

# Gaining Access to OpenTicket

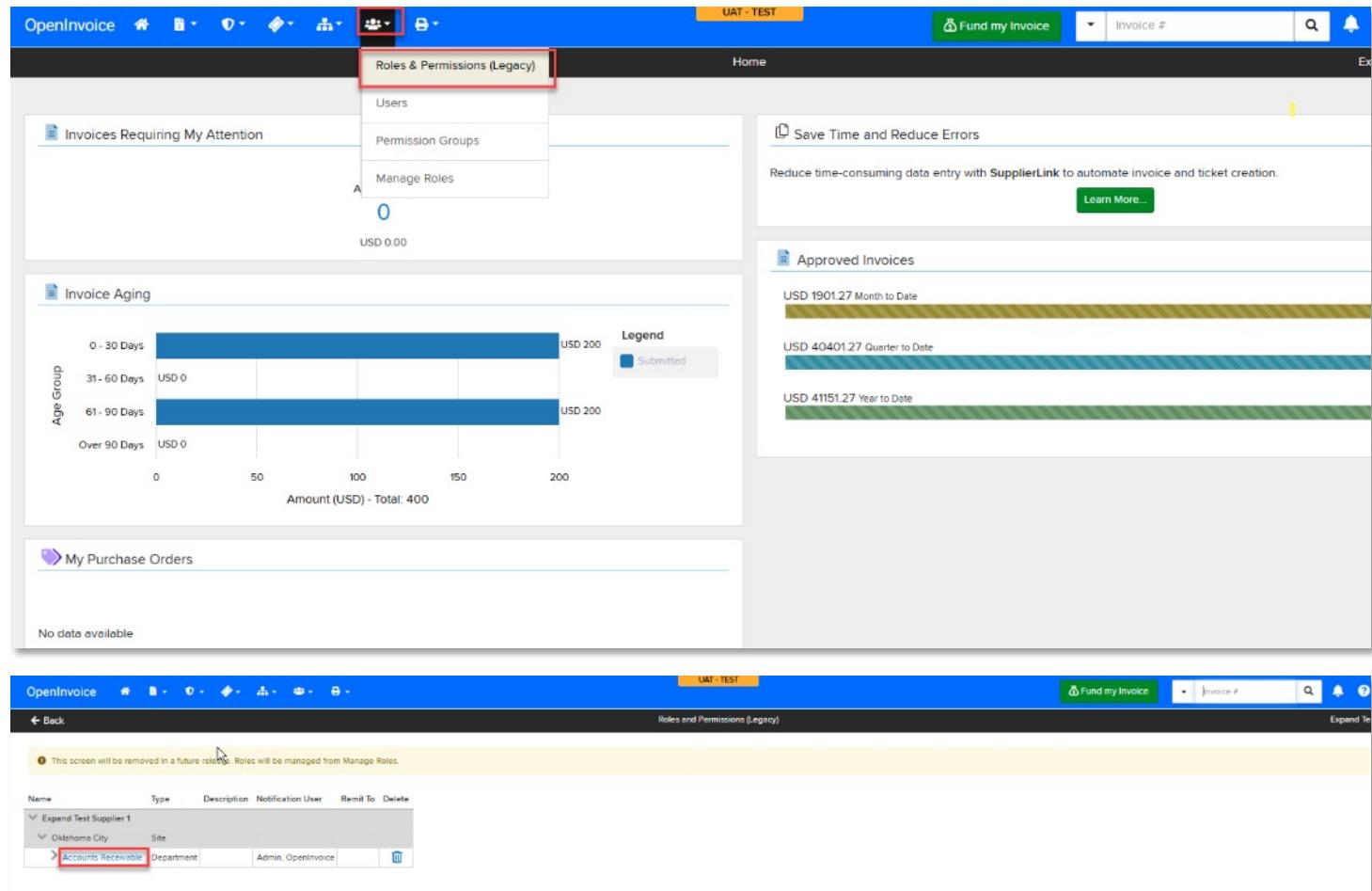
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# Gaining Access to OpenTicket

