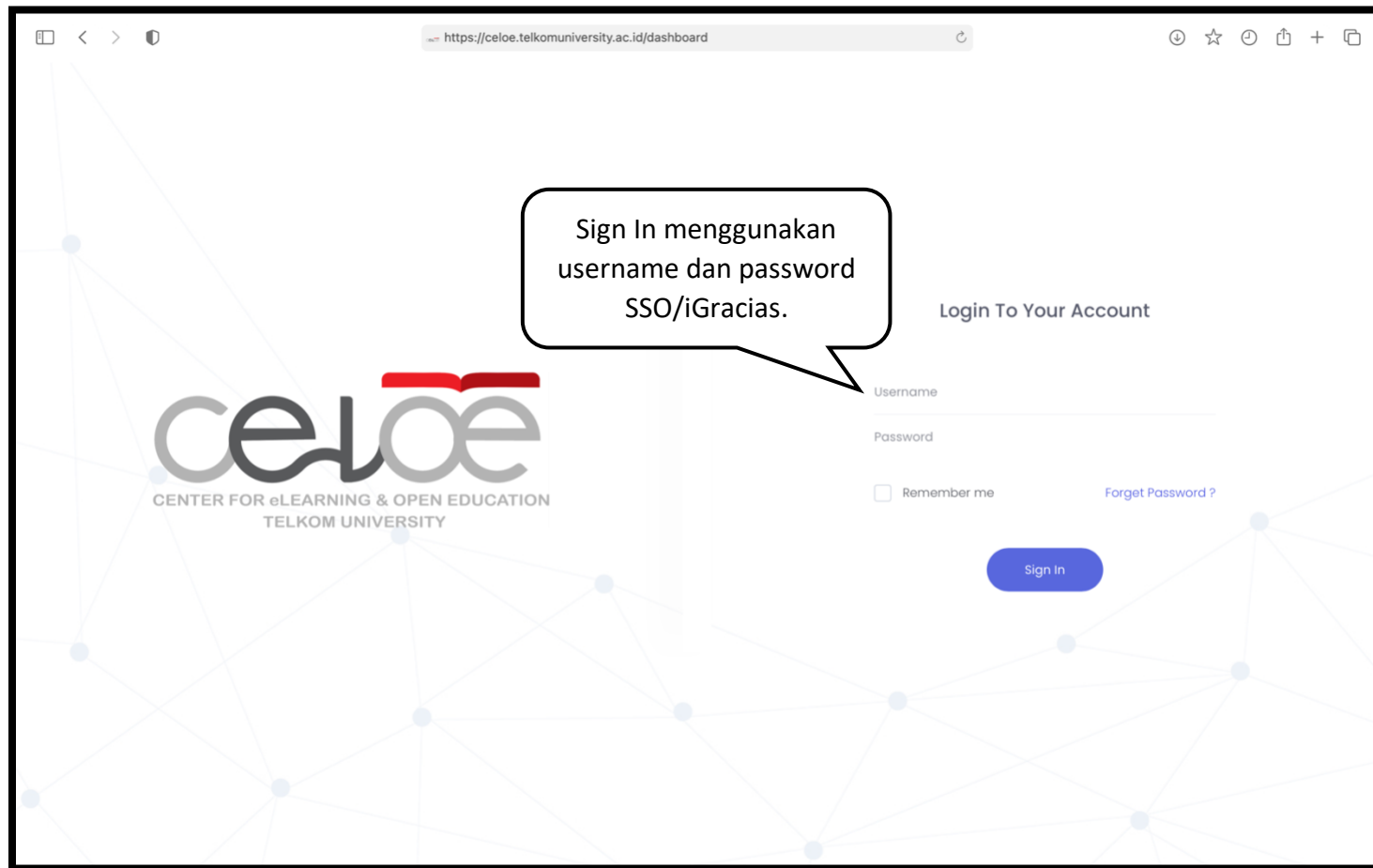


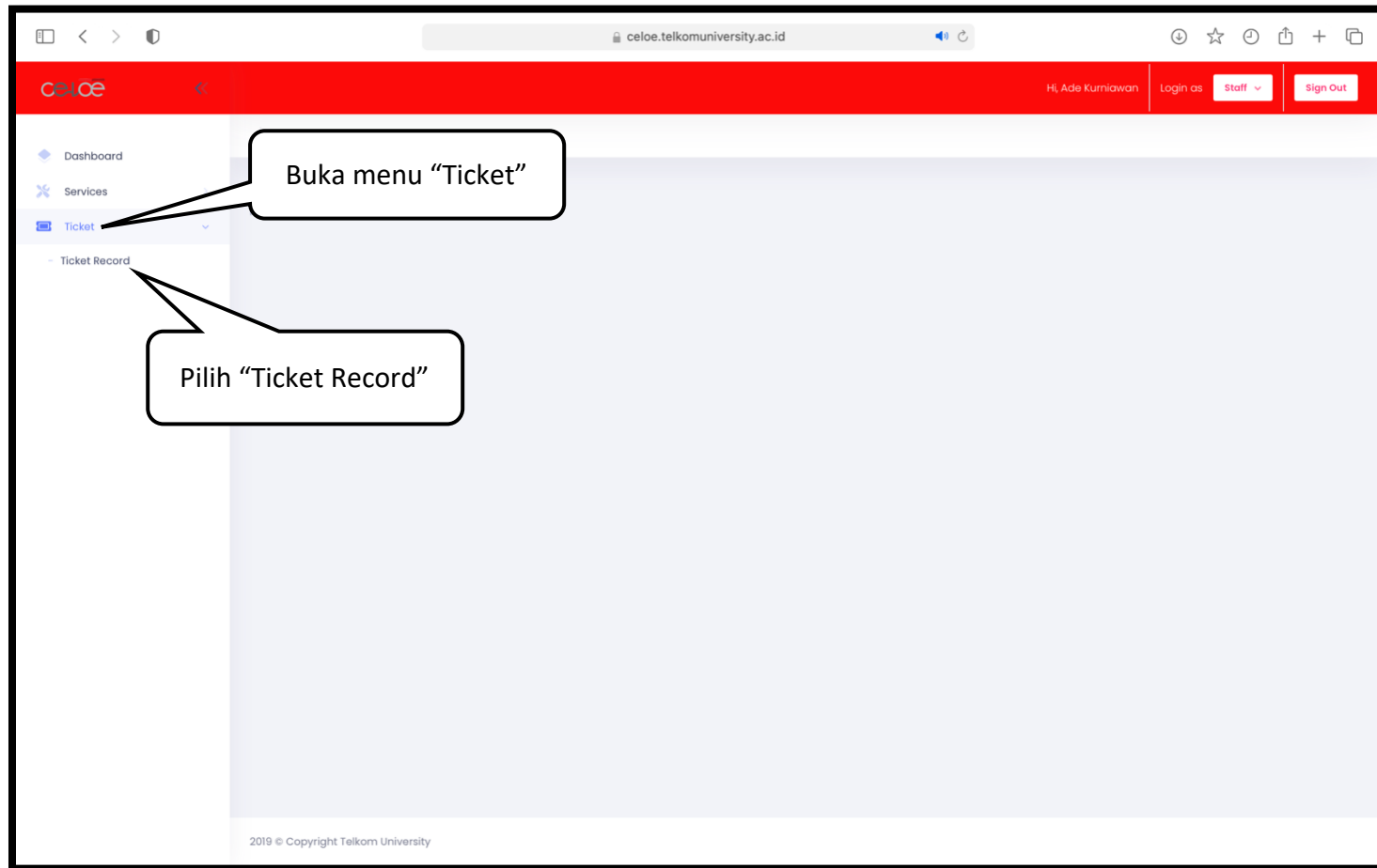
Panduan Input Ticket

Step 1 --- Buka halaman <https://celoe.telkomuniversity.ac.id/dashboard>, kemudian Sign In menggunakan username dan password SSO/iGracias.



