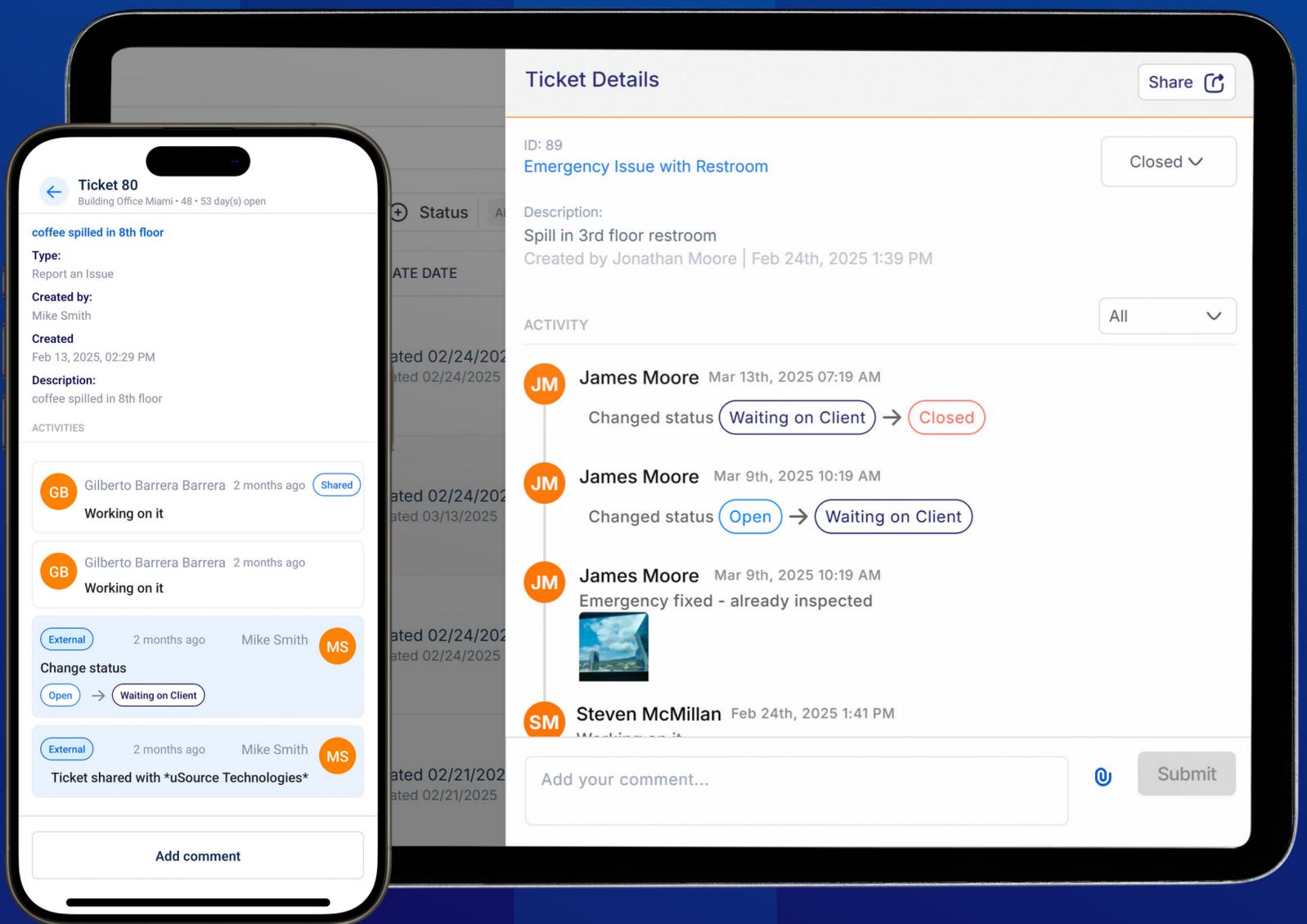


Create and Share Support Tickets

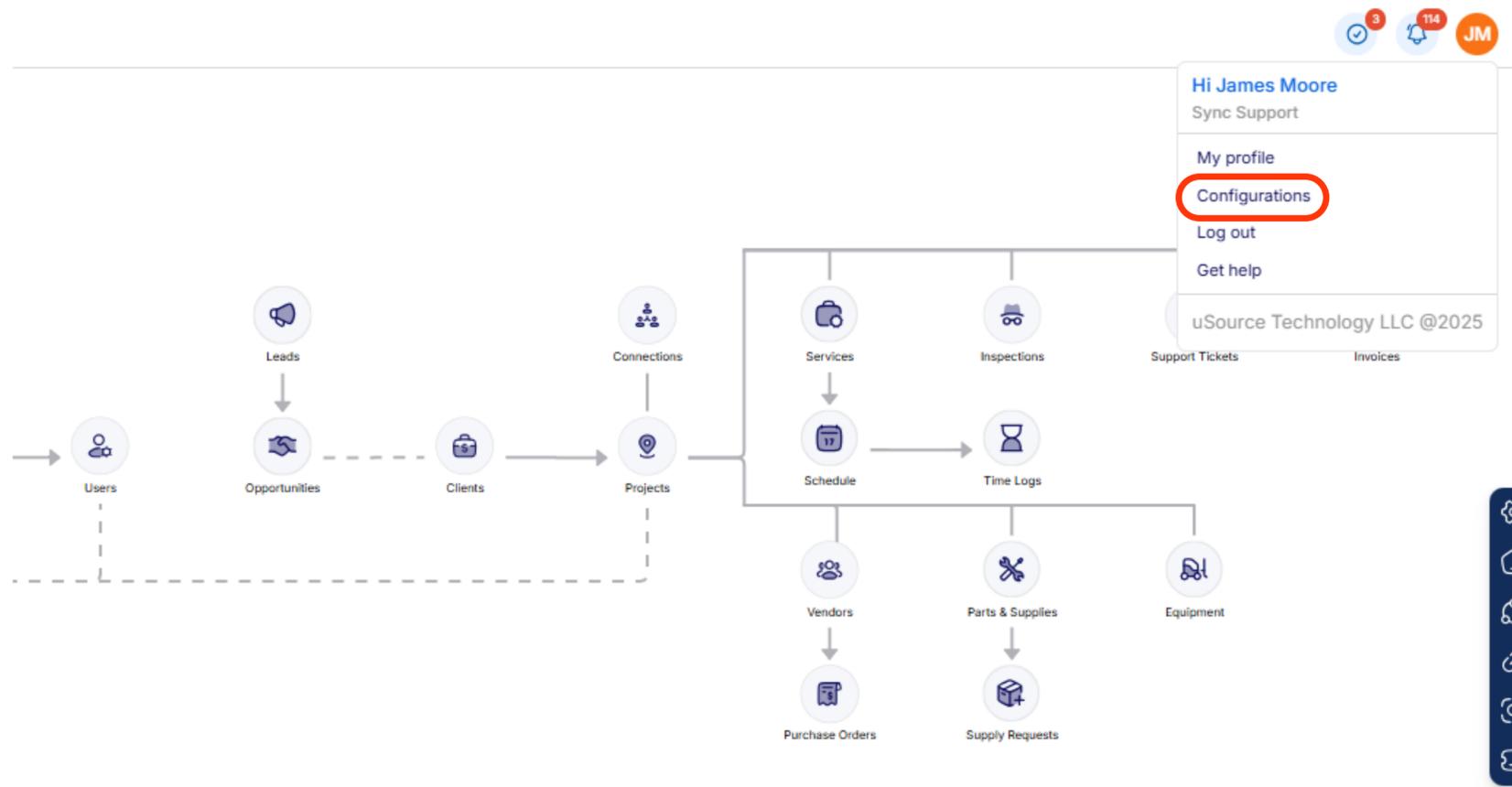


**Desktop & Mobile
User guide**

Creating a new Support Ticket

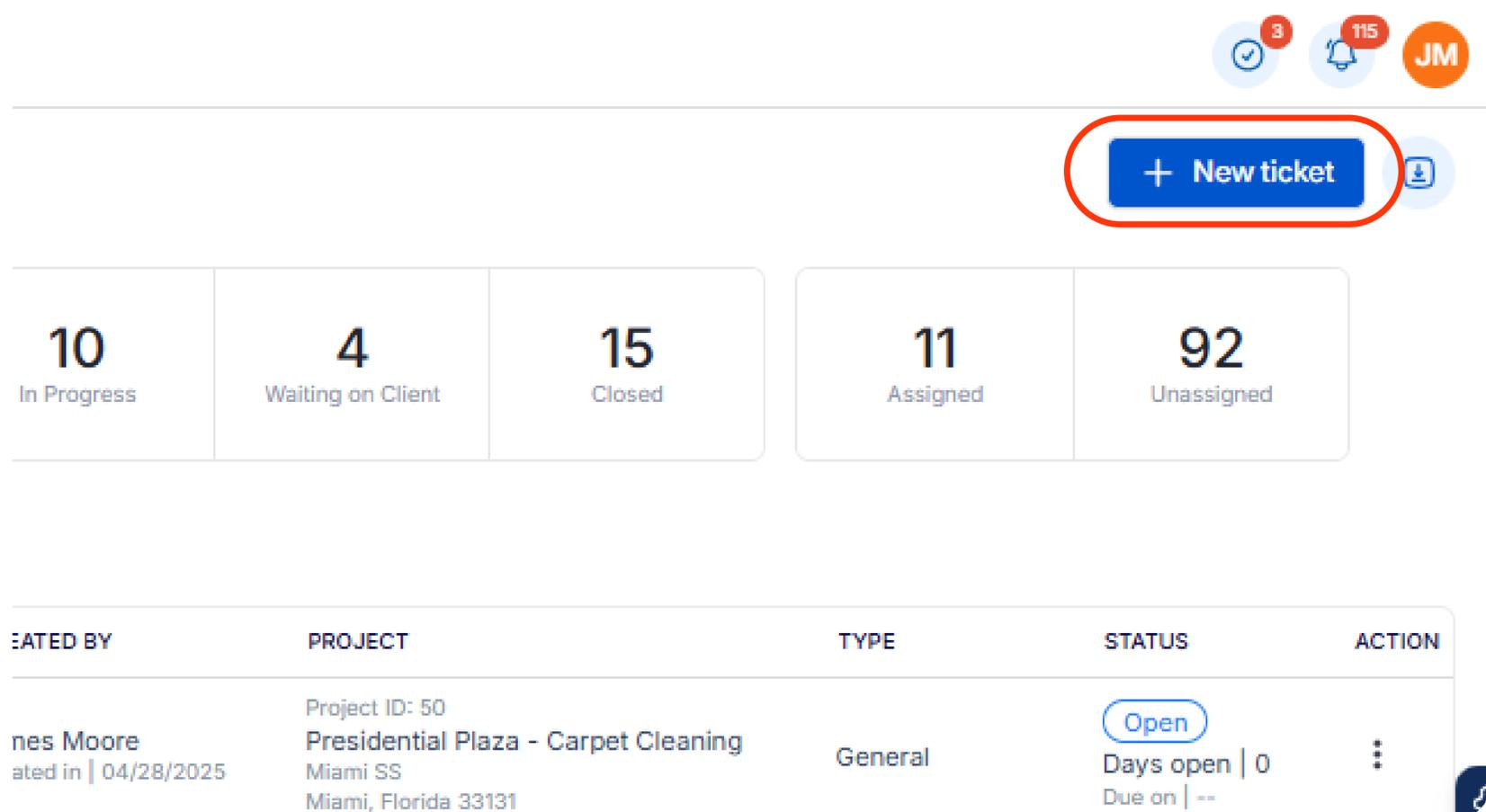
Step 1: Access Account Settings

- Log in to your uSource account.
- From the main dashboard, navigate to the Support Ticket section.



Step 2: Create a New Ticket

- Click on the “New Ticket” button.



- Complete all the details and attach a photo o video.
- Then, click “Submit”.

New Ticket

TICKET DETAILS

Client * ID: 44 Wolfgang Offices	Project * ID: 60 Oficina Wolfgang
Wolfgang Offices Daniel Burgos 13703 Aldine Westfield Rd Houston, Texas 77039, United States	Oficina Wolfgang 13703 Aldine Westfield Rd Houston, Texas 77039, United States
