



TOMIA

# Zendesk Customer training

Team TOMIA





# How to open a ticket in Zendesk



# New User registration:

Open the url <https://tomia.zendesk.com/> from browser  
If you are a new user, you should register using your official email id

Step:1

The screenshot shows the TOMIA website interface. At the top left, the TOMIA logo is displayed. In the center, there is a search bar with the placeholder text 'Search'. On the right side of the header, there are two links: 'Submit a request' and 'Sign in'. Below the header, there are three navigation buttons: 'Announcements', 'Contact us', and 'FAQ'. At the bottom of the page, there is a section titled 'Promoted articles' with three articles listed: 'TOMIA End of Life Policy', 'TOMIA Data Centre planned maintenance: February 21st, 2024', and 'TOMIA's GSOC is available 24/7'.

# New User registration:

**Step:2** Please click on New to Tomia as you are a new user as shown below

Sign in to TOMIA  
Switch to agent sign-in >

Email

Password

Forgot password?

**Sign in**

Emailed us for support? Get a password  
**New to TOMIA? Sign up** — If you are new user please click here

**Step:3** Please provide your full name and your official email-id as shown below

Sign up to TOMIA

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Required fields are marked by an asterisk (\*)

Your full name \*

Your email \*

**Sign up**

Cancel

# New User registration:

Please check you email and click on create password for creating a password that can be used for login and follow below instructions

## Step:4

### Check your email

You'll receive a link to set a new password for your account. If you don't find the email in your inbox, check your spam folder.

Close

## Step:5

### Create a password for TOMIA > Inbox x

**TOMIA** <support@tomia.zendesk.com>  
to me ▾

Welcome to TOMIA helpdesk. Please click the link below to create a password and sign-in.

[Create a password](#)

If you didn't sign up to TOMIA using this email address, you can safely ignore this email.

This email is a service from TOMIA. Delivered by [Zendesk](#)

← Reply

→ Forward



## Step:6

### Choose your secret password

You'll use this password to sign in to TOMIA.

The username will appear by default

Your name

test user

Your password

Password requirements:

- must be at least 5 characters
- must be fewer than 128 characters
- must be different from email address

Type the password for the account creation

Set password

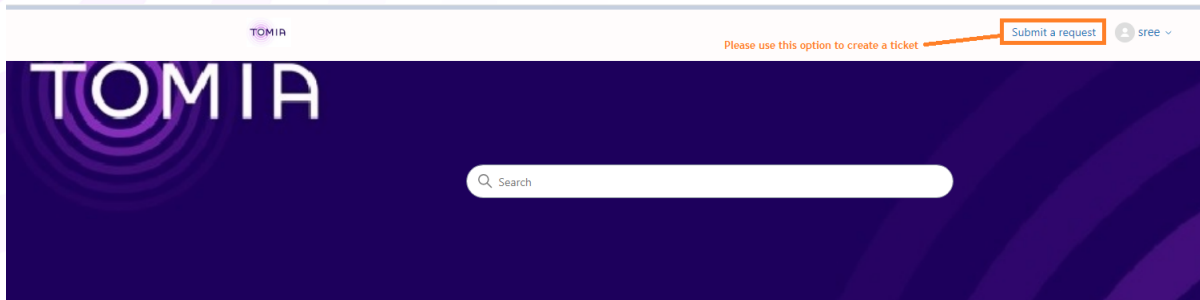
# New User registration:

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- Once the password is set, then url will be automatically sign in to respective user as shown below



- If you would like to create a new ticket, then you should click on submit a request



# Submitting a Request

- The following popup will appear and please insert all the relevant information required for the ticket.

**Submit a request**

Subject

Description

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Priority

Request priority

Service

Service Impacted

Attachments (optional)

