

# **Página de Soporte para ToxoSoftware**

# Índice

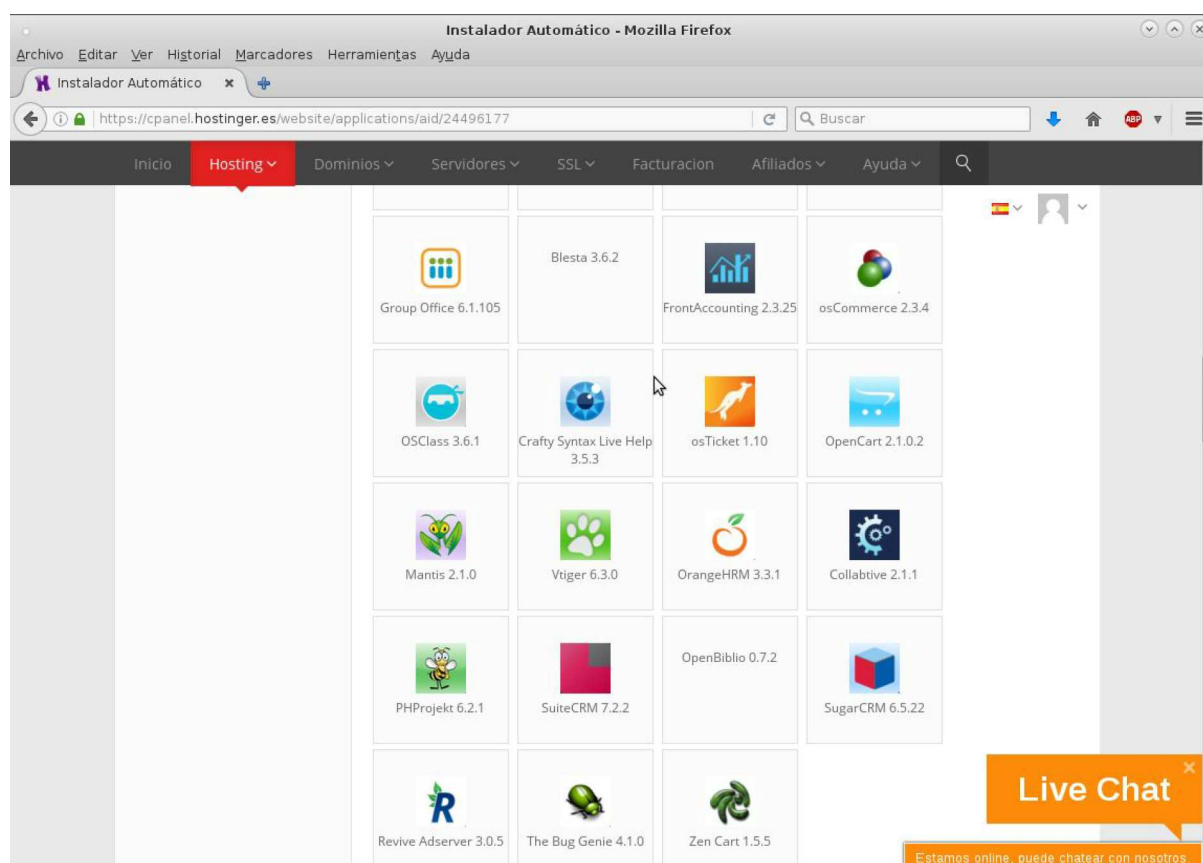
|                                       |           |
|---------------------------------------|-----------|
| <b>Introducción</b>                   | <b>3</b>  |
| <b>Instalación</b>                    | <b>3</b>  |
| <b>Acceso</b>                         | <b>6</b>  |
| <b>Configuración</b>                  | <b>8</b>  |
| <b>Añadir Idiomas</b>                 | <b>50</b> |
| Revisión de los cambios en el idioma  | 63        |
| Traducciones personalizadas por zonas | 64        |
| Traducción en el título de la página  | 68        |
| Help topics                           | 70        |
| Forms                                 | 70        |
| Listas → Ticket status                | 70        |

# Introducción

Esta es una mini guía para configurar detalles en la instalación del software OS-Ticket que se instalará en el subdominio **soporte.toxosoftware.eu**, con la finalidad de dejar operativo un apartado para gestión de incidencias donde los clientes puedan transmitirnos sus problemas mediante un sistema de **tickets**, así ToxoSoftware podrá atender en orden y sin ningún problema las incidencias de sus clientes. Todo esto en el hosting **hostinger.es**.

