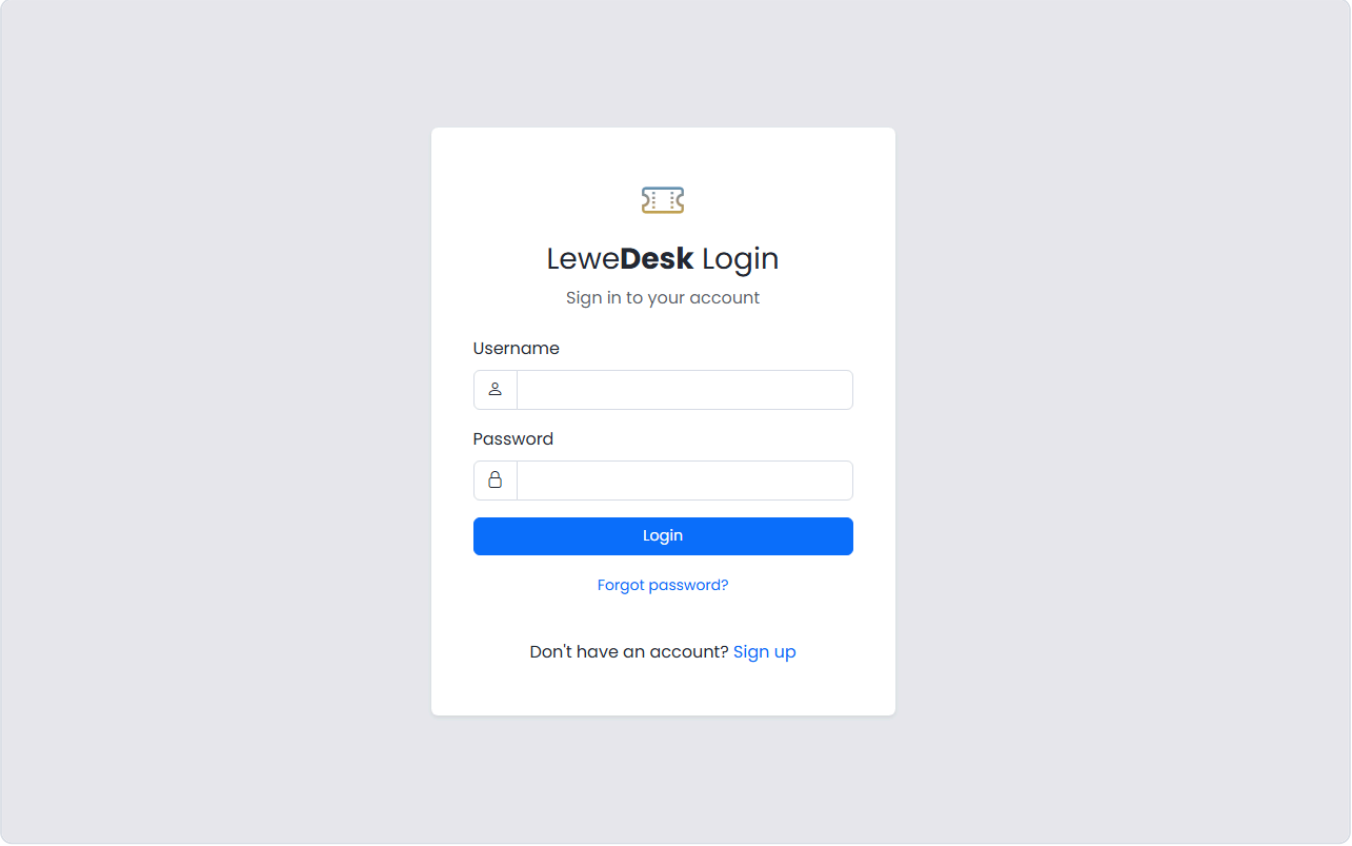
Quick Start Guide

This guide takes you from the first login to a resolved issue in a few minutes.

