



6/23/2022

# Kastel Online Support User Guide



Vishil Chauhan  
KASTLE FIJI

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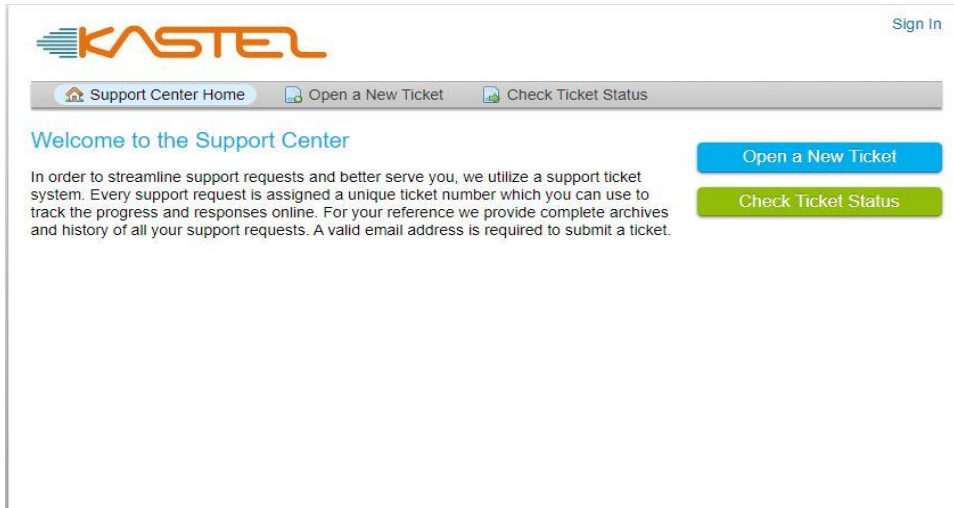
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# 1 Purpose

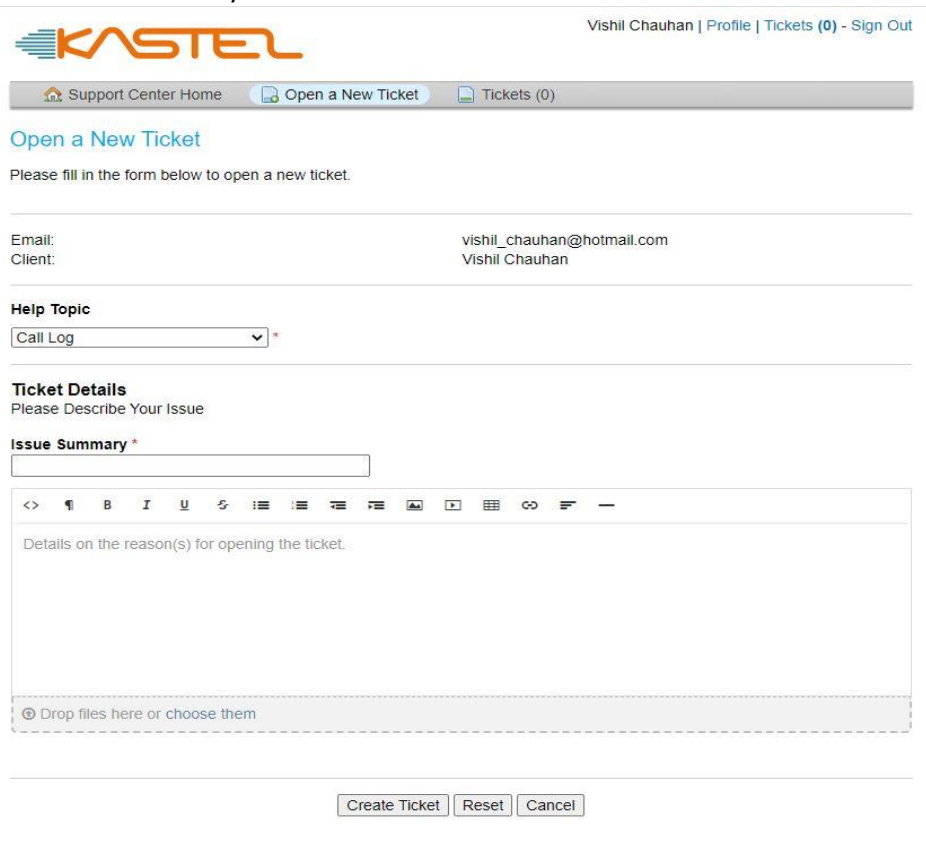
The purpose of this document is to provide steps for users on how to create support tickets and check active support ticket status.

# 2 Steps

- To access OsTicket visit the url: <https://support.kastel.com.au>



- To open a new ticket, click on open a new ticket
- Sign in with your credentials
- Enter issue summary and click on create ticket



- To check status of the ticket, click on tickets tab

The screenshot shows the KASTEL support center interface. At the top right, the user is identified as Vishil Chauhan with links for Profile, Tickets (1), and Sign Out. The navigation bar includes 'Support Center Home', 'Open a New Ticket', and 'Tickets (1)'. A search bar and a 'Help Topic' dropdown menu are also present. The main content area is titled 'Tickets' and shows 'Showing 1 - 1 of 1 Open Tickets'. A table lists the ticket details:

Ticket #	Create Date	Status	Subject	Department
KT-2021000171	4/21/22	Open	Test Email	Support

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- To check previously closed tickets for reference purpose. Click on closed.

The screenshot shows the KASTEL support center interface. At the top right, the user is identified as Vishil Chauhan with links for Profile, Tickets (2), and Sign Out. The navigation bar includes 'Support Center Home', 'Open a New Ticket', and 'Tickets (2)'. A search bar and a 'Help Topic' dropdown menu are also present. The main content area is titled 'Tickets' and shows 'Closed (2)'. Below this, there is a section for 'Open Tickets' with a table that is empty, displaying the message 'Your query did not match any records'.

Ticket #	Create Date	Status	Subject	Department
Your query did not match any records				

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powered by osTicket

- Once clicked on close, you can see the status of your closed tickets.

**KASTEL** Vishil Chauhan | Profile | Tickets (2) - Sign Out

Support Center Home Open a New Ticket Tickets (2)

Search Help Topic: — All Help Topics —

**Tickets** Closed (2)

Showing 1 - 2 of 2 Closed Tickets

Ticket #	Create Date	Status	Subject	Department
KT-2021000199	6/28/22	Closed	Osticket Guide	Support
KT-2021000198	6/28/22	Closed	test	Support

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**KASTEL** Vishil Chauhan | Profile | Tickets (2) - Sign Out

Support Center Home Open a New Ticket Tickets (2)

Osticket Guide #KT-2021000199 Print Edit

Basic Ticket Information		User Information	
Ticket Status:	Closed	Name:	Vishil Chauhan
Department:	Support	Email:	vishil_chauhan@hotmail.com
Create Date:	6/28/22, 2:06 PM	Phone:	

Vishil Chauhan posted 6/28/22, 2:06 PM

update osticket guide

Created by Vishil Chauhan 6/28/22, 2:06 PM

Vishil Chauhan posted 6/28/22, 2:07 PM

osticket guide updated.

Ticket closed

Closed by Vishil Chauhan with status of Closed 6/28/22, 2:07 PM

**Post a Reply**

To best assist you, we request that you be specific and detailed \*

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