

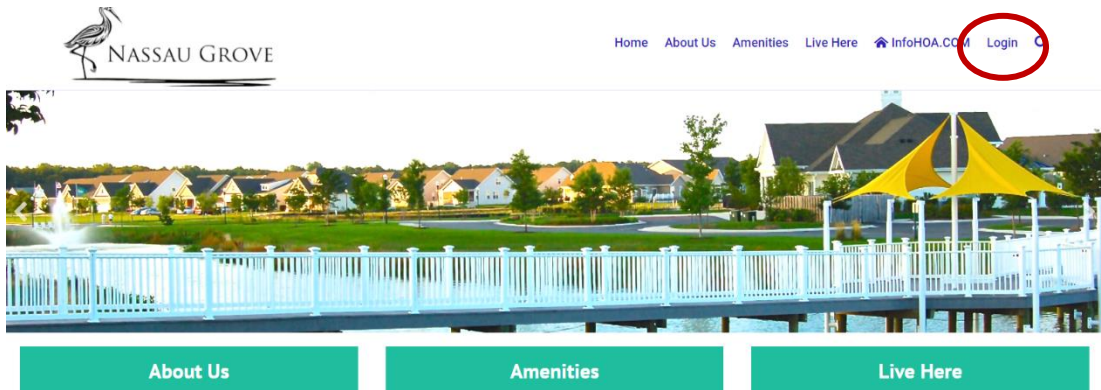
NASSAU GROVE TICKETING SYSTEM

REPORT AN ISSUE, ASK A QUESTION, MAKE A SUGGESTION

The new Nassau Grove ticketing system allows residents to report issues, ask questions, and make suggestions AND track ticket status and have 2-way email communication. Once you submit a ticket, the person responsible can email you for more information and/or you can email from the ticketing system to respond or inquire about the status.

Once the responsible person views the ticket, the status will change to In Progress. When the ticket is resolved, the status will change to Closed and you will receive an email notification of the status change.

To submit a ticket, log in to the [Nassau Grove website \(www.nassaugrovehoa.org\)](http://www.nassaugrovehoa.org). Click **Login**.



Enter User name (email address) and password

Nassau Grove HOA

Home About Us Amenities Live Here InfoHOA.COM Login

Login

Username or Email Address

Password

Remember Me

[Log In](#)

[Lost your password?](#) | [Register](#)

Hover over **My Account** and click on **My Tickets**. Note: If you click on My Account, you will see your Profile. Just move your mouse to My Account (or if using a touchscreen use your finger to tap My Account) to see My Tickets.



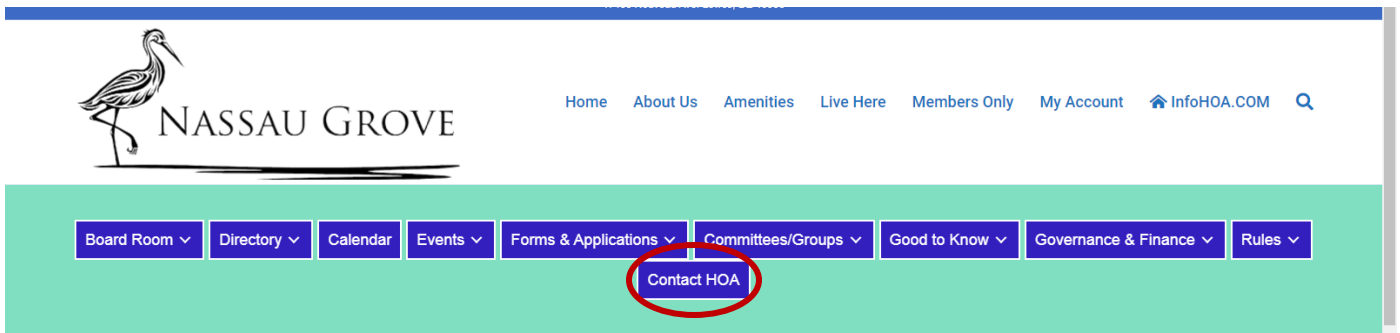
Home About Us Amenities Live Here Members Only My Account InfoHOA.COM

