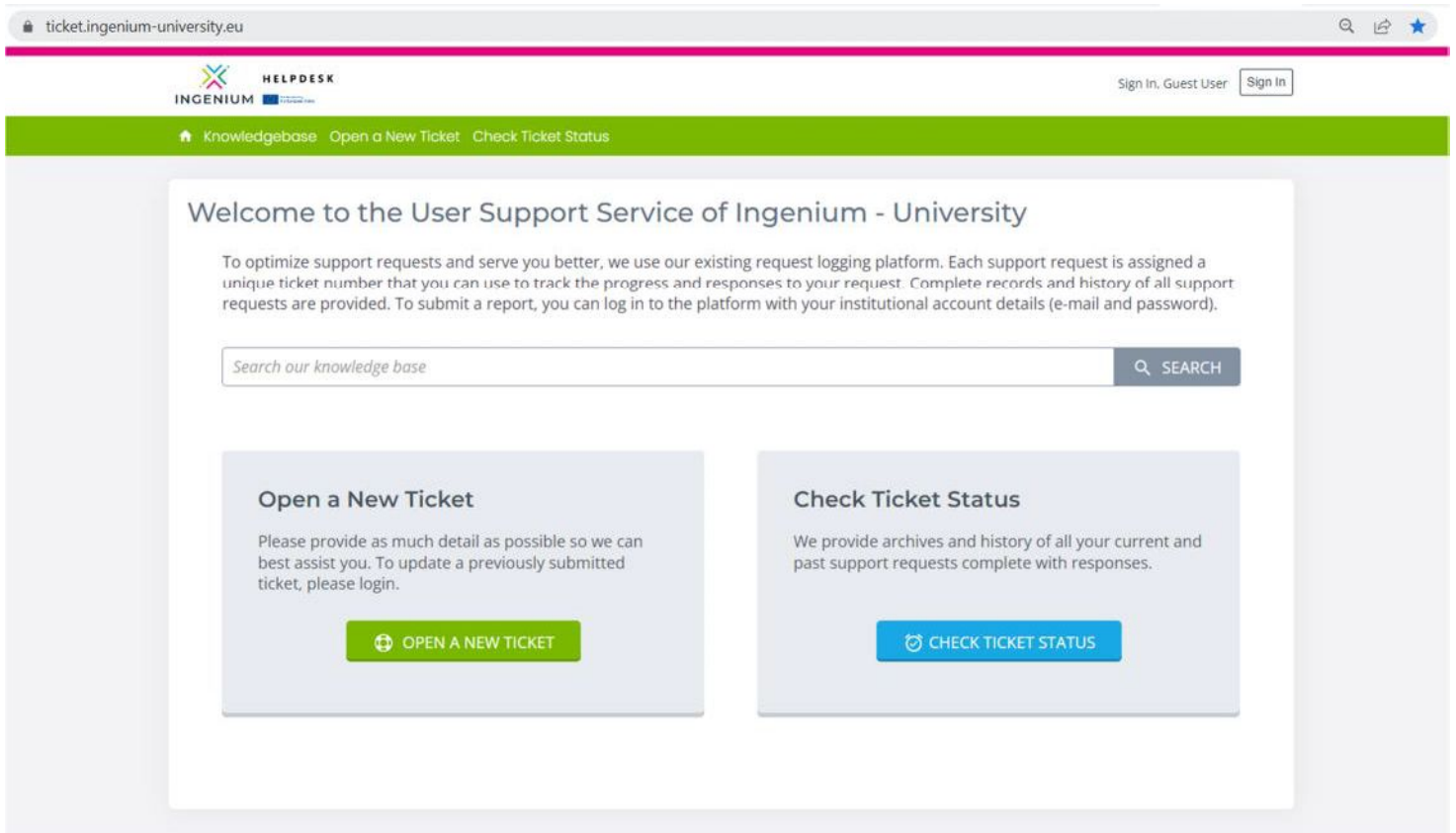


INGENIUM Ticketing system

You can access the **Helpdesk / Ticketing system** through
<https://ticket.ingenium-university.eu/>

