

## How to Use the Trouble Ticket Mechanism:

Applicable for: Dealers, End Users  
Created Date: 1 September, 2006  
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### Login

If new user, click on Register button.

Enter the Username, Password, email id, first name and last name and get registered with us, as a user.

If registered, Login as a regular user with Username & Password.

### Home

Information about present tickets and their status is available here. Open means the problem is not yet resolved. Closed means the trouble ticket is closed.

### **[Open Tickets]**

This lists out all presently Opened tickets by the user. The user can see what is the response for a given ticket.

### **[Closed Tickets]**

This lists out all closed tickets by the user. The user can see what was the response earlier for a given ticket.

### Create a New Trouble Ticket

Enables the user to lodge a trouble ticket. Fill out a simple form containing Subject, Department Name (VirusBuster Technical Support, Other), Urgency of the problem, along with Message to us. Please write the telephone contact number, the batch and serial number in the message to allow quick resolution of the ticket. (The batch and serial number is printed on the Serial Key Sticker on the sleeve of the box or the CD Cover beneath the CD as it had come to you originally.) Please see the FAQs (<http://www.karvid.com/hcl/faq>) before creating a ticket as the answer might be available to you there for quicker resolution to your problem.

### My Details

Enables the user to view and update his/her personal login information.