

# Sending Ticket Support Request

## User guide for creating ticket support

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### Overview and Purpose

GS1 Saudi Arabia (GS1 KSA), to serve the end consumer, companies and other organizations have worked together in supply and demand chains. Whether you are a small company or a large one, whether you have one single product or hundreds, the GS1 System of Standards is perfectly suited to your needs.

The GS1 system of standards aims to raise the efficiency of business processes and to provide cost savings through automation based on globally unique identification and digital information.

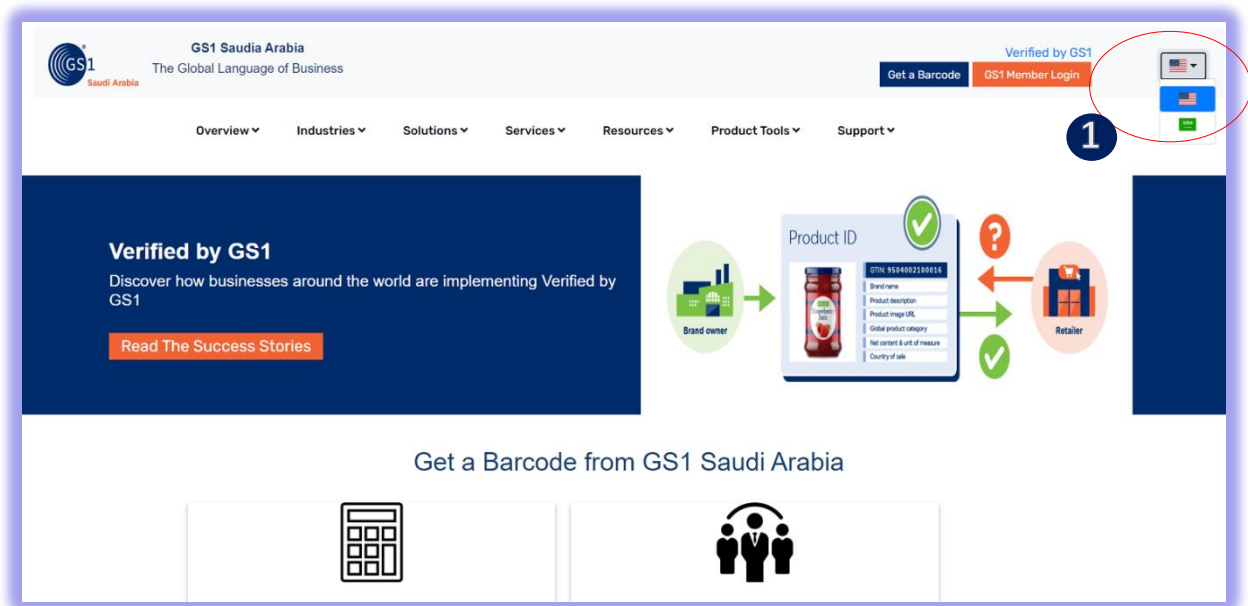
This GS1 User's Guide Consist of step by step guides from start to finished, helping organizations to generate GS1 Barcode standard requirements in the Region.

