
Quick Guide to the CAD Partner GmbH and Smapi3D Plant Design GmbH Ticket System

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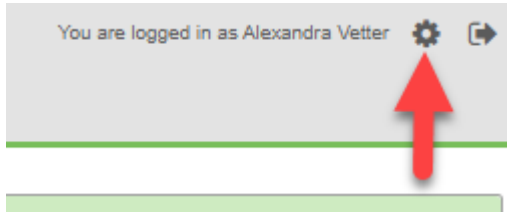
Learn more about CAD Partner GmbH and Smapi3D Plant Design GmbH at www.cadpartner.de and www.smapi3d.com.

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1. Change password

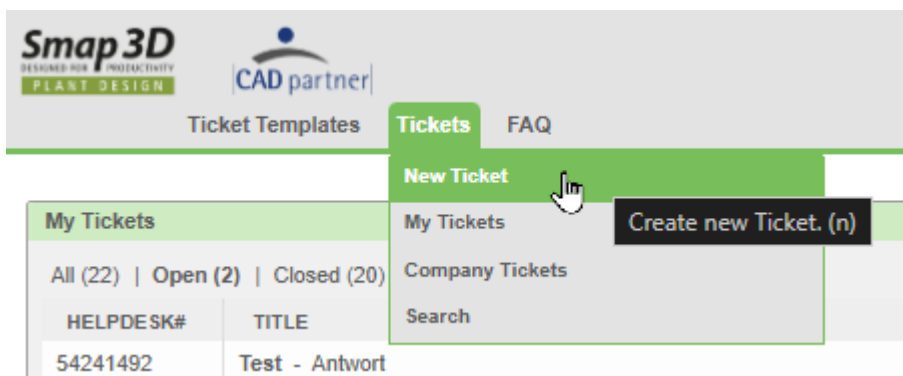
You can make various configurations via the Settings menu in the upper right margin.



In addition to setting the **language** displayed in the **user interface**, you can also **change your password** here.

2. Initiate a new request (ticket)

The “New ticket” listing in the Tickets menu accesses the input screen for initiating a new request.



Data about the product in question and the system environment must first be entered in the input screen (required fields are marked with an *):

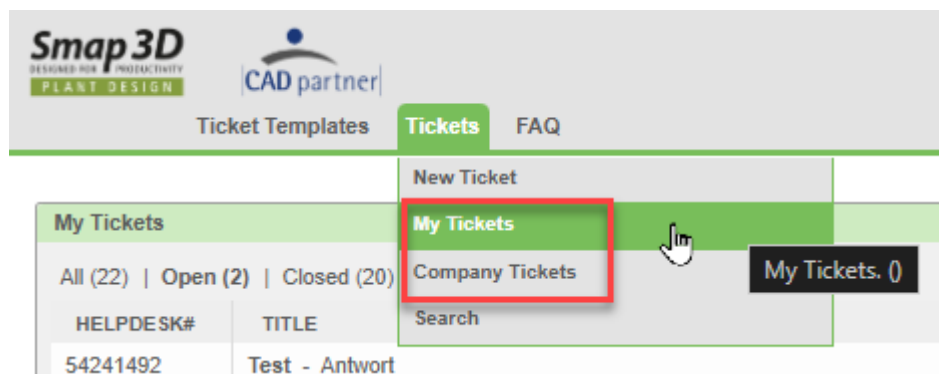
Image files can be copied from the clipboard directly into the text field. Larger files such as assemblies or drawings can be added as an attachment. The maximum file size for **attachments** is 100 MB.

In the **Customer ticket number** field, you can select an internal reference such as the name of the respective end user involved in the process. This internal reference is then displayed in the ticket overviews.

Once you have entered all your information, the process is completed by pressing the **Submit** button.

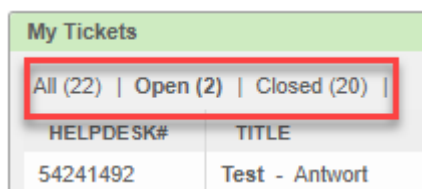
3. Ticket overviews

Overview lists with all requests can be accessed via the Tickets menu. This gives you an overview of your ongoing and completed support requests at all times.



