

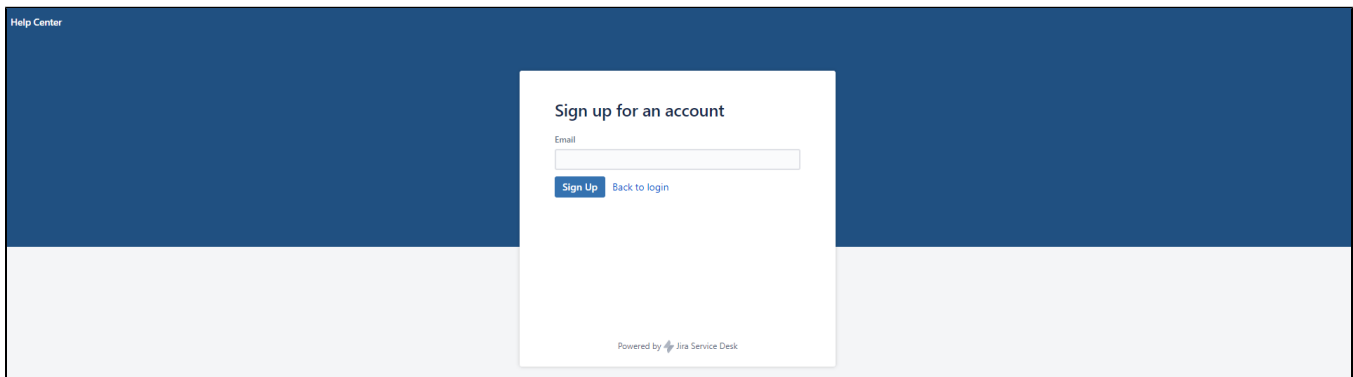
# How do I create a support request?

You can create a support request using the [Witwiser Service Desk](#) application.

Steps to follow:

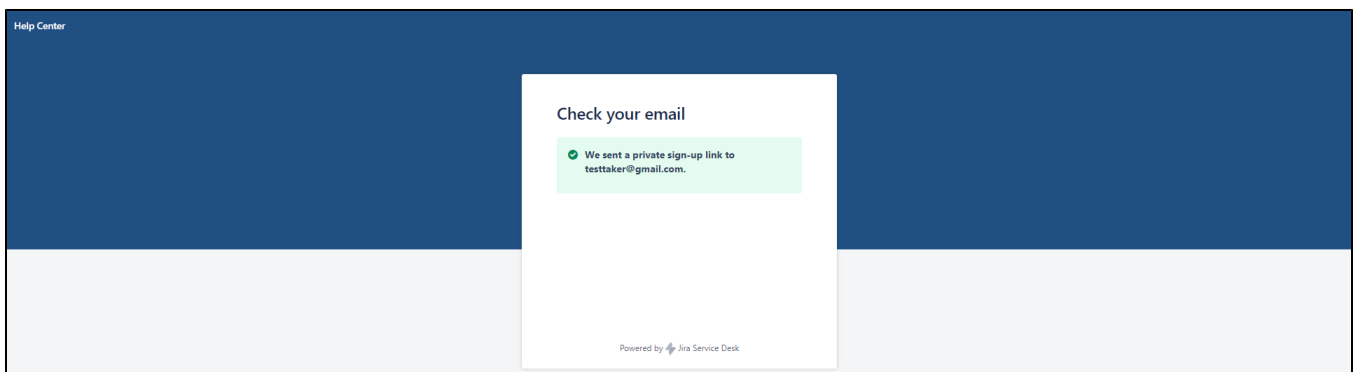
## 1- Creating a new user

- If this is your first time to create a support request, you must create a [New User](#). If you have created a user before and do not remember your password, you can get your password by typing your e-mail address in the [Forgot My Password](#) step.
- After logging into the system, you can create a support request under the relevant category by typing [witwiser](#) in the search bar.



