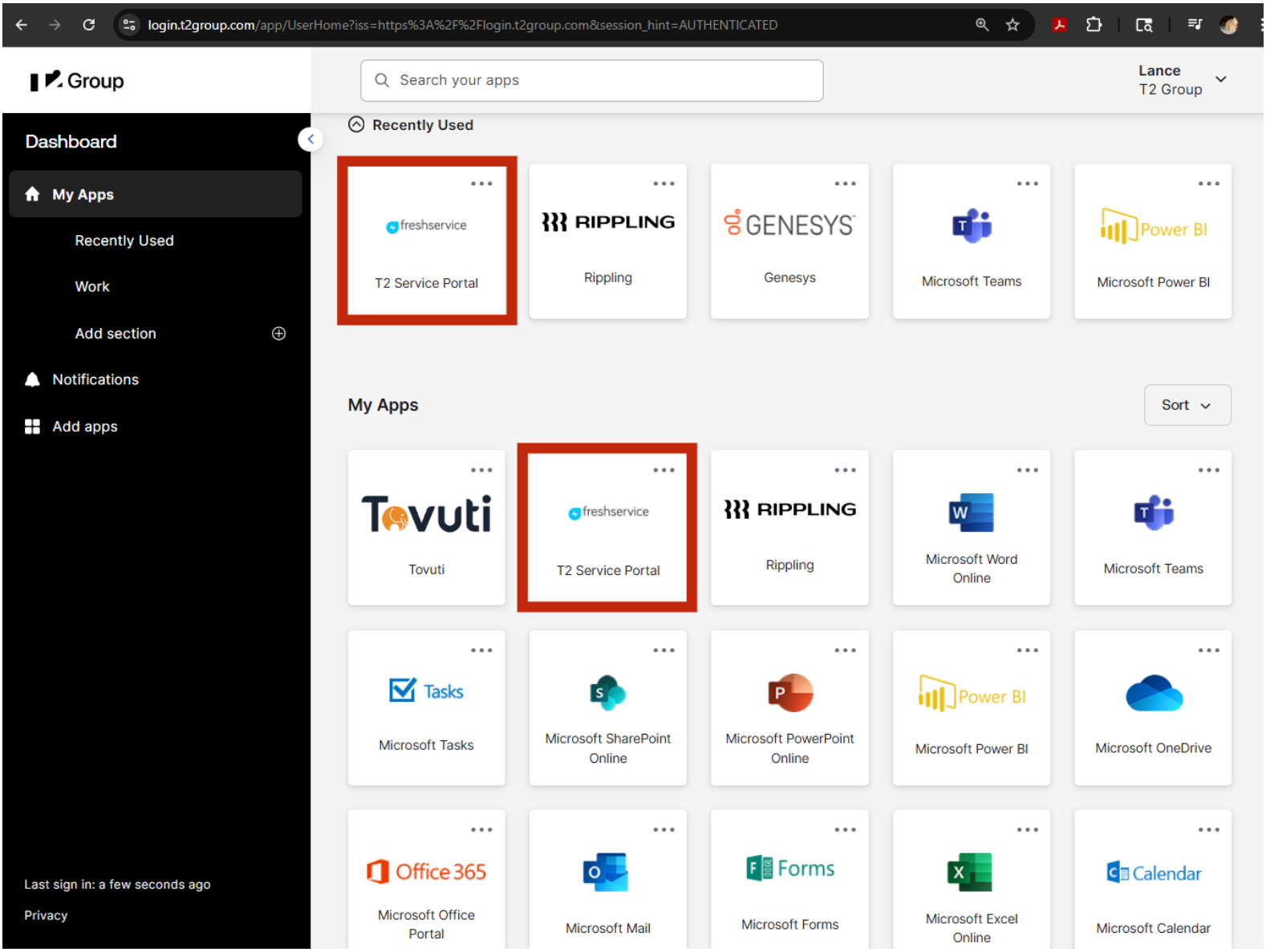
Submitting a Ticket in Freshservice

Written By: Brendon Welch

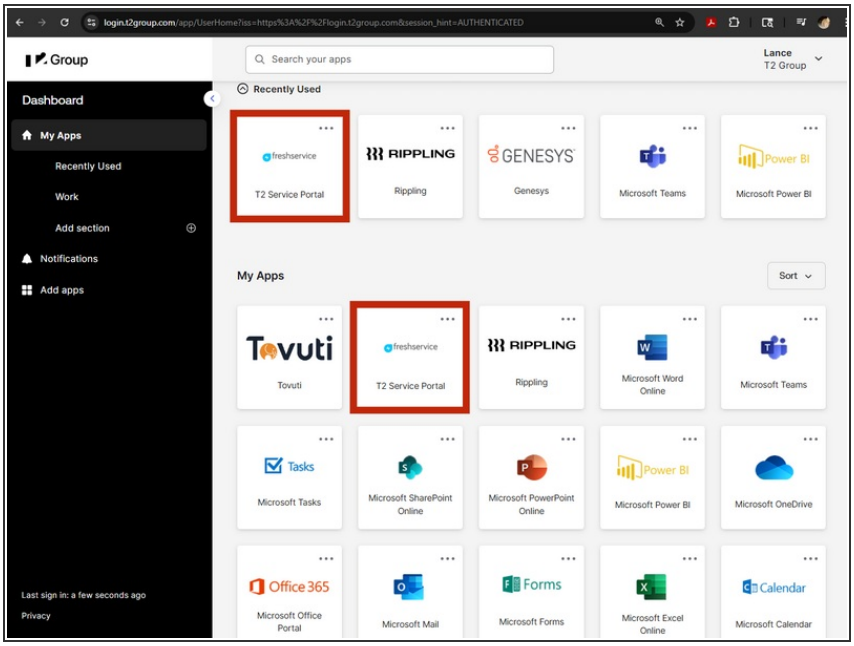


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INTRODUCTION

If you are experiencing technical difficulties, you can submit a ticket in Freshservice to have a T2 Tech Engineer troubleshoot and resolve your problem.

Step 1 — Submitting a Ticket in Freshservice

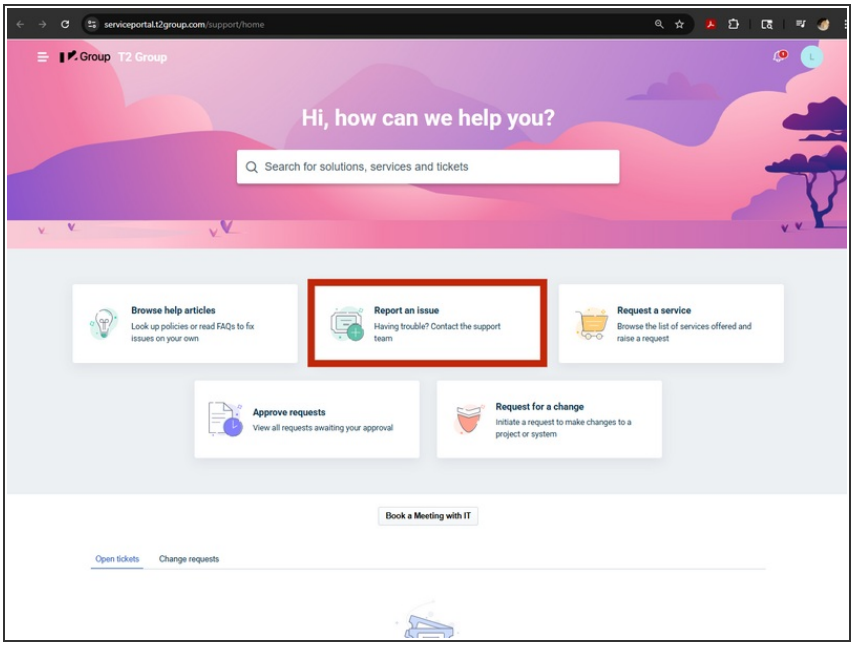


⚠ **Before proceeding, you must already be logged into your T2 Tech or T2 Flex Dashboard.**

[CLICK HERE to Access your T2 Group Dashboard]