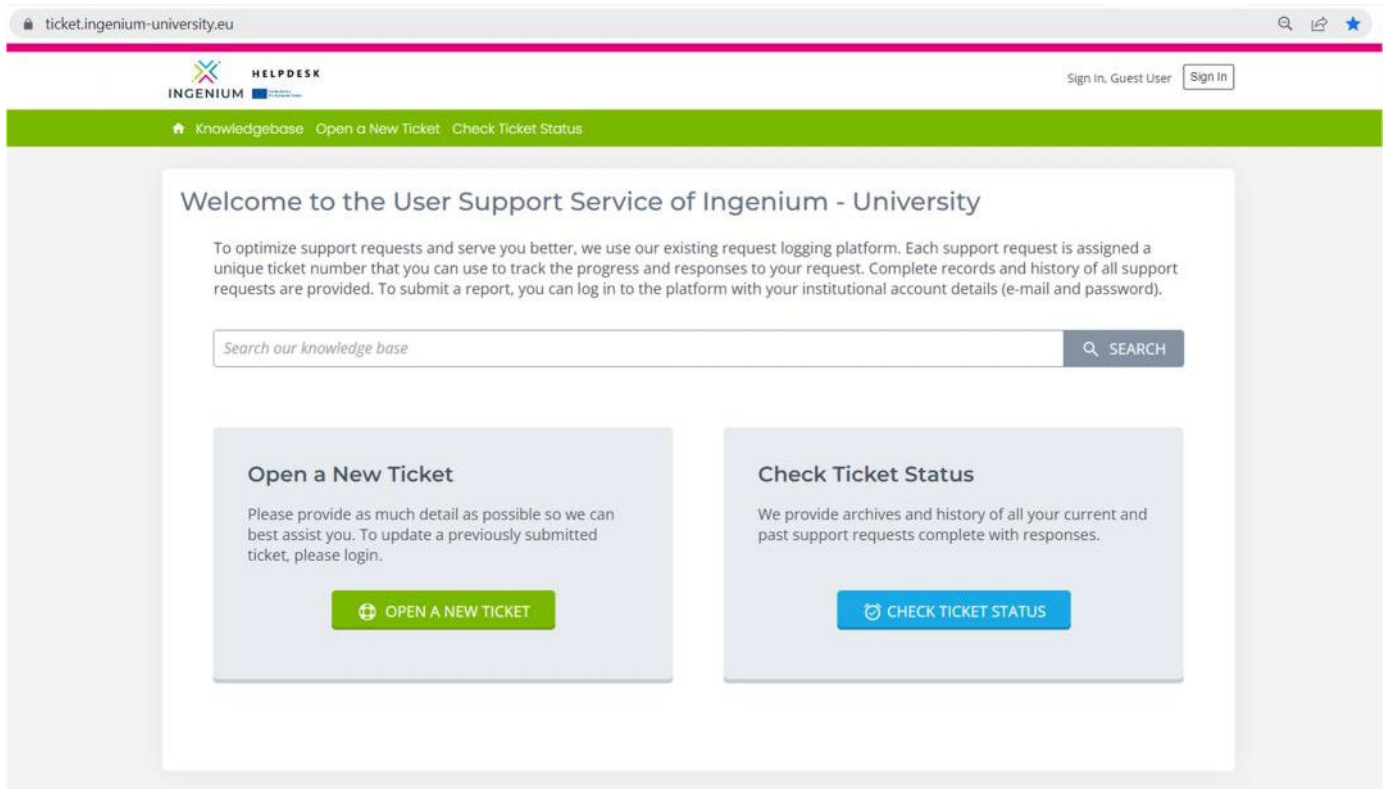


Create a Ticket

1. Once you have complete your registration, you can Open a New Ticket from the front page of INGENIUM Helpdesk.

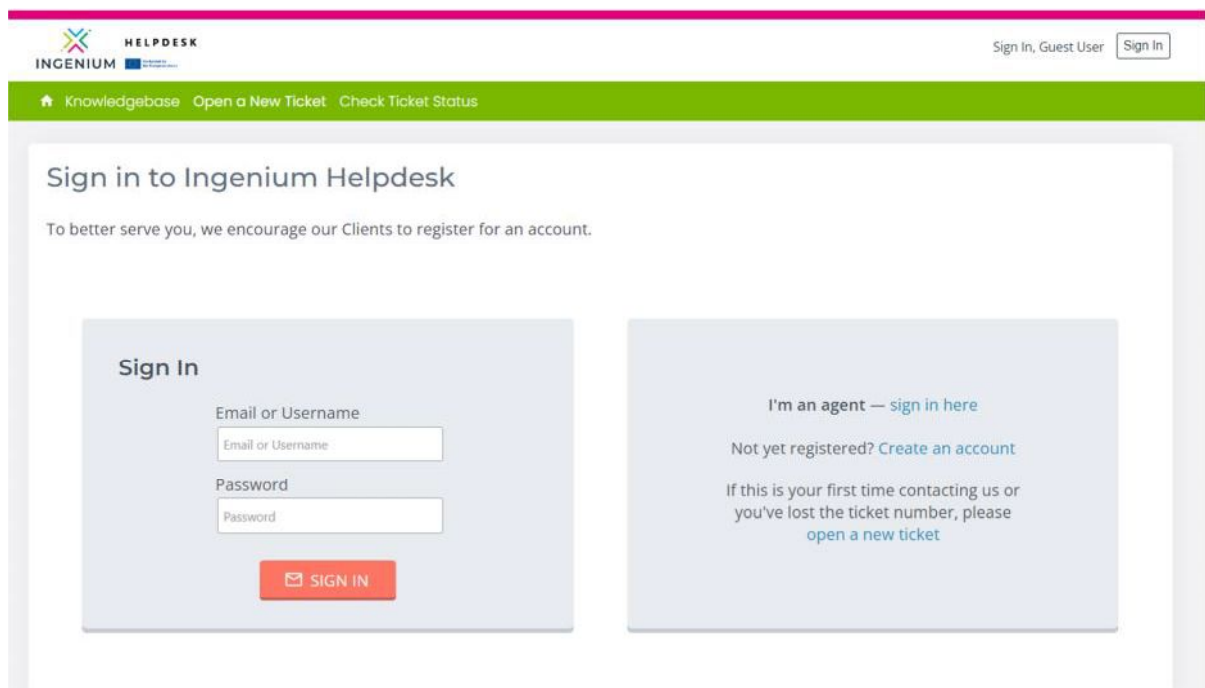
Click

 OPEN A NEW TICKET



The screenshot shows the front page of the INGENIUM Helpdesk. The browser address bar displays 'ticket.ingenium-university.eu'. The page features a green navigation bar with links for 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status'. The main content area is titled 'Welcome to the User Support Service of Ingenium - University'. It includes a search bar with the placeholder text 'Search our knowledge base' and a 'SEARCH' button. Below the search bar, there are two main sections: 'Open a New Ticket' and 'Check Ticket Status'. The 'Open a New Ticket' section contains a brief description and a green button labeled 'OPEN A NEW TICKET'. The 'Check Ticket Status' section contains a brief description and a blue button labeled 'CHECK TICKET STATUS'.

2. Fill in your email or Username and Password



The screenshot shows the sign-in page of the INGENIUM Helpdesk. The page features a green navigation bar with links for 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status'. The main content area is titled 'Sign in to Ingenium Helpdesk'. It includes a brief description: 'To better serve you, we encourage our Clients to register for an