1. Log in or register

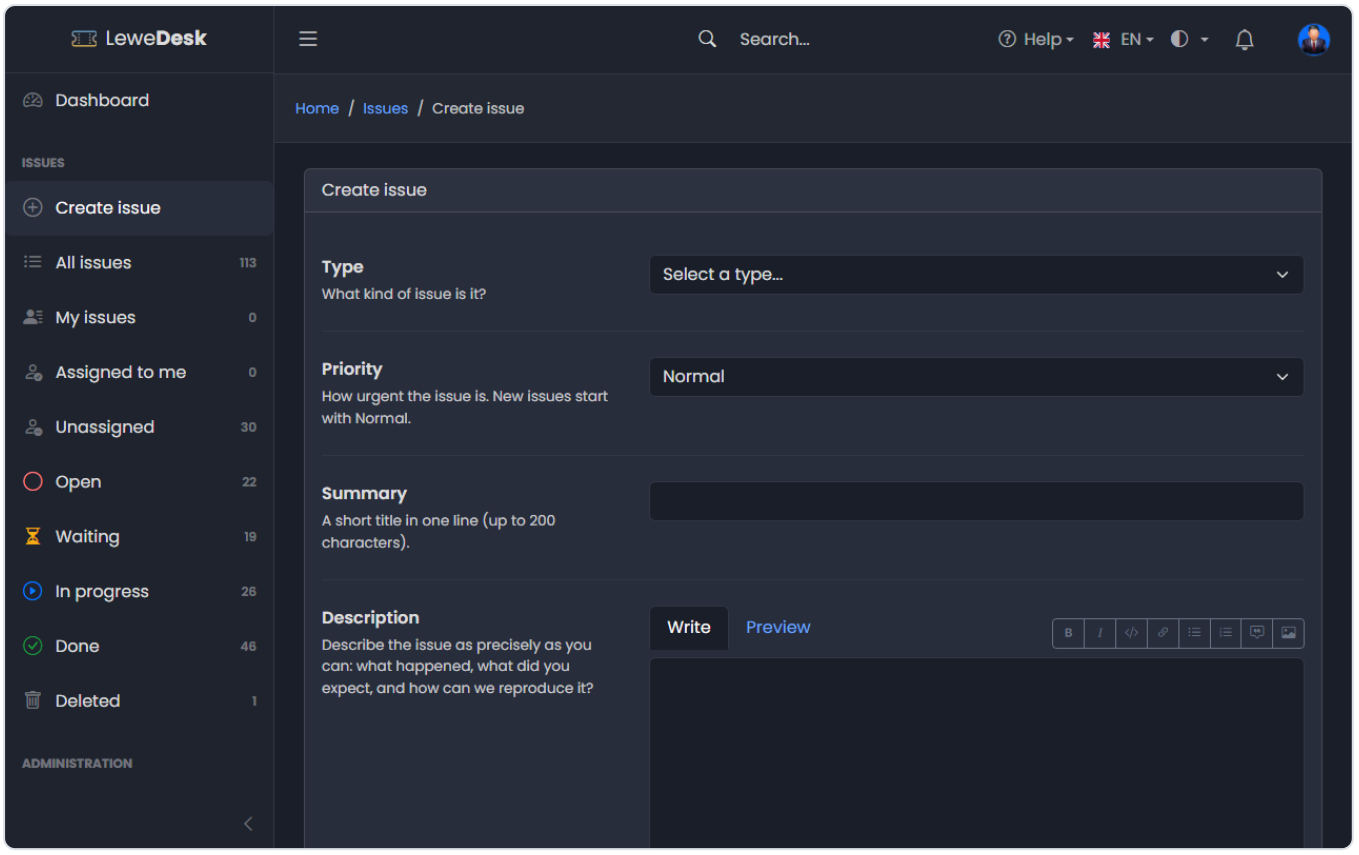
Open LeweDesk in your browser. Public issues can be read without an account. To report an issue you need to log in.



Do you not have an account yet? Click the registration link on the login page. See Login and Registration.