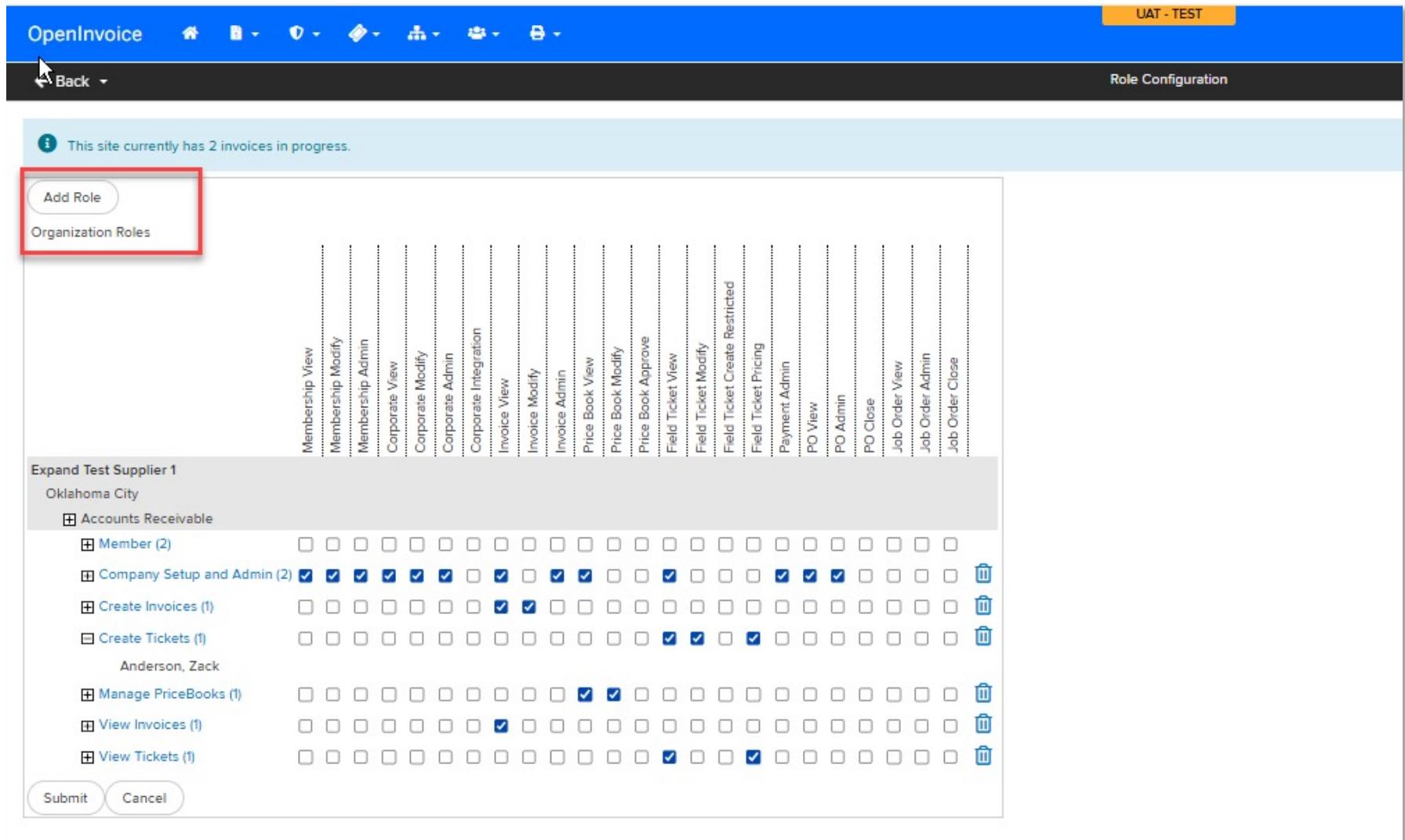
- **Assumption:** You currently do not see the Ticket icon in OpenInvoice and need to add a role to access it. You do, however, have access to log in to OpenInvoice. If you do not have OpenInvoice access, please email [supplierrelations@expandenergy.com](mailto:supplierrelations@expandenergy.com).
- Navigate to **Membership > Departments & Roles**, then click the department name shown in blue.



