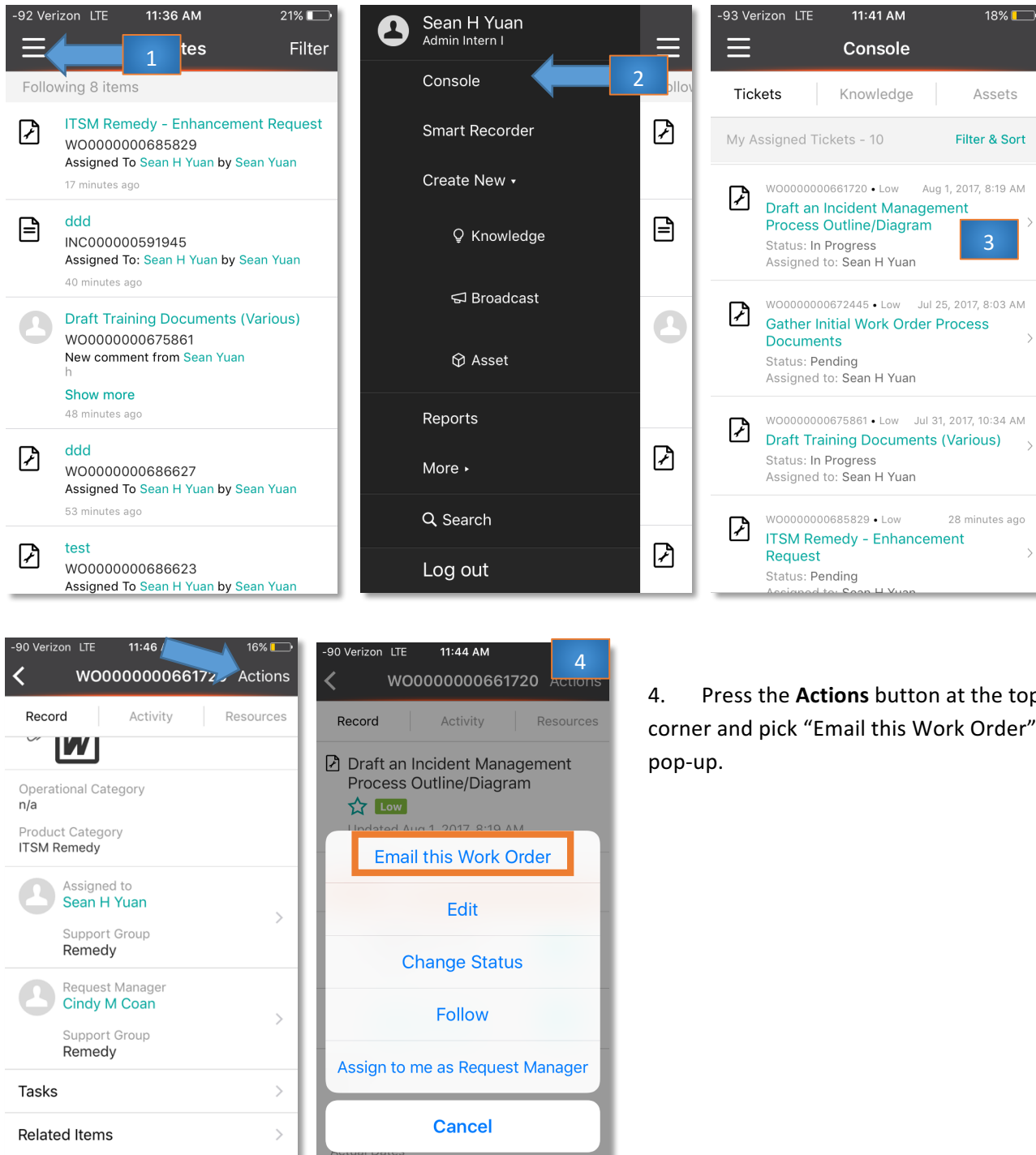


Emailing Tickets

- After you create a ticket, you can change the details or add new information to it.
 - Keeping the information in a ticket up-to-date helps you to make better informed decisions about how to manage the ticket, keeps your personal and group statistics up-to-date, and helps keep the affected customer informed about the progress of the ticket.
1. Open the SmartIT Mobile application and select the main menu at the top left-hand corner.
 2. Click on the Console.
 3. Select the relevant ticket to email.



4. Press the **Actions** button at the top right hand corner and pick "Email this Work Order" in the options pop-up.

Cancel

Compose Email

Send

Press Send when ready to email

Fill in recipient information

To:

WO0000000672445: Gather Initial Work O...

Type your message here

Fill in message body