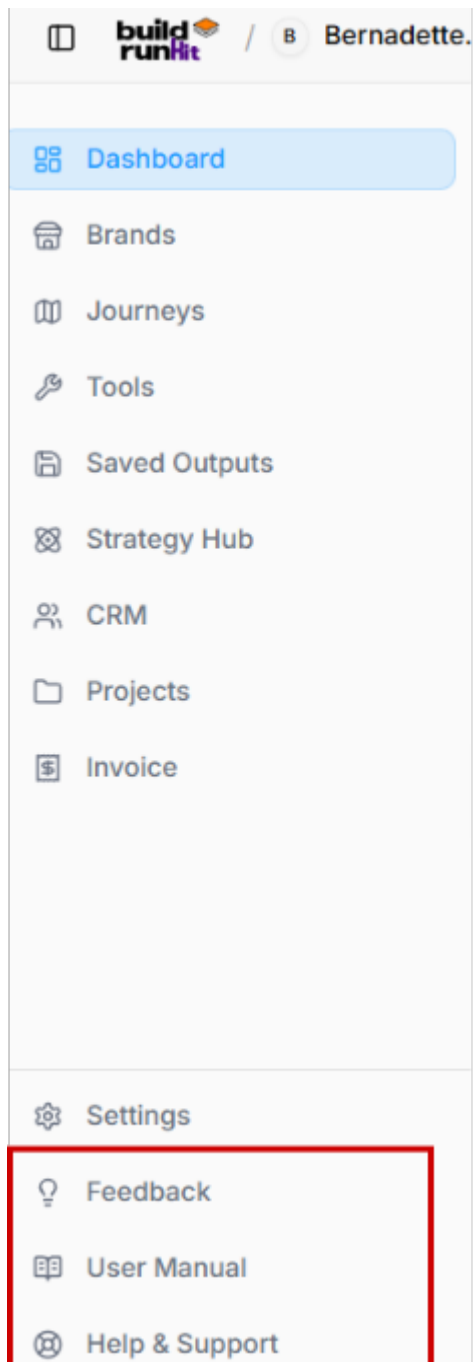


Feedback, Help & Support Navigation Sub-section

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Sidebar Support & Resources Navigation

The lower section of the primary navigation sidebar groups administrative configuration, direct user feedback channels, user guides, and customer support resources.

Navigation Items

- **Feedback (Lightbulb Icon):** Opens an interactive portal to submit feature requests, share usability feedback, or report operational performance issues.
- **User Manual (Open Book Icon):** Directs to step-by-step user documentation and instructional guides covering platform features and workflows.
- **Help & Support (Lifebuoy Icon):** Launches the main support hub for direct technical assistance, live help options, and troubleshooting resources.

Give Us Feedback

Give us feedback

Something not quite right? Need new features? We always love to hear feedback!

Type *

Select a feedback type

Title *

Title

Description

Description

Your name

Your full name

Your email

Your contact email

☐ May we contact you about this feedback?

Send Feedback

We value your feedback and appreciate your time, we only use your information to improve our services and communicate with you if you have opted in.

By sending feedback, you agree to our [Privacy Policy](#) and [Terms of Service](#).

The Give us feedback portal opens as a dedicated pop-up modal designed to collect user input, feature requests, and system evaluations directly.

1. Feedback Input Fields

The submission form contains structured fields to accurately categorize and detail user input:

- **Type:** A required dropdown menu to select the specific category of input, such as choosing a feature idea.
- **Title:** A required text field to provide a brief, high-level summary of your input.
- **Description:** A multi-line text area to expand on your idea, issue, or enhancement request with full context.
- **Your name:** An optional text block to enter your full identification name.
- **Your email:** An optional field to input your primary contact email address for follow-up correspondence.

2. Permissions & Execution

- **Contact Permission:** A checkbox labeled May we contact you about this feedback? allows you to opt into direct follow-up communications regarding your submission.
- **Send Feedback:** A solid blue action button centered at the base to execute and submit the form data to the support team.

Support Center

[Search](#)[Open a New Ticket](#)[Check Ticket Status](#)

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support 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. A valid email address is required to submit a ticket.

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powered by  OSTicket

The Support Center is a dedicated external portal designed to streamline assistance requests and provide self-service documentation. It operates on a structured ticketing system to track, archive, and manage technical inquiries.

1. Main Navigation Header

The upper dashboard contains a persistent menu bar to jump between standard support desks:

- Support Center Home: Navigates back to the main welcome dashboard landing page.
- Knowledgebase: Opens a repository of self-service articles, setup documentation, and platform user guides.
- Open a New Ticket: Toggles the submission form to file a new technical assistance request.
- Check Ticket Status: Opens a login and tracking screen to check the history or updates of an active request.
- Authentication Links: Located in the top right corner, allowing users to sign in or view their profile status.

2. Search Engine & Core Features

- Knowledge Base Search: A prominent search bar sits beneath the header navigation. Users can type keywords, tools, or errors directly into the input line and click the green Search button to query documentation.
- Ticketing System Overview: To maintain organization and response quality, every submitted request is instantly assigned a unique ticket number. This reference string allows you to review historical archives, monitor progress, and read technician responses online. A valid email address is mandatory to lodge a ticket.

3. Direct Action Sidebar

Two high-visibility action buttons are anchored on the right side of the layout for fast access:

- Open a New Ticket: A bright blue tab providing an immediate shortcut to create a help request.
- Check Ticket Status: A green tab offering a quick shortcut to log in and look over active ticket histories.

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