

Dear azeti customer,

We are now able to offer you the option of creating an account on our azeti support desk ticket system. This account will help you to handle your tickets more easily and help us to process your requests more effectively.

You can reach the azeti Support Desk at the following URL: <https://support.azeti.net/>

Customers who have already raised tickets with azeti in the past (by telephone or by email to support@azeti.net) will already have an account in the azeti Support Desk system.

In such cases, please use the “forgotten password” function to get your password which you can reach at the following URL;

<http://support.azeti.net/#Reset>

The username consists of your first & last name, eg peter.parker.

Your password will be sent via email.

If you don't have an account in our azeti Support Desk you can register here;

<http://support.azeti.net/#Signup>



Our support staff will then contact you as soon as possible to activate the new account. If you have the login data, you can log in directly to the azeti Support Desk.



Explanation of each menu item

Tickets:

1. New Ticket -> Here you can create a new support ticket. Please provide as much detail as possible about your problem. Also attachments (screenshots, backups, etc.) can easily be attached to the ticket.
2. My Tickets -> Here you can view your open/closed tickets. You can also enter comments in your open tickets or reopen closed tickets.
3. Company-Tickets -> With this menu item, you have an historical overview of all the tickets that have been created for your company. Tickets which your colleagues have opened can also be viewed here.

Search:

Here you can search for tickets (your own ones or company wide).

Preferences:

1. Interface language -> Set up your default language for the azeti Support Desk.
2. Number of displayed tickets -> Adjustment for the number of tickets displayed per page.
3. Ticket overview -> Refresh interval adjustment.
4. Change password -> Here you can change your azeti Support Desk password.

Logout:

Logoff button

