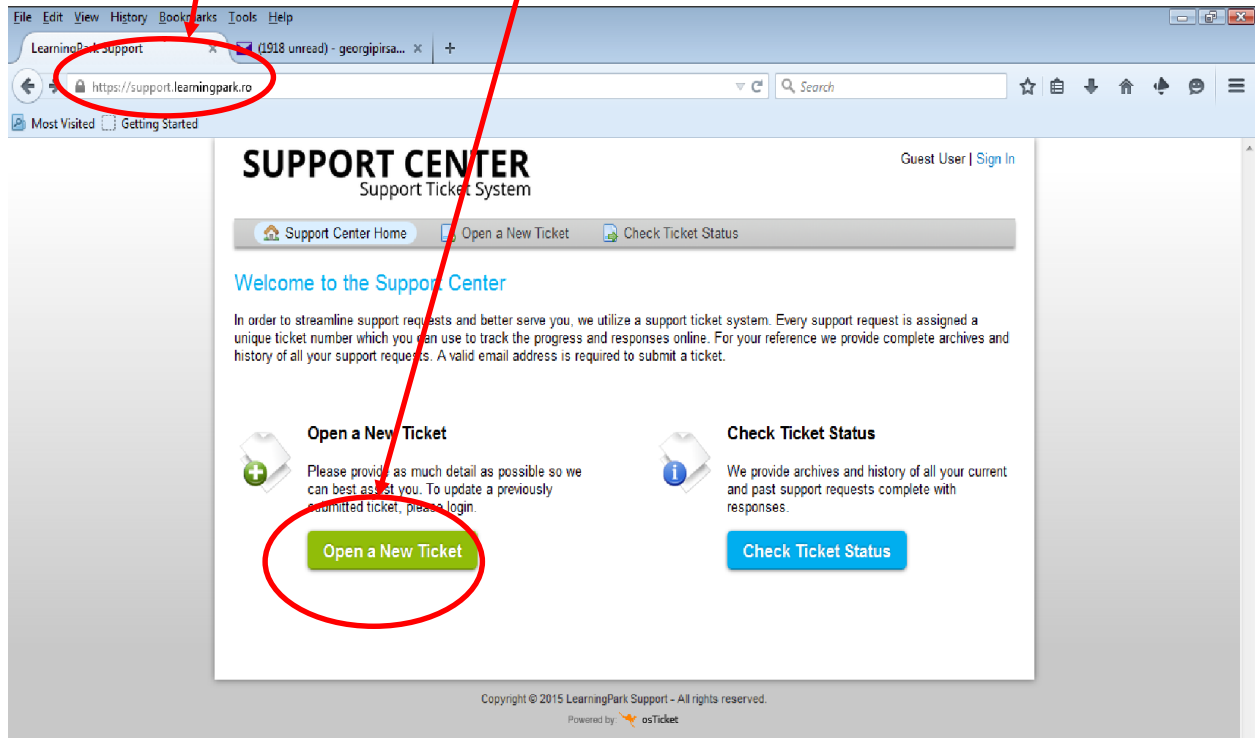
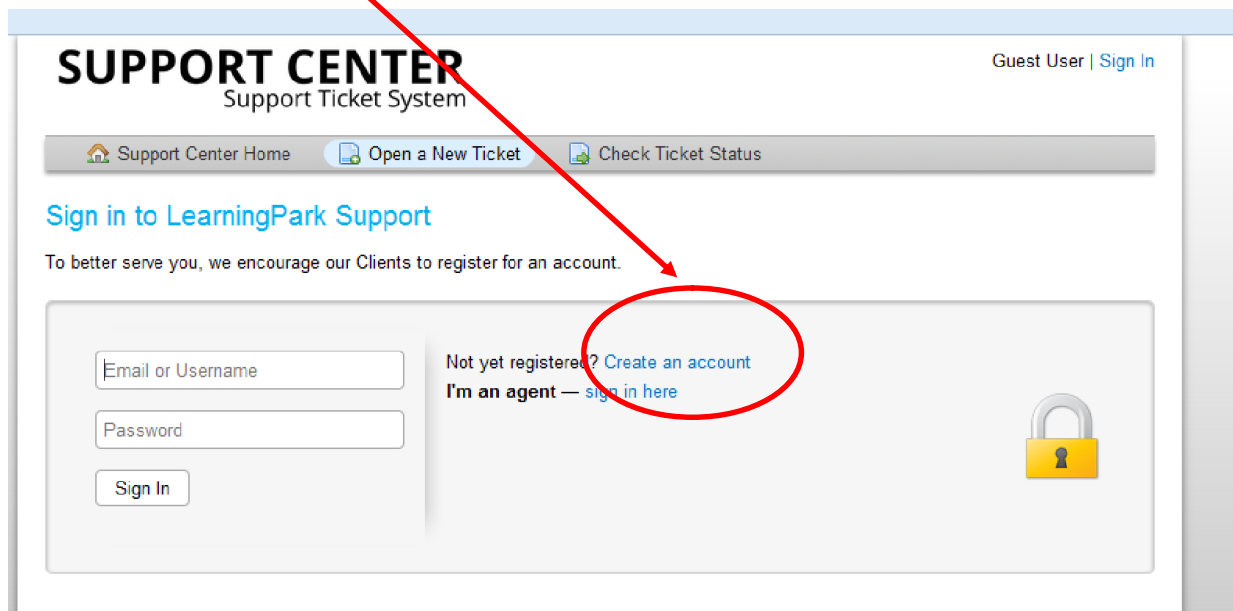