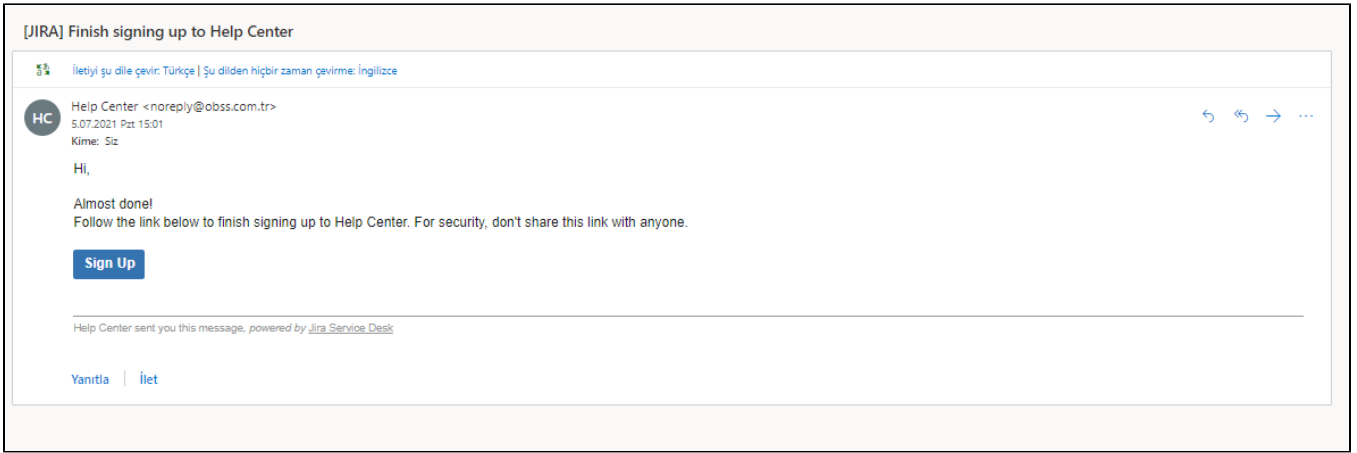
The screenshot shows a web interface with a dark blue header containing the text "Help Center". The main content area has a light blue background. In the center, there is a white rectangular box titled "Sign up for an account". Inside this box, there is a label "Email" above a text input field. Below the input field, there are two buttons: a blue button labeled "Sign Up" and a link labeled "Back to login". At the bottom of the white box, it says "Powered by Jira Service Desk" with a small Jira logo.

- When you type your personal e-mail address in the "Email" field on the screen and click the <Sign Up> button, you will receive the information that an e-mail has been sent to your personal e-mail address as in the image.

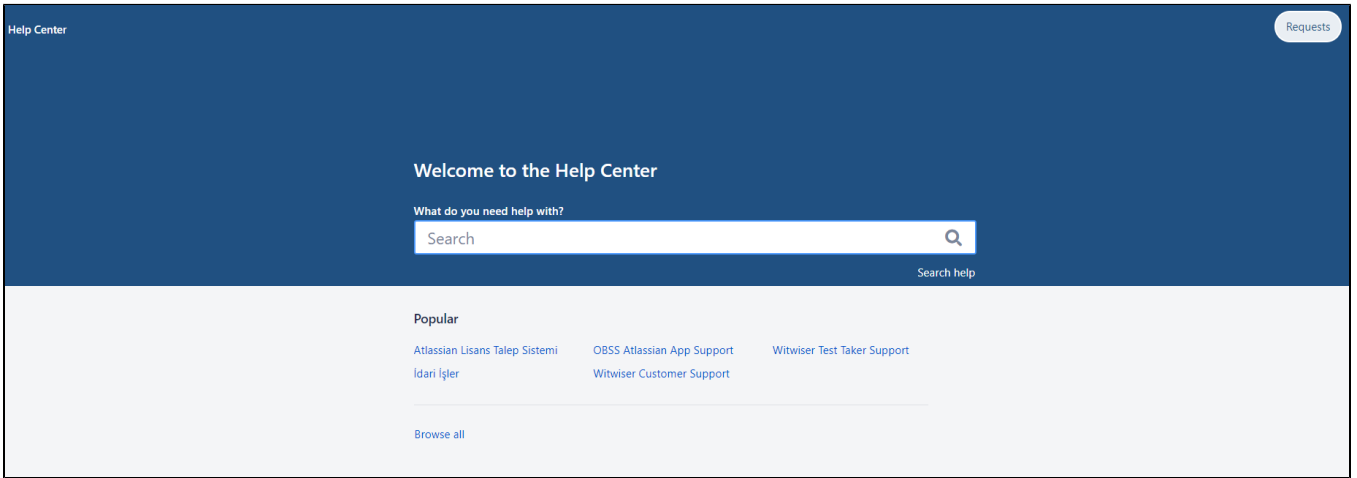


The screenshot shows a web interface similar to the previous one, with a dark blue header containing "Help Center". The main content area has a light blue background. In the center, there is a white rectangular box titled "Check your email". Inside this box, there is a green checkmark icon followed by the text "We sent a private sign-up link to testtaker@gmail.com.". At the bottom of the white box, it says "Powered by Jira Service Desk" with a small Jira logo.

- Open your personal mail inbox. And by clicking the <Sign Up> button in the e-mail sent by the Help Center, you can register to the system with the e-mail address you verified.