Service ID: 108 Day Porter	Type * Request Service
Service #108 Recurring Janitorial	
Subject * Fix HVAC	
Description HVAC is damaged due to general blackout on the building last week.	

max. 500 characters

UPLOAD FILES

Upload image(s), videos(s), file(s) PNG, JPG or PDF up to 10MB

WhatsApp I...M (3).jpeg [View](#) [Delete](#)

[Cancel](#) [Submit](#)

 **You have successfully created a Support Ticket!**

Sharing a Support Ticket

- On your **“Projects”** screen select the Project you need, and click on the ID.

The screenshot shows the 'Projects' interface. On the left is a dark sidebar with a 'Projects' menu item highlighted in orange. The main content area has a search bar and filter buttons for Client, Group, Project type, and Status. Below these is a table of projects:

ID	PROJECT NAME	ADDRESS
60	Oficina Wolfgang	13703 Aldine Westfield Rd Houston, Texas 77039, United States
58	Ambassador's	201 E Main Cross St Findlay, Ohio 45840, United States
50	Presidential Plaza - Carpet Cleaning	Miami SS Miami, Florida 33131, United States
48	Building Office Miami	500 Brickell Key Drive Miami, Florida 33131, United States
46	Blossom Grove	3928 Kingwood St Humble, Texas 77339, United States
45	Project for Building	500 Brickell Key Drive Miami, Florida 33131, United States

- Go to the **“Support tickets”** section and look for the support ticket you need.
 - Then go to the three dots action menu and select **“Share”**.

