

# 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 your 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

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

### Sign up for your QC Pro Support account

# 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/k3ty1EDXMJhScaW4bO9I>

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 \* Training User

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. |

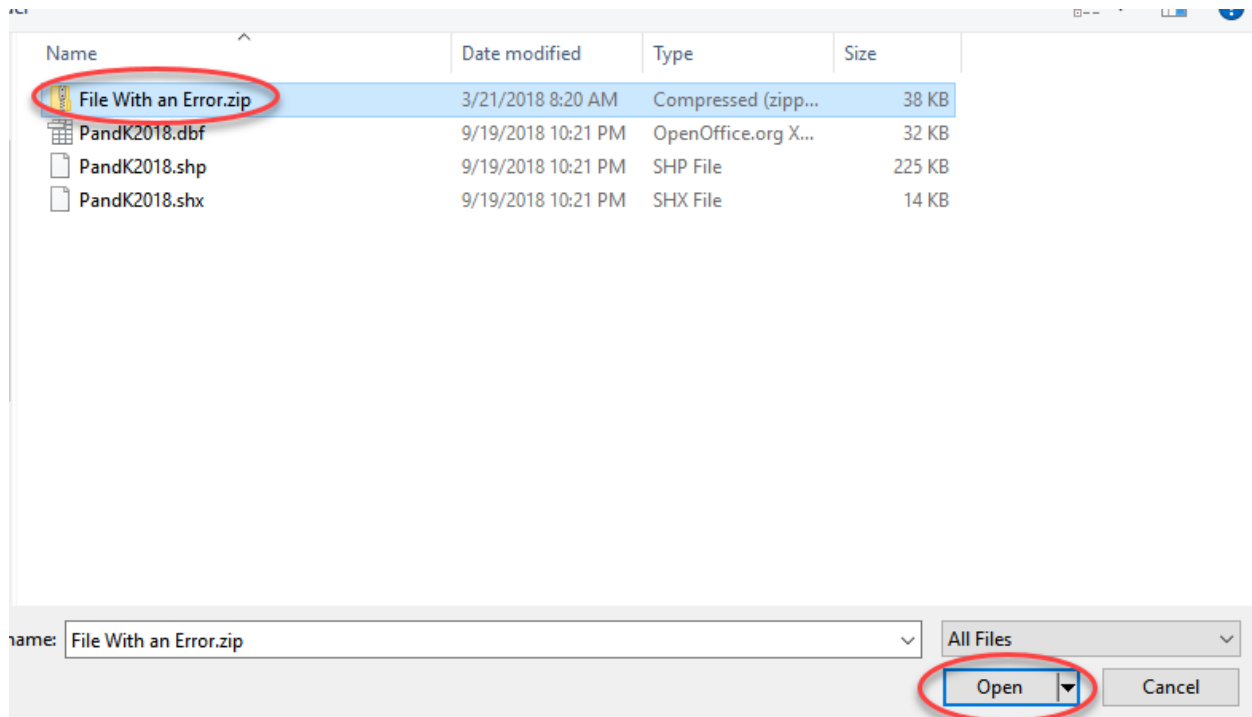
[+ Attach a file](#)

7. Click Attach a file to add any relevant screenshots, videos, or data files related to the issue

[+ Attach a file](#)

## Support Ticket Creation

8. Select the relevant file and click Open



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

A screenshot of the support ticket creation form. On the left, there is a 'Description' label with a red star icon. The main text area contains the text: '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.' Below the text area, the attached file 'File With an Error.zip (37.78 K...' is shown with a close icon. A '+ Attach a file' link is below the file. At the bottom, there are two buttons: 'SUBMIT' (green) and 'CANCEL' (grey). The 'SUBMIT' button is circled in red.