## 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 notated 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

10:57 Thu Apr 1			<b>?</b> 62%
<		Equipment 4567	
	Make Model /EQ: 4567 Snack-Yellow Tunnel > 267 /ending Location Address Snack Key Code Manufacturer Purchase Price 845 Manu \$1.00		Placement History
Service Call# 513503 Created 2 minutes ago test	New by office	Assign	Close
Service History			
Service Call #513503 Created Apr 01, 2021 test			Assigned
5 c 🖪	sun	bai	

[Video: Create a service ticket]