



Product: PS Secure

How to Submit an On-line Trouble Ticket

To submit a Trouble Ticket you can access our Member Helpdesk Portal at:

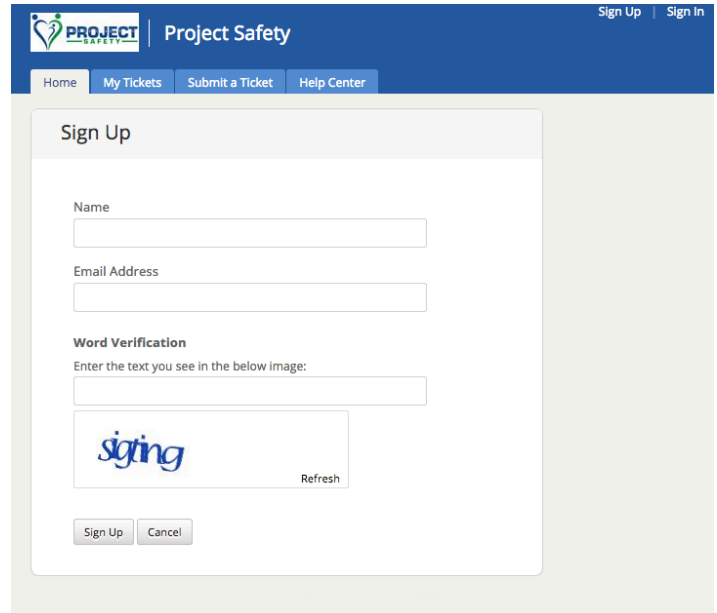
<https://support.projectsafety.com>

We recommend you create an account to improve your Helpdesk experience with us.

Create an Account

Step 1

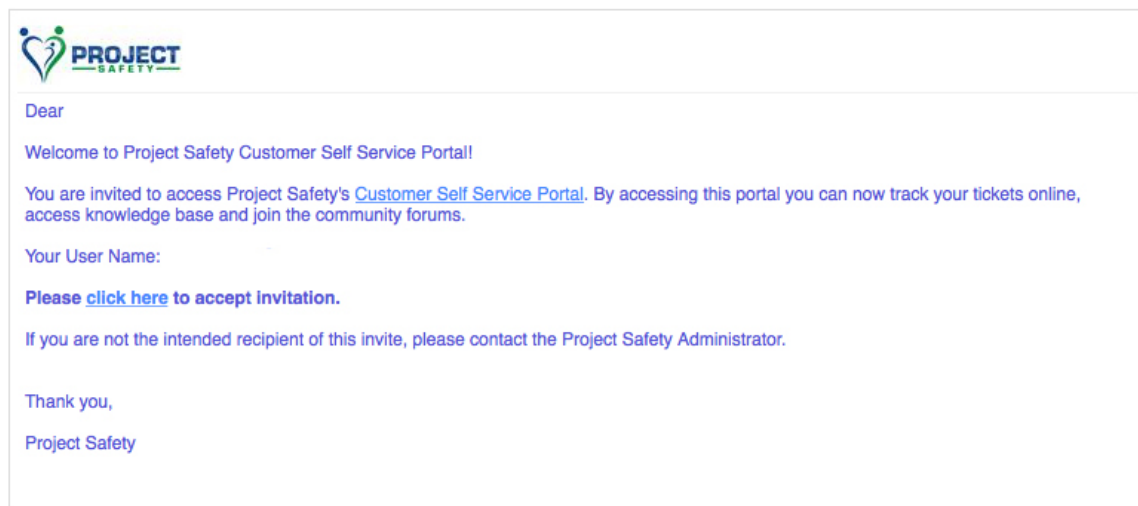
1. Click Sign Up in the upper right of the web page
2. Enter your first and last name in the **Name** field
3. Enter your email address in the **Email Address** field
4. Enter the Word Verification and click the Sign Up button



The screenshot shows the Project Safety website's Sign Up page. At the top, there is a navigation bar with the Project Safety logo and the text 'Project Safety'. To the right of the logo are links for 'Sign Up' and 'Sign In'. Below the navigation bar is a secondary menu with links for 'Home', 'My Tickets', 'Submit a Ticket', and 'Help Center'. The main content area is titled 'Sign Up' and contains a form with the following fields: 'Name', 'Email Address', and 'Word Verification'. The 'Word Verification' field includes a text input and a small image of the word 'sigting' in a blue, cursive font. Below the image is a 'Refresh' button. At the bottom of the form are two buttons: 'Sign Up' and 'Cancel'.

