

Create a Support Ticket

Last Modified on 18/10/2023 2:38 pm BST

Create a Support Ticket

[Edit a Support Ticket](#)

1. Navigate from the **Homepage** to **Help & Support**. Tickets are created using the support headings on the Online Help page. Depending on the content of the support query, the link within the Support Heading will take you to the appropriate Help & Support Ticket Details screen.

Online Help

- ▶ I am unsure how to use Expenses
- ▶ I have a question about my expense policy
- ▶ My details are incorrect
- ▶ I have a question about my online forms

2. Complete the following details in the Create New Ticket section:

Fields	Description
Subject*	Enter a subject for the support ticket
Attachment	If you have an attachment which will support your ticket, such as a screenshot, attach it using the Choose File button.
Description*	Enter a detailed description for the ticket.

Create New Ticket

You can contact a system administrator directly by raising a support ticket, please complete the form below to continue.

Subject*

Attachment No file chosen

Description*

3. Click **Submit**.

Note: If you are sending a ticket to our Service Desk, you will be required to accept a disclaimer which states that the information provided within the support ticket does not contain any sensitive information and that you understand that it will be recorded on our ticketing system which is hosted in a safe harbour outside of the EEA.

Emails will be sent to any support ticket subscribers when a ticket is raised internally.

4. Once you have submitted the ticket you will be presented with a notice confirming that your ticket has been created and that your administrator has been notified. This will also include a link to the **My Tickets** screen where you will be able to view and manage all of your support tickets.

Ticket Created

Your support ticket has been created and your administrator has been notified, you can view the progress of your ticket by visiting [My Tickets](#).

close