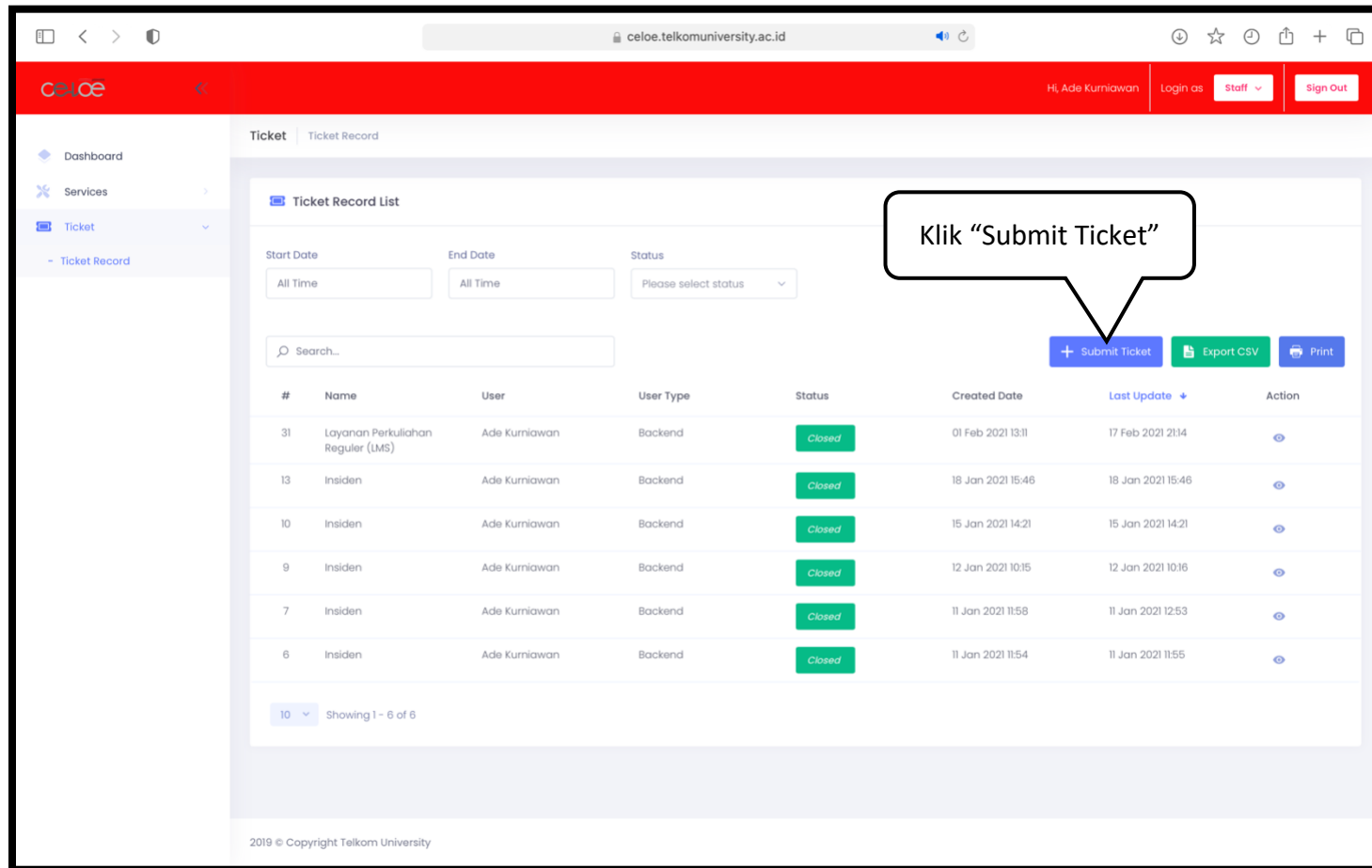
CeLOE Service (CLOVE)

Step 2 --- Buka menu "Ticket", kemudian pilih "Ticket Record".



CeLOE Service (CLOVE)

Step 3 --- Klik tombol 



Main Office: Gd. Bangkit Lt.5 Telkom University. Remote Office1: Gd. Marore Lt.3 Gegerkalong. Remote Office2: Gd. Marore Lt.3 Gegerkalong Gd. Panehan Lt.1 Telkom University
Helpdesk: Mail clove@telkomuniversity.ac.id; WA +62 821 1666 3563;

CeLOE Service (CLOVE)

Step 4 --- Pilih kategori ticket, detail permintaan, dan file pendukung, kemudian klik "Submit".

The screenshot displays the 'Add Ticket Record' form in the CeLOE Service (CLOVE) interface. The form is overlaid on a 'Ticket Record List' table. The form fields are:

- Category:** A dropdown menu with the placeholder text 'Please select category'.
- Content:** A text input field for the ticket details.
- Attachment *:** A file upload section with a 'Choose file' button and a 'Browse' button. Below it, a red error message states: '* Only doc, excel, pdf or images are allowed'.

At the bottom of the form, there are 'Close' and 'Submit' buttons. A callout box points to the 'Submit' button with the text: 'Klik "Submit" untuk mengirim ticket'.

Other callout boxes point to the 'Category' dropdown ('Pilih kategori'), the 'Content' field ('Isi permintaan'), and the 'Attachment' section ('Upload file pendukung').

The background shows a 'Ticket Record List' table with columns for 'Created Date', 'Last Update', and 'Action'. The table contains several rows of ticket records.