The screenshot shows the 'Support tickets' interface. On the left is a sidebar with 'Support tickets' selected. The main content area has a search bar, a 'New ticket' button, and a summary bar showing 102 Tickets created, 73 Open, 10 In Progress, 4 Waiting on Client, 15 Closed, and 11 Assigned. Below this are filter buttons for Project, Status, Type, Created by, and Source. The main table lists tickets:

TICKET	SOURCE	ID	CREATED BY	PROJECT	TYPE	STATUS	ACTION
Flickering lights Everything in the office is down. HELP!	Created	125	Cristina Stout Created in 04/21/2025	Project ID: 48 Building Office Miami 500 Brickell Key Drive Miami, Florida 33131	Report an Issue	Open Days open 7 Due on --	Share View Edit Delete Create a Service Create a Task
Espejo del baño quebrado Buenas tardes Jefa, encontramos el espejo del baño quebrado ...	Created	120	Jonathan Moore Created in 04/10/2025	Project ID: 48 Building Office Miami 500 Brickell Key Drive Miami, Florida 33131	Report an Issue	Open Days open -- Due on --	View Edit Delete Create a Service Create a Task
Flickering light Everything in the office is down. HELP!	Created	110	Cristina Stout Created in 03/27/2025	Project ID: 48 Building Office Miami 500 Brickell Key Drive Miami, Florida 33131	Report an Issue	Open Days open 32 Due on --	View Edit Delete Create a Service Create a Task
Dirty kitchen The kitchen area in the main office break room is currently dirty ...	Received	109	Jason Smith Created in 03/27/2025	Project ID: 48 Building Office Miami 500 Brickell Key Drive Miami, Florida 33131	Report an Issue	Open Days open 32 Due on --	View Edit Delete Create a Service Create a Task
Broken sink Please note that the sink in the 2nd-floor restroom is broken and...	Received	108	Jason Smith Created in 03/27/2025	Project ID: 48 Building Office Miami 500 Brickell Key Drive Miami, Florida 33131	Report an Issue	Open Days open 32 Due on --	View Edit Delete Create a Service Create a Task

- Select the Connection or Team Member you will share to and click on “Continue”.

Share Ticket ×

 Connections

 Team Member

ALL CONNECTIONS

Search a connection

-  Golden Star
4008 Louetta Road, Spring Texas 77388
-  Jp Morgan Chase Houston
JPMorgan Chase Tower, Houston Texas 77002

[Continue](#)

Assign Ticket ×

 Connections

 Team Member

Search user...

