Mojo Overview

This overview of the Mojo work order system will outline how to create a new ticket as well as how to modify and check on tickets. If you have any questions in regard to this process please contact your account manager.

Step 1. Go to **headsup.mojohelpdesk.com** and log on to your account using your given user name and password.

Step 2. To create a ticket click on the 'New ticket' button on the left side of the screen.

Step 3. Once in the new ticket enter:

a. The Title- Property name and small description of the issue.
   - HOA Town USA - Broken Sprinkler
   - Disneyland - Mickey's ear is missing

b. Specific Location of the Issue

c. General Issue Tab- select all that apply

d. The Description- Any other information related to the issue. Please include as much detail as possible in any description you give.

e. Queue- Your account manager

f. Urgency- Choose which urgency level best fits the issue if applicable. The account manager will address your issue within that period of time and give you further details.

Step 4. Attach any files (pictures, documents, etc.) by clicking the attach files button (paper clip icon) at the bottom of the page. Include anything that you feel would be helpful for us to resolve the issue. The more information we are given the better your issue will be resolved.

Step 5. Click the 'Create Ticket' button at the bottom of the page. When you create a new ticket the following two e-mails will be sent:

- To you; confirming that the ticket has been created.
- To the account manager; notifying them that they have a ticket to act on.

Step 6. Once you create a new ticket you will be taken to the 'My Tickets' tab on the right side of the page. From this tab you will be able to monitor the ticket's progress, make any changes and see what its status is. Below is a description of the possible status options:

- Assigned- When the account manager receives the ticket in their queue.
- In Progress- When the ticket is being addressed.
- Information Requested- If the account manager has questions about your ticket.
- Solved- When the ticket items are complete.

Step 7. When the ticket has been 'solved' you will then need to close the ticket. To close a ticket add any comments (to praise the account manager, or assess the completion of the job), and click the 'close ticket' button at the bottom of the page. You will then be asked to rate our service in addressing your issue.

Helpful Hints

My Tickets- To check any ticket or to make any changes to a ticket you can select it under the 'My Tickets' tab on the right side. You will also be able to see the status of the ticket.

Ticket Modification- You can easily add to a current ticket under the 'My Tickets' tab. You do NOT need to create a separate ticket.

Pictures- Any pictures of the issue will help.