



Compex External Ticketing System Registration SOP

Compex External Ticketing系统注册操作标准作业流程

User Guide

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1 Introduction / 简介

To enhance the efficiency of handling external technical support requests, Complex has adopted a new External Ticketing System. This SOP (Standard Operating Procedure) outlines the step-by-step process for registering a new account in the system to ensure all users can access support services promptly and securely.

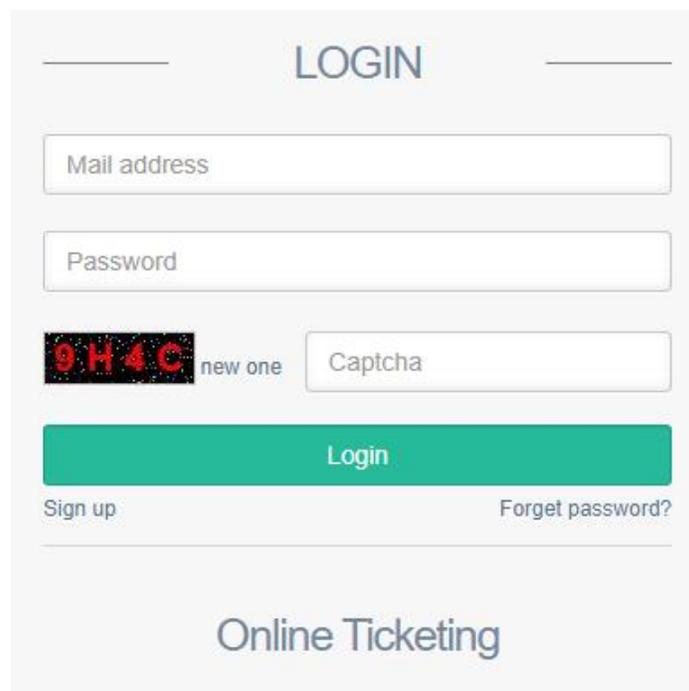
为提升对外技术支持处理效率，Complex 启用了全新的 External Ticketing 系统。本操作标准作业流程（SOP）将指导用户如何注册账号，确保所有用户都能顺利、安全地使用该系统获取技术支持服务。

2 Steps / 步骤

Step 1 – Access the Login Page / 打开登录页面

- Copy the link below into your browser to open the login page.
- 在浏览器中打开以下链接进入登录页面：

<https://mis2.powermatic.com.sg/OnlineTicketing/support/login.aspx?co=CPXC>



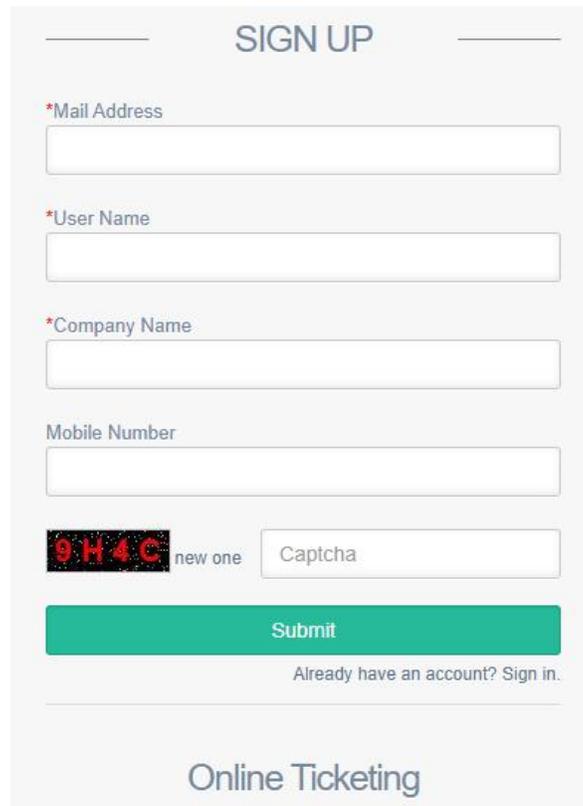
The screenshot shows a login page with the following elements:

- Header: "LOGIN" centered between two horizontal lines.
- Input fields: "Mail address", "Password", and "Captcha".
- Captcha: A small image showing "9H4C" with a "new one" link next to it.
- Buttons: A green "Login" button, a "Sign up" link, and a "Forget password?" link.
- Footer: "Online Ticketing" centered at the bottom.

Figure 1: System Login Page

Step 2 – Sign Up for a New Account / 注册账号

- If you don't have an account, click "Sign up" to go to the registration page.
- 如果没有账号，点击页面上的“Sign up”进入注册页面。



The screenshot shows a registration form titled "SIGN UP". It contains the following fields and elements:

- *Mail Address: A text input field.
- *User Name: A text input field.
- *Company Name: A text input field.
- Mobile Number: A text input field.
- Captcha: A field containing a CAPTCHA image (9 H 4 C) and a "new one" link, followed by a text input field.
- Submit: A green button.
- Already have an account? Sign in.: A link below the Submit button.
- Online Ticketing: A logo at the bottom of the form.

Figure 2: Registration Page

Step 3 – Submit Registration Information / 提交注册信息

- After filling in the registration information, click "Submit". An activation link will be sent to your email.
- 填写所有注册信息后，点击“Submit”创建账号。系统将向注册邮箱发送激活链接。

Step 4 – Activate the Account / 激活账号

- Click the activation link in the email. Set your password and click "Save" to complete the activation. The system will then redirect to the login page.
- 点击邮件中的激活链接，设置密码后点击“Save”完成激活。系统将跳转至登录页面。

Step 5 – Log In / 登录系统

- On the login page, enter your email and password, then click "Login" to access the system.
- 在登录页面输入邮箱与密码，点击“Login”即可登录系统。

You have now successfully completed the registration process for the Compex External Ticketing System. You may now begin submitting your support requests.

您已成功完成 Compex External Ticketing 系统的注册流程。您现在可以开始提交支持请求。