ID	TEAM MEMBER	ACTION
UST0101022	Jonathan Moore User	

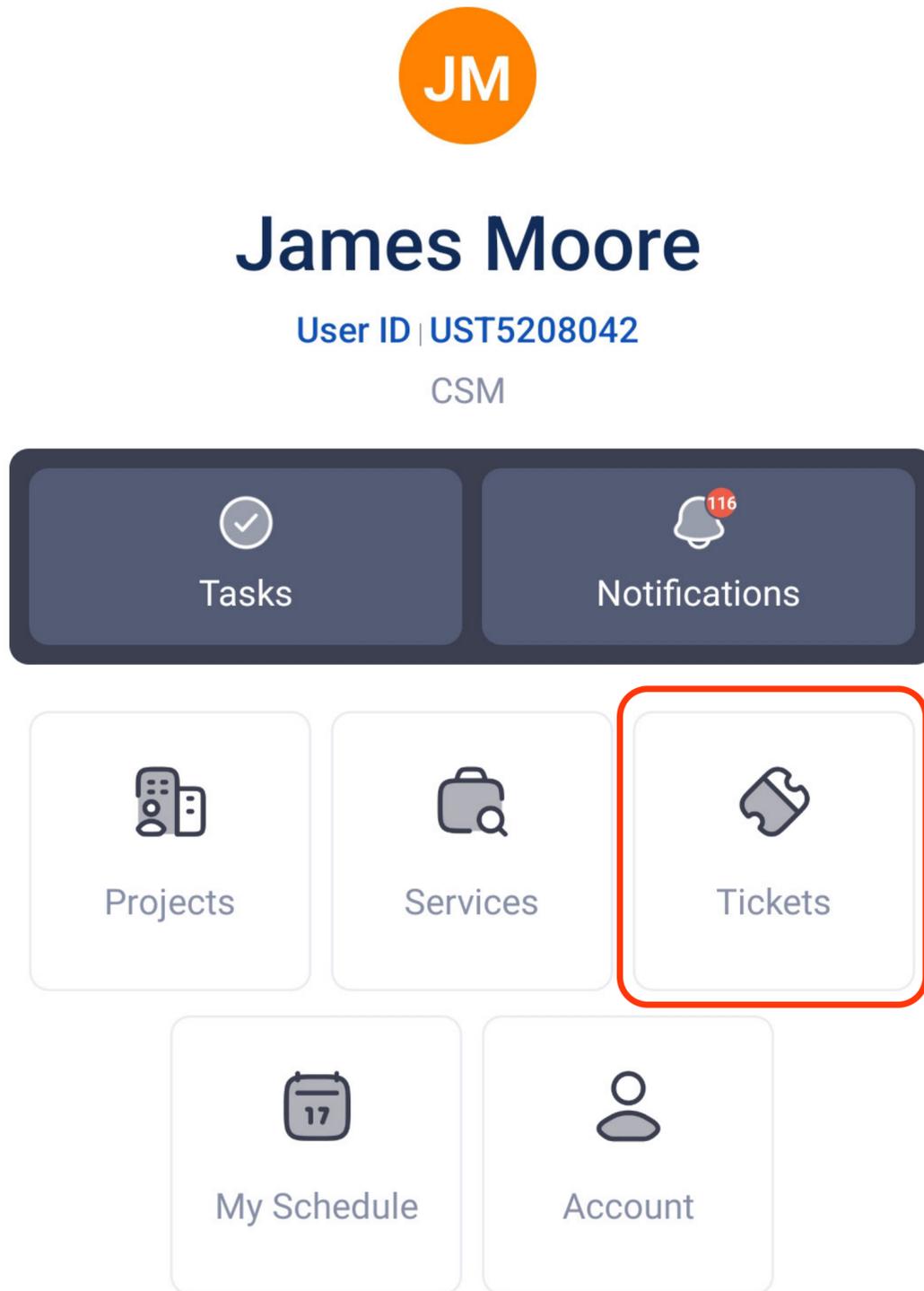
Showing 10

[Submit](#)

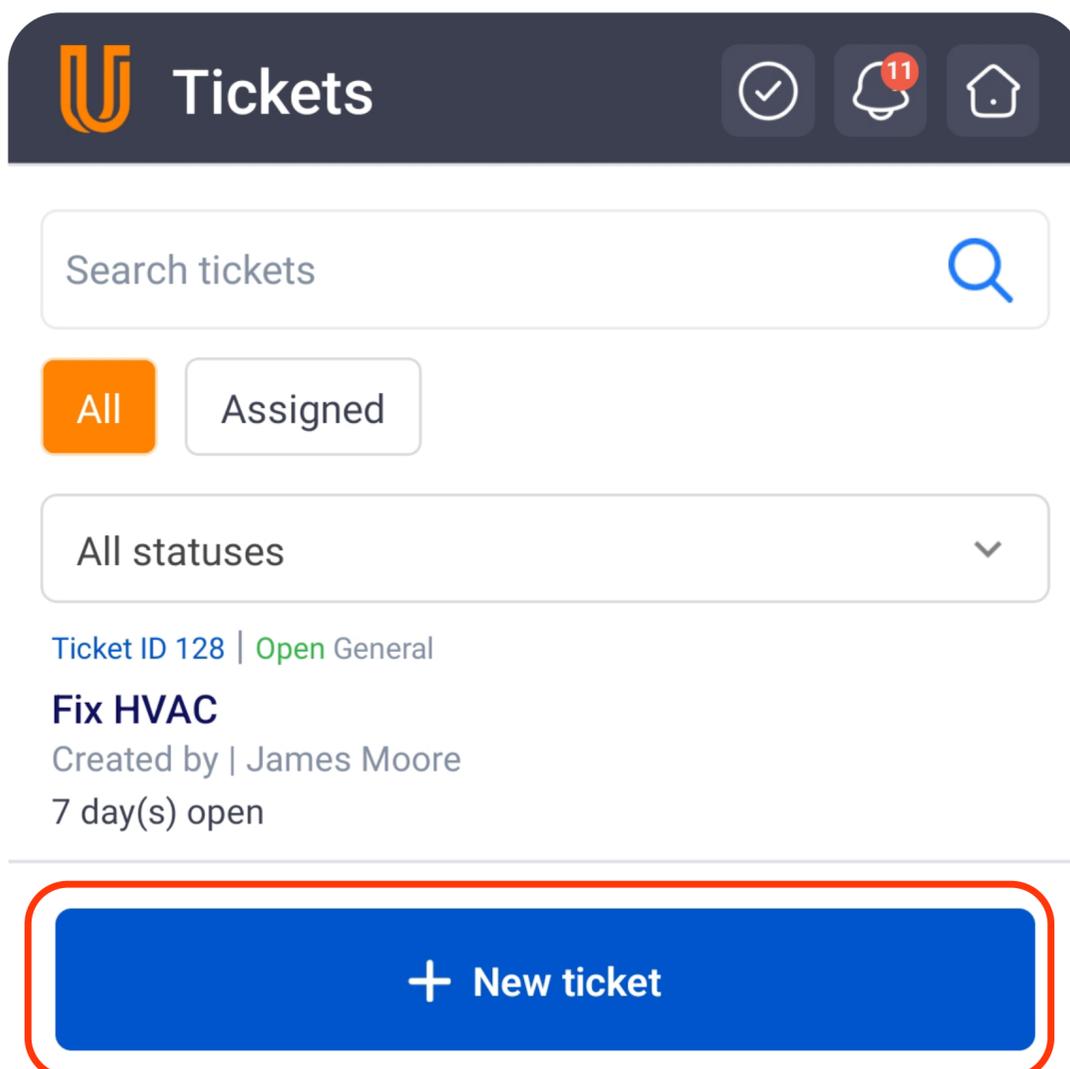
 **You have successfully shared a Support Ticket!**