### Requirements

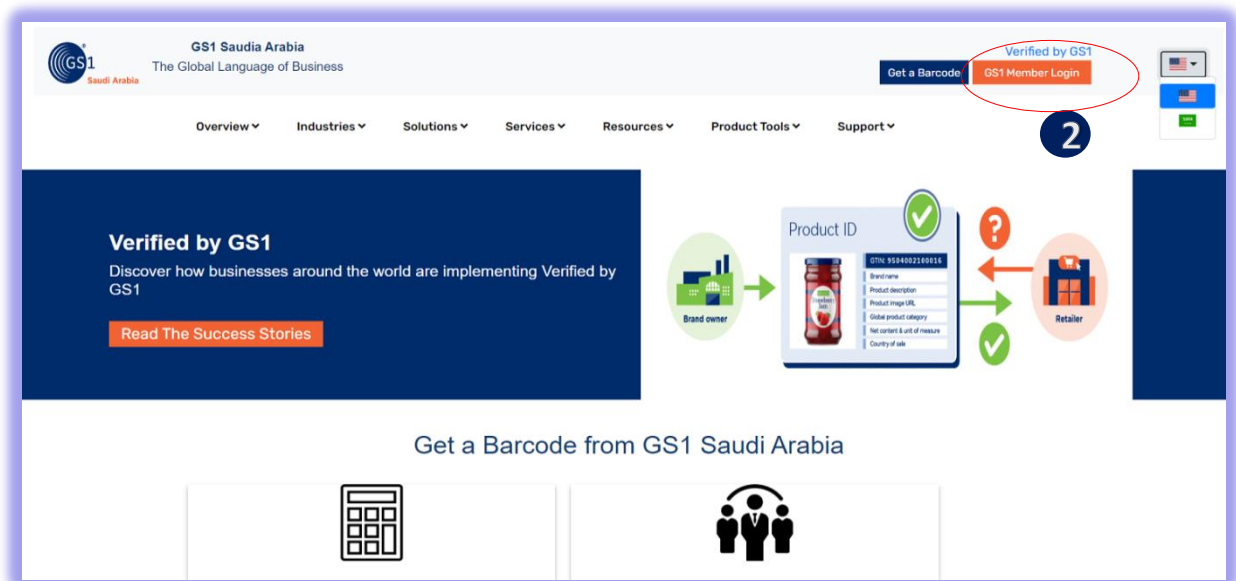
1. Successfully Registered to GS1 Saudi Arabia
2. Successfully Uploaded Payment slip

Navigate to GS1 website: <https://gs1.org.sa>

Select the Preferred language “English or Arabic” to Login



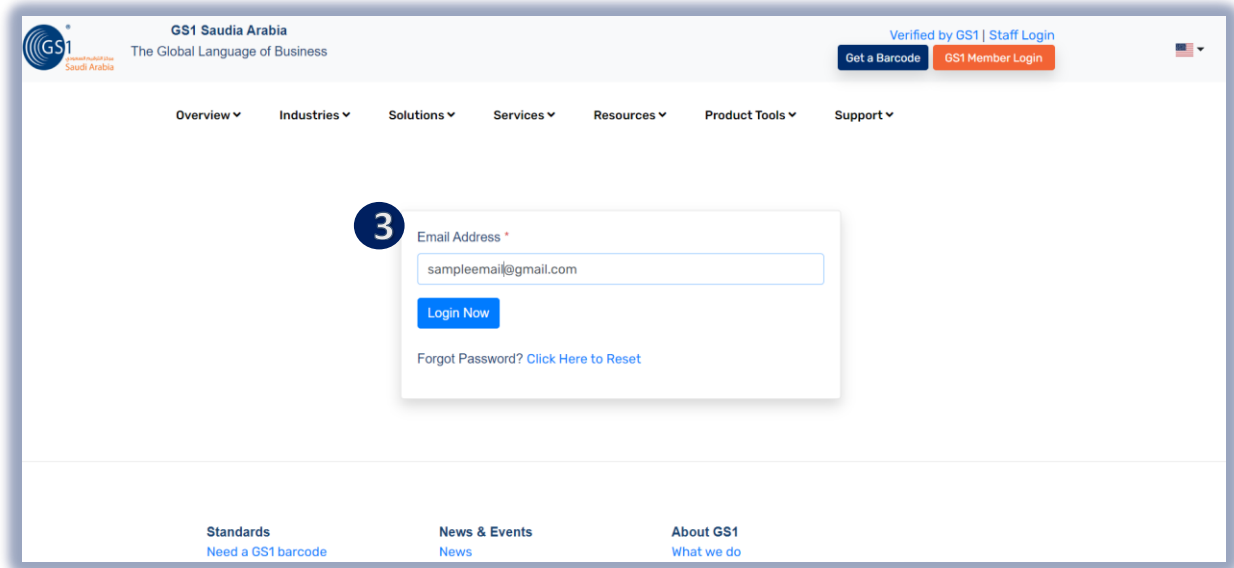
Find and Click “GS1 Member Login” to Continue



