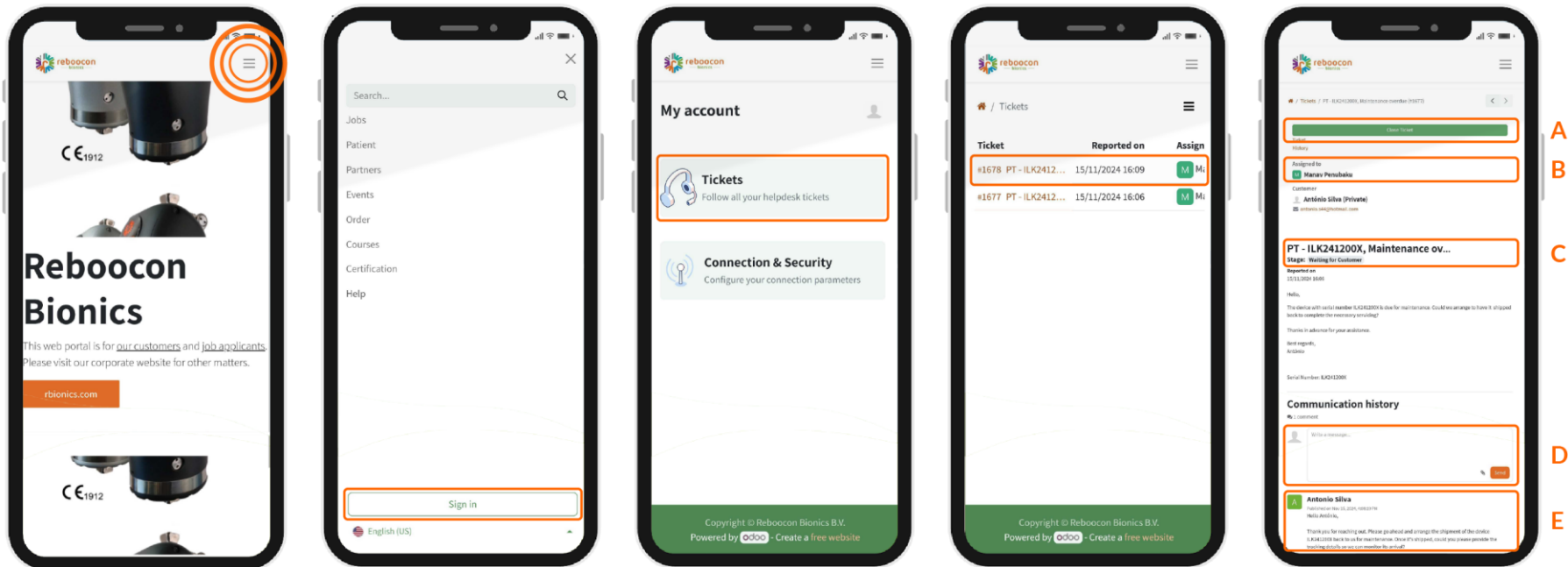


How to manage and track your tickets?



1 Sign In to Your Account

- web.rbionics.com

2 Click on the Tickets Button

3 Select the Ticket

4a Manage Ticket Details

- Close ticket if the issue has been addressed (A);
- Check the ticket stage (B);
- View assigned representative (C).

4b Respond to Comments

- Reply and add information (D);
- Review past messages (E).

Ticket Stages

- **Open:** New ticket.
- **In Progress:** We are working on it.
- **Waiting for Customer:** Waiting for feedback or the return of the devices.
- **Engineering:** Investigation, repair or maintenance.
- **Paused:** Temporarily on hold.
- **Solved:** The issue is resolved.