Step 2

You will receive an email to activate your account. Click the link to activate your account and then create a password (your password must be at least 8 characters).



Step 3

You now have successfully created your user account for our Support Portal!

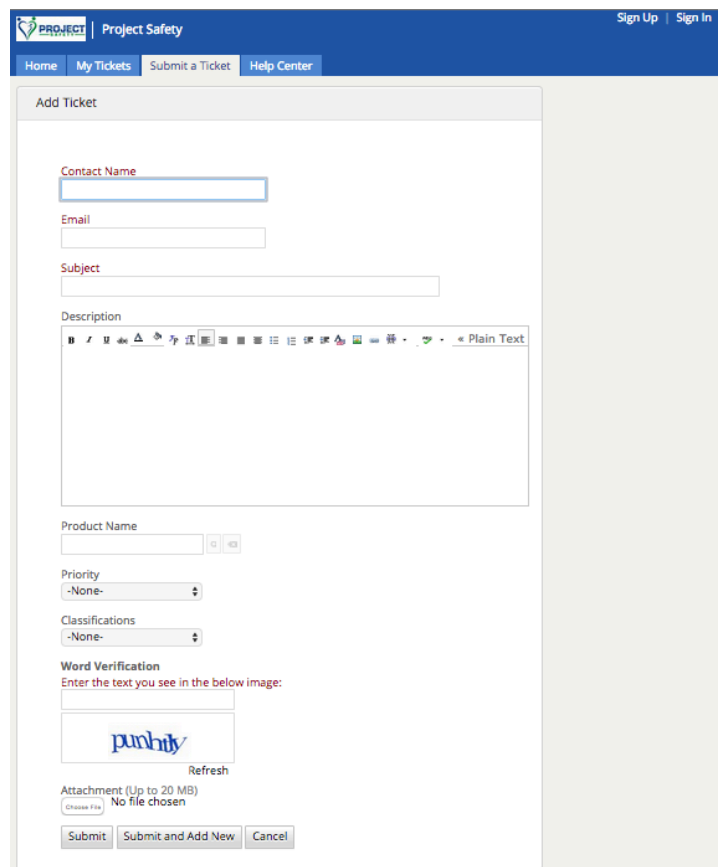
How to Submit a Trouble Ticket

Step 1

1. From the customer portal click the Submit a Ticket tab
2. Then enter your name, email, and subject of the issue you are working to resolve.
3. Enter a detailed description of the problem
4. Enter the *Product Name* you are using or select the Magnifying Glass icon to see a list of available products
5. Select the *Priority* of your issue
6. Use the *Classifications* dropdown to identify your issue
7. Enter the *Word Verification*
8. Attach a file if necessary
9. Select the Submit button

Step 2

You can view the status of your ticket from your Home screen and also through your email.



The screenshot shows the 'Add Ticket' form in the Project Safety customer portal. The form is titled 'Add Ticket' and is located under the 'Submit a Ticket' tab. It contains the following fields and options:

- Contact Name:** A text input field.
- Email:** A text input field.
- Subject:** A text input field.
- Description:** A rich text editor with a toolbar and a 'Plain Text' option.
- Product Name:** A text input field with a magnifying glass icon to the right.
- Priority:** A dropdown menu with '-None-' selected.
- Classifications:** A dropdown menu with '-None-' selected.
- Word Verification:** A section with the instruction 'Enter the text you see in the below image:' and a small image of the 'punbity' logo. Below the image is a 'Refresh' button.
- Attachment:** A section with the instruction 'Attachment (Up to 20 MB)' and a 'Choose File' button. Below it, it says 'No file chosen'.
- Buttons:** 'Submit', 'Submit and Add New', and 'Cancel' buttons at the bottom.