**1** Click for Select Preferred language (Arabic or English) **2** Click “GS1 Member Login” to Login

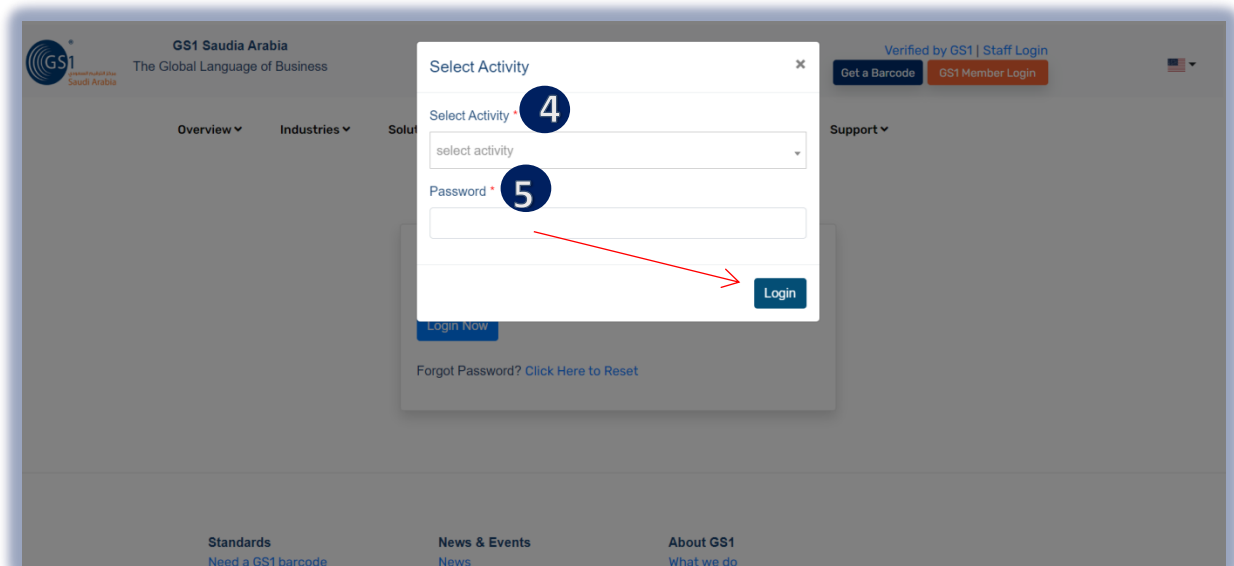
## Input Login Details

Enter "Registered email address" and click **Login Now**

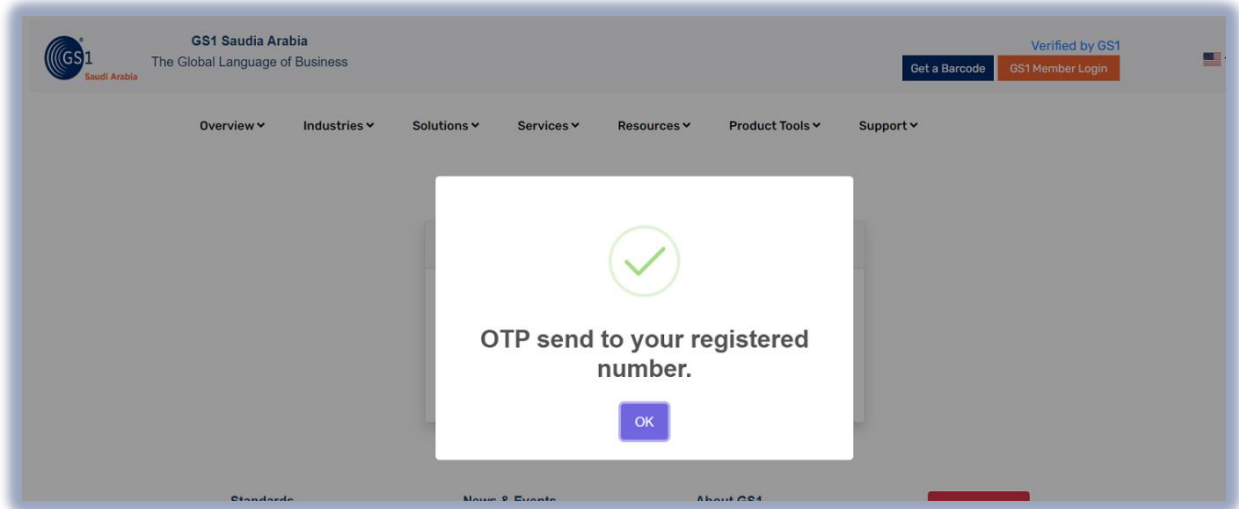


**3** Input User Login Id or Registered "Email Address" from your email then click "Login Now"

**4** Select Activity you registered      **5** Input" initial Password" from your email login details and then click "Login" to received OTP on registered mobile number , Then click "Login" to continue

