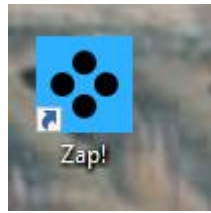


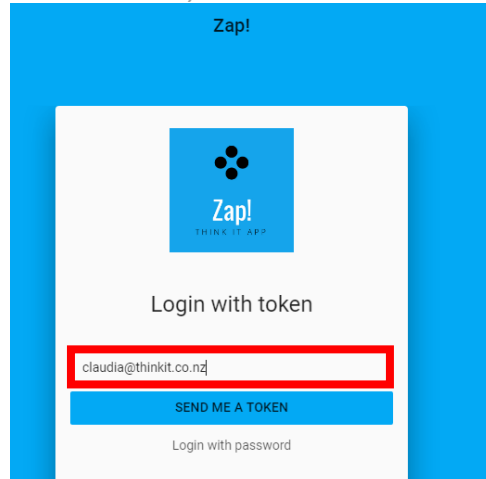
Log in

1. Open up your ZAP app on your desktop screen, or from your task bar.

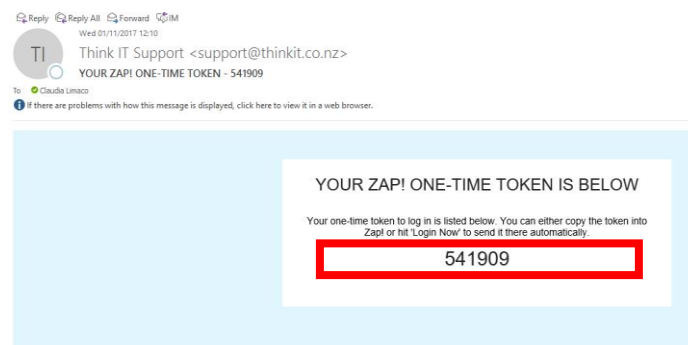


2. Type in your email address and click on 'SEND ME A TOKEN'

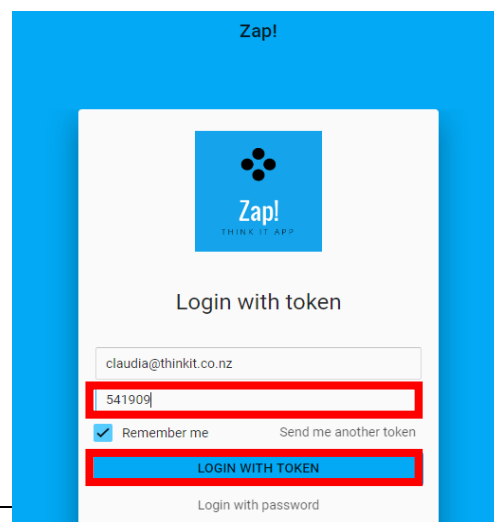
Note: your email address needs to be in our system, if you get an error at this stage let us know as we can add you in.



