

## STEP 1

Go to <https://desk.zoho.com/portal/vetswebhelpdesk/signin> and log into your account.

## STEP 2

Click on My Tickets

The screenshot shows the Vetsweb help center interface. At the top, there is a navigation bar with the Vetsweb logo and the name 'Vetsweb'. On the right side of the navigation bar, the user's name 'Kayla Russell' is displayed. Below the navigation bar, there are four menu items: 'Home', 'My Area', 'Submit a Ticket', and 'Knowledge Base'. A search bar is located below the menu items, with the placeholder text 'Search help center'. Below the search bar, there are three main sections: 'Add ticket', 'My tickets', and 'Knowledge Base'. The 'My tickets' section is highlighted with a red box. Below these sections, there are two more sections: 'Categories' and 'Most Recent Activities'. At the bottom of the page, there is a button labeled 'SUBMIT A TICKET'.

## STEP 3

To add a comment, question or additional concern, click the Comment button on the right side of the screen. This will update your ticket for the Vetsweb Support Team to see.

To update the priority of your ticket, use the priority drop down on the right side of the screen to let the Vetsweb Support Team know the urgency of your ticket. We get to all service tickets as soon as we can, tickets labeled High or URGENT in the subject line will be addressed first.

If you no longer need support and would like to close a ticket, please click the Close button. This will remove your ticket from the Vetsweb Support Team's que.

The screenshot shows the Vetsweb client portal interface. At the top, there is a navigation bar with the Vetsweb logo and the name 'Kayla Russell'. Below this, there are tabs for 'Home', 'My Area', 'Submit a Ticket', and 'Knowledge Base'. The main content area displays a 'Help Desk Ticket' titled 'Example Help Desk Ticket' with a timestamp of 'on 03 Jun 2019 06:56 PM'. A 'Comment' button is highlighted with a red box. Below the ticket title, there is a message from 'Kayla Russell' dated '03 Jun 2019 06:56 PM (just now)'. The message text reads: 'Please include a detailed description of the issue you are experiencing or the update you need for your site. Don't forget to upload any helpful screen shots to help diagnose issues or assets needed for an update!'. To the right of the message, there is a sidebar with ticket details: 'Ticket Id : #106', 'Due tomorrow 06:56 PM', 'Department Vetsweb', 'Priority Medium' (with a dropdown arrow), 'Website Your Website', 'Status Open', 'Channel Web', and 'Classifications Others'. A 'Close Ticket' button is highlighted with a red box at the bottom of the sidebar.

Your ticket has now been updated! You will receive an email each time your ticket is updated.

If you have any questions on how to use the client portal please email Kayla at [kayla@vetsweb.us](mailto:kayla@vetsweb.us)

Thank you!  
Vetsweb Support Team