

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


Main

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## 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.

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### 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)

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### View Status

**Your email address:**  **Ticket ID:**

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After ticket submission, you can see following confirmation message.


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### 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.

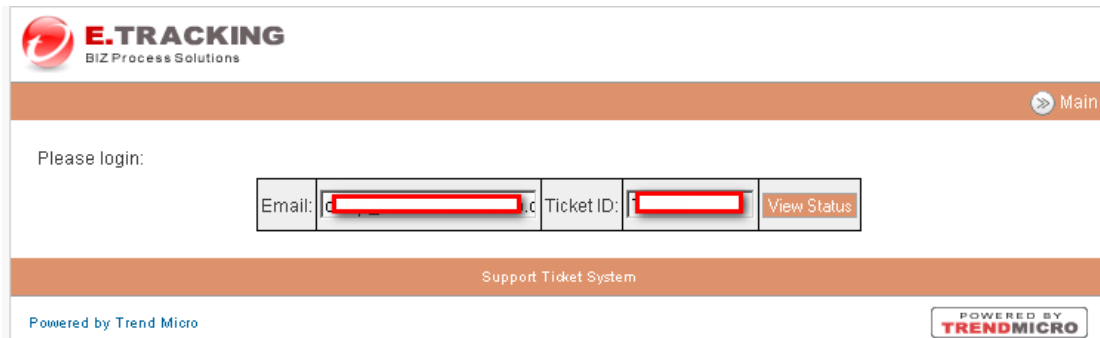
You can view this ticket progress online here.

[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.



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Please login:

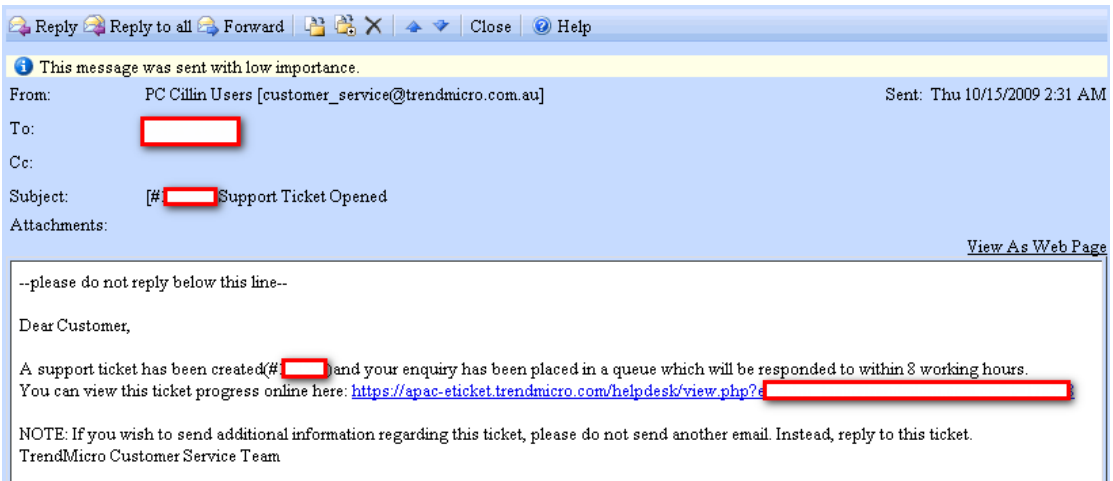
Email: [Redacted] Ticket ID: [Redacted] View Status

Support Ticket System

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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.



## 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](#)

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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.

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