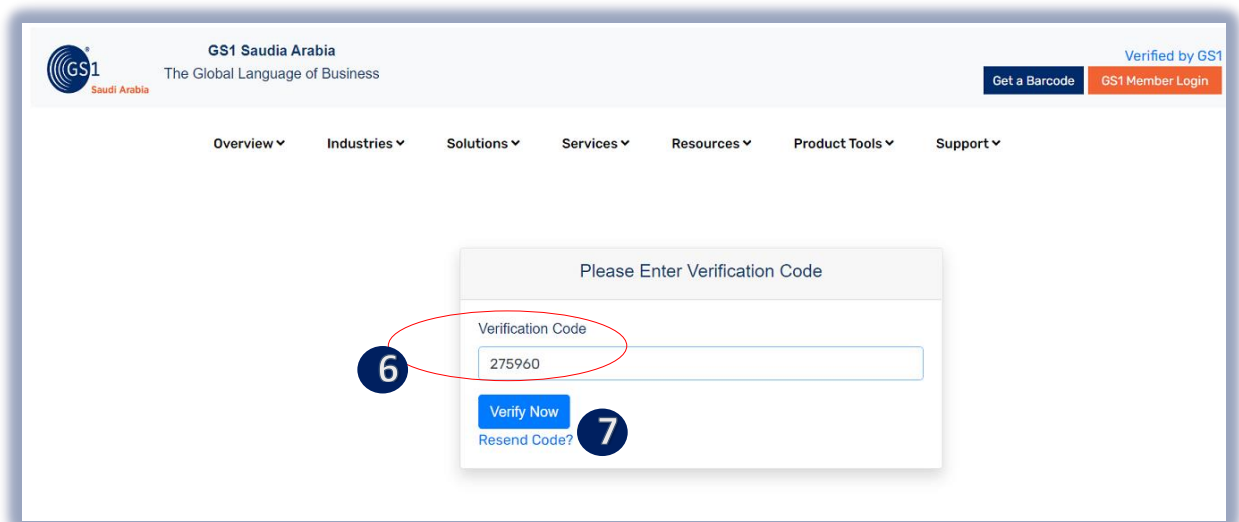


Once Click **“Login”** Then Received SMS **“OTP”** and Popup message below will appear.



### Received SMS "OTP number"

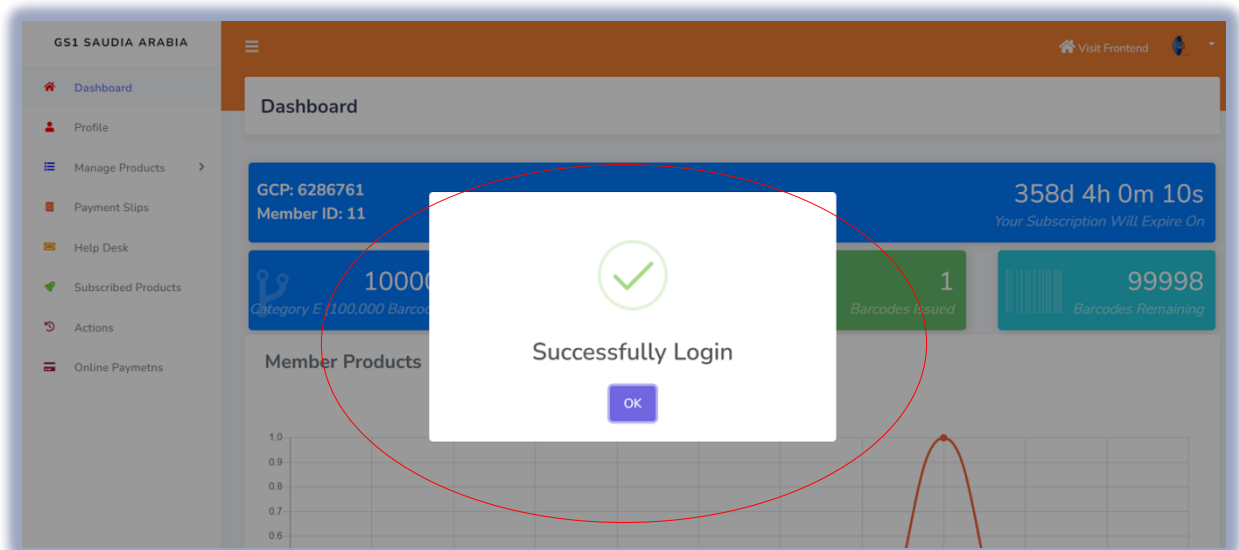
And Then Enter **“OTP number”** and Click **“Verify Now”** to Proceed on Members Dashboard



