

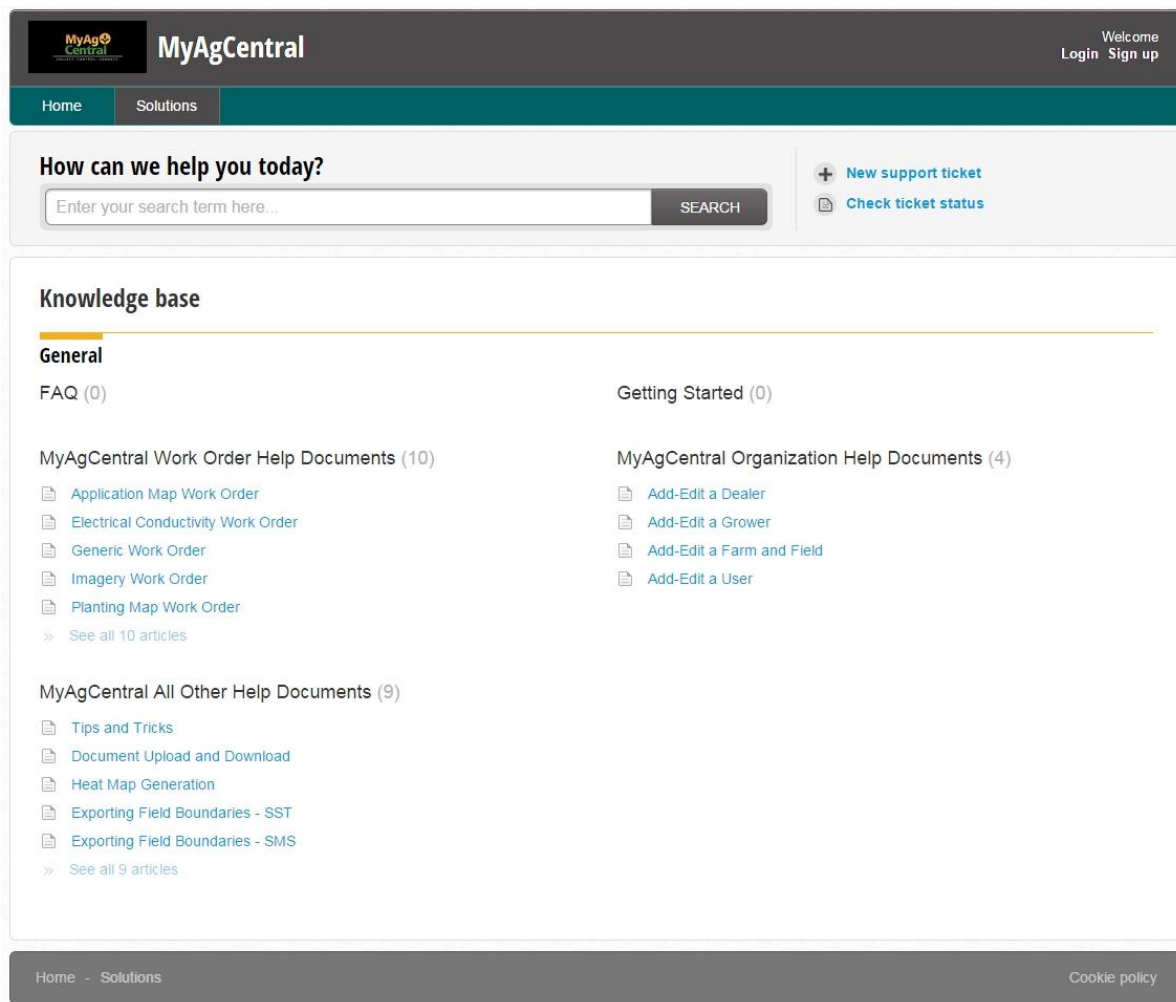
MyAgCentral Customer Support

This is a quick tutorial on how to submit a customer support ticket in Freshdesk from MyAgCentral.

