

CUSTOMER SUPPORT PORTAL

Account Guidebook

AMPD Technologies

<https://tickets.ampd.tech/support/login>

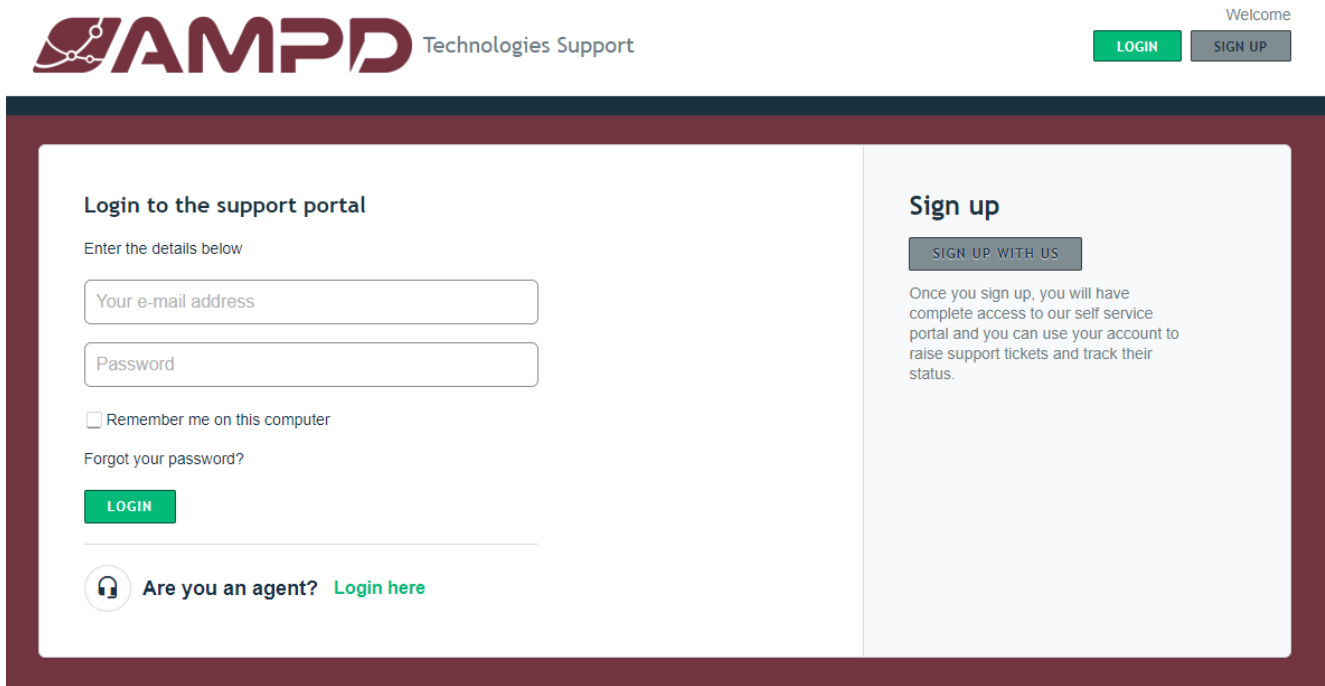


AMPD Customer Support Portal Guide

Please create your account:

