

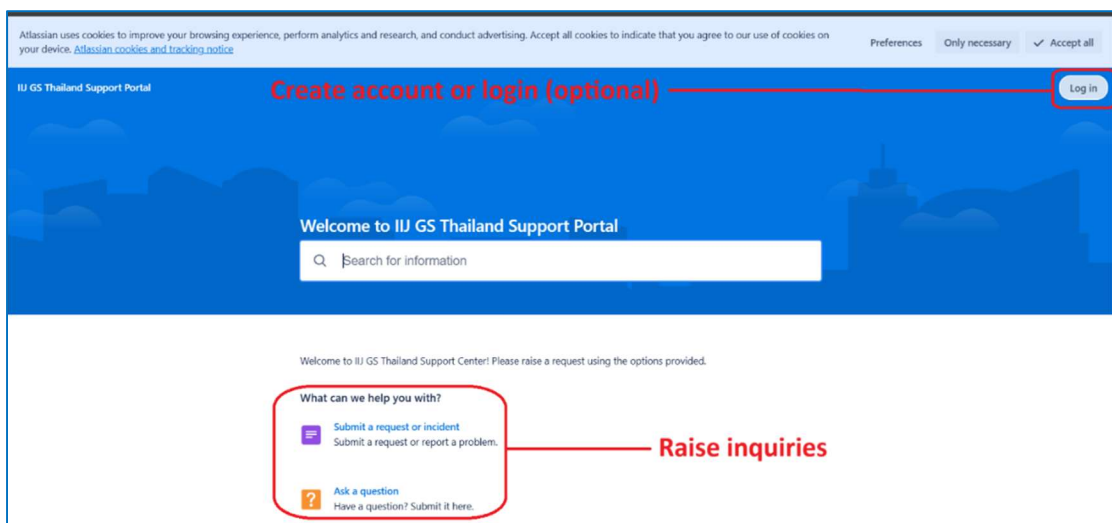


IJGSTH Support Center Guidelines

There are currently 2 simple ways for customers to record a ticket on IJGSTH Ticketing System.

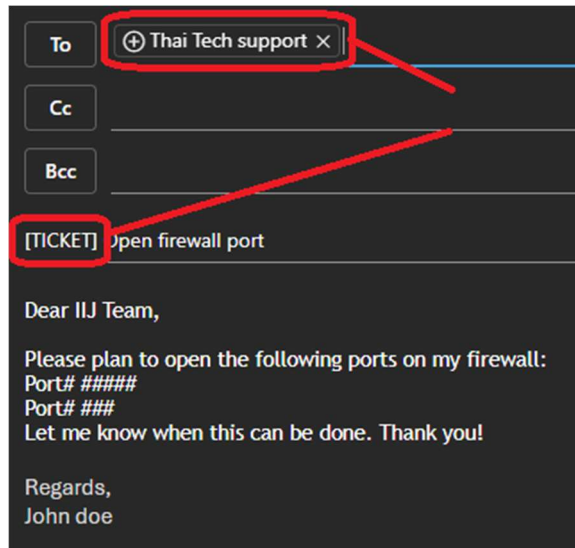
1. From the Portal

- a. Access the portal from: [Ticketing Portal Link](#)
- b. On the portal, you have the option to raise an inquiry and communicate with our IT engineers directly through the email you provide
- c. On the portal, you also have the option to create an account which will allow you to:
 - i. create tickets;
 - ii. easily track past and current inquiries directly from this portal; and
 - iii. communicate with our engineers directly from the portal



2. **By email**

- a. Create a new email and ensure that the Subject line starts with the string **[ticket]** followed by a summary of your inquiry (does not need to match cases, e.g. **[TICKET]**, **[TiCKet]** also work)
- b. In the Body of the email add as much details as possible so that we can promptly take care of your inquiry
- c. Send the email to thai-tech@ap.ijj.com



- d. An automated confirmation with a ticket number will be emailed back
- e. You can communicate through that email at any time by simply replying
(DO NOT remove the ticket number from the subject line)