# Instalación

Primero, deberemos instalar el sistema accediendo al apartado del dominio contratado e ir al apartado de **sitios web**.



Segundo, completamos la nueva configuración de la instalación, recordar que ya tenemos un subdominio, entonces solo tenemos que decirle que nos lo instale en ese mismo en donde pone **url**:

URL: **http://toxosoftware.eu/suporte**

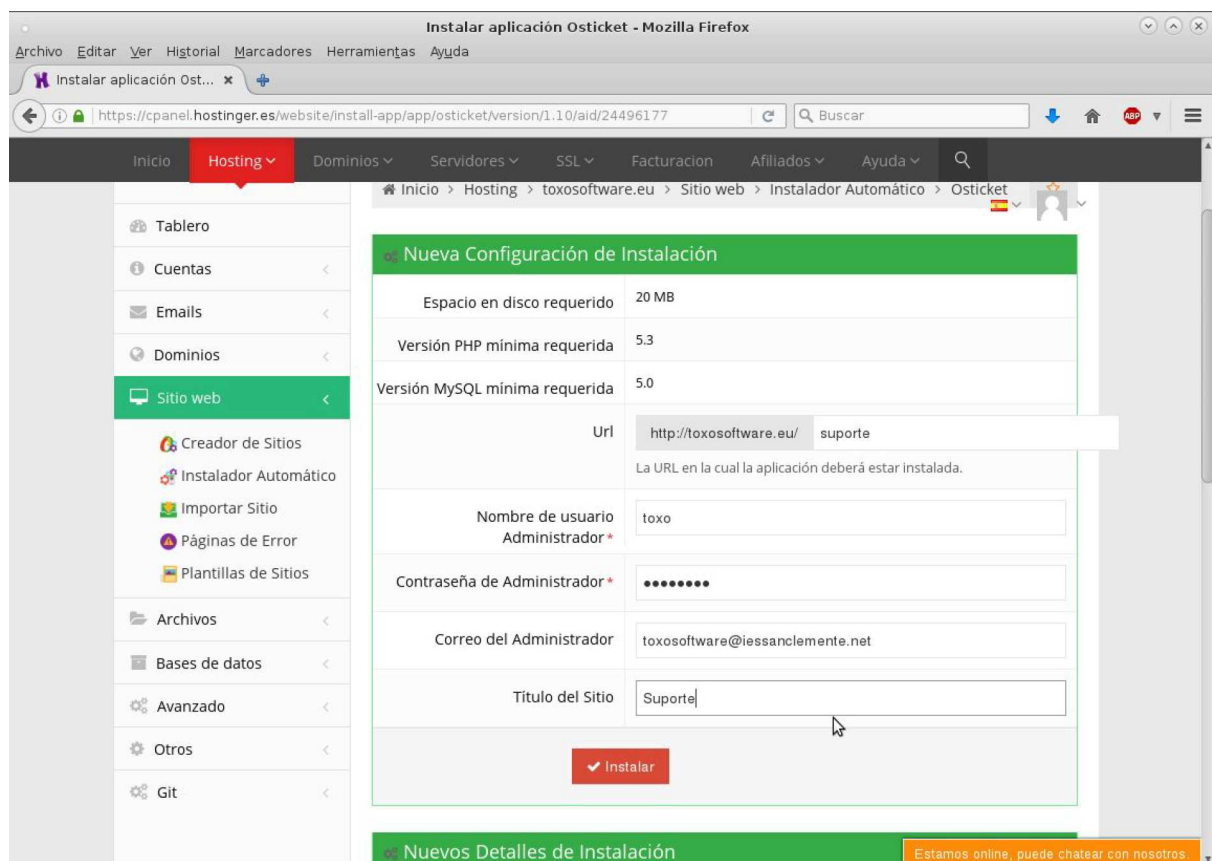
Nombre del Administrador: **\*\*\*\***

Contraseña. **\*\*\*\*\***

Correo del Administrador: **toxosoftware@iessanclemente.net**

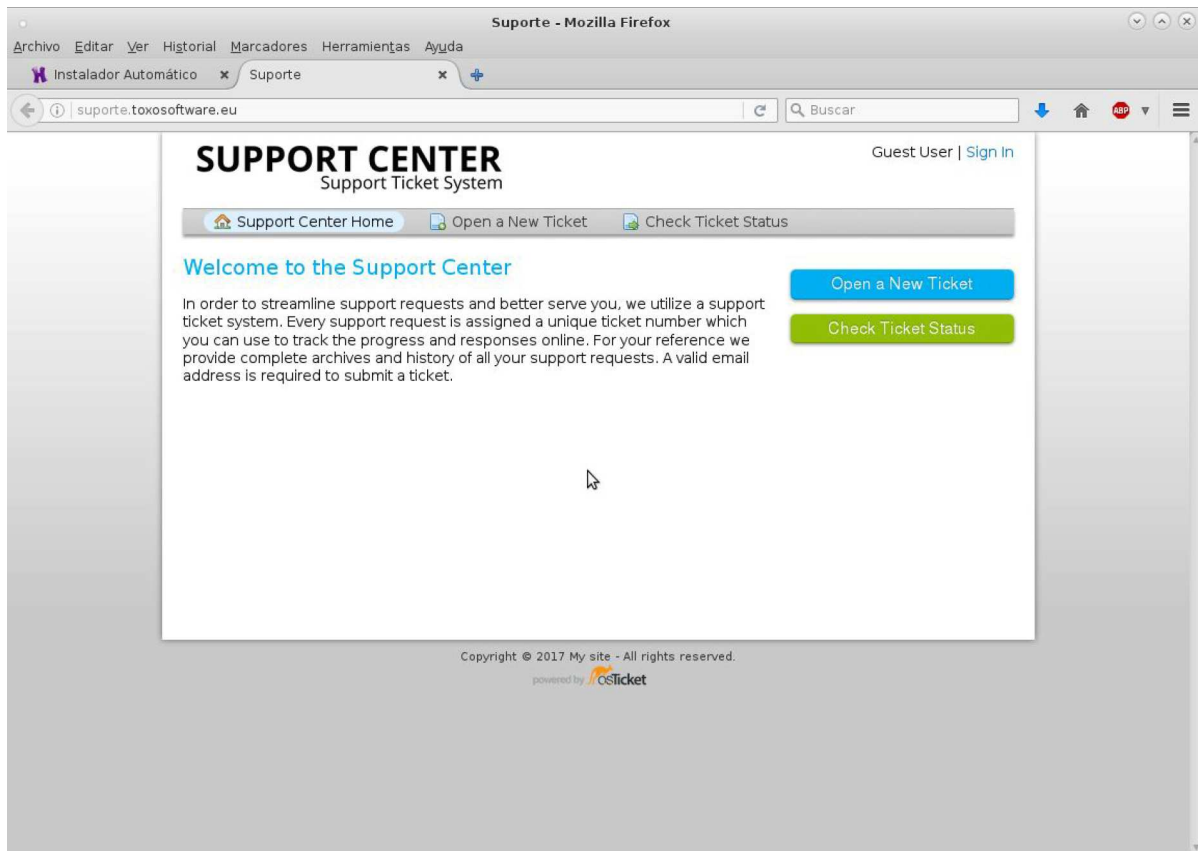