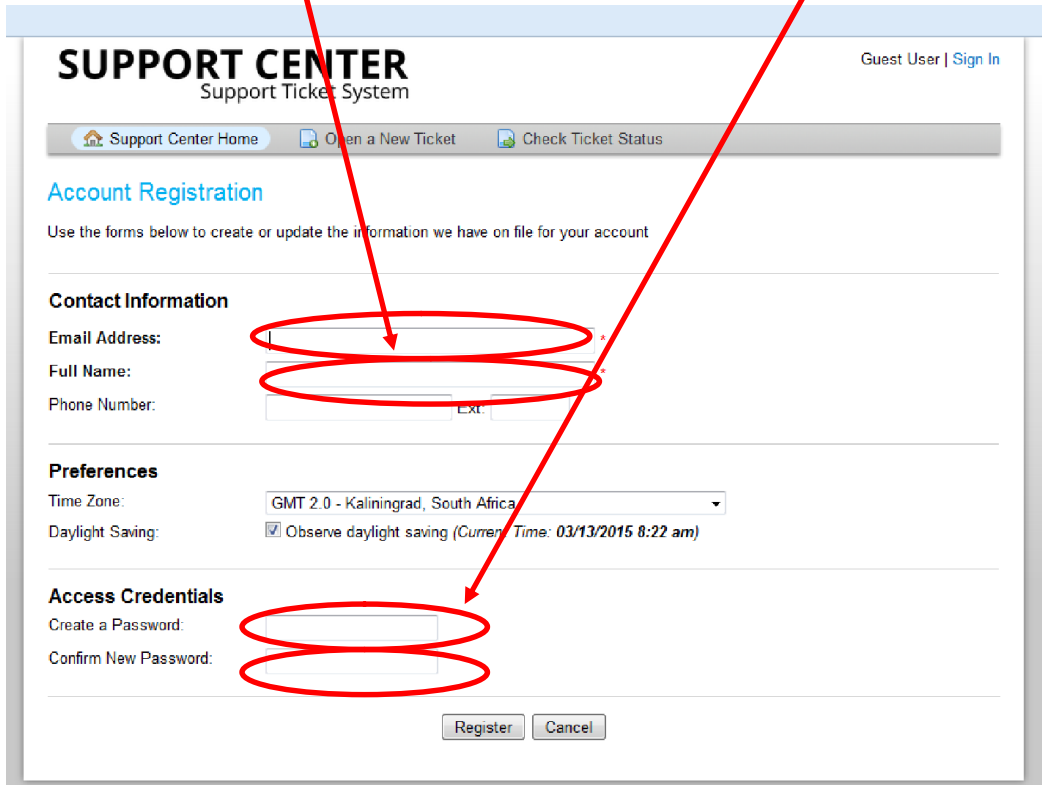
1. Folosiți un browser (Mozilla, Chrome) și vă conectați pe <https://support.learningpark.ro>.
2. Apăsați butonul verde, **Open a New Ticket**,