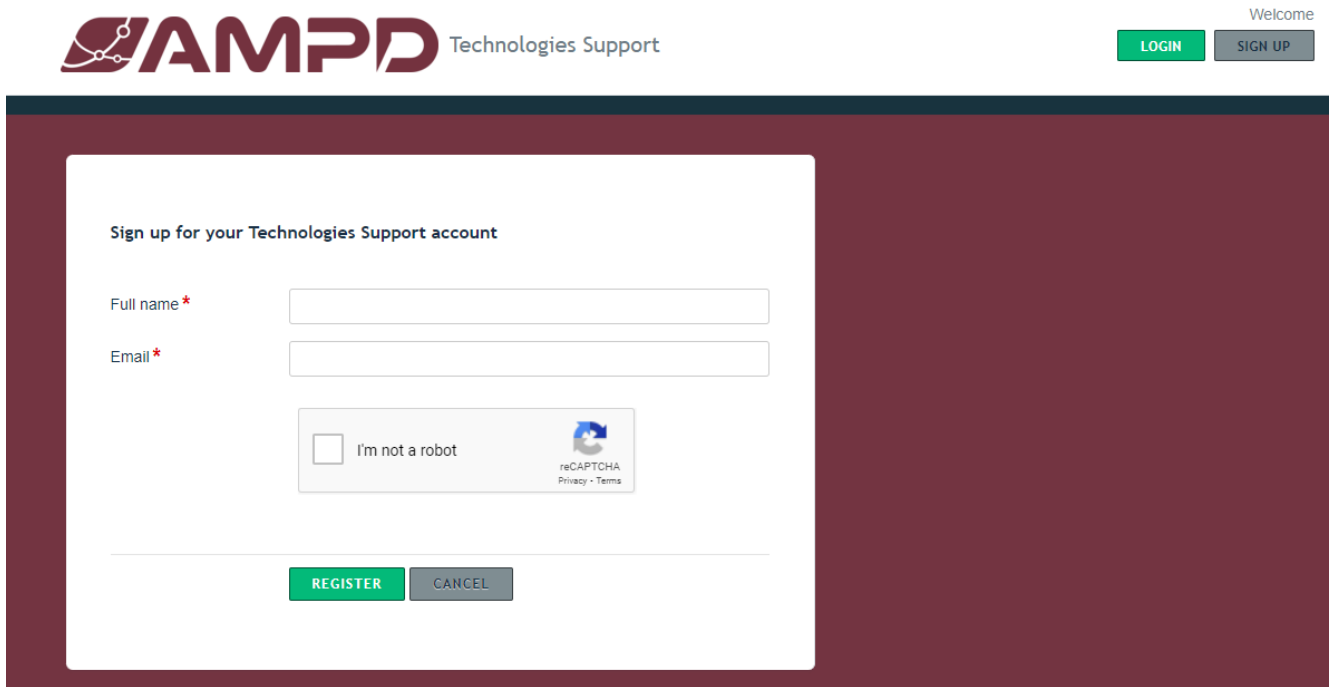
<https://tickets.ampd.tech/support/login>

1. Click on “Sign Up with Us”:



The screenshot shows the AMPD Technologies Support portal interface. At the top left is the AMPD logo and the text "Technologies Support". At the top right, there is a "Welcome" message and two buttons: "LOGIN" (green) and "SIGN UP" (grey). The main content area is divided into two columns. The left column is titled "Login to the support portal" and contains the following elements: "Enter the details below", a text input field for "Your e-mail address", a text input field for "Password", a checkbox for "Remember me on this computer", a link for "Forgot your password?", a green "LOGIN" button, and a link for "Are you an agent? Login here" with a user icon. The right column is titled "Sign up" and contains a grey "SIGN UP WITH US" button and a paragraph of text: "Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status."

2. Fill in the required fields and click “Register”:




AMPD Technologies Support LOGIN WELCOME SIGN UP

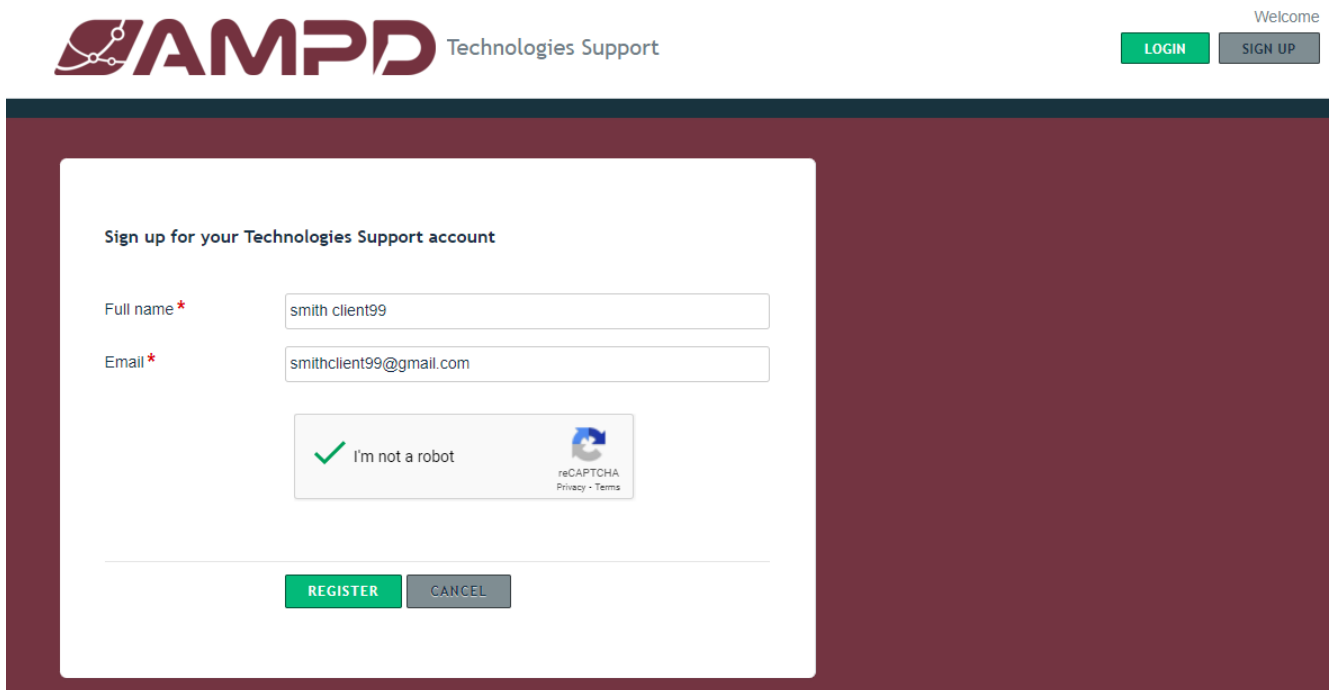
Sign up for your Technologies Support account