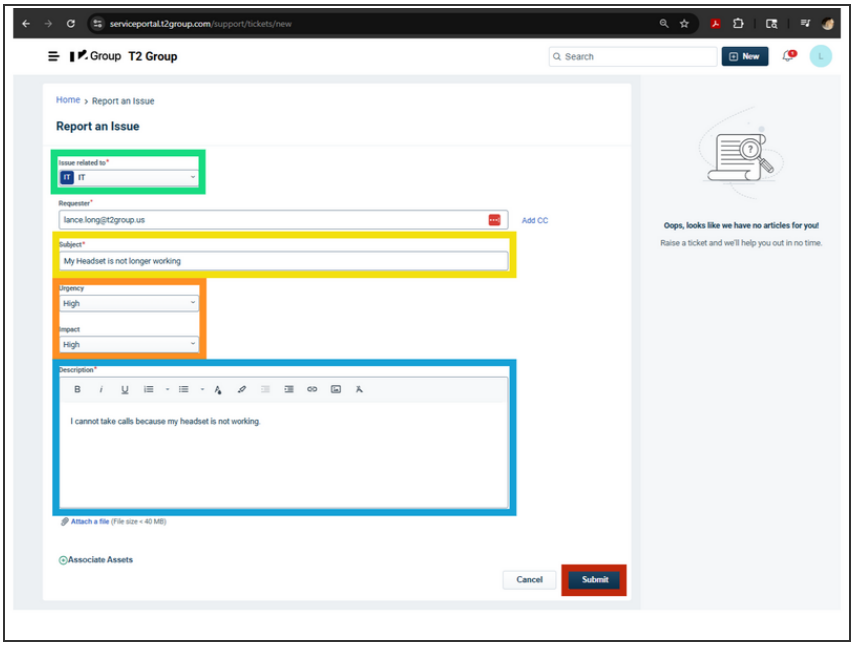
- Click on the **Freshservice HelpDesk** tile on your dashboard

Step 2



- Click **Report an Issue**

Step 3



- Select what the **Issue is related to**
- Enter the **Subject** of your issue

⚠ **If the issue is preventing you from performing your job and you cannot bill your hours, set your priority and impact to *High*.**

ⓘ *All other instances, set the Impact and Urgency to Low so the support team can set it themselves.*

- Select the **Impact and Urgency**
- Provide a **Description** of the issue
- Click **Submit**