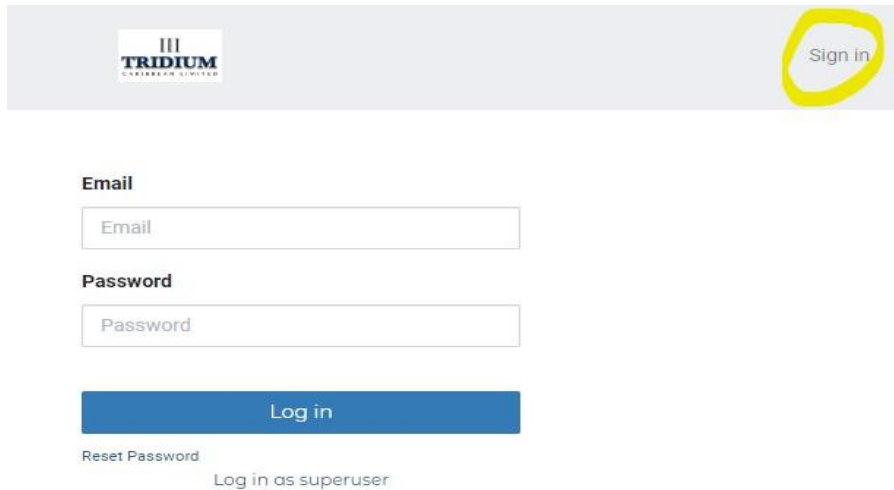


Creating a Support Ticket Online

[Link to The Portal](#)

Accessing the Ticket Form

Accounts are created internally, and you will be given login information. Use the provided email address and password to log into the portal.



TRIDIUM
CARIBBEAN LIMITED

Sign in

Email

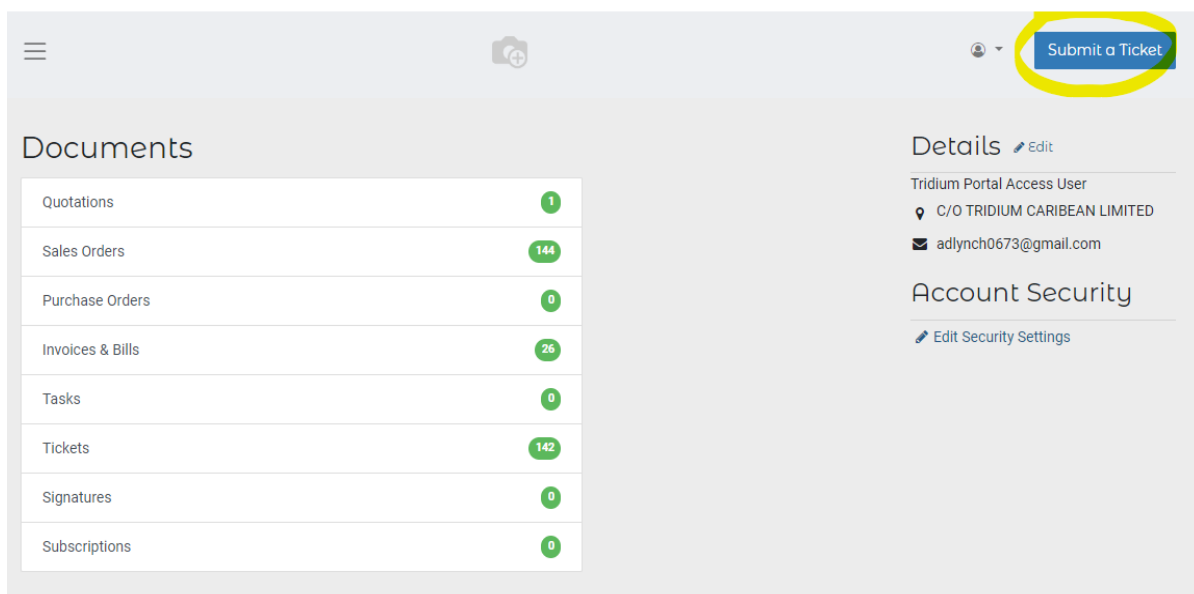
Password

Log in

[Reset Password](#)

[Log in as superuser](#)

Once you are logged in, the portal will be visible. The 'Submit a Ticket' button will at this point always be visible on the top right corner of the window. Click on it to view the submission form.



Submit a Ticket

Documents

Quotations	1
Sales Orders	144
Purchase Orders	0
Invoices & Bills	26
Tasks	0
Tickets	142
Signatures	0
Subscriptions	0

Details [Edit](#)

Tridium Portal Access User

[C/O TRIDIUM CARIBBEAN LIMITED](#)

[adlynch0673@gmail.com](#)

Account Security

[Edit Security Settings](#)

Creating the Ticket

This form will allow you to fill out relevant information and create a ticket for the service team to see and act on. There will be multiple fields. The starred ones are the only ones required, but it is strongly recommended that you take the time and fill them all out carefully to ensure quick and effective service – particularly the serial number.

Submit a Ticket

Your Name *	<input type="text" value="Tridium Portal Access User"/>
Your Email *	<input type="text" value="adlynch0673@gmail.com"/>
Reported By	<input type="text"/>
Subject *	<input type="text"/>
Description	<input type="text"/>
Customer Reference	<input type="text"/>
Location	<input type="text" value="Street : C/O TRIDIUM CARIBEAN LIMITED [Tridium Portal Access User]"/>
Model / Serial Number	<input type="text"/>
Attachment(s)	<input type="button" value="Choose Files"/> No file chosen

Your Name, Your Email

These two fields are set by default based on your login credentials. Confirm if these are accurate and proceed.

Reported By

List the name of the individual(s) who is making the request/discovered the issue.

Subject

Write a summary of the request/issue.

Description

Write a detailed description of the request/issue.

Customer Reference

This field is for additional relevant information relating to the branch, location, reporter, etc. such as a phone number.

Location

Select from the dropdown which location requires attention. You will only be able to see the locations attached to your login or their child locations.

Model / Serial Number

Select from the dropdown the serial number of the machine that is to be serviced. Again, you will only see machines that are attached to your location or machines in the locations beneath yours. You can also type into the dropdown, which will narrow down your options as it matches with the name of the machines.

Attachments(s)

Here you can upload images or documents that will assist the technicians in fulfilling the request.

Example:

Submit a Ticket

Your Name *	<input type="text" value="Tridium Portal Access User"/>
Your Email *	<input type="text" value="adlynch0673@gmail.com"/>
Reported By	<input type="text" value="Kevin Lai"/>
Subject *	<input type="text" value="Calibration Error"/>
Description	<input type="text" value="The banknote recycler is not operational due to a calibration error. Attached is a picture showing the error screen given."/>
Customer Reference	<input type="text" value="Internal request"/>
Location	<input type="text" value="Street : C/O TRIDIUM CARIBBEAN LIMITED [Tridium Portal Access User]"/>
Model / Serial Number	<input type="text" value="[TCD-750] / TCD BENCHMARK / SN: 1234 [Installation Date: 10/21/2021 08:30:28] [Exp C"/>
Attachment(s)	<input type="text" value="Choose Files form.png"/>
<input type="submit" value="Submit"/>	

After you have checked all your information, click the 'Submit' button at the bottom. Your ticket will be received and processed shortly!