**6** Enter **“OTP”** sent to your registered mobile no.

**7** Click **“Verify Now”** to continue on Main Members Dashboard

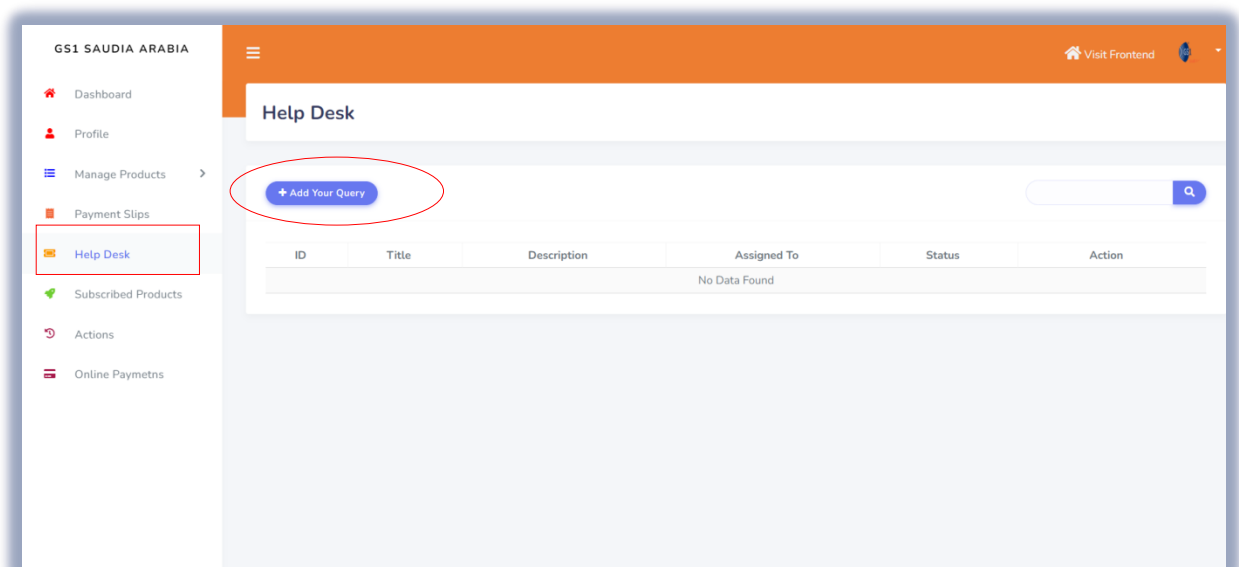
Popup Message will appear (Successfully Login". Refer below screen shots and then Click "OK" Button