The **My tickets** overview lists only tickets that were added by the currently registered user. The **Company tickets** overview lists all requests by your company and the associated end user.

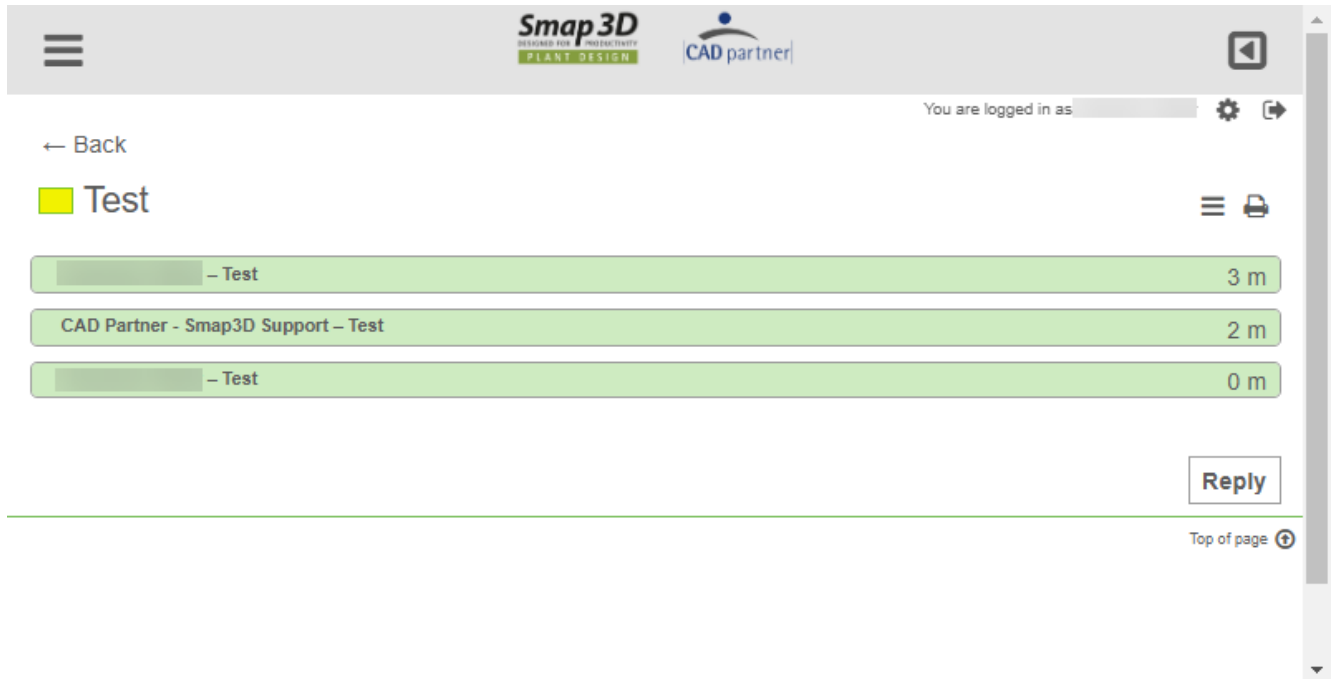
In the selected ticket overview, you can choose whether to display **all** requests, **open** requests only, or **closed** requests.



4. Detail view for requests

The Detail view is accessed by selecting a process in the ticket overview.

There, every communication with regard to the process is saved as a line item and can be opened in a detail view by clicking.



The screenshot shows a web interface for a support system. At the top, there is a navigation bar with the Smapi3D and CAD partner logos. Below the navigation bar, there is a header area with a 'Back' button and a 'You are logged in as' field. The main content area displays a list of tickets, each with a title and a time indicator. A 'Reply' button is visible at the bottom right of the ticket list. A 'Top of page' link is also present at the bottom right of the page.

Ticket Title	Time
- Test	3 m
CAD Partner - Smapi3D Support - Test	2 m
- Test	0 m

If we have replied to a request or if you want to submit additional information on a request, please use the **Reply function** in the detail view of the ticket.

For further questions about using the system, please contact hotline@cadpartner.de or support@smapi3d.com.