Título: **Suporte**

Y... click en **instalar**



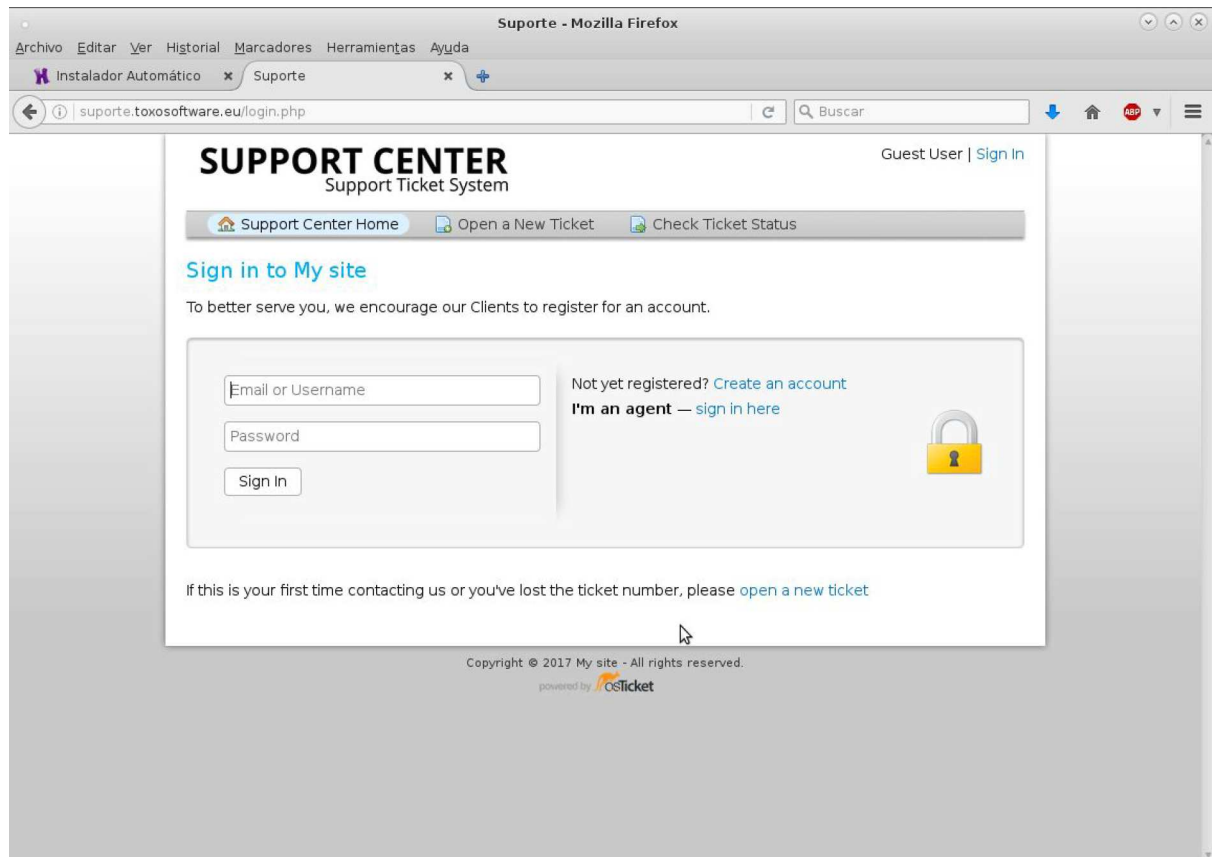


Ahora ya podemos acceder a la página por defecto del OS-Ticket, ya iremos afinando un poco el tema, por ahora, ingresamos nuestro subdominio en la barra del navegador: **suporte.toxosoftware.eu**.