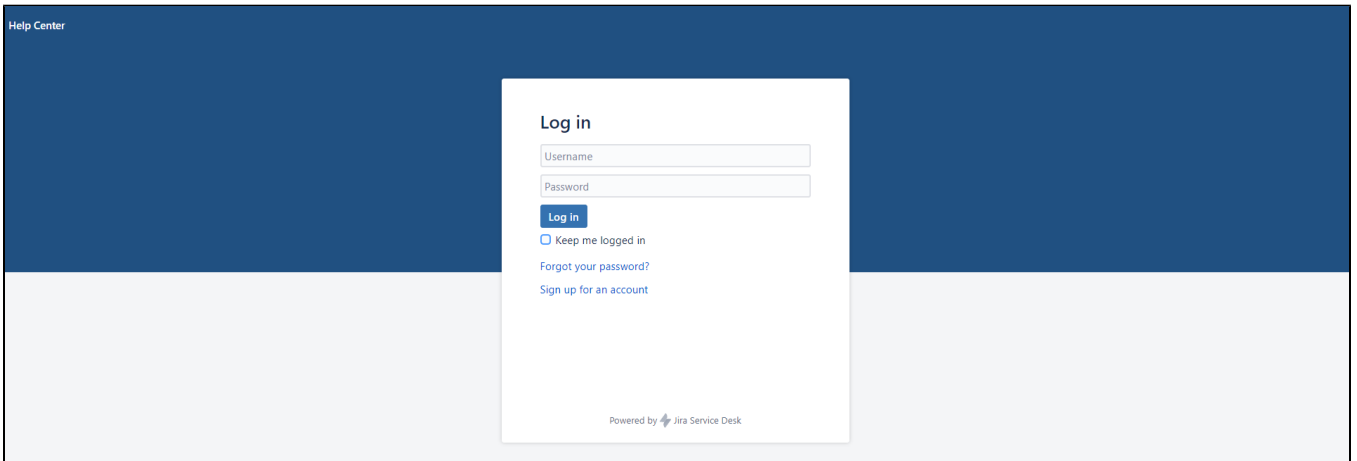


- You can complete the registration process with the <Save and Continue> button by filling in the "Full Name" and "Password" fields on the form you access with the <Sign Up> button in the mail.



## 2. I forgot my password

- If you have created a user before and do not remember your password, you can get your password by typing your e-mail address in the [Forgot your password?](#) step.



- Enter your e-mail address that you entered during registration and click the <Email me> button.

Help Center

**Forgot password**

Username  
testtaker@gmail.com

Email me Back to login

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- Click the <Reset my password> button in the incoming reset email. The system will direct you to the screen where the password reset will be done.

[JIRA] Reset your password

İletiyi şu dile çevir: Türkçe | Şu diliden hiçbir zaman çevirme: İngilizce

Witwiser Test Taker Support <noreply@obss.com.tr>  
5.07.2021 Pzt 15:41  
Kime: Siz

Hi Test,

There was a request to reset the password for your account.

If you didn't make this request, just ignore this email. Otherwise, click on the link below to reset your password.

Reset my password

Help Center sent you this message, powered by Jira Service Desk

Yanıtla | İlet

After creating a new password and logging into the system, the directions in the "Create Support Request" heading should be taken into account for support registration.