Full name*

Email*

I'm not a robot  reCAPTCHA
Privacy - Terms

REGISTER CANCEL




AMPD Technologies Support LOGIN WELCOME SIGN UP

Sign up for your Technologies Support account

Full name*

Email*

I'm not a robot  reCAPTCHA
Privacy - Terms

REGISTER CANCEL

3. An activation link will be sent to your registered email address:

Technologies Support user activation Inbox x



AMPD TECH

to me ▾

Hi smith client99,

A new AMPD Technologies Support account has been created for you.

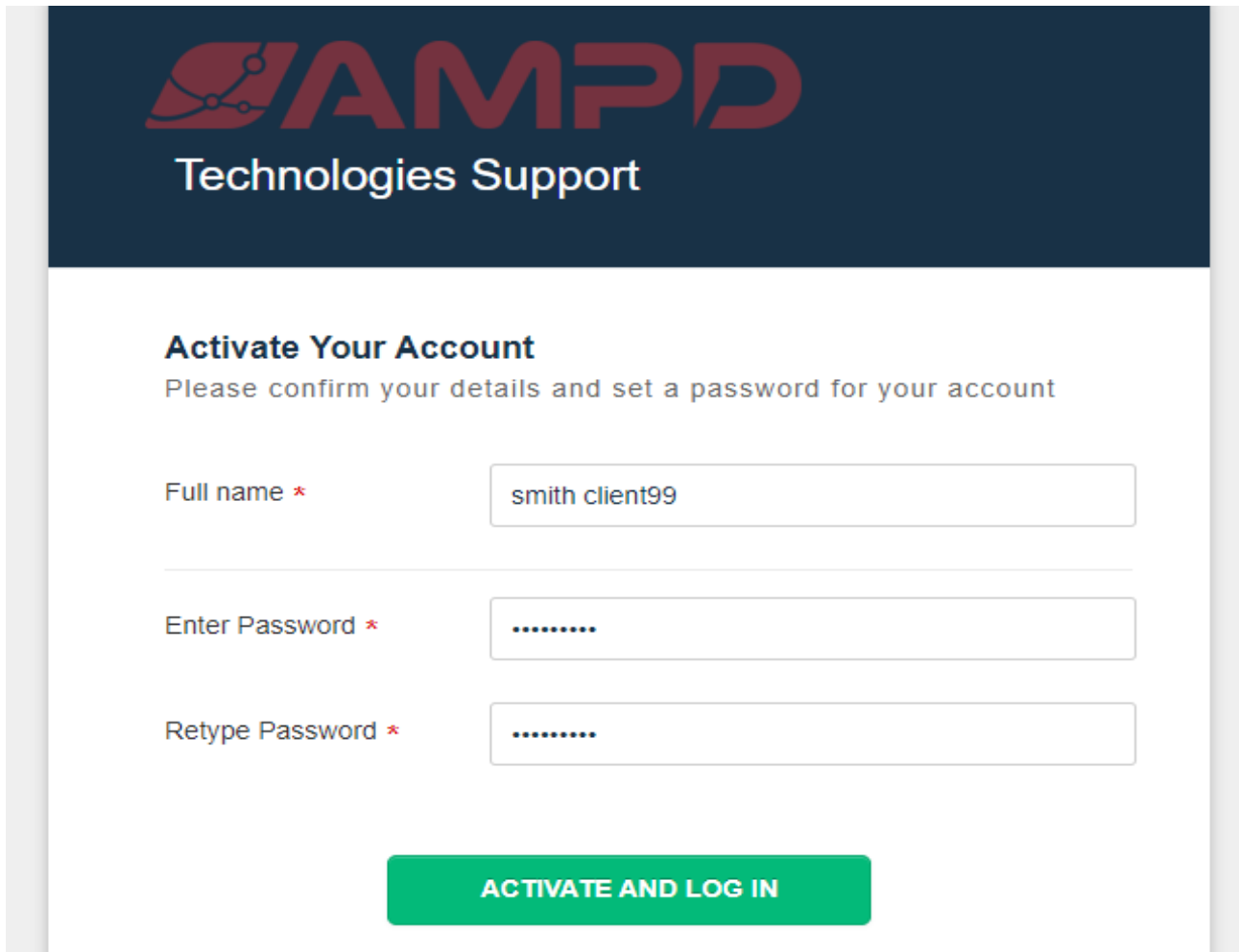
Click the url below to activate your account and select a password!