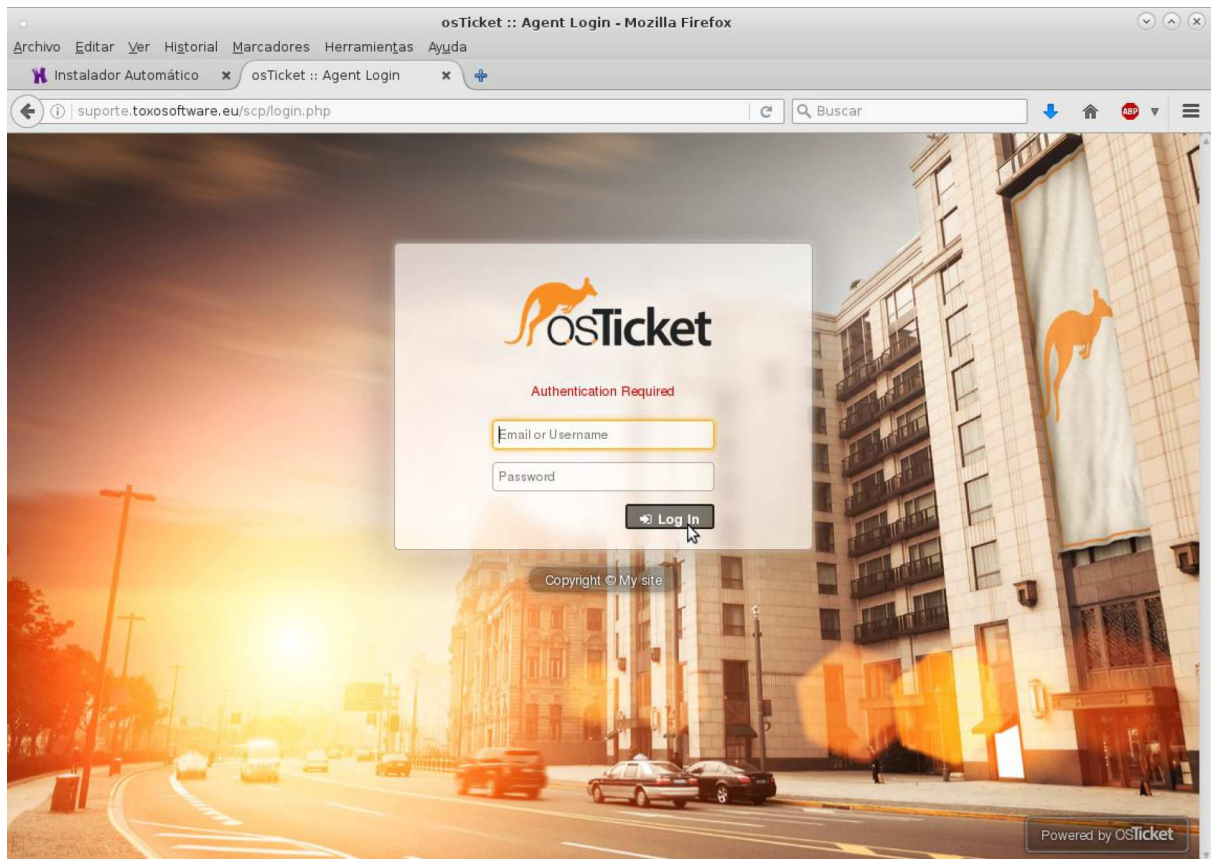


# Acceso

Esta es la ventana del login, podremos ver que hay 2 apartados: para usuarios y para administradores, como no hay ningún usuario creado, vamos a acceder mediante el panel de la derecha, en donde pone que somos un “agente”.