3. You will then receive an email with a token number

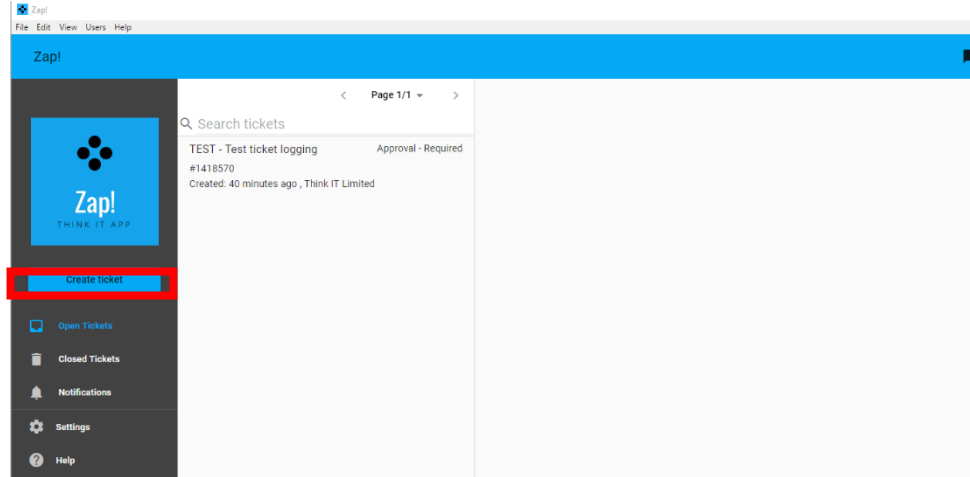


4. Enter this token number underneath your email address in your ZAP app and click 'LOGIN WITH TOKEN'

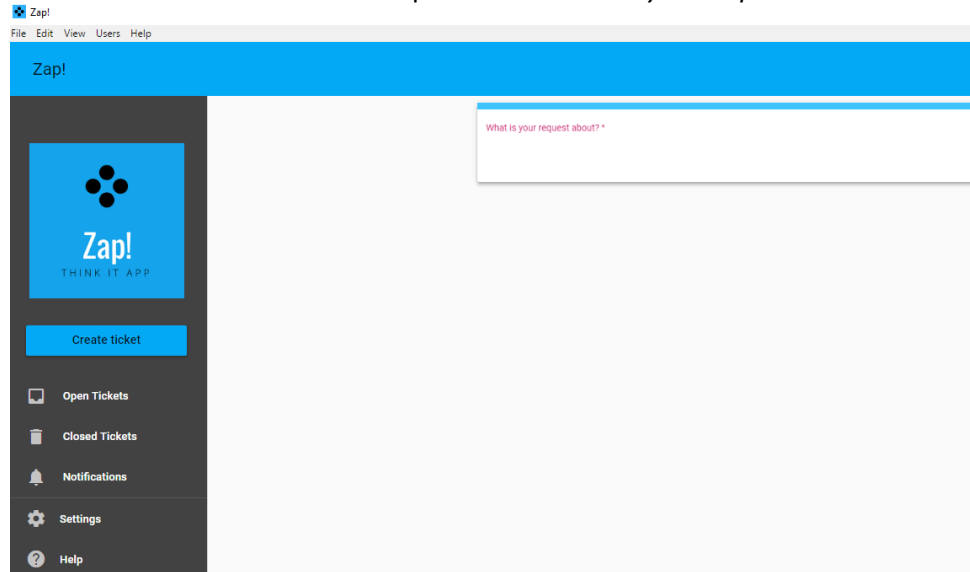


Create a ticket

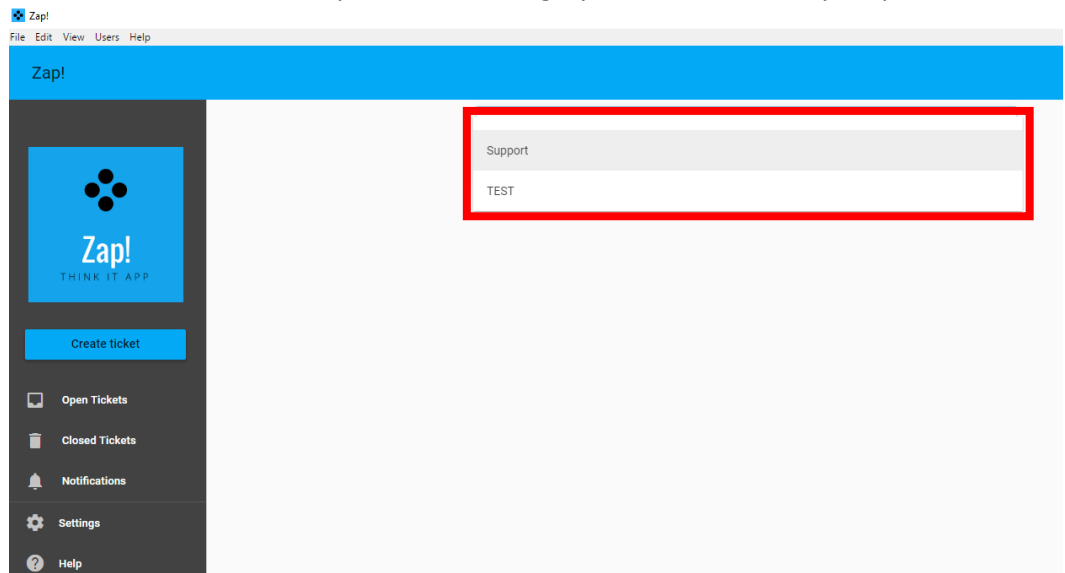
1. On the left side click on 'Create a ticket'



2. You will need to select from a dropdown list 'What is your request about'



3. Select from the dropdown list a category that best matches your problem



4. Give your request a title for easy reference

What is your request about? *

TEST

Select a category that best matches your problem *

TEST - Test ticket - Approval

Give your request a title for easy reference *



TEST - Test ticket logging

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Please give us some information about the request *

Please provide any additional information

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SUBMIT

5. Give us further information about the request you are enquiring about

Note: Optional to add images or other necessary attachments

Important details to include:

- *Is it effecting you, or everyone*
- *How long has it been a problem? i.e. is this the first time*
- *Had anything changed when this problem occurred?*
- *Who we contact if it isn't you?*
- *An indication of the urgency. If it is extremely urgent you are best to call us on 09 636 0800*
- *Add screenshots of error messages*