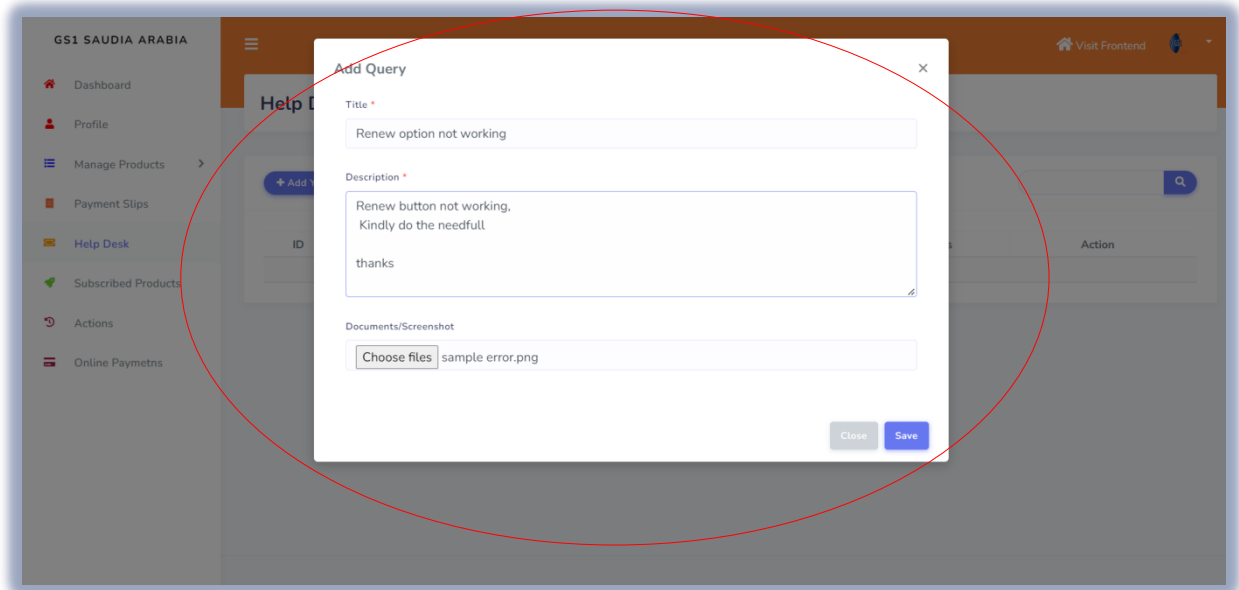
Navigate to Members dashboard

### Creating Ticket Support

Click "Help Desk" Section. And then click "+ Add Your Query "button to continue



Next, Type your Query, The **Title, Description and attached screenshot or documents** if required then click "**Save**" to Submit. (Same as below)