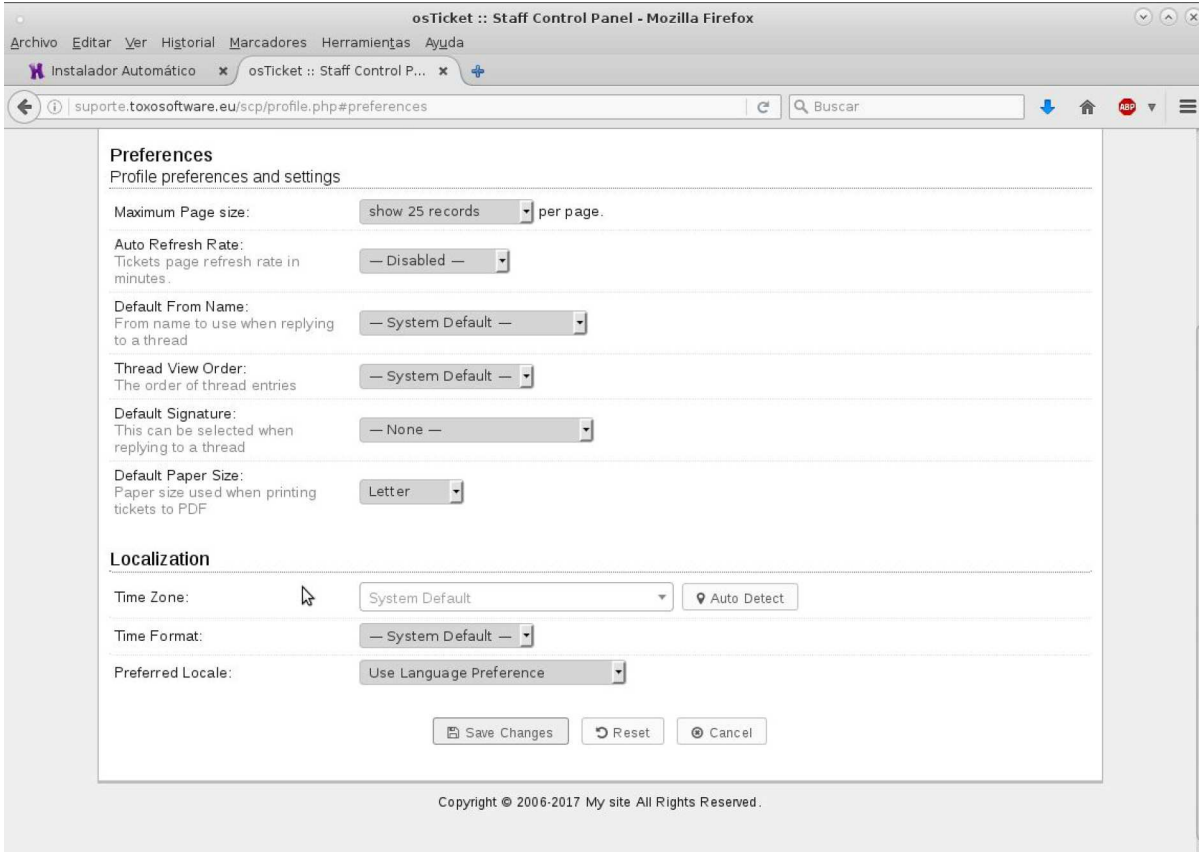


Esta es la página para el login de los agentes, ingresamos el nuestro, que es el que indicamos al momento de la instalación.