The image consists of two screenshots of the OpenInvoice software interface. The top screenshot shows the main dashboard with various modules like 'Invoices Requiring My Attention', 'Invoice Aging', and 'My Purchase Orders'. A red box highlights the 'Roles & Permissions (Legacy)' button in the top navigation bar. The bottom screenshot shows a detailed view of roles and permissions, with a red box highlighting the 'Accounts Receivable' department in the table.

# Gaining Access to OpenTicket (continued)

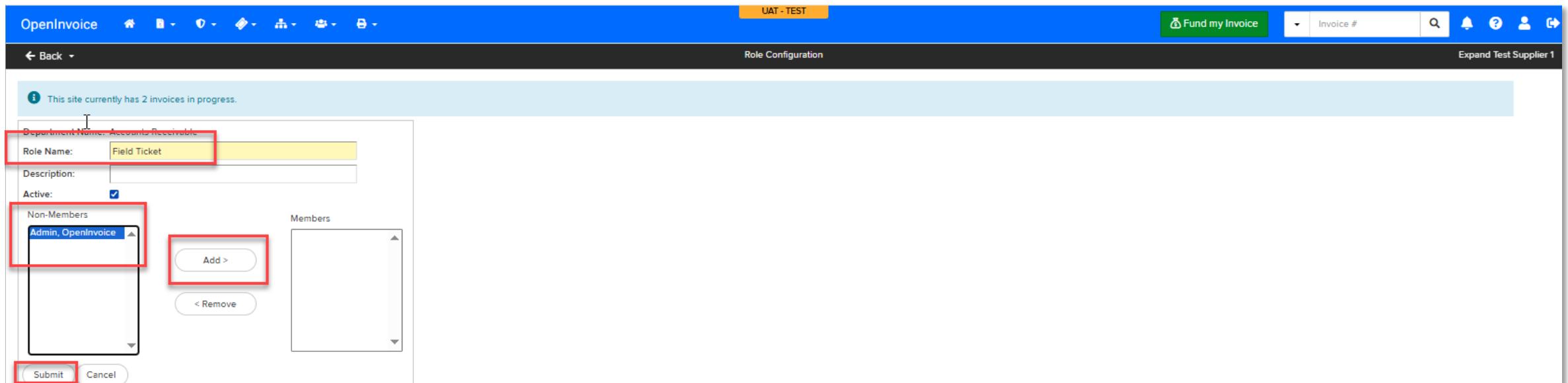
- On the next screen, click **Add Role**.



The screenshot shows the 'Role Configuration' screen for the 'UAT - TEST' environment in OpenInvoice. At the top, a message indicates 'This site currently has 2 invoices in progress.' Below this, a red box highlights the 'Add Role' button and the 'Organization Roles' section. The main area displays a grid of access permissions for various roles, with checkboxes indicating current access. The permissions listed include: Membership View, Membership Modify, Membership Admin, Corporate View, Corporate Modify, Corporate Admin, Corporate Integration, Invoice View, Invoice Modify, Invoice Admin, Price Book View, Price Book Modify, Price Book Approve, Field Ticket View, Field Ticket Modify, Field Ticket Create Restricted, Field Ticket Pricing, Payment Admin, PO View, PO Admin, PO Close, Job Order View, Job Order Admin, and Job Order Close. On the left, a sidebar shows 'Expand Test Supplier 1' and 'Oklahoma City' with a 'Accounts Receivable' section containing 'Member (2)', 'Company Setup and Admin (2)', 'Create Invoices (1)', 'Create Tickets (1)', 'Anderson, Zack', 'Manage PriceBooks (1)', 'View Invoices (1)', and 'View Tickets (1)'. At the bottom are 'Submit' and 'Cancel' buttons.

