (via email) and his newly created ticket will be visible within the "My Tickets" section in the "Overviews" Dashboard reachable from main page.

By following these steps, the process ensure that any concern is promptly addressed by specific Group of the support team. For this reason, it is important that the customer, during the ticket creation phase, fills out the fields correctly.

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