- My Tickets
- My Assigned Tickets
- Logout

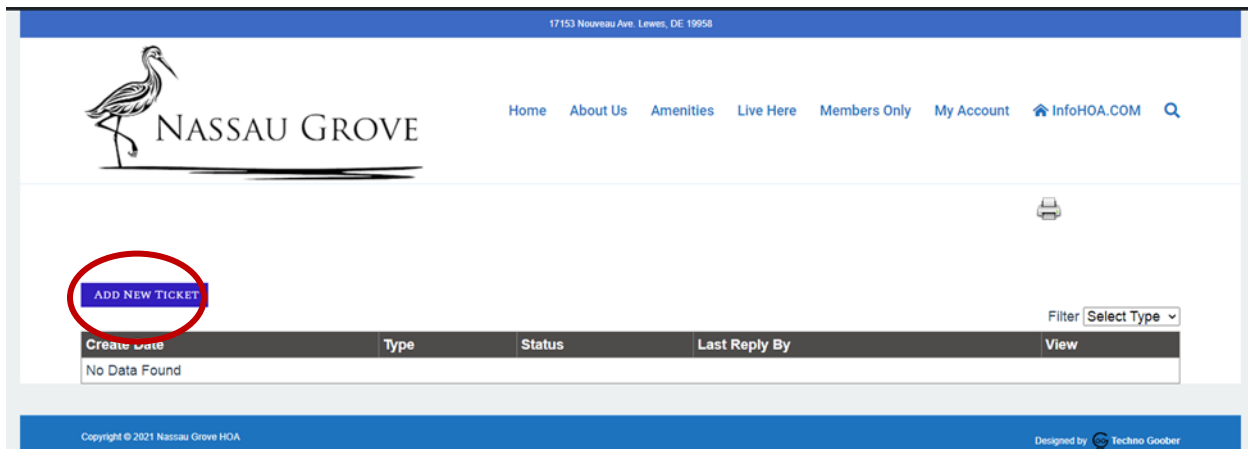
Logout

You are Logged in as julie (Logout)

OR Click on **Members Only** and Click on **Contact HOA** in the menu bar.



Click **ADD NEW TICKET**



Fill out the ticket: Select Issue, Question or Suggestion. Select the Topic. In Description, enter a **brief** description of the issue, state your question, or give your suggestion. You are limited to 300 characters.

NOTE: Do not combine multiple issues, questions, or suggestions into a single ticket. Enter a separate ticket for each issue, question, or suggestion. Upload image(s) if appropriate.

Click **SUBMIT**.

[SHOW ALL TICKETS](#)

Use the Add New Ticket Form to submit an issue, question, or suggestion. Select one of those options. Select the topic. In Description, concisely state your issue, question or suggestion. If appropriate, upload an image, under images at the bottom of the page. Click Submit. The form will then be forwarded to the appropriate individual for a response. Your tickets will be viewable on this page and in your Profile.

Create Ticket	
Ticket :	<input checked="" type="radio"/> Issue <input type="radio"/> Question <input type="radio"/> Suggestion
Topic	<input type="text" value="Select Topic"/>
Description	<input type="text"/>
Images	<input type="button" value="Choose File"/> No file chosen <input type="button" value="+"/>
<input type="button" value="SUBMIT"/>	

See the onscreen message that submission was successful.

Thank you. Your ticket has been submitted.

ADD NEW TICKET

Filter Select Type ▾

Create Date	Type	Status	Last Reply By	View
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Your ticket will be emailed to the appropriate person(s). If additional information is needed, the person will use the ticketing system to email you. You must reply using the ticketing system. You can view all of your tickets under My Account, My Tickets.

ADD NEW TICKET

Filter Select Type ▾

Create Date	Type	Status	Last Reply By	View
Oct 18, 2021 10:16 AM	Clubhouse	Open		VIEW
Oct 18, 2021 01:22 AM	Clubhouse	Pending	technogoober	VIEW
Oct 17, 2021 09:49 AM	Commons Grounds	Open		VIEW
Oct 17, 2021 09:49 AM	Pool	Open		VIEW
Oct 17, 2021 09:46 AM	Clubhouse	Open		VIEW

1 2 3 4 5

To view a specific ticket, click the blue View button. When your ticket is closed you will receive an email. If you want to communicate about your ticket when it is open, pending or closed, click **To Reply: click here** to email the person responsible.

BACK

Ticket Details (1issue181020210522)

Ticket Type :	Issue	Status :	Pending
Ticket Create Date :	Oct 18, 2021 01:22 AM	Issue Type :	Pool
Ticket User Name :	Ralphie May (technogoober)	Lot :	123
Ticket Desc :	It's not working		
Image			
To Reply click here			
Pending ▾	UPDATE STATUS		

Reply :

John Doe

18-Oct-2021 03:26 AM

Please send me more information on the issue.

Attachment (1)

When your ticket is closed, you will receive an email. If you want to communicate further about your ticket, click **To Reply: click here** in the ticket details.