Submit

Enter any subject and description to identify the issue as clearly as possible

Select the priority from the drop-down list based on impact

Select the Service from the drop-down list

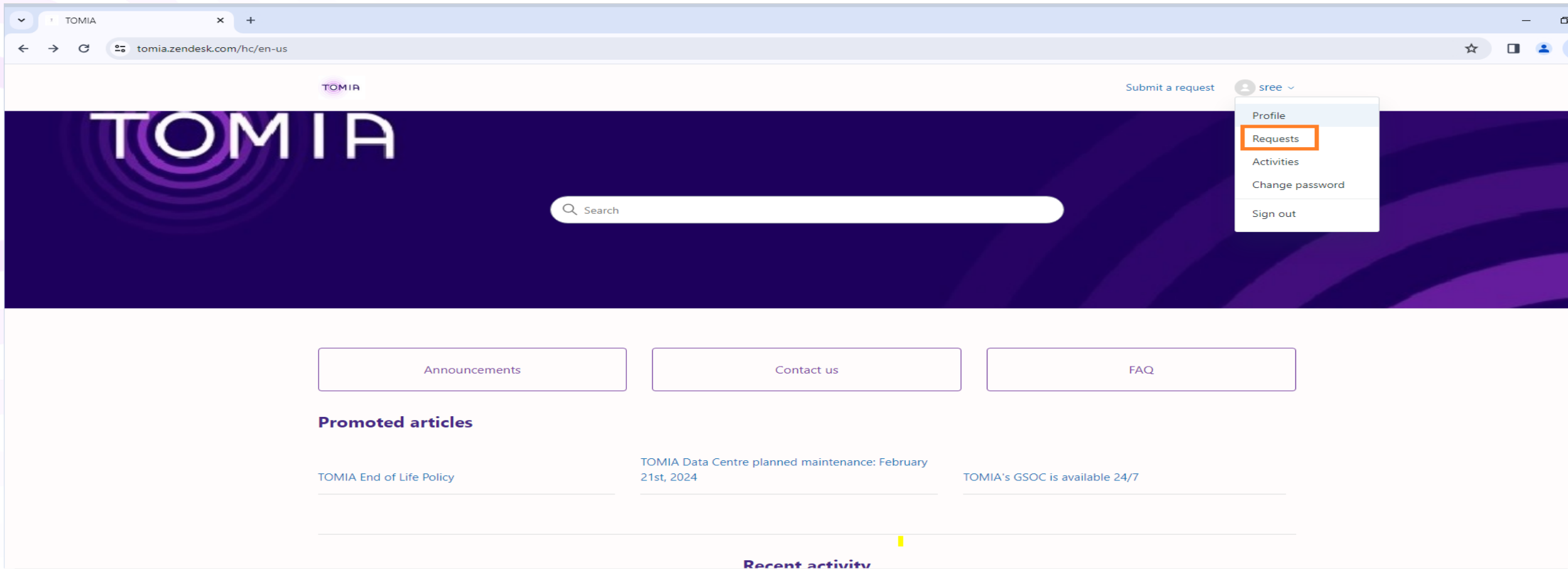
Any attachment up to 20MB can be added such as traces, pcap, image or any document

Click Submit and receive your ticket ID

The image shows a web form titled "Submit a request". It has several input fields: "Subject" (a text box), "Description" (a rich text editor with a toolbar), "Priority" (a dropdown menu), "Service" (a dropdown menu), and "Attachments (optional)" (a file upload area). A "Submit" button is at the bottom left. Five yellow callout boxes with arrows point to these fields, providing instructions: 1. "Enter any subject and description to identify the issue as clearly as possible" points to the Subject and Description fields. 2. "Select the priority from the drop-down list based on impact" points to the Priority dropdown. 3. "Select the Service from the drop-down list" points to the Service dropdown. 4. "Any attachment up to 20MB can be added such as traces, pcap, image or any document" points to the Attachments field. 5. "Click Submit and receive your ticket ID" points to the Submit button.

# To view the submitted tickets

- To view the submitted tickets status, please login to tomia.zendesk url and click on the user name.
  - Then click on the **Requests** popup that will appear as highlighted below.
  - All the tickets opened by you will appear after clicking the requests.



The screenshot shows a web browser window with the URL `tomia.zendesk.com/hc/en-us`. The page features the TOMIA logo and a search bar. In the top right corner, there is a user profile dropdown menu for 'sree'. The 'Requests' option in this menu is highlighted with an orange border. Below the header, there are three buttons: 'Announcements', 'Contact us', and 'FAQ'. The 'Promoted articles' section contains three links: 'TOMIA End of Life Policy', 'TOMIA Data Centre planned maintenance: February 21st, 2024', and 'TOMIA's GSOC is available 24/7'. At the bottom, the 'Recent activity' section is partially visible.

# Ticket creation via Email:

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- If you are facing any issue while registration or creating a ticket, Please Email to GSOC: [ra-sh\\_noc@tomiaglobal.com](mailto:ra-sh_noc@tomiaglobal.com)
- GSOC is available 24/7

## GSOC Contact update:

Dear Colleagues,

Please be informed that we have updated our TOMIA GSOC telephone number.

You can contact our 24\*7 customer support using below number.

+91 80 6918 9401  
+41 44 382 4848

[GSOC@TOMIAGlobal.com](mailto:GSOC@TOMIAGlobal.com)

