

# Create a service ticket

1. From the **Operations** page tap/click on the **three-lined icon** located at the top left corner of your screen
2. Tap/Click the **Maintenance** page
3. Tap/Click the red, **three-dot menu button** located at the top right corner of your screen
4. Tap/Click **Add Service Call** to open the **Create Service Call** window
  - a. In the **Create Service Call** window, toggle the **Ticket Priority** slider
  - b. Select the POS, tap/click **+ Add** button next to **POS**
  - c. Next to **Equipment** tap/click **+ Add** to choose the specific machine
  - d. Details regarding the service request should be noted in the **Issue** text box
  - e. Tap **Next** to submit and return to the Maintenance
5. To **Assign** a service ticket, select the machine from the **Maintenance** page
6. From the specified **Equipment** page, tap/click on **Assign** to open a new window to select someone to service the machine

[Video: Create a service ticket]

