

New Customers

First time using Zendesk:

- Customer will submit request/issue by going to <https://gtgtechnology.zendesk.com>.
- This will take you to a log in screen: click the sign up link at the bottom of the page and register for your new account.

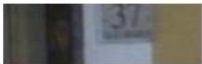
Sign up to GTG Technology

Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.

Your full name *

Your email *

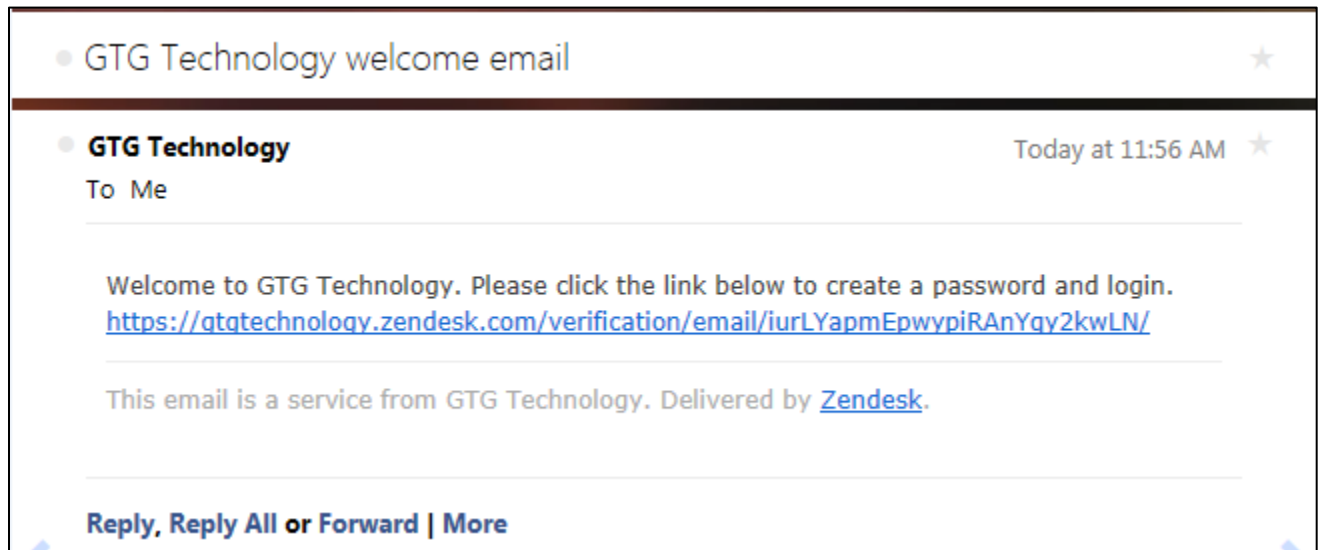
Please verify text *

4394835 

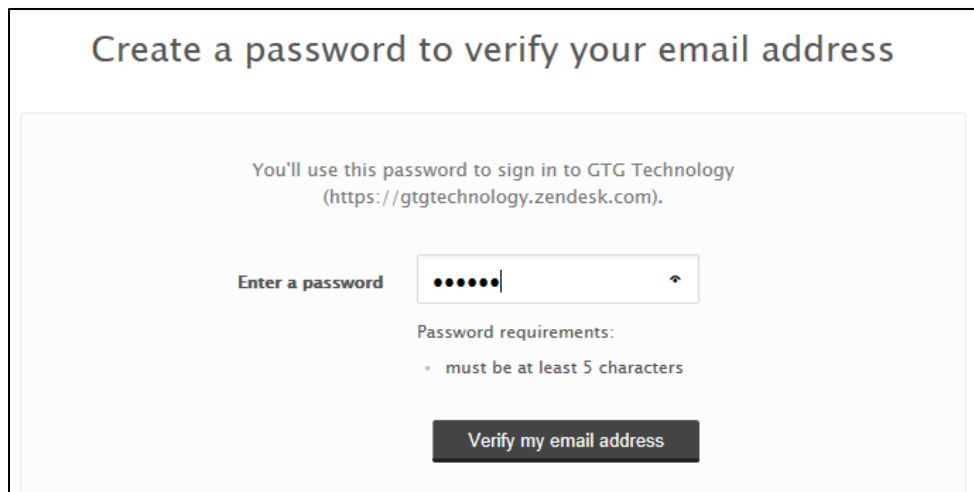
[Two other words please](#) [I want audio instead](#)

[Cancel](#) [Sign up](#)

- You will then receive a welcome email with a verification link needed to finish your sign up process.



- The link will take you to your password creation page as seen below.