<https://tickets.ampd.tech/register/bnqb92Avnvx31zBESTDI>

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

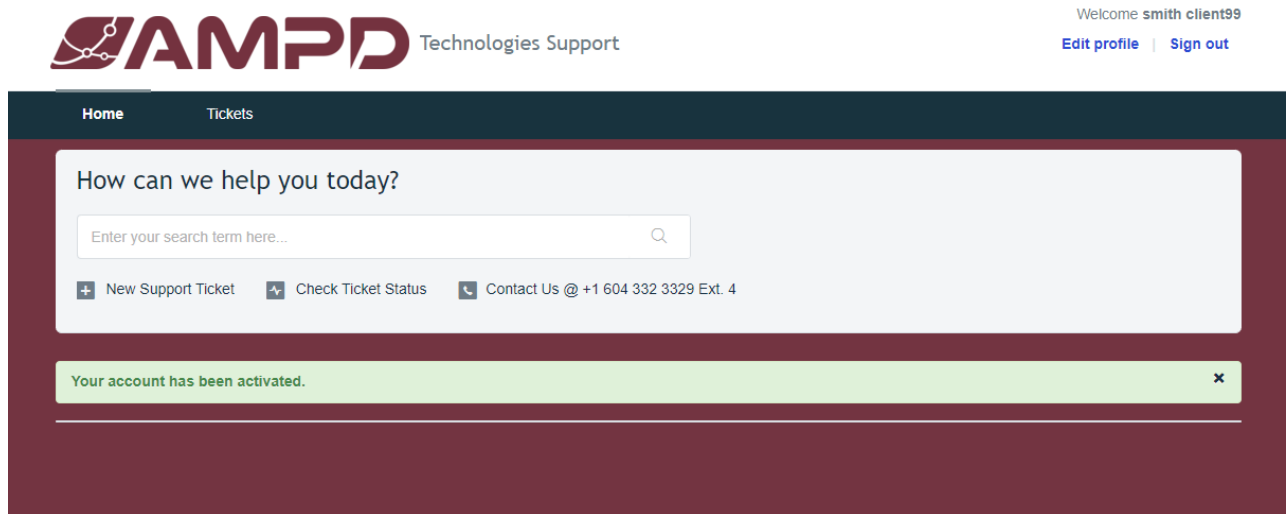
Regards,
AMPD Technologies Support

4. Fill in your Full Name and create a password for the account:



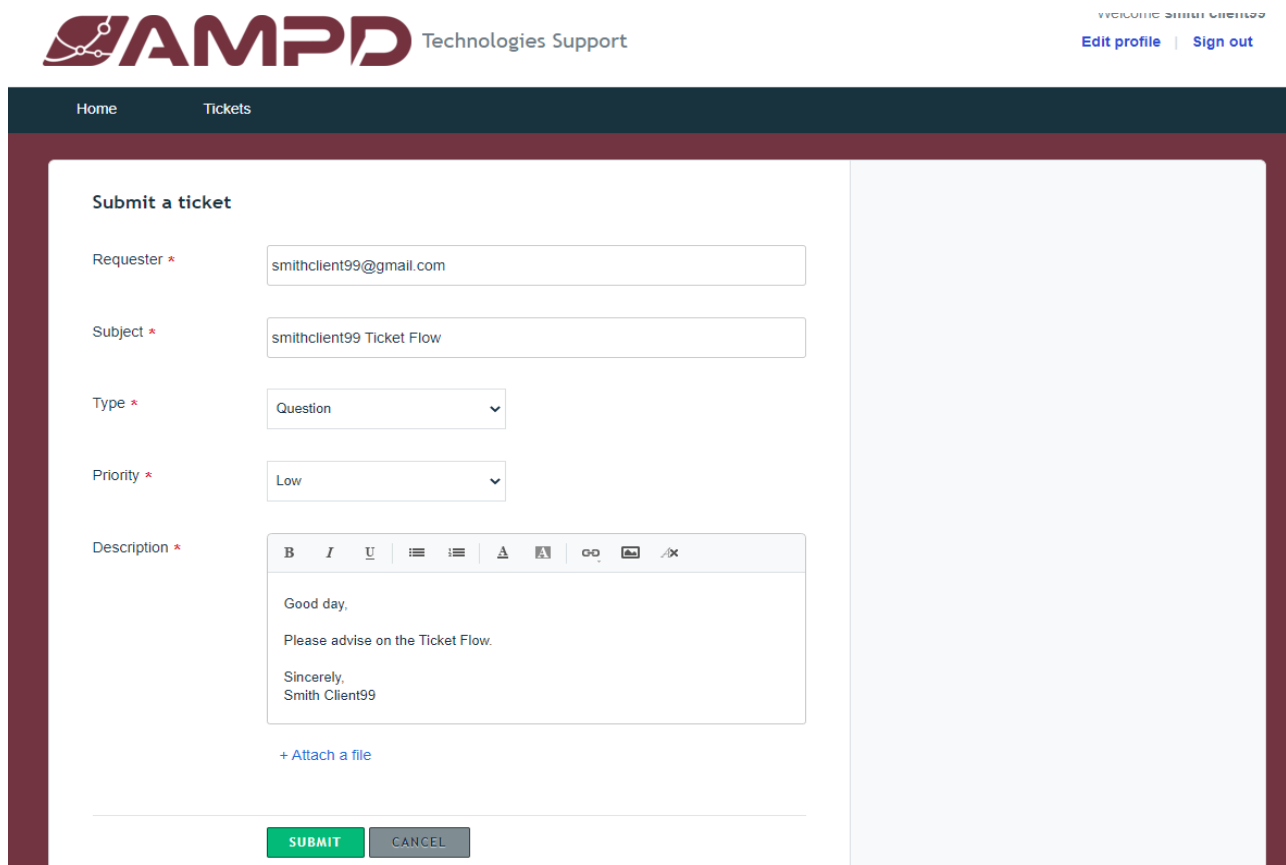
The screenshot shows the AMPD Technologies Support account activation page. At the top, there is a dark blue header with the AMPD logo and the text "Technologies Support". Below the header, the main content area has a white background. The heading "Activate Your Account" is followed by the instruction "Please confirm your details and set a password for your account". There are three input fields: "Full name *" with the value "smith client99", "Enter Password *" with masked characters ".....", and "Retype Password *" with masked characters ".....". At the bottom, there is a green button labeled "ACTIVATE AND LOG IN".

5. After you activate the account, you should be able to view all your tickets and edit your profile:



The screenshot shows the AMPD Technologies Support dashboard. At the top left is the AMPD logo and "Technologies Support". At the top right, it says "Welcome smith client99" with links for "Edit profile" and "Sign out". Below the header is a navigation bar with "Home" and "Tickets". The main content area has a heading "How can we help you today?" followed by a search bar with the placeholder "Enter your search term here...". Below the search bar are three buttons: "+ New Support Ticket", "Check Ticket Status", and "Contact Us @ +1 604 332 3329 Ext. 4". A green notification banner at the bottom of the main content area reads "Your account has been activated." with a close button (x).