2. Create an issue

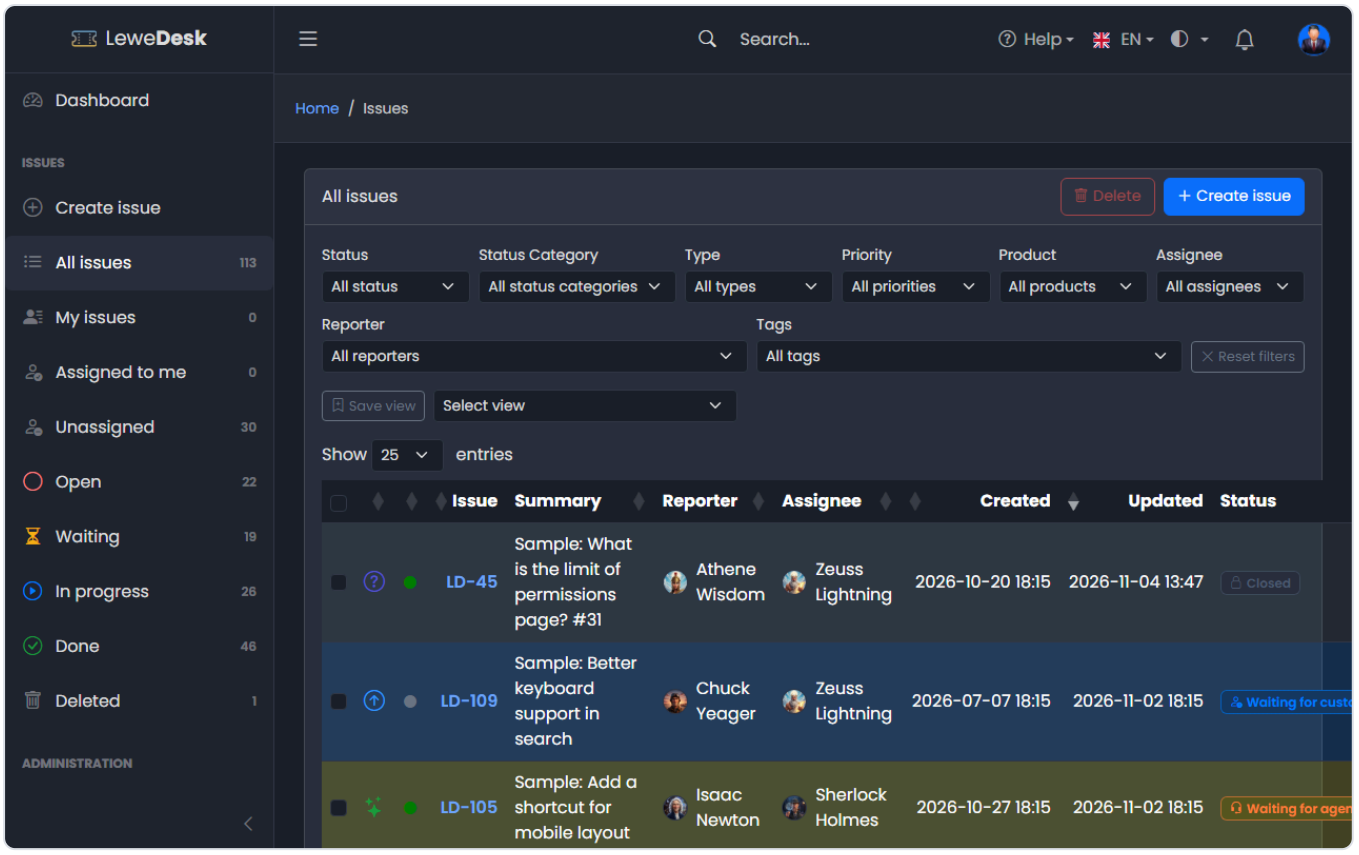
Click **Create issue** in the sidebar, select a type, enter a summary and a description and click **Create issue**.



The issue gets a key such as `LD-123`. You and the support team are notified. See Create Issue.

3. Follow your issue

Open **My issues** in the sidebar to see the issues you reported. Open an issue to read comments and see its status. You can answer with **Respond with comment** below the comment field, with **Actions** → **Respond**, or just add a comment with **Add comment**.



4. For the support team: work on an issue

Agents see all issues. A typical flow looks like this:

1. Open **Unassigned** in the sidebar and open an issue
2. Click **Actions** → **Assign to me**
3. Click **Respond with comment** below the comment field (or **Actions** → **Respond**) to ask a question or answer. The status changes to *Waiting for customer*.
4. When the problem is solved, click **Actions** → **Resolve** and select a resolution. The status changes to *Resolved*.
5. The reporter (or you) closes the issue with **Actions** → **Close**

See Issue Actions for all actions.

5. For administrators: set up the system

- Settings: application name, email, theme and issue limits
- Users, Roles and Permissions: who may do what
- Products and Tags: structure your issues

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