

Submit a New Ticket

The screenshot shows the 'TheSatellite.biz HelpDesk' interface. At the top, there is a dark green header with the text 'TheSatellite.biz HelpDesk' on the left and a 'SIGN IN' button on the right. Below the header is a dark grey navigation bar containing a 'Knowledge base' button, a 'Browse' button, and a search input field. On the right side of this navigation bar is a green button labeled '+ New ticket', which is pointed to by a large blue arrow. Below the navigation bar is a search bar with the placeholder text 'Search Knowledge base...'. The main content area is divided into several sections, each with a category title and a list of articles:

- Software Application Support** (9 articles)
 - > ALS Year-End Rollover
 - > Unable to pay bill - nothing in cart
 - > ALS© Manual
 - > ALS© Manual
 - > ALS© Manual - Maintenance Menu
 - [View all](#)
- Web Based \ Credit cards** (8 articles)
 - > Site Fees
 - > Bill won't add to cart new
 - > Refund Request Form - Merchant
 - > Credit Card Signage
 - > Refund Request Form - Site Fee
 - [View all](#)
- Web Based \ Municipal Client** (3 articles)
 - > Tax Collection Start and End Date
 - > Generic Bill Pay
 - > Generic Payment Questionnaire
 - [View all](#)
- Web Based \ e-Checks** (1 articles)
 - > e-Check Application
 - [View all](#)
- Sales \ General sales** (1 articles)
- Programming \ Web Apps** (2 articles)

At the bottom left of the page, there is a small text box containing the URL: `https://thesatellitebiz1.jitbit.com/helpdesk/Tickets/New`.

Submit a New Ticket

https://thesatellitebiz.jitbit.com/helpdesk/Tickets/New

TheSatellite.biz HelpDesk

Recently viewed tickets | admin | LOG OUT

Tickets Knowledge base Reports Administration

search... (or ticket ID)

New ticket

Submit on behalf of another user

Subject

Subject

Enter a Subject

B I U

(select category) priority - Normal

attach Dropbox... attach a file...

Submit Advanced...

Get help for this page

Powered by Jitbit Hosted HelpDesk v8.9.9.0

Submit a New Ticket

TheSatellite.biz HelpDesk

Recently viewed tickets | admin | Log out

Tickets Knowledge base Reports Administration

Search... (or ticket ID)

New ticket

Submit on behalf of another user

Subject
Subject

B *I* U

Enter in your concern; include any error messages and pictures

(select category) priority - Normal

[attach Dropbox...](#) [attach a file...](#)

[Get help for this page](#)

Powered by Jitbit Hosted HelpDesk v8.9.9.0

Submit a New Ticket

TheSatellite.biz HelpDesk

Recently viewed tickets | admin | LOG OUT

Tickets Knowledge base Reports Administration

search... (or ticket ID)

New ticket

Submit on behalf of another user

Subject
Subject

B I U [List icons] [Image icon] [Link icon] [Code icon]

(select category) [v] priority - Normal [v]

[attach Dropbox...](#) [attach a file...](#)

Submit Advanced

Select a category

Get help for this page

Powered by Jitbit Hosted HelpDesk v8.9.9.0

Submit a New Ticket

TheSatellite.biz HelpDesk

Recently viewed tickets | admin | LOG OUT

Tickets Knowledge base Reports Administration

search... (or ticket ID)

New ticket

Submit on behalf of another user

Subject

Subject

B I U [link] [list] [table] [img] [video] [code]

(select category) [v] priority - Normal [v]

attach Dropbox... attach a file...

Submit Advanced...