3. Apăsați **Create an account**



4. Introduceți adresa de e-mail, numele complet si alegeți o parolă pe care o introduceți de 2 ori



SUPPORT CENTER
Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address:

Full Name:

Phone Number: Ext:

Preferences

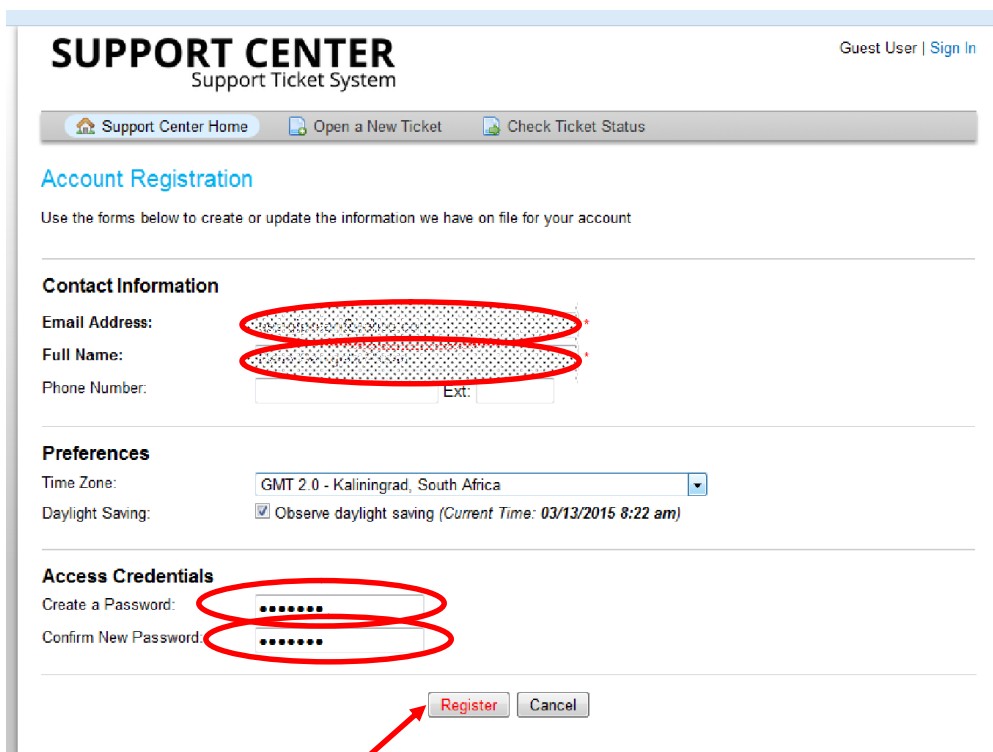
Time Zone:

Daylight Saving: Observe daylight saving (Current Time: 03/13/2015 8:22 am)

Access Credentials

Create a Password:

Confirm New Password:



SUPPORT CENTER
Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Account Registration

Use the forms below to create or update the information we have on file for your account

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Time Zone:

Daylight Saving: Observe daylight saving (Current Time: 03/13/2015 8:22 am)

