

Support Ticket Creation

General

The Freshdesk support portal helps facilitate issue resolution and allows users to track the progress of all tickets they have created. Not only does it make support and feature requests simpler, but it also allows for greater visibility into the process.

Quick Guide to Support Ticket Creation

1. Navigate to <https://support.qcpro.onsiteag.com/support/login> and click Sign Up
2. Supply you full name and email address and click register
3. Check your email and click the link provided
4. Enter and reenter your desired password and click Activate and Login
5. Click New Support Ticket
6. Fill in the details requested by the ticket
7. Click Attach a file to add any relevant screenshots, videos, or data files related to the issue
8. Select the relevant file and click Open
9. With all details provided and files attached, click Submit

Detailed Walkthrough with Screenshots

1. Navigate to <https://support.qcpro.onsiteag.com/support/login> and click Sign Up

QC PRO QC Pro Support

LOGIN SIGN UP

Login to the support portal
Enter the details below

Your e-mail address

Password

Remember me on this computer

Forgot your password?

LOGIN

Are you an agent? [Login here](#)

...or Submit a new ticket [NEW SUPPORT TICKET](#)

...or login using

GOOGLE

FACEBOOK

TWITTER

Sign up

SIGN UP WITH US

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.

2. Supply you full name and email address and click register

Sign up for your QC Pro Support account

Full name *

Email *

REGISTER CANCEL

Support Ticket Creation

3. Check your email and click the link provided

Hi Training User,

A new Onsite account has been created for you.

Click the url below to activate your account and select a password!

<https://support.qcpro.onsiteag.com/register/k3ty1EDXMJhScaW4bO9j>

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,
Onsite

4. Enter and reenter your desired password and click Activate and Login

QC PRO QC Pro Support

Activate Your Account

Please confirm your details and set a password for your account

Full name *

Enter Password *

Retype Password *

ACTIVATE AND LOG IN

5. Click New Support Ticket

QC PRO QC Pro Support Welcome Training User
[Edit profile](#) | [Sign out](#)

Home Solutions Tickets

How can we help you today?

Enter your search term here...

[+ New Support Ticket](#) [Check Ticket Status](#)

Support Ticket Creation

6. Fill in the details requested by the ticket

Submit a ticket

Subject *

Requester *

Phone #

Type *

QC Pro Product

Requested Priority

Description: Please include as much detail as possible *

B *I* U | | | | | | |

This is a detailed description of what happened, when it happened, steps to reproduce the issue, and any other relevant details, like the grower, farm, field crop, crop year, etc. |

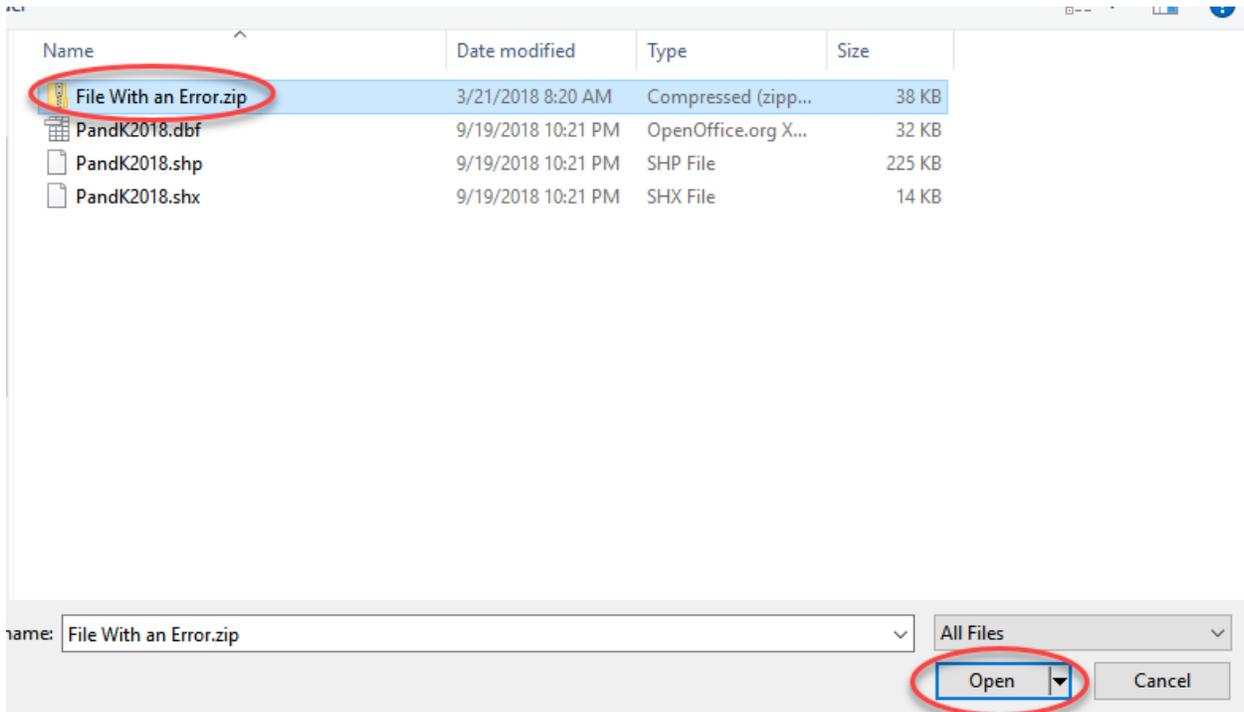
[+ Attach a file](#)

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Support Ticket Creation

8. Select the relevant file and click Open



9. With all details provided and files attached, click Submit