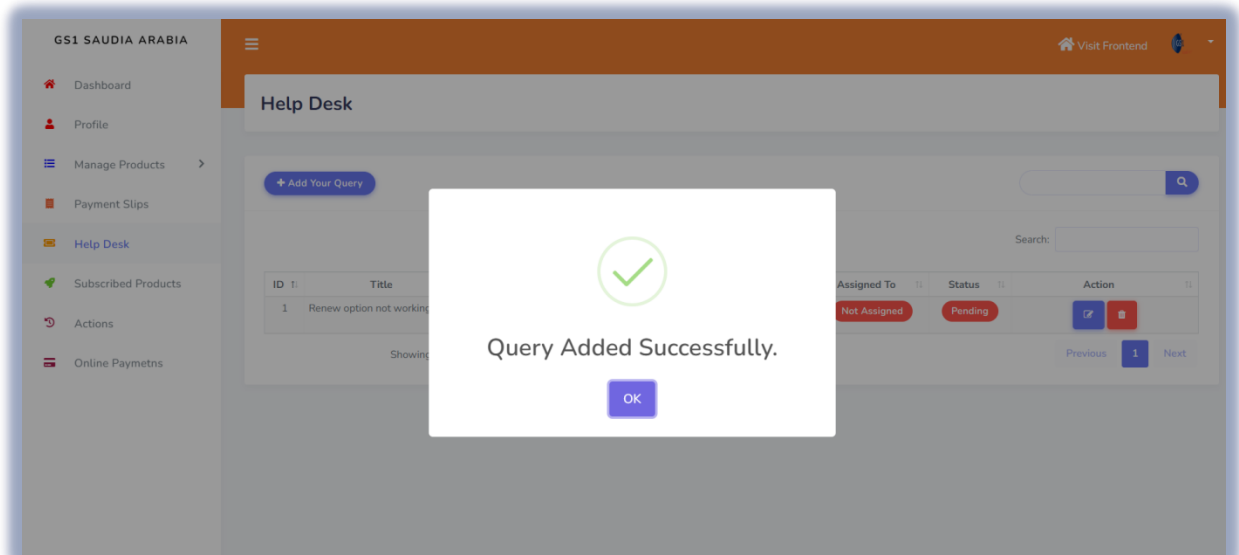


**Title \*** your query or issues need to solve

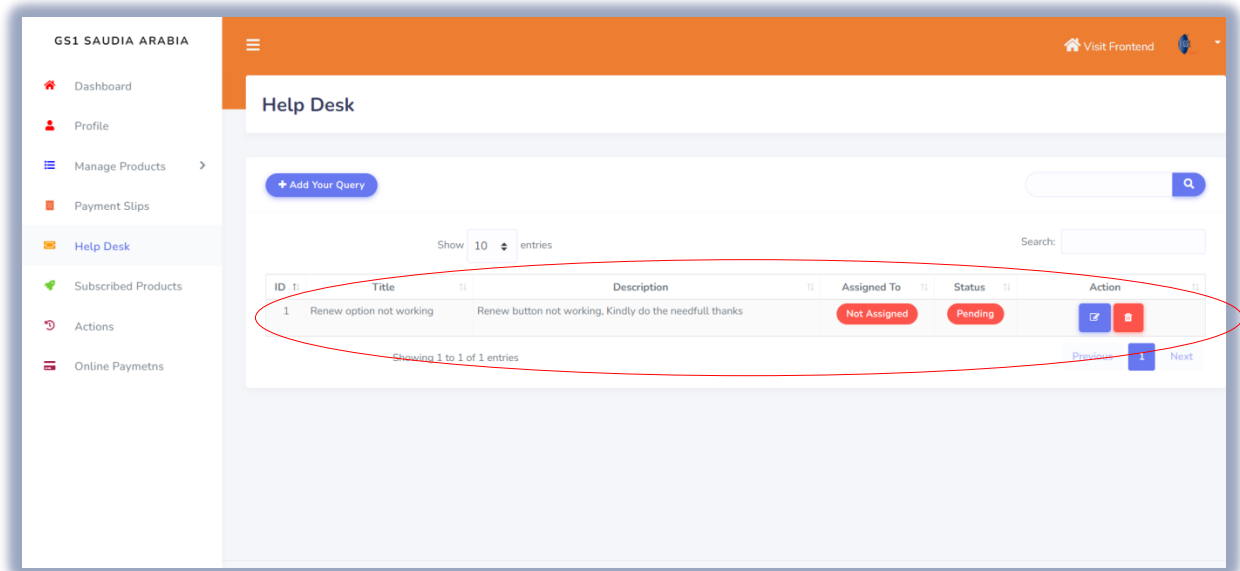
**Description \*** your query description or issues need to solve

**Documents/Screenshot\*** documents/screenshot of the issues or query

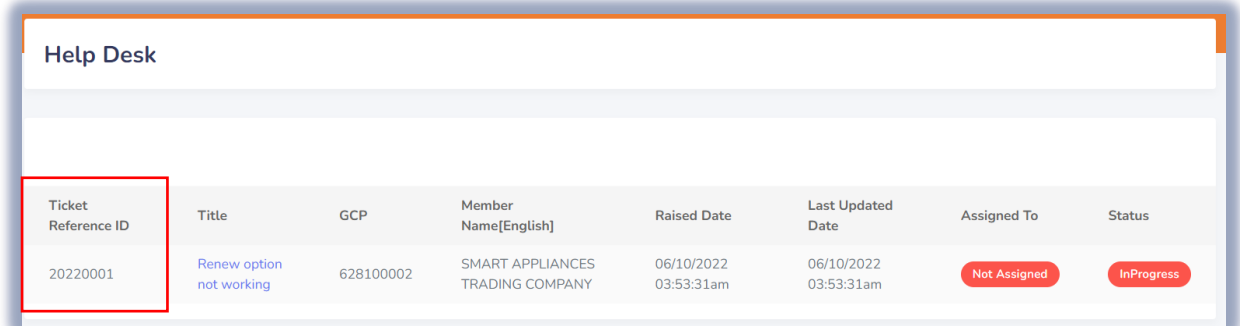
Next, pop up message that your **“Query added successfully”**



