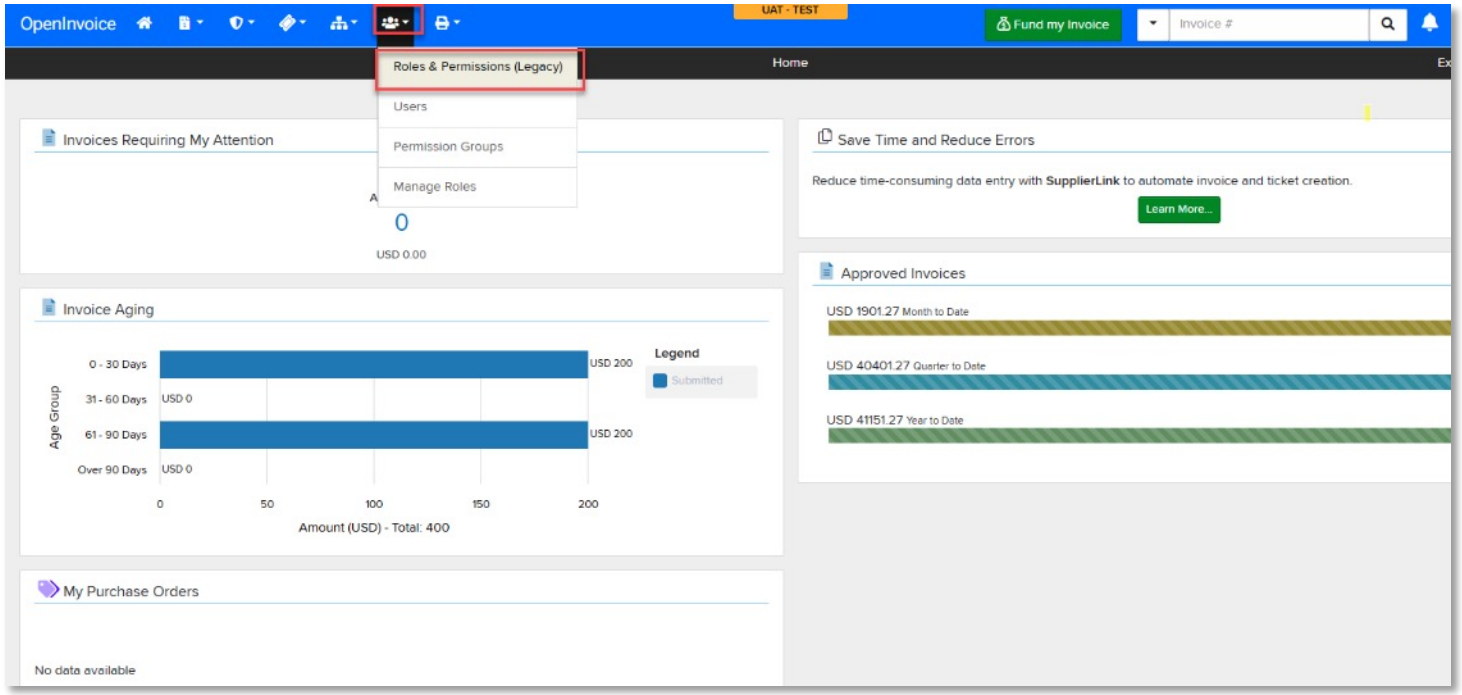
Gaining Access to OpenTicket

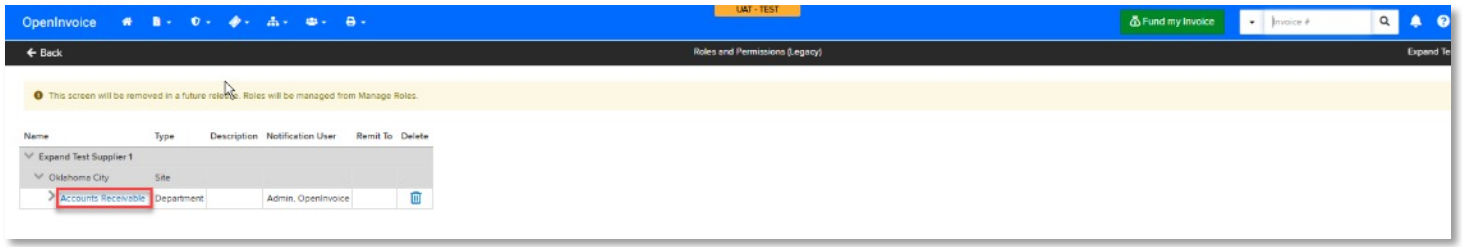
DECEMBER 2025



Gaining Access to OpenTicket

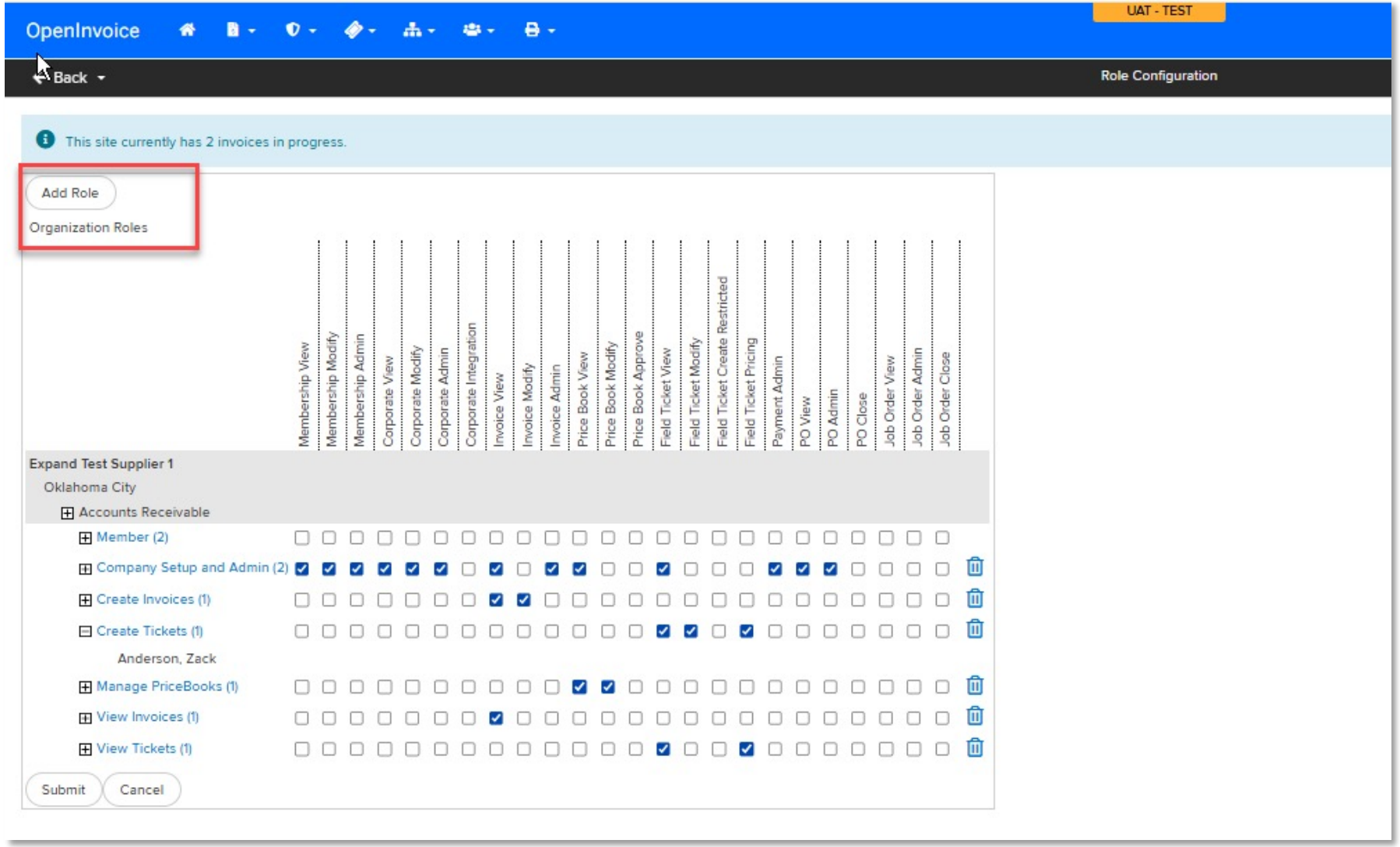
- **Assumption:** You currently do not see the Ticket icon in OpenInvoice and need to add a role to access it. You do, however, have access to log in to OpenInvoice. If you do not have OpenInvoice access, please email supplierrelations@expandenergy.com.
- Navigate to **Membership > Departments & Roles**,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





