	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**

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

### **2. Scope**

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

### **3. Prerequisites**

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

### **4. Responsibilities**


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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**

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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.

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**Account features**

[Main Page](#)

[Change password](#)


[Edit account details](#)

[SERVICES PROVIDER](#)

[GOLD ACCOUNT](#)

[Support-Help](#)

[Logout](#)



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**Welcome to your Account Tools Dashboard**

Note: Items may be disabled depending on your subscription plan.  
Select the Upgrade Module to modify your subscription status.

Use the below link to submit your credentials.

**Credential Submission**

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 <small>FREELANCE</small> <small>SUBSCRIPTION</small>	 <small>RESUME</small> <small>SUBMISSION</small>
 <small>S-M-A-R-T</small> <small>SUBSCRIPTION</small>	 <small>UPGRADE</small> <small>SUBSCRIPTION</small>
 <small>VISION</small>	 <small>CREDENTIAL</small>

**Figure 1: Support Help - Ticketing System**

**6. References**

None at this time

**7. Definitions**

None at this time