Creating a Ticket from Mobile Hub

- On your Home Screen, select **“Tickets”**



- On the Tickets screen, select **“New Ticket”**



- Complete all the details to complete your new Ticket.
- First, click on the “Project” field.

 **New ticket**

Project

Select project from list 

Service

Select service from list 

Type:

Select ticket type 

Subject:

Type something...

max. 100 characters

Description

Type something...

max. 500 characters

 **Add attachments**

- Select the project you need and then select “**Apply**”

Project #60 - Oficina Wolfgang

Project #58 - Ambassador’s

Project #50 - Presidential Plaza - Carpet Cleaning

Apply

- Next, select the “Service” field.

 **New ticket**

Project

Project #60 - Oficina Wolfgang 

Service

Select service from list 

Type:

Select ticket type 

Subject:

Type something...

max. 100 characters

Description

Type something...

max. 500 characters

 **Add attachments**

- Select the service you need and then select “**Apply**”.

Service #108 - Oficina Wolfgang

Apply

- Next, select the “Type” field to add a ticket type.

 **New ticket**

Project

Project #60 - Oficina Wolfgang 

Service

Service #108 - Oficina Wolfgang 

Type:

Select ticket type 

Subject:

Type something... 

max. 100 characters

Description

Type something... 

max. 500 characters

 **Add attachments**

- Select the type of ticket you are creating, and click “**Apply**”.

- Report an Issue
- Request Service

Apply

- Next, add a subject and description to your ticket.
- Then, click on **“Add attachments”** to add photos, videos or documents to your ticket.

 **New ticket**

Project

Project #60 - Oficina Wolfgang 

Service

Service #108 - Oficina Wolfgang 

Type:

Report an Issue 

Subject:

Broken Desk

max. 89 characters

Description

The main desk is broken due to usage. Needs to be fixed or replaced.

max. 432 characters

 **Add attachments**

- Select the type of media you need to attach to your ticket.

 **Close**

Take a picture

Record a video

Add medias

Add documents

- Review all the information on your ticket and then click **“Submit”**.

 **New ticket**

Project

Project #60 - Oficina Wolfgang



Service

Service #108 - Oficina Wolfgang



Type:

Report an Issue



Subject:

Broken Desk

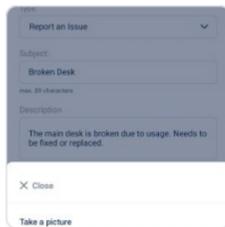
max. 89 characters

Description

The main desk is broken due to usage. Needs to be fixed or replaced.

max. 432 characters

Images (1)