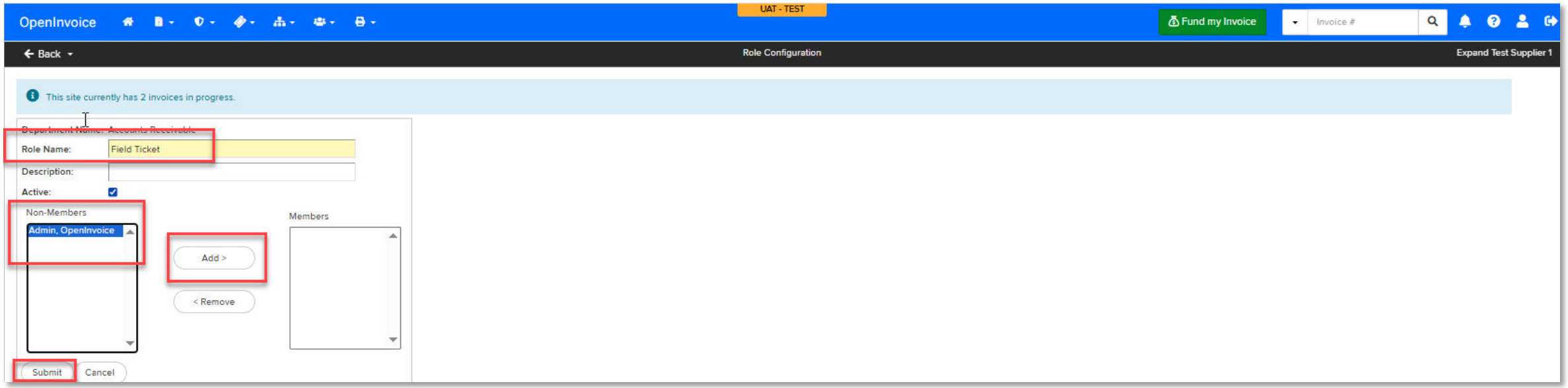
Gaining Access to OpenTicket (continued)

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



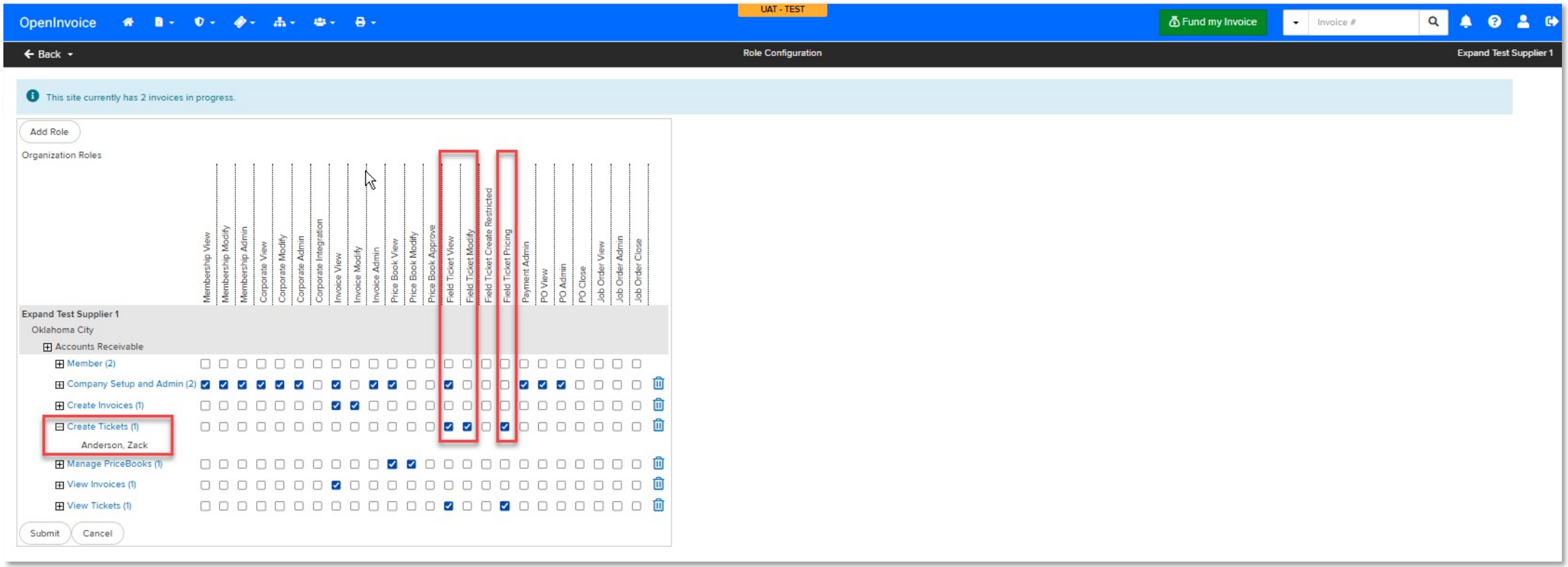
Gaining Access to OpenTicket (continued)

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



Gaining Access to OpenTicket (continued)

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



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** for assistance.