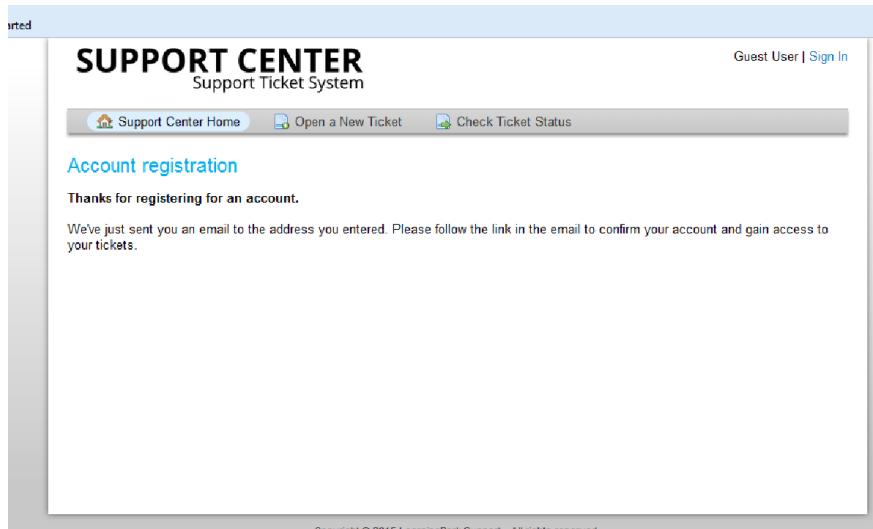
Access Credentials

Create a Password:

Confirm New Password:

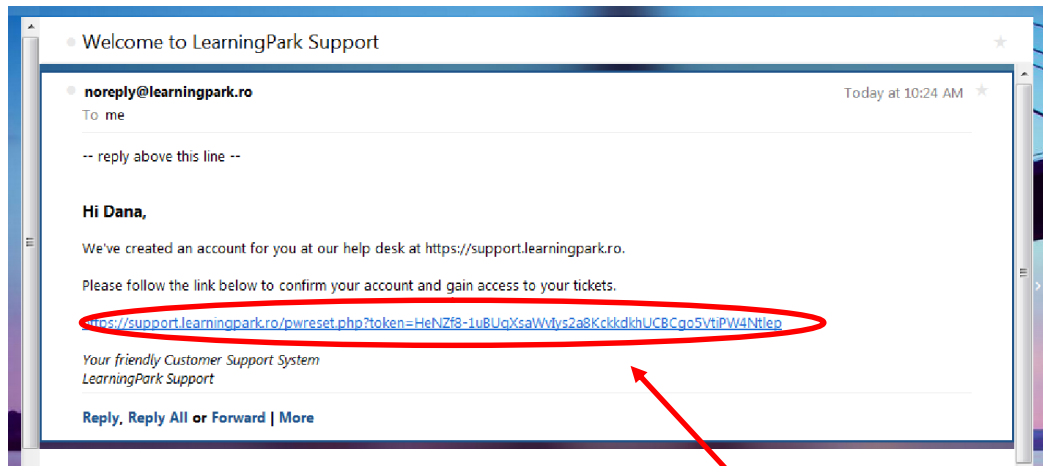
5. Apoi apăsați butonul **Register**

6. Sistemul va anunța că veți primi un mail de confirmare a înregistrării contului



Intrați pe adresa de mail introdusă la înregistrare.

Mesajul este de la noreply@learningpark.ro



7. Acesta e mesajul. Pentru continuare faceti clic pe link

[Support Center Home](#)

[Open a New Ticket](#)

Tickets (0)

Account Confirmed!

Thanks for registering for an account.

You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.

