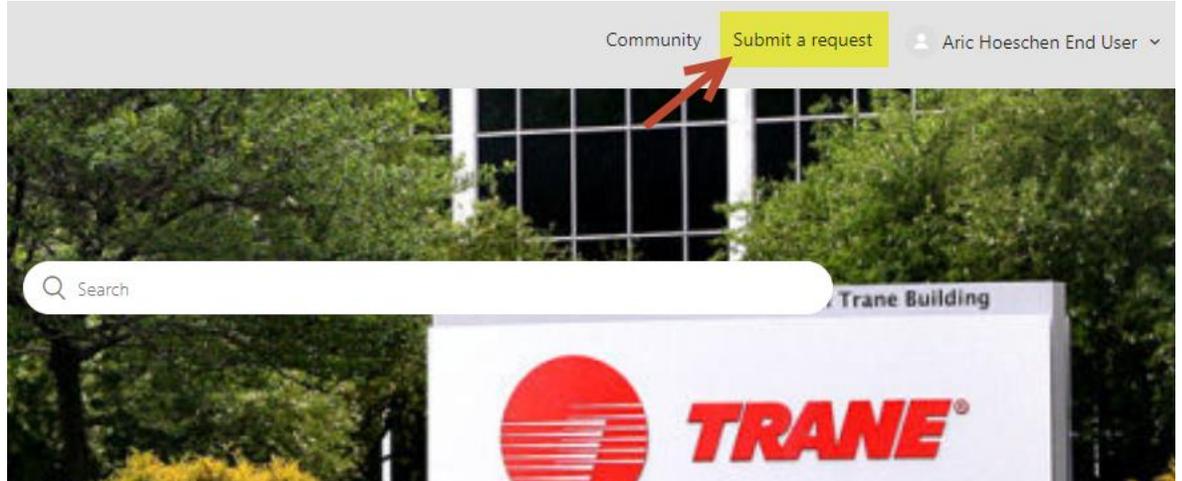
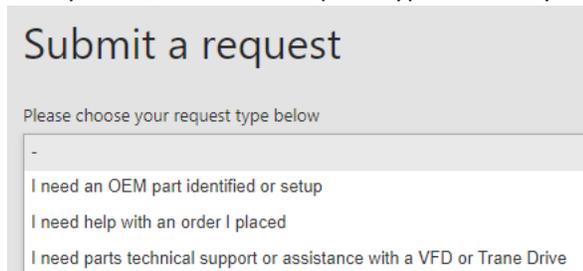


Creating a Ticket as an end user in Zendesk

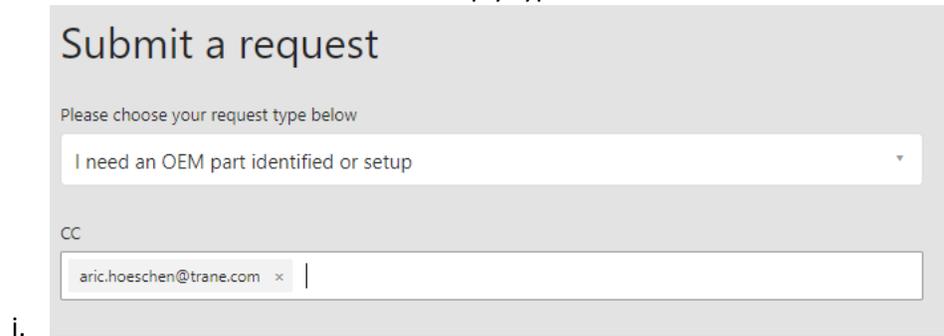
1. Log into 'iwdsupplyretailsupport.zendesk.com/hc/en-us'
2. Once logged in select 'Submit a request' in the upper right corner



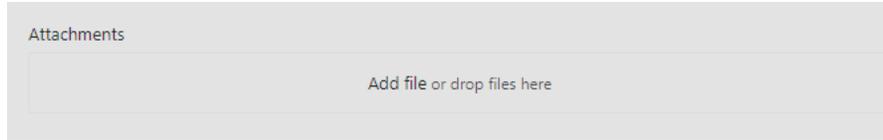
3. From the dropdown, select the request type that fits your current request



4. Based on the selection you choose, you will see a list of necessary questions to provide necessary information to the appropriate support team to answer your request.
 - a. Want to Add a coworker as a Follower? Simply type their email address in the 'CC' field

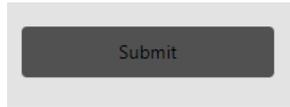


5. Add any attachments you believe are necessary but drag and dropping the files over the attachment field OR by selecting the 'Add file' link.



a.

6. Select the 'Submit' button on the bottom of the form to submit your request to the appropriate support team.



a.