account.' Below this, there are two main sections: 'Sign In' and 'I'm an agent — sign in here'. The 'Sign In' section contains a form with two input fields: 'Email or Username' and 'Password', and a red button labeled 'SIGN IN'. The 'I'm an agent — sign in here' section contains a link to 'Create an account' and a link to 'open a new ticket'.

3. You can select the topic you need to create a ticket from the Help Topic dropdown menu

INGENIUM HELPDESK Vathianaki Agapi Profile Tickets (0) Sign Out

Knowledgebase Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email agapi.vathianaki@ingenium-university.eu

Client Vathianaki Agapi

Help Topic
— Select a Help Topic —

Create Ticket Reset Cancel

Search our knowledge base SEARCH

4. Creating Meeting: Fill the details for your meeting and click on **Create Ticket**

If you wish to re-enter all the meeting details, click **Reset**

INGENIUM HELPDESK Vathianaki Agapi Profile Tickets (0) Sign Out

Knowledgebase Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email agapi.vathianaki@ingenium-university.eu

Client Vathianaki Agapi

Help Topic
Create Meeting

Ticket Details
Please fill in the fields below

Meeting Topic *

Host *
Please enter the email of the meeting host

Platform *
Please select the teleconference platform you wish to use
— Select —

Date & Time *
Please select the date & time of the video conference

Create Ticket Reset