Your friendly support center
LearningPark Support

8. Veți ajunge în fereastra de confirmare de mai sus.

Clic pe **Open a New Ticket**

SUPPORT CENTER
Support Ticket System

Dana Pirsan | Profile | Tickets (0) - Sign Out

Support Center Home | Open a New Ticket | Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic: Probleme cont learningpark.ro

Email: [redacted]
Client: [redacted]

Ticket Details

Please Describe Your Issue

Issue Summary: Nu am primit numele de utilizator si parola

Issue Details:

Sunt eleva la Colegiul Tehnic Costin D. Nenitescu Pitesti. Sunt inscrisa in pogram. Coordonatorul proiectului ma reagaeste pe lista proiectului cu 0 puncte. Nu am primit numele de utilizator si parola. Adresa de email este corecta .

Drop files here or choose them

9. La **Help Topic** alegeți din listă **Probleme cont learningpark.ro**
La **Issue Summary** scrieți **Nu am primit nume de utilizator și parola**

Please fill in the form below to open a new ticket.

Help Topic:

Email:
Client:

Ticket Details
Please Describe Your Issue

Issue Summary:

Issue Details:

Drop files here or choose them

10. La **Issue Details** scrieți că sunteți elev/elevă la Colegiul Tehnic Costin D. Nenițescu Pitești (neapărat Pitești), că faceți parte din program, că figurați în clasament cu 0 puncte și că nu ați primit numele de utilizator și parola de accesare a platformei. Precizați că adresa de e-mail cu care ați creat ticket-ul este valabilă

11. Apoi apăsați **Create Ticket**

Acesta arată astfel

The screenshot shows a web interface for a support ticket system. At the top, it says "SUPPORT CENTER Support Ticket System" and "Dana Pirsan | Profile | Tickets (1) - Sign Out". Below this is a navigation bar with "Support Center Home", "Open a New Ticket", and "Tickets (1)". The main content area displays "Ticket #126550" with a status of "Open". It lists details: Department: Support, Name: Dana Pirsan, Create Date: 03/13/2015 10:31 am, Email: georgipirsan@yahoo.com, and Phone: (blank). The subject is "Nu am primit numele de utilizator si parola". A message from Dana Pirsan dated 03/13/2015 10:31 am reads: "Sunt eleva la Colegiul Tehnic Costin D.Nenitescu Pitesti. Sunt inscrisa in program. Coordonatorul proiectului ma regaeste pe lista proiectului cu 0 puncte. Nu am primit numele de utilizator si parola. Adresa de email este corecta." Below the message is a "Post a Reply" section with a rich text editor and a note: "To best assist you, we request that you be specific and detailed".

12.Ulterior, folosind **Sign In**

The screenshot shows the homepage of the support center. It features the "SUPPORT CENTER Support Ticket System" header and "Guest User | Sign In" link, which is circled in red. The navigation bar includes "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area has a "Welcome to the Support Center" heading and a paragraph explaining the system. Below this are two main sections: "Open a New Ticket" with a green button and "Check Ticket Status" with a blue button. A red arrow points from the "Sign In" link in the first screenshot to the "Sign In" link in this screenshot.

13. cu adresa de mail și parola setate mai devreme

The screenshot shows a web interface for a 'SUPPORT CENTER Support Ticket System'. At the top right, it says 'Guest User | Sign In'. Below this is a navigation bar with three items: 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. The 'Check Ticket Status' link is circled in red. Below the navigation bar, there is a heading 'Sign in to LearningPark Support' and a sub-heading 'To better serve you, we encourage our Clients to register for an account.'. The main login area contains two input fields: 'Email or Username' and 'Password', both of which are circled in red. Below these fields is a 'Sign In' button. To the right of the input fields, there are two links: 'Not yet registered? Create an account' and 'I'm an agent — sign in here'. A yellow padlock icon is visible on the right side of the login area.

14. Puteți vizualiza starea ticket-ului

15. Dacă la pașii 7,8 nu ați putut crea ticket-ul, după conectare ca în pasul 13 puteți crea ticket-ul, pașii 8-11