

Trend Micro eTicket System

User Manual

About eTicket System

Welcome to use eTicket system from Trend Micro.

You can use this online system to request help from us. First, use Open Ticket to submit us your help detail information, and then, to keep in contact with us on the ticket process by system email notification and online query. Finally, let us know your feedback to our service in online survey we will email you once ticket is closed.


Open Ticket

It's where to input your request detail information.

URL: <http://eticket.trendmicro.com>

Please input as more as you can here for us to understand your request, by referring to the item definition below.

Input Item	Description
Name	Full Name
Email	Valid email address system can send notification to
Confirm Email	Confirm email information above by input it again
Phone	Phone
Company Name	Company name
Category	Please indicate if you are a distributor, reseller, end user or Trend internal staff
License Information	License cert no.: TM-L-AU-XXXXXXX or Activation code: XX-XXXX-XXXXX-XXXXX-XXXXX-XXXXX
Department	Target department to deal with the ticket
Subject	Request subject
Message	Request detail
Security Code	Please input the digits you see in the left of input item
Attachment	File Type Accepted: PDF,DOC,JPG,MSG,TXT,XLS File Size Upper Limit: 3M

Main

Welcome

If this is your first time contacting us, please use the "open ticket" form below to open a new ticket. Otherwise if you would like to view the status of an existing ticket, enter your details in the "view status" form.

Open Ticket

Name:

Email:

Confirm Email:

Phone:

Company Name:

Categories:

License Information:

(Lic cert no.: TM-LAU-XXXXXXX or Activation code: XX-XXXX-XXXX-XXXX-XXXX-XXXX)

Department:

Subject:

Message:

Security code:

(Please enter security code into the box.)

Attachment:

(File Type Accepted: PDF,DOC,JPG,MSO,TXT,XLS | File Size Upper Limit: 3M)

View Status


Your email address: **Ticket ID:**

Support Ticket System

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After ticket submission, you can see following confirmation message.

Main

Opened New Ticket

Dear Customer,

A support ticket has been created and your enquiry has been placed in a queue which will be responded by a representative within 8 working hours.

If you wish to send additional information regarding this ticket, please do not send another email. Instead, reply to this ticket.

You can view this ticket progress online here.

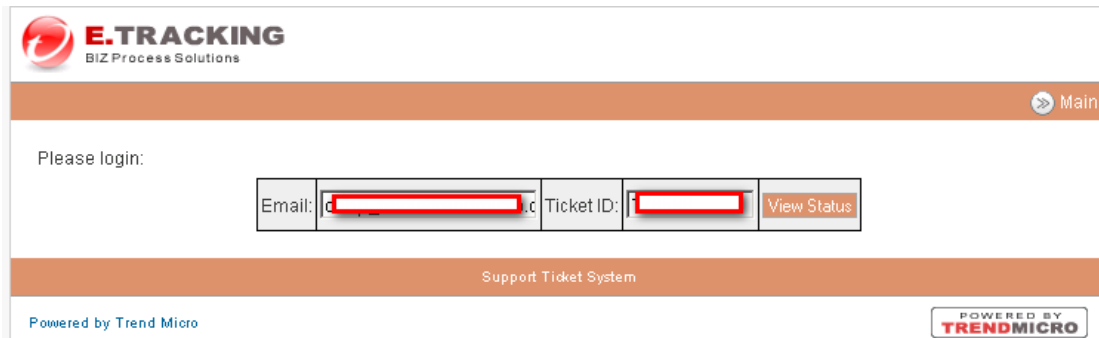
[View open tickets](#)

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You can click hyperlink 'View open tickets' in above page to redirect to ticket management entry as follows. In it, your email and ticket ID information will be included already, and you can just click button 'View Status' to check your ticket status and update it further.



E-TRACKING
BIZ Process Solutions

➤ Main

Please login:

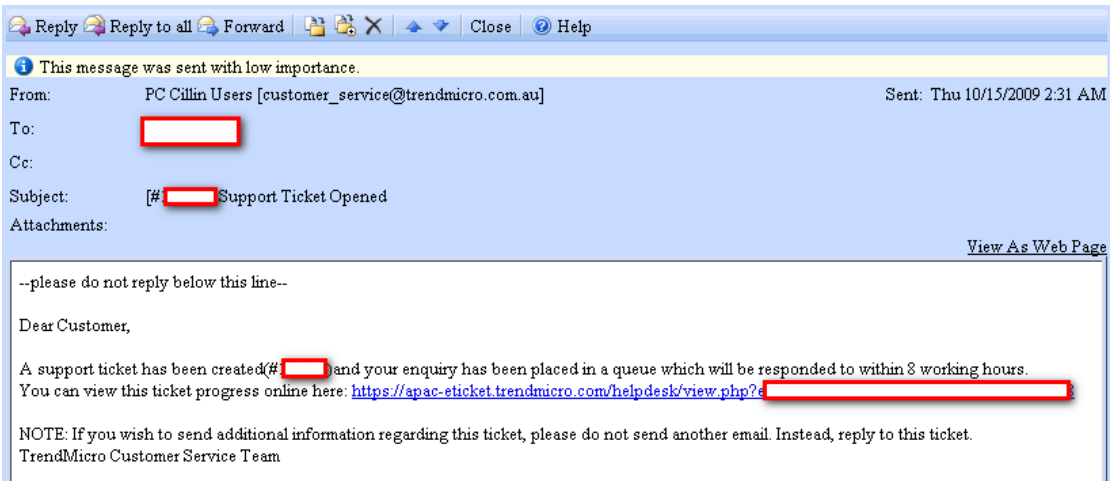
Email: [redacted] Ticket ID: [redacted] View Status

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You will also receive an **email notification** on your new open ticket. In it, you can click the view ticket hyperlink to check the ticket process and update.



