Creating and managing customer support tickets for issues and inquiries
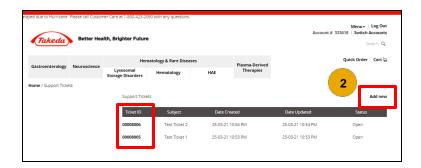
1. **Logged into an account, click on the Menu dropdown, and select the option Report a Problem**

2. On the **Support Tickets page**, all tickets raised by the account are recorded, and Ticket ID, Subject, Date Created, Updated and Status are provided
   ➢ Select a ticket by clicking on its **Ticket ID**
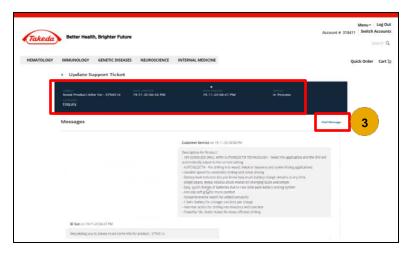   ➢ Click **Add New** to create a new ticket

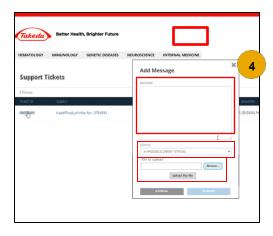
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3. **On the Ticket Details page,** additional details on the selected ticket are viewable:
- **Subject** line of ticket
- **Category** of ticket form filled
- **Date Updated** & **Date Created**
- **Status** of ticket (new/closed/open)

- ➤ **Messages** section for communications with customer support to assist with the ticket
- ➤ Click the **Add Message** button to prompt the pop-up for messaging customer support

4. On the Ticket Add Message pop-up
- ➤ Messages can be typed in the first field
- ➤ Changing the ticket status can be done in the second field
- ➤ Add attachments in the third field

Click Submit to send the message to Customer Support

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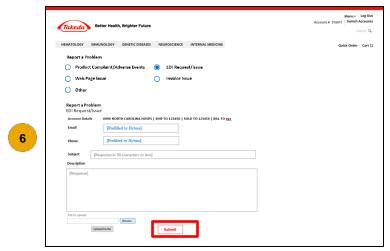**5.** **After clicking Add New** on the Support Tickets dashboard, select a ticket category from the radio buttons to generate the respective inquiry form

6. Once a form is selected, complete all fields before submitting clicking Submit.

Once a ticket is submitted, it will be routed to the correct Takeda team for review.

7. After submitting a ticket, save the ticket number provided to use when referring back to the ticket in the Ticket Support dashboard.

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