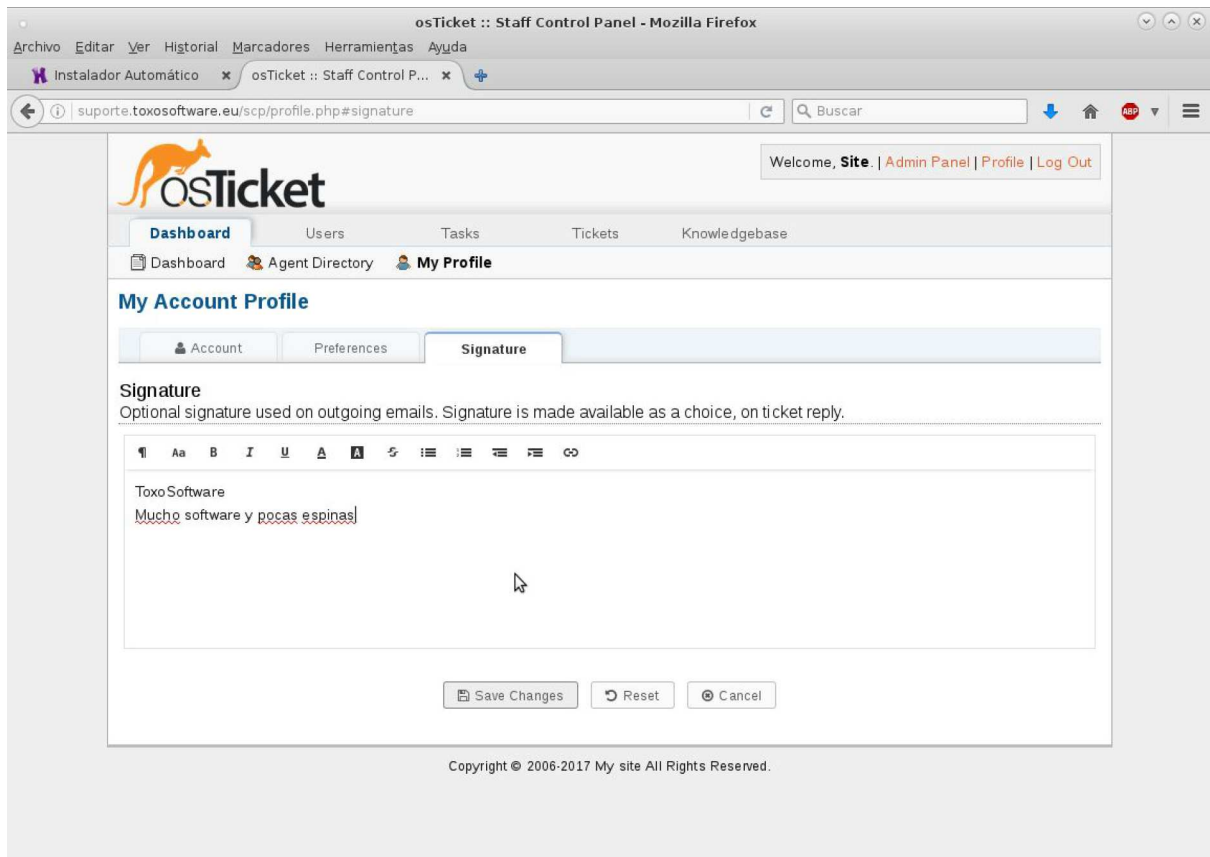
# Configuración

Este es el primer pantallazo de la vista de una cuenta de administrador, vemos varias opciones y diferentes apartados. Esta primera la dejo con los valores por defecto, porque no nos hace falta modificar nada (de momento).