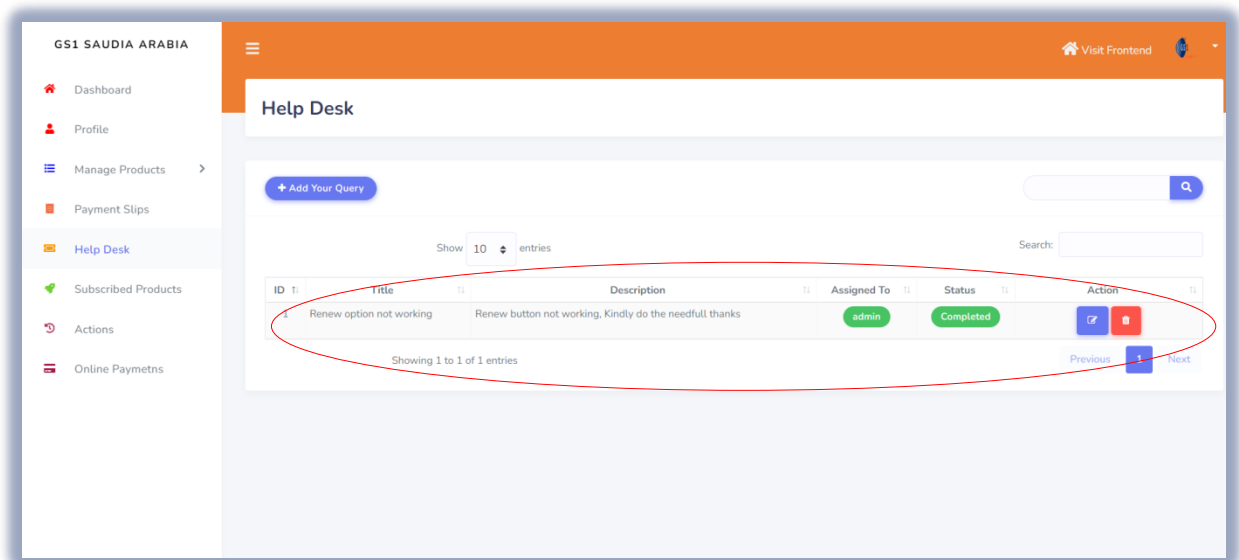
Then, your query will be in **“Pending”** Status, waiting for **Admin** to **assign support** to solve your query.



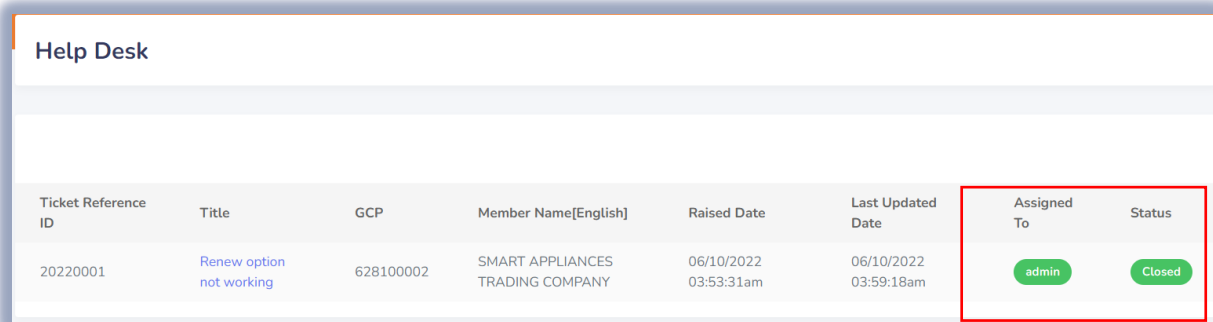
Then same time, the Admin will receive your query **“Ticket Reference ID”**. Admin will assign and resolve the query based on your ticket reference ID.



Once your **“Ticket Reference ID “query resolved. You will see completed by the admin already.**  
 (Same as below screenshot)



Then same time, also the Admin will close your **“Ticket Reference ID”** of query with message instructions if required. That means is already **solved**.





## Contact Information

In case any issues occur on registration journey, any questions and suggestions,  
Please Contact us