(CP)	Department: N/A	SOP#	CPO1-25
		Revision #	1.0
		Implementation Date	12/2016
SOP Name	Ticketing System	Last Reviewed/Update Date	12/2016
SOP Owner	Certification Point Team	Approval	BLG

Standard Operating Procedure

1. Purpose

This SOP describes the Ticketing System and the process for using the Ticketing System on CertificationPoint.org.

2. Scope

The intended audience for this SOP are CertificationPoint.org registered members.

3. Prerequisites

The prerequisites associated with the Ticketing System resource consist of site registration

4. Responsibilities

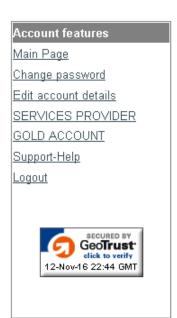
In the event of an issue outside of the Ticketing System, registered members are required to contact CertificationPoint.org via email (info@certificationpoint.org).

5. Procedure

The Ticketing System provides a great resource for site issue resolution pertaining to the associated site features available on CertificationPoint.org. For Example: If there is an issue with your profile, please submit a ticket for issue resolution.

Documents: SOP short-form

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Welcome to your Account Tools Dashboard

Note: Items may be disable depending on your subscription plan.

Select the Upgrade Module to modify your subscription status.

Use the below link to submit your credentials.

Credential Submission



Figure 1: Support Help - Ticketing System

6. References

None at this time

7. Definitions

None at this time

Documents: SOP short-form