 **Add attachments**

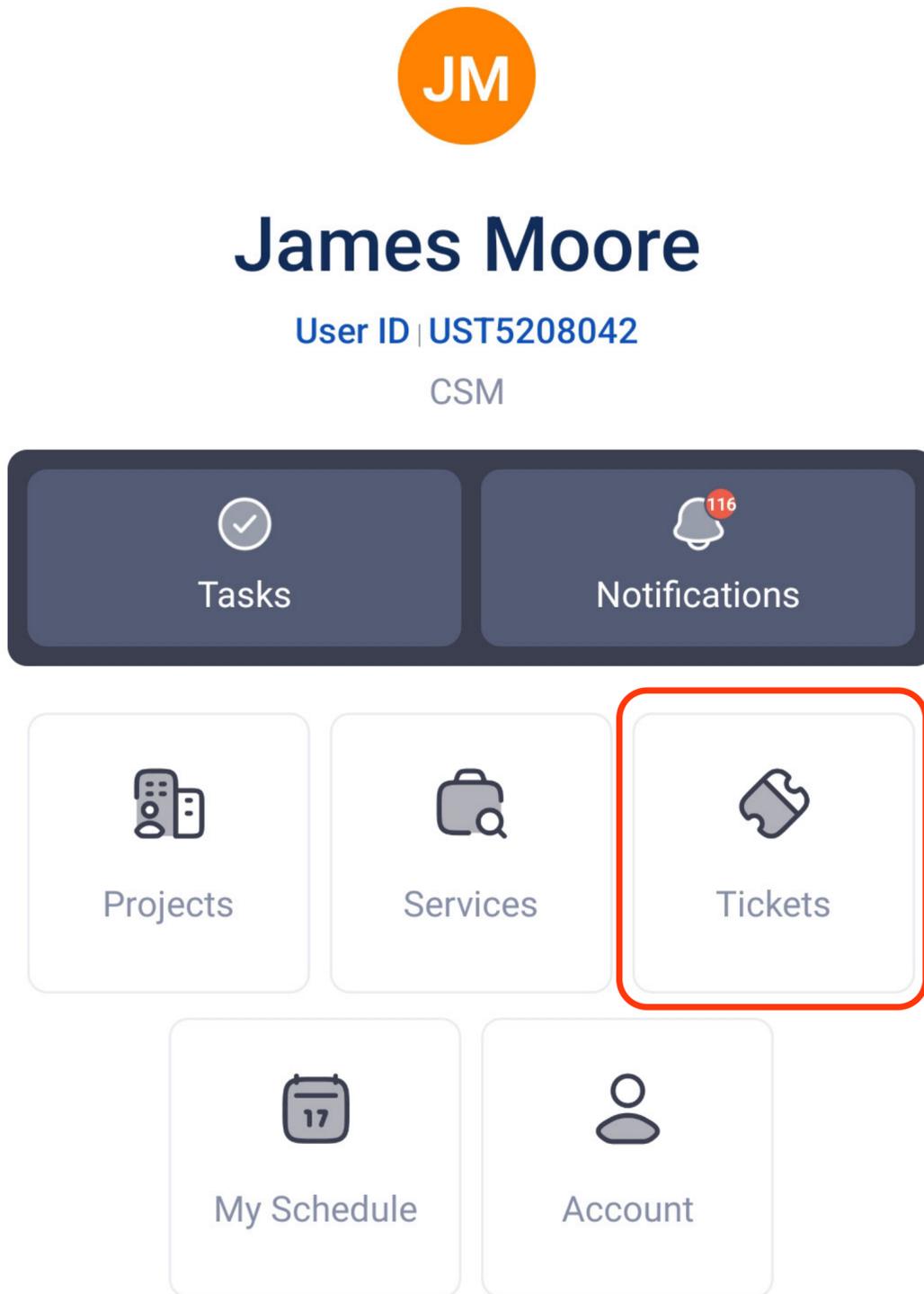
Submit



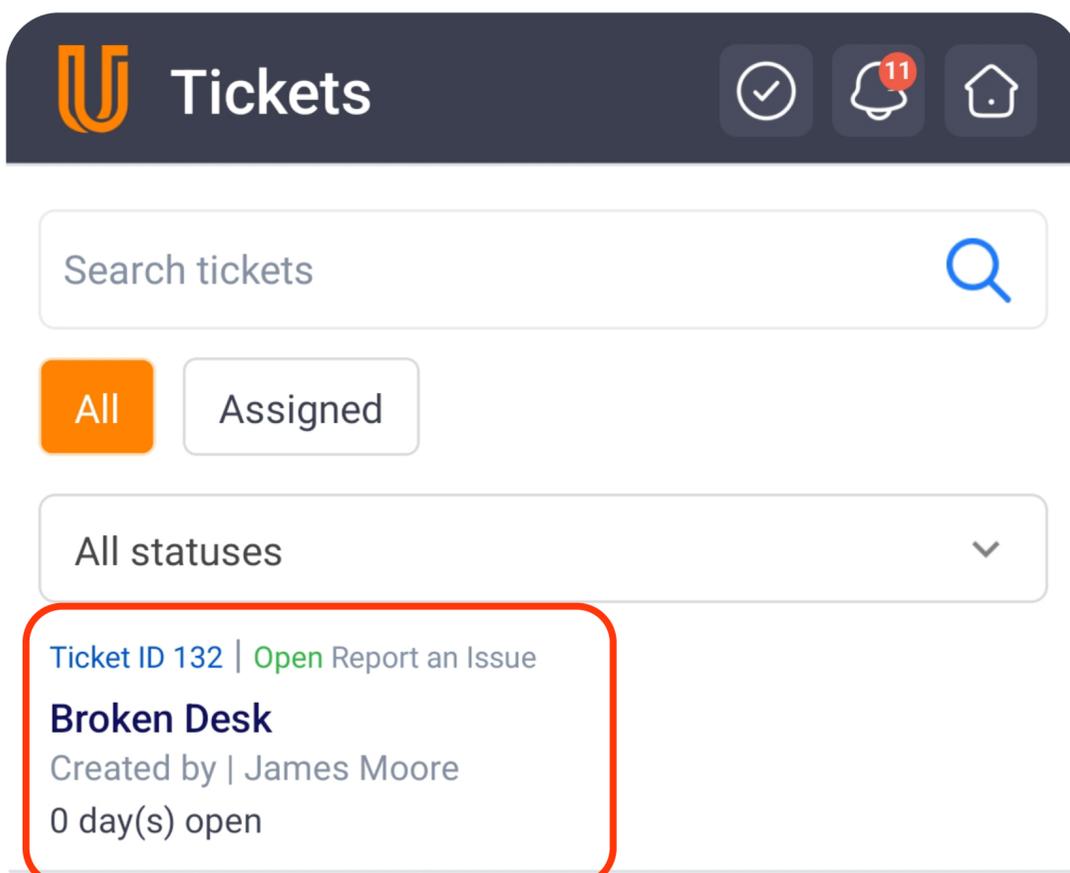
**You have successfully
created a Support Ticket!**