Help Center

**Create new password**

Username  
testtaker@gmail.com

New password

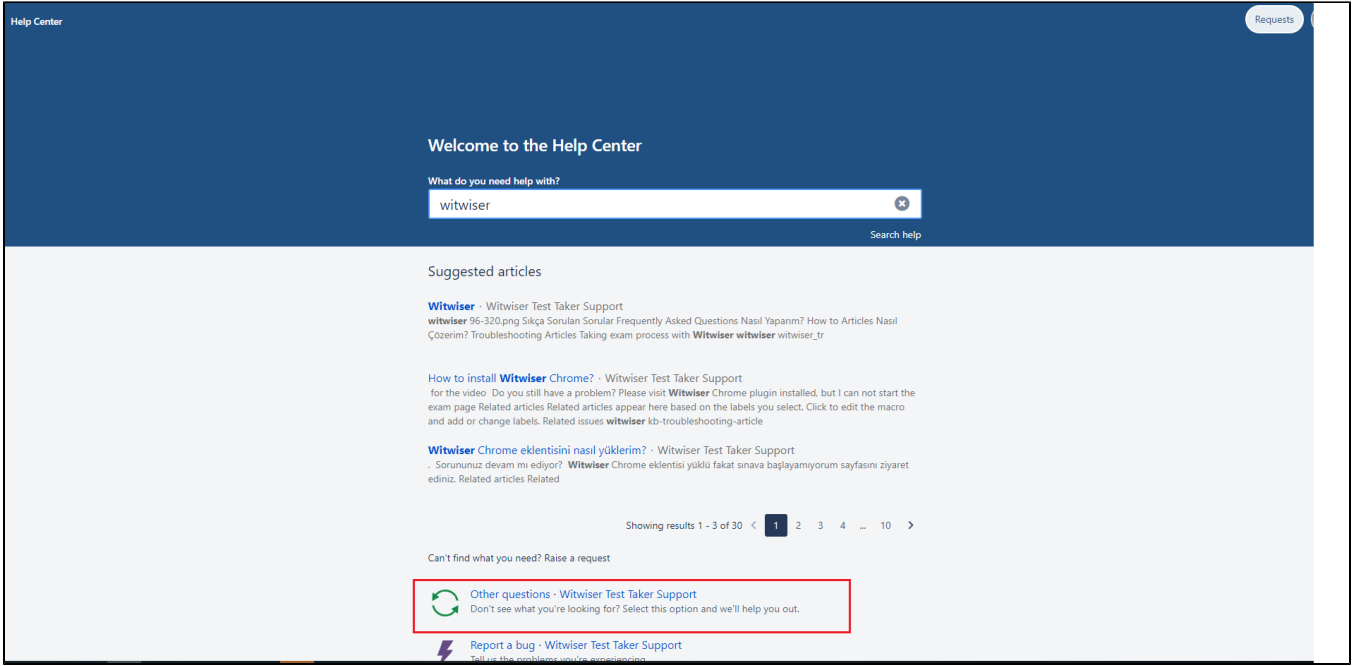
Confirm

Create

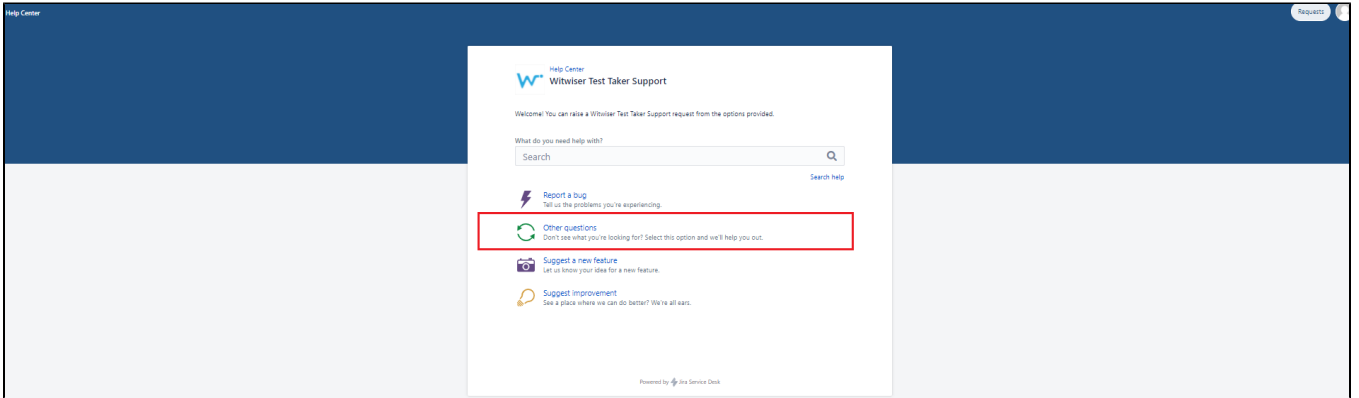
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### 3. Creating a Support Request

- By clicking on this [link](#), you must log in with the user and password created before.
- "Witwiser" is written in the search field. And click on the "Other questions.Witwiser Test Taker Support" title shown in the image.



- You can enter the title of your problem in the "Summary" field on the form below opened with the title "Other questions".



- You should write your problem in detail in the "Description" field. You should also write your e-mail address and phone number in the Description field.
- For a quick solution to your problem, if you have a screenshot / error image, you can send it to us in the "Attachment" section.

When you click on the <Create> button after entering information in the "Summary" and "Description" fields, you will have reported your problem to our technical team.

Our technical team will investigate your issue shortly after you register. For this reason, it is important that you convey your problem clearly, in detail and clearly.



## Other questions

Raise this request on behalf of

Test

Summary

Description

Phone (optional)

Provide your phone number for a qualified support

Attachment (optional)

📎 Drag and drop files, paste screenshots, or  
browse

Create

Cancel

Powered by Jira Service Desk



You can follow your support requests under [My Service Desk Requests](#). For support requests, notifications are made by e-mail.

## Related articles

- [Nasıl destek talebi oluşturun ?](#)
- [Chrome için yeni profil nasıl oluşturun ?](#)



You can follow your support requests up [My Service Desk Requests](#). You are informed by e-mail for your support requests.

## Related articles

- [How do I create a support request?](#)
- [How can I create a new profile for Chrome?](#)