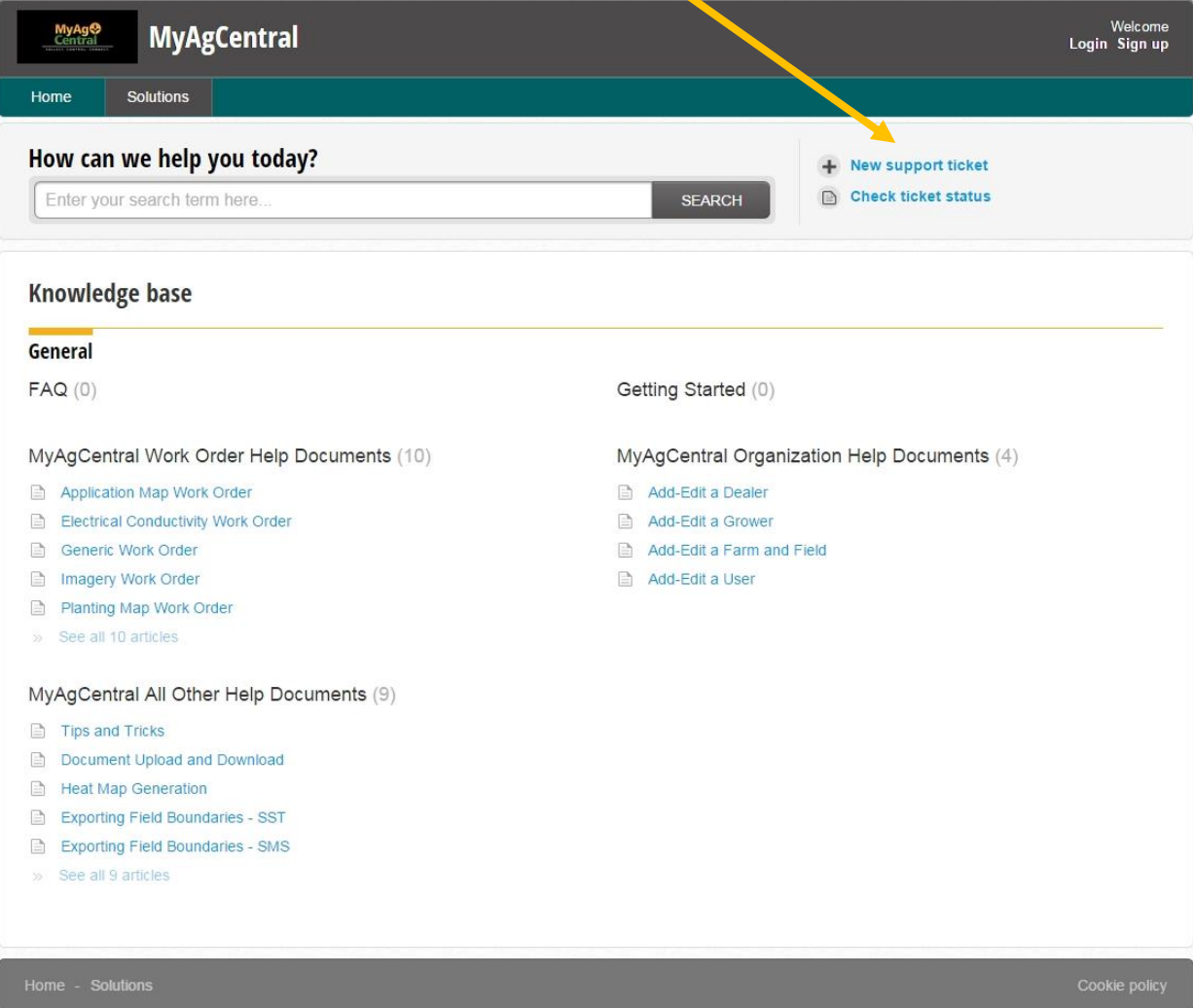
First log into MyAgCentral. On the bottom right side of the dashboard you will see a box labeled “Links”. One of the links is “MyAgCentral Help” left click on that link.



After you click on the link a new browser tab will open up to this screen in Freshdesk.



To create a ticket in Freshdesk left click on the “New Support Ticket” link on the top of the screen.



The screenshot shows the MyAgCentral Freshdesk interface. At the top, there is a dark header with the MyAgCentral logo on the left and 'Welcome Login Sign up' on the right. Below the header is a teal navigation bar with 'Home' and 'Solutions' links. The main content area has a light gray background. On the left, there is a search bar with the placeholder text 'Enter your search term here...' and a 'SEARCH' button. To the right of the search bar, there are two links: '+ New support ticket' and 'Check ticket status'. Below this, there is a 'Knowledge base' section with a yellow underline. Under 'General', there are three categories of help documents: 'FAQ (0)', 'MyAgCentral Work Order Help Documents (10)', and 'MyAgCentral All Other Help Documents (9)'. The 'MyAgCentral Work Order Help Documents (10)' category lists five items: 'Application Map Work Order', 'Electrical Conductivity Work Order', 'Generic Work Order', 'Imagery Work Order', and 'Planting Map Work Order', followed by a link to 'See all 10 articles'. The 'MyAgCentral All Other Help Documents (9)' category lists five items: 'Tips and Tricks', 'Document Upload and Download', 'Heat Map Generation', 'Exporting Field Boundaries - SST', and 'Exporting Field Boundaries - SMS', followed by a link to 'See all 9 articles'. The 'MyAgCentral Organization Help Documents (4)' category lists four items: 'Add-Edit a Dealer', 'Add-Edit a Grower', 'Add-Edit a Farm and Field', and 'Add-Edit a User'. At the bottom of the page, there is a dark footer with 'Home - Solutions' on the left and 'Cookie policy' on the right. A yellow arrow points from the text above to the '+ New support ticket' link.

MyAgCentral

Welcome Login Sign up

Home Solutions

How can we help you today?

Enter your search term here... SEARCH

+ New support ticket

Check ticket status

Knowledge base

General

FAQ (0)

MyAgCentral Work Order Help Documents (10)

- Application Map Work Order
- Electrical Conductivity Work Order
- Generic Work Order
- Imagery Work Order
- Planting Map Work Order

» See all 10 articles

MyAgCentral All Other Help Documents (9)

- Tips and Tricks
- Document Upload and Download
- Heat Map Generation
- Exporting Field Boundaries - SST
- Exporting Field Boundaries - SMS

» See all 9 articles

MyAgCentral Organization Help Documents (4)

- Add-Edit a Dealer
- Add-Edit a Grower
- Add-Edit a Farm and Field
- Add-Edit a User

Home - Solutions

Cookie policy

This is the window you will see after left clicking on “New Support Ticket”. All of the fields require input before the ticket can be submitted. Fill in your email address and name, the subject, the name of the organization you belong to in MyAgCentral, and then provide a detailed description of the problem you are having.

MyAgCentral

Home Solutions

Submit a ticket

Requester *

Subject *

Organization Name *

Description *

B I U **A** **GO**

When I go to add a new grower in MAC I get an error message that the organization can not be updated with my permission levels. |

[Attach a file](#)

Home - Solutions

If you have taken a screen shot or have other files that you think are relevant to helping us solve your issue please attach them to the ticket by left clicking on the “Attach a file” text at the bottom of the ticket, find that file on your machine, then double click on it to add it to the ticket. Once all of the fields are filled in and any relevant files attached to the ticket left click the submit button at the bottom to send the support request to the DN2K and MyAgCentral support team.