6. Submit a new Support ticket:



The screenshot shows the AMPD Technologies Support dashboard with the "Submit a ticket" form. The header and navigation are the same as in the previous screenshot. The form is titled "Submit a ticket" and contains the following fields:

- Requester ***: Text input field containing "smithclient99@gmail.com".
- Subject ***: Text input field containing "smithclient99 Ticket Flow".
- Type ***: Dropdown menu with "Question" selected.
- Priority ***: Dropdown menu with "Low" selected.
- Description ***: Rich text editor containing:
 - Good day,
 - Please advise on the Ticket Flow.
 - Sincerely,
 - Smith Client99

Below the description field is a link "+ Attach a file". At the bottom of the form are two buttons: "SUBMIT" (green) and "CANCEL" (grey).

7. Ticket has been created:

The screenshot displays the AMPD Technologies Support portal interface. At the top left is the AMPD logo and 'Technologies Support' text. At the top right, it says 'Welcome smith client99' with links for 'Edit profile' and 'Sign out'. A dark navigation bar contains 'Home' and 'Tickets' tabs. Below this is a search bar and utility links: '+ New Support Ticket', 'Check Ticket Status', and 'Contact Us @ +1 604 332 3329 Ext. 4'. A green notification banner at the top of the main content area reads 'Your ticket has been created.' The main content area is split into two columns. The left column shows a breadcrumb 'Home / Tickets list', a yellow 'Ticket Submitted | a few seconds ago' banner, and the ticket title '#108 smithclient99 Ticket Flow'. Below the title, it shows the user 'smith client99' reported the ticket. The message content reads: 'Good day, Please advise on the Ticket Flow. Sincerely, Smith Client99'. At the bottom of the message is a reply box with the text 'Click here to reply to this ticket'. The right column is titled 'Ticket details' and contains dropdown menus for 'Type' (set to 'Question') and 'Priority' (set to 'Low'). A green 'UPDATE' button is located below these details.

8. The ticket is being processed:

This ticket is being Processed | a minute ago

#108 smithclient99 Ticket Flow

S smith client99, reported 10 minutes ago

Good day,
Please advise on the Ticket Flow.
Sincerely,
Smith Client99

A AMPD TECH, said 10 minutes ago

AMPD Technologies Network Support ticket in progress

A AMPD TECH, said 2 minutes ago

Hi smith client99,
Your ticket is in process.
Regards,
AMPD Technologies Support

S smith client99

Click here to reply to this ticket

Type *
Question

Status
This ticket is being Processed

Priority *
Low

UPDATE

9. The ticket is resolved, and a satisfaction survey is included for agent feedback:

Welcome smith client99
[Edit profile](#) | [Sign out](#)

Home Tickets

Enter your search term here...

New Support Ticket Check Ticket Status

Contact Us @ +1 804 332 3329 Ext. 4

Home / Tickets list

This ticket has been Resolved | 6 minutes ago

#108 smithclient99 Ticket Flow

S smith client99, reported 18 minutes ago

Good day,
Please advise on the Ticket Flow.
Sincerely,
Smith Client99

A AMPD TECH, said 18 minutes ago

AMPD Technologies Network Support ticket in progress

A AMPD TECH, said 10 minutes ago

Hi smith client99,

Satisfaction Rating
How would you rate your overall satisfaction for the resolution provided by the support agent?

- Extremely satisfied
- Neither satisfied nor dissatisfied
- Extremely dissatisfied

Ticket details

Type *
Question

Status
This ticket has been Resolved

Priority *
Low

UPDATE

10. Chain of communication on the Support Ticket between Client and Agent:

#108 smithclient99 Ticket Flow

S **smith client99**, reported 25 minutes ago

Good day,
Please advise on the Ticket Flow.
Sincerely,
Smith Client99

A **AMPD TECH**, said 25 minutes ago

AMPD Technologies Network Support ticket in progress

A **AMPD TECH**, said 17 minutes ago

Hi smith client99,
Your ticket is in process.
Regards,
AMPD Technologies Support

A **AMPD TECH**, said 8 minutes ago

Hi smith client99,
Your ticket has been resolved.
Regards,
AMPD Technologies Support

S **smith client99**, said 5 minutes ago

Thank you.

A **AMPD TECH**, said 2 minutes ago

Hi smith client99,
Ticket is set to closed.
Regards,
AMPD Technologies Support

This ticket has been Closed | 3 minutes ago [Reply](#)