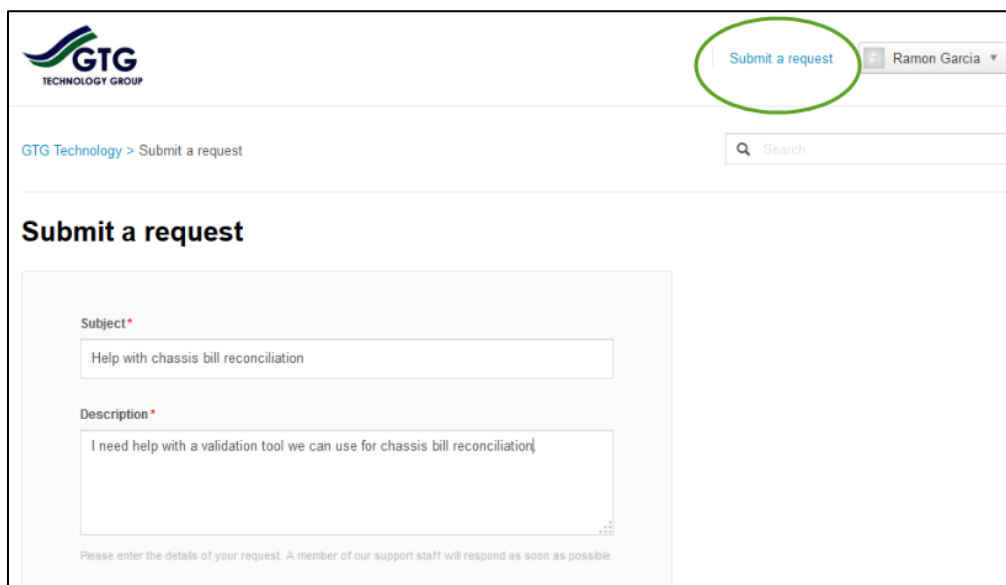


The screenshot shows a web page titled "Create a password to verify your email address". Below the title, it says "You'll use this password to sign in to GTG Technology (https://gtgtechnology.zendesk.com)." There is a text input field labeled "Enter a password" containing six dots and a toggle icon. Below the field, it lists "Password requirements:" with a bullet point: "must be at least 5 characters". At the bottom, there is a dark button labeled "Verify my email address".

- Once completed your sign in set up, you will be able to access your user profile on Zendesk. You will have a drop down that includes your activities and settings.



- To submit a concern/issue: click on the “submit a request” link and fill in the subject/description lines.



A screenshot of the "Submit a request" form in the GTG user interface. The "Submit a request" link in the top right corner is circled in green. The form contains two required fields: "Subject" and "Description". The "Subject" field contains the text "Help with chassis bill reconciliation". The "Description" field contains the text "I need help with a validation tool we can use for chassis bill reconciliation". A search bar is visible in the top right corner of the page.

- To view your open tickets, click on “my activities” on the drop down box.

My activities

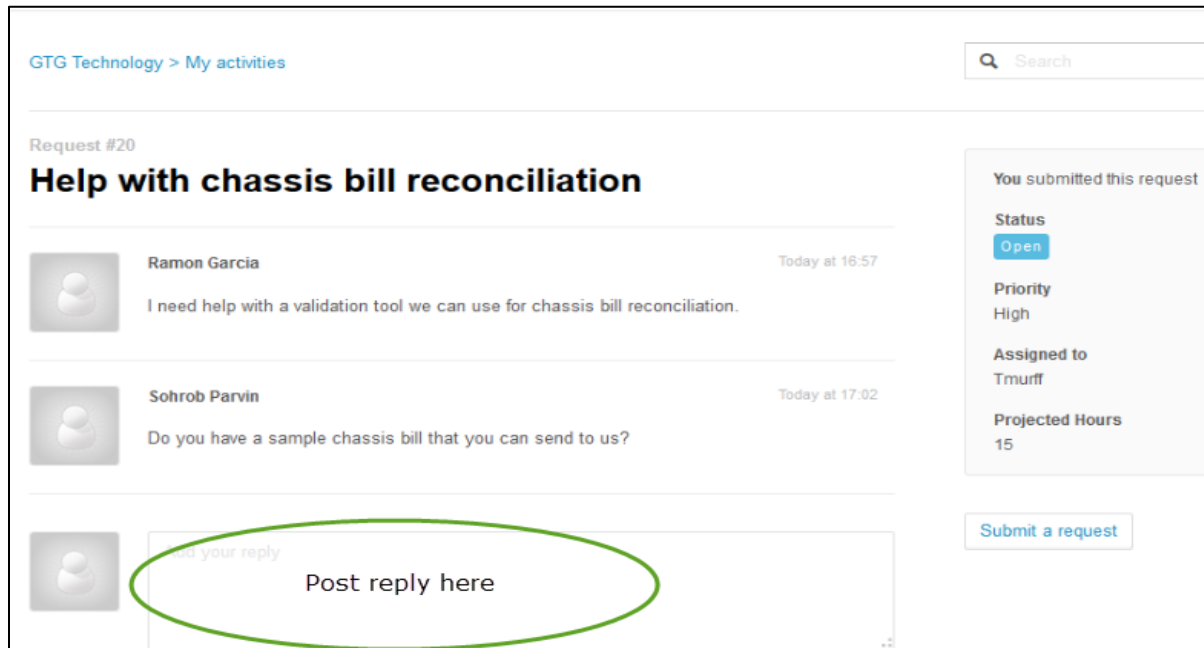
Requests | Contributions | Following

My requests

Filter requests Status: Any

ID	SUBJECT	LAST ACTIVITY	STATUS
20	Help with chassis bill reconciliation	3 minutes ago	Open
19	no edi	5 minutes ago	Open

- To view ticket details: click on the request subject link to expand and view any detail. You can also post a reply here and openly communicate with the programmer assigned to your concern.



The screenshot displays a ticketing system interface. At the top left, it shows the breadcrumb "GTG Technology > My activities" and a search bar. The main content area is titled "Request #20" and "Help with chassis bill reconciliation". It lists two messages: one from Ramon Garcia at 16:57 asking for help with a validation tool, and another from Sohrob Parvin at 17:02 asking for a sample chassis bill. A reply box at the bottom is highlighted with a green oval and contains the text "Post reply here". On the right side, a summary box indicates the request is "Open", has a "High" priority, is assigned to "Tmurff", and has "15" projected hours. A "Submit a request" button is also visible.