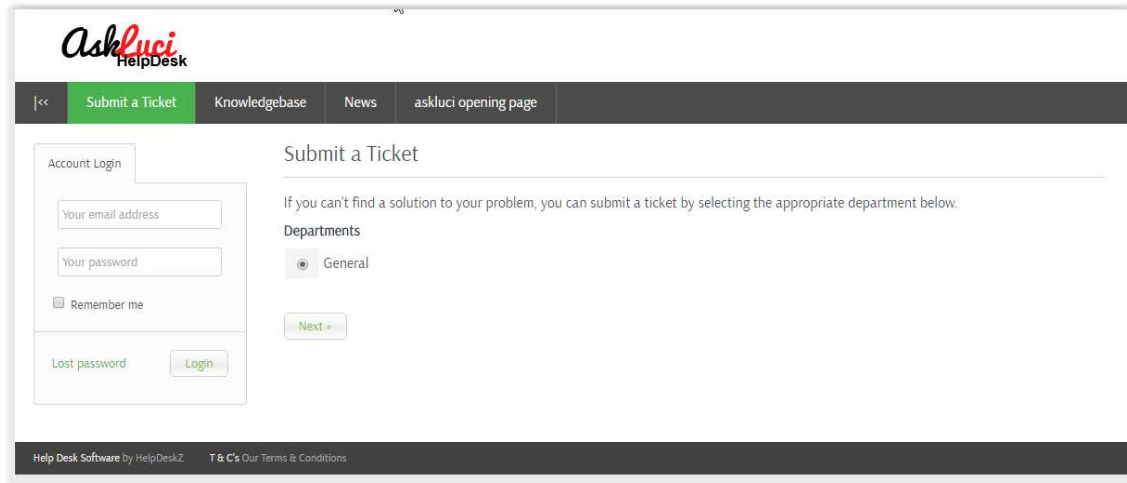


## AskLuci HelpDeskz Instructions

### Raise Ticket



The screenshot shows the 'AskLuci HelpDesk' interface. At the top, there is a navigation bar with a home icon, 'Submit a Ticket' (highlighted in green), 'Knowledgebase', 'News', and 'askluci opening page'. Below the navigation bar, the page is titled 'Submit a Ticket'. On the left, there is an 'Account Login' section with input fields for 'Your email address' and 'Your password', a 'Remember me' checkbox, a 'Lost password' link, and a 'Login' button. On the right, there is a section titled 'Submit a Ticket' with the text: 'If you can't find a solution to your problem, you can submit a ticket by selecting the appropriate department below.' Underneath, there is a 'Departments' section with a radio button selected for 'General' and a 'Next >' button. At the bottom of the page, there is a footer with 'Help Desk Software by HelpDeskZ' and 'T & C's Our Terms & Conditions'.

Choose 'Submit a Ticket' from the top menu, then click 'Next'. Fill out the appropriate fields on the screen that appears next and 'Submit' the form after completion, including the CAPTCHA Verification identification, (to prevent spam).

### Email Confirmation

You will then receive an email with a Ticket ID and a link to enable you to check the status of the ticket.

### Next Steps

We will work behind the scenes to find the answer to your problem or provide some suitable advice, replying to you by email within a short time.