Sharing a ticket from Mobile Hub

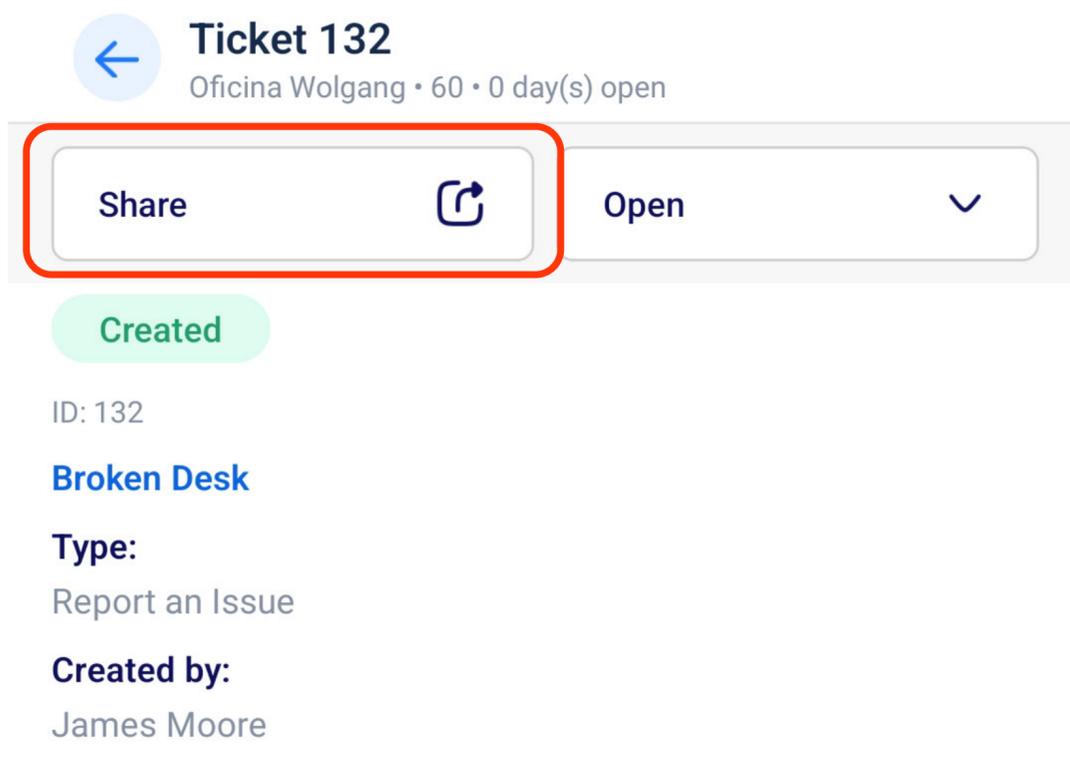
- On your Home Screen, select “**Tickets**”



- On your Tickets screen select the ticket you have just created.



- On the details screen click **“Share”**.



- Choose **“Connections”** or **“Team Member”** and choose the contact you will share the ticket with.
- Then, click **“Submit”**.