Reply Reply to all Forward Close Help

This message was sent with low importance.

From: PC Cillin Users [customer_service@trendmicro.com.au] Sent: Thu 10/15/2009 2:31 AM

To: [redacted]

Cc:

Subject: [# [redacted]] Support Ticket Opened

Attachments:

View As Web Page

--please do not reply below this line--

Dear Customer,

A support ticket has been created#[redacted] and your enquiry has been placed in a queue which will be responded to within 8 working hours.
You can view this ticket progress online here: [https://apac-eticket.trendmicro.com/helpdesk/view.php?# \[redacted\]](https://apac-eticket.trendmicro.com/helpdesk/view.php?# [redacted])

NOTE: If you wish to send additional information regarding this ticket, please do not send another email. Instead, reply to this ticket.
TrendMicro Customer Service Team

View & Update Ticket

After entering ticket detail page, you can see following information. First you can review your ticket input, and then you can check the feedback from us. It's the place we exchange information further.

To leave us more messages, please enter your content in the textbox below the page, and then click button 'Reply to Message' afterwards.

We will read your updates to ticket and give you feedback promptly.

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Username: [redacted] > Main > Help > New Ticket > Logout

Ticket ID: [redacted]
Status: Closed
Date: 12/30/2009
Subject: Internal Test
Name: [redacted]
Email: [redacted]
IP: [redacted]
Phone: [redacted]
Representative: [redacted]

Category: PC Cillin Users

Wednesday, October 14 2009 9:31pm
Internal Test Message
CompanyName: Trend Micro
LicenseInfo:

[Bigger](#) [Smaller](#)

[redacted] (File Type Accepted: PDF,DOC,JPG,MSG,TXT,XLS | File Size Upper Limit: 3M)

[Back to main](#)

Support Ticket System

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Browse & Query Tickets

Once you enter the ticket management console, you can browse all your submitted tickets by click the hyperlink 'Main' on the top menu area.

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Username: [redacted] > Main > Help > New Ticket > Logout

All your ticket can be found in the main page.

To navigate the ticket pages, since 10 tickets will show in one page by default, please click the page navigation numbers below ticket table.

To close tickets in a batch, please click the checkbox before ticket number in ticket table first, and then click button 'Close' below the ticket table to apply it.

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Username: [Main](#) [Help](#) [New Ticket](#) [Logout](#)

Query: [Search](#) [Advanced](#) [Reset](#)

All Tickets

Ticket	Date	Subject	Category	Representative	Priority	From	Status
<input type="checkbox"/> 341605	08/29/2009	Test Sub	General Customer service enquiries		Normal		Customer Replied
<input type="checkbox"/> 335487	08/28/2009	Test from Bear	General Customer service enquiries		Low		New
<input type="checkbox"/> 352622	08/28/2009	Test from Bear	General Customer service enquiries		Low		New
<input type="checkbox"/> 329972	08/28/2009	Test subject	General Customer service enquiries		Low		New
<input type="checkbox"/> 355626	08/28/2009	Test Subject	General Customer service enquiries		Low		New
<input type="checkbox"/> 329927	08/28/2009	test subject	General Customer service enquiries		Low		New
<input type="checkbox"/> 389343	08/28/2009	test sub	General Customer service enquiries		Low		New
<input type="checkbox"/> 394926	08/28/2009	test sub	General Customer service enquiries		Low		New
<input type="checkbox"/> 388946	08/28/2009	test sub	General Customer service enquiries		Low		New
<input type="checkbox"/> 362234	08/28/2009	test sub	General Customer service enquiries		Low		New

[Select All](#) [Unselect](#)
20 Ticket(s) Found **Pages: 1, 2**

[Close](#) [Refresh](#)

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To use advance query by conditions, please click the button 'Advanced' besides search button. By it, you can filter and locate tickets conveniently.

Username: [Main](#) [Help](#) [New Ticket](#) [Logout](#)

Query: Category: Representative:

Status: Sort By: Use Dates Between &

Results Per Page: [Search](#) [Basic](#) [Reset](#)

Advanced Search

Ticket	Date	Subject	Category	Representative	Priority	From	Status
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Contact us

If you encounter any trouble of system usage, please contact us.

Trend Micro Inc.

Sydney Office

Level 3, 2-4 LyonPark Road

North Ryde NSW 2113, Australia

Tel : +61-2-9870 4888

Fax : +61-2-9887 2511