What is your request about? *

TEST

Select a category that best matches your problem *

TEST - Test ticket - Approval

Give your request a title for easy reference *



TEST - Test ticket logging

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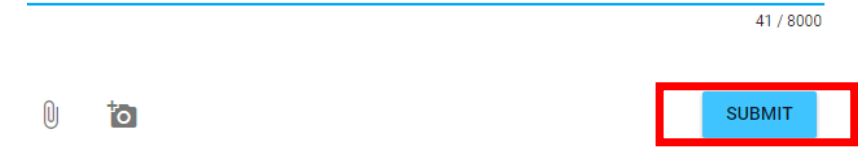
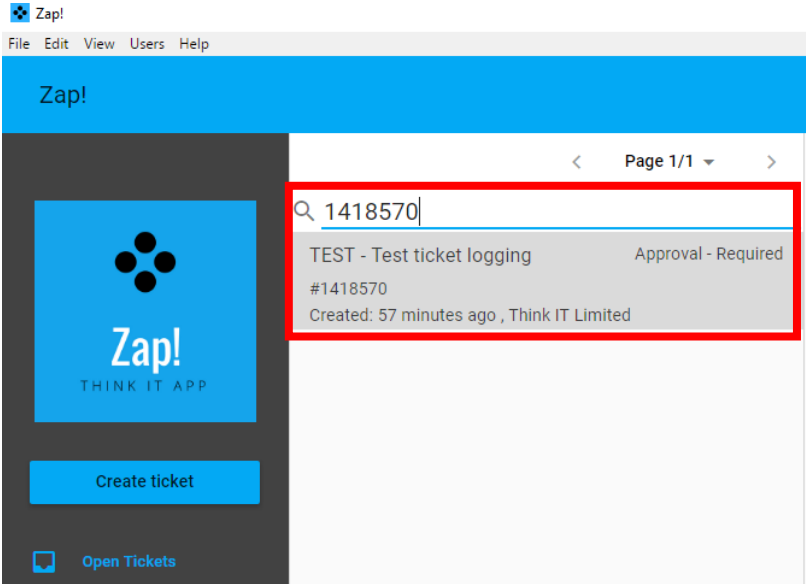
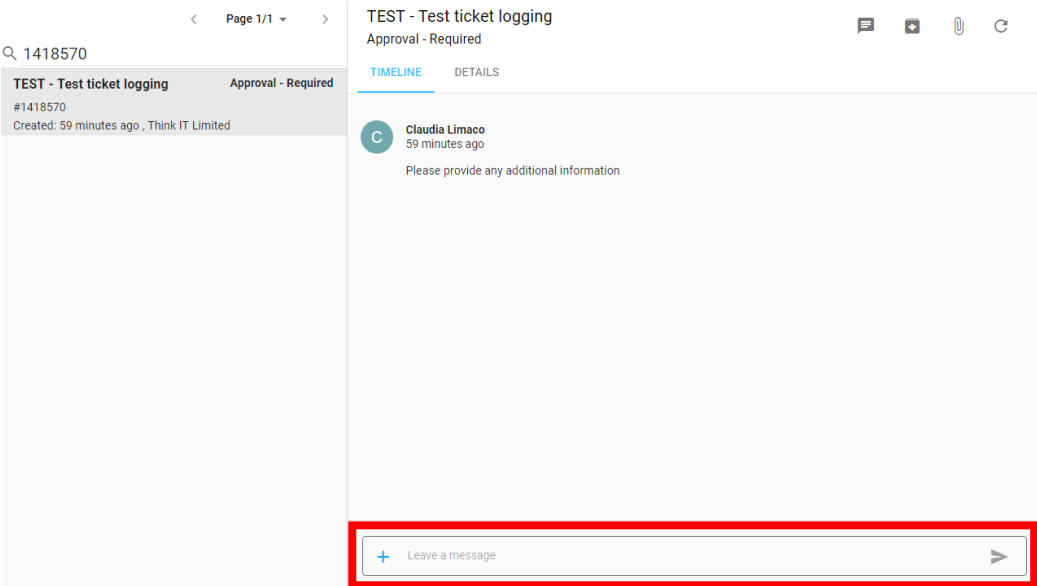
Please give us some information about the request *

Please provide any additional information

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SUBMIT

	<p>6. Lastly in this step click <i>'Submit'</i> and one our team will be in contact.</p> 
<p>Open an existing ticket</p>	<p>1. Click on 'Open Tickets' on your left side tab & enter your ticket number, or select from the list of open tickets.</p> 
<p>Add notes to a ticket</p>	<p>1. Once you have opened your selected ticket, enter any required notes on the box which reads <i>'Leave a message'</i></p> 

COMING SOON – CHAT FEATURES where you can chat with our team through this app.