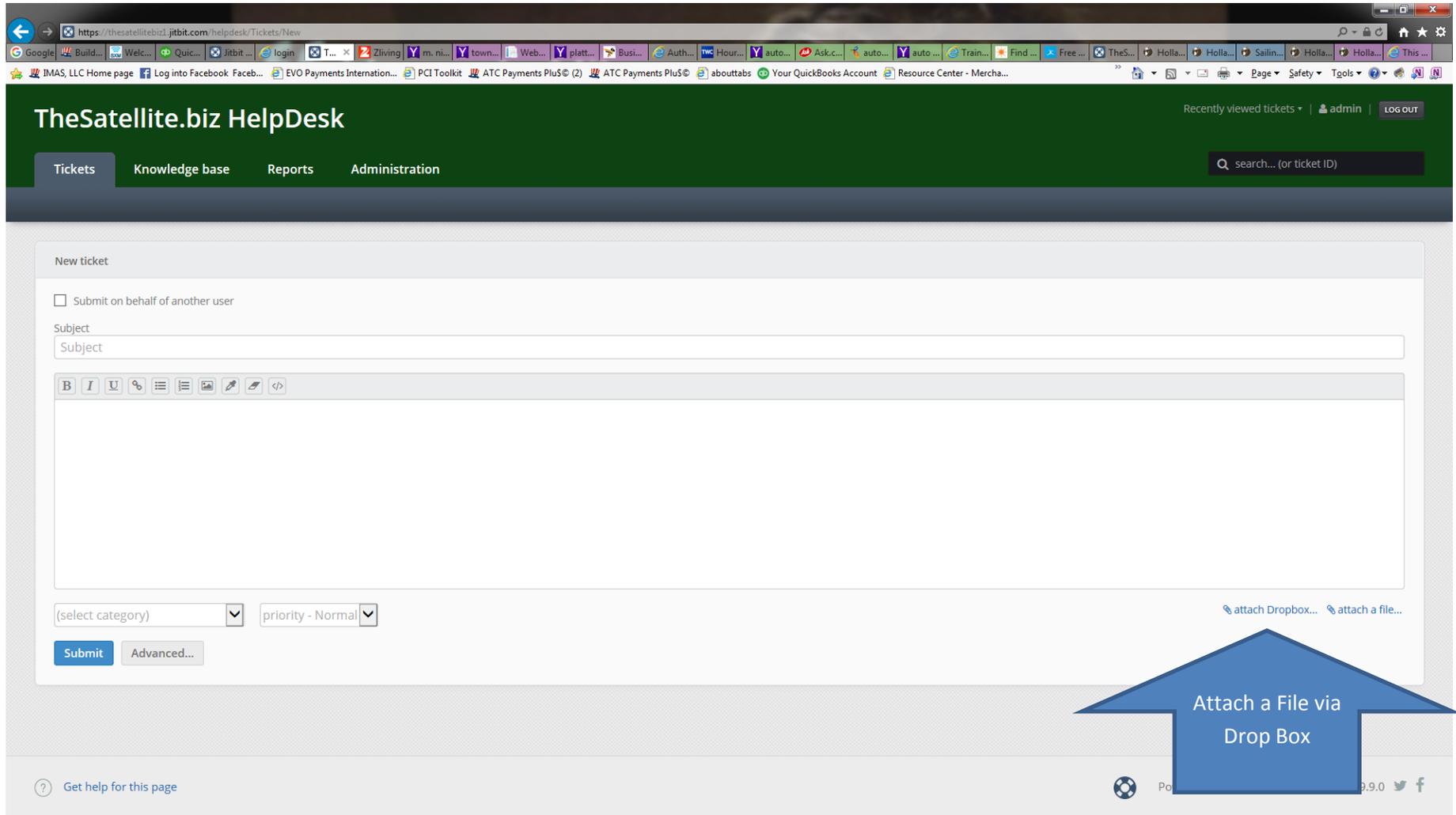
Select a Priority from normal to Critical

Get help for this page

Powered by Jitbit Hosted HelpDesk v8.9.9.0

Submit a New Ticket

Attach a



The screenshot shows the 'New ticket' form in the TheSatellite.biz HelpDesk. The form includes a checkbox for 'Submit on behalf of another user', a 'Subject' input field, a rich text editor with a toolbar (bold, italic, underline, link, list, image, link, code), and dropdown menus for '(select category)' and 'priority - Normal'. There are 'Submit' and 'Advanced...' buttons. A blue arrow points to the 'attach a file...' link, with the text 'Attach a File via Drop Box' written inside the arrow.

Submit a New Ticket

TheSatellite.biz HelpDesk

Recently viewed tickets | admin | LOG OUT

Tickets Knowledge base Reports Administration

search... (or ticket ID)

New ticket

Submit on behalf of another user

Subject

Subject

B I U

(select category) priority - Normal

[attach Dropbox...](#) [attach a file...](#)

Submit Advanced...

Get help for this page

Powered by Jitbit Hosted HelpDesk v8.9.9.0

Attach any file

Submit a New Ticket

TheSatellite.biz HelpDesk

Tickets Knowledge base Reports Administration

search... (or ticket ID)

Recently viewed tickets | admin | LOG OUT

New ticket

Submit on behalf of another user

Subject

Subject

B I U [list] [list] [img] [img] [code]

(select category) [v] priority - Normal [v]

attach Dropbox... attach a file...

Submit Advanced...

Depress Submit and you ticket has been submitted

Powered by Jitbit Hosted HelpDesk v8.9.9.0

You will receive an e-mail thanking you for your submission. Our salesandsupport staff will be monitoring this queue on a regular basis on regular business day during regular business hours, less frequently during the weekends and after normal business hours and evenings. If you require additional support after hours call 203.775.3101 and explain to the operator what you need.