# Gaining Access to OpenTicket (continued)

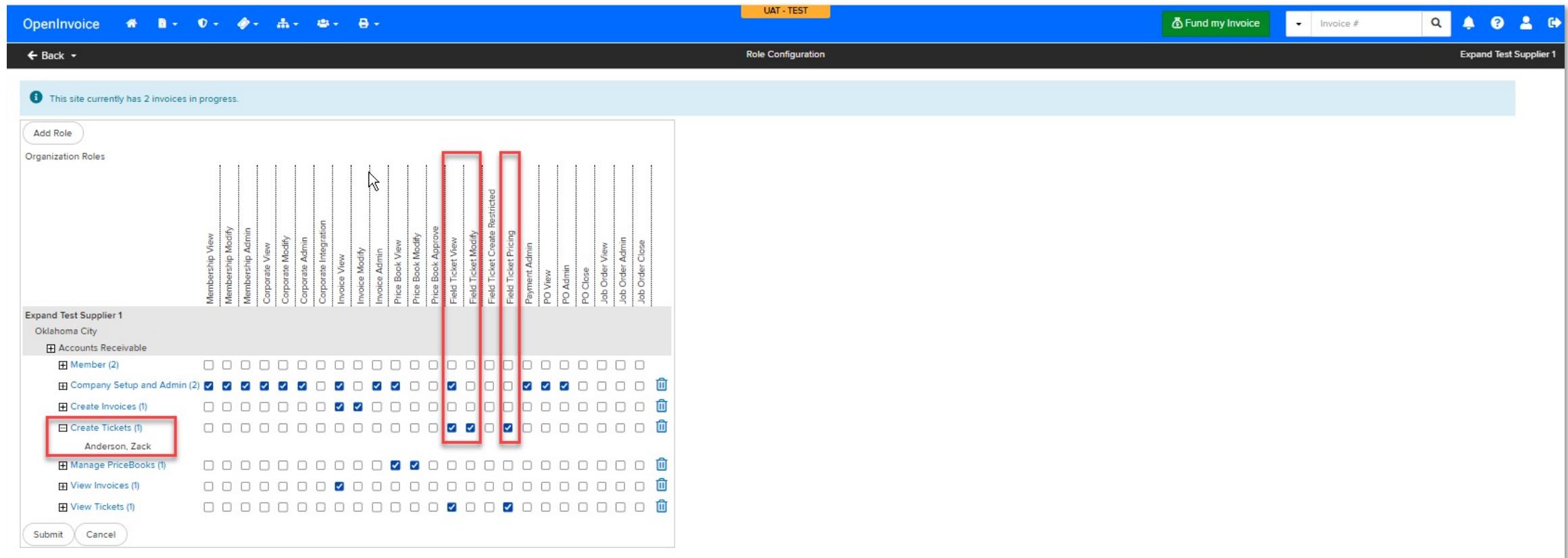
- Enter **Field Ticket** in the **Role Name** field.
- Select the **users** who need access to this role.
- Click **Add** and click **Submit**.



The screenshot shows the 'Role Configuration' page in the OpenInvoice system. The 'Role Name' field is highlighted with a yellow box and contains the text 'Field Ticket'. The 'Non-Members' list on the left contains the entry 'Admin, OpenInvoice', which is also highlighted with a yellow box. A red box highlights the 'Add >' button next to the Non-Members list. The 'Submit' button at the bottom left is also highlighted with a red box. The top navigation bar includes 'UAT - TEST', 'Fund my Invoice', 'Invoice #', and other standard interface elements.

# Gaining Access to OpenTicket (continued)

- Ensure that all personnel submitting tickets are assigned to the new role.
- In the row for the new **Field Ticket** role, check the boxes under the three Field Ticket permission columns (**Field Ticket View**, **Field Ticket Modify** and **Field Ticket Pricing**), then click **Submit**.



The screenshot shows the 'Role Configuration' page of the OpenInvoice system. The top navigation bar includes 'UAT - TEST', 'Fund my Invoice', 'Invoice #', and various system icons. The main content area is titled 'Role Configuration' and shows a list of roles on the left and their permissions on the right. The 'Field Ticket' role is highlighted with a red box. Under the 'Field Ticket' role, the 'Field Ticket View', 'Field Ticket Modify', and 'Field Ticket Pricing' checkboxes are checked, also highlighted with a red box. The 'Submit' button at the bottom left is also highlighted with a red box.

# Gaining Access to OpenTicket (continued)

- Log out and then log back in for the changes to take effect.
- The **OpenTicket** icon should now be visible.
- Still having issues? Email [Eticket@expandenergy.com](mailto:Eticket@expandenergy.com) for assistance.