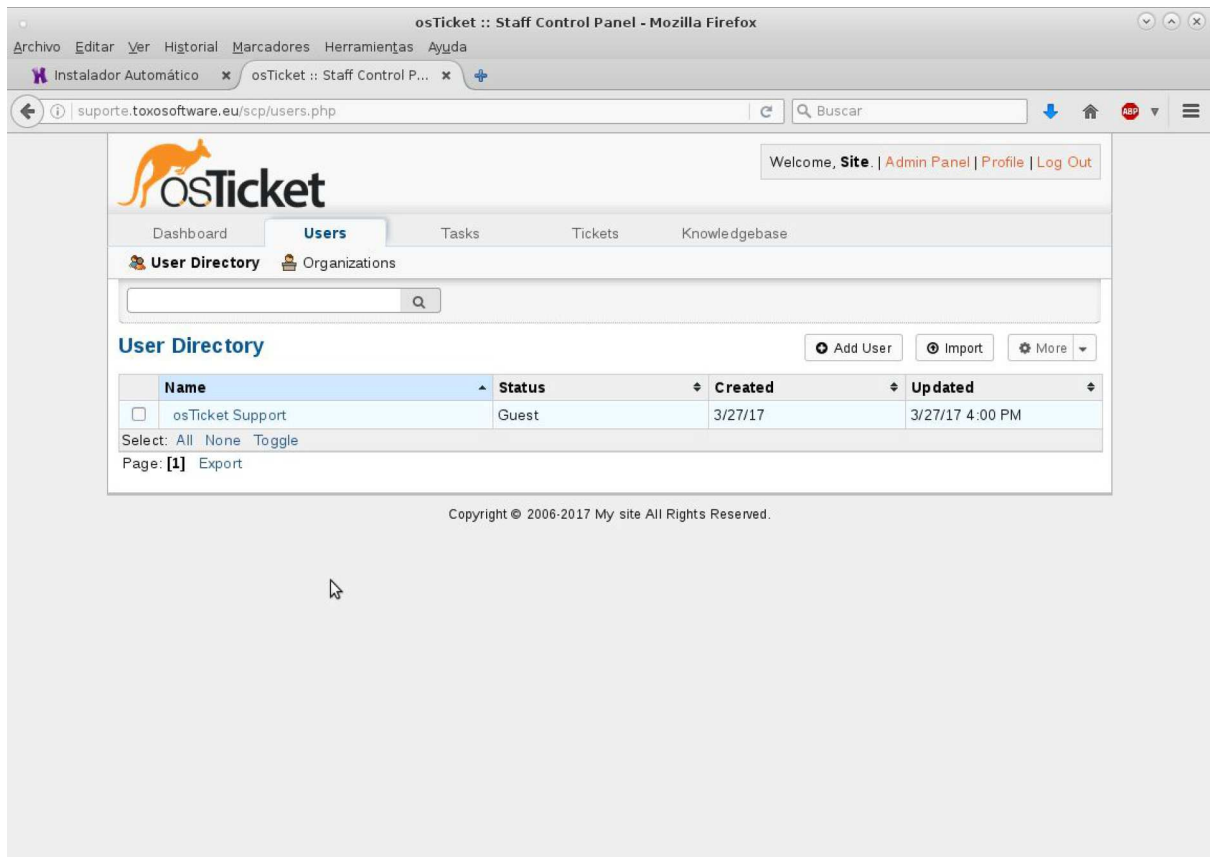
The screenshot shows the 'osTicket :: Staff Control Panel - Mozilla Firefox' window. The browser's address bar displays 'suporte.toxosoftware.eu/scp/profile.php#preferences'. The page content is organized into two main sections: 'Preferences' and 'Localization'. The 'Preferences' section includes settings for 'Maximum Page size' (set to 'show 25 records per page'), 'Auto Refresh Rate' (set to 'Disabled'), 'Default From Name' (set to 'System Default'), 'Thread View Order' (set to 'System Default'), 'Default Signature' (set to 'None'), and 'Default Paper Size' (set to 'Letter'). The 'Localization' section includes 'Time Zone' (set to 'System Default' with an 'Auto Detect' button), 'Time Format' (set to 'System Default'), and 'Preferred Locale' (set to 'Use Language Preference'). At the bottom of the form are three buttons: 'Save Changes', 'Reset', and 'Cancel'. A copyright notice at the very bottom reads 'Copyright © 2006-2017 My site All Rights Reserved.'

En la pestaña de **Dashboard**, encontramos varias cositas, la primera es el propio Dashboard, donde podemos añadir una firma personalizada a los email que salgan de nuestro sistema.



The screenshot shows the osTicket Staff Control Panel in a Mozilla Firefox browser. The page title is "osTicket :: Staff Control Panel - Mozilla Firefox". The browser address bar shows "suporte.toxosoftware.eu/scp/profile.php#signature". The page features the osTicket logo and a navigation menu with "Dashboard", "Users", "Tasks", "Tickets", and "Knowledgebase". Below the navigation menu, there are tabs for "Account", "Preferences", and "Signature". The "Signature" tab is active, displaying the text "Toxo Software" and "Mucho software y pocas espinas". The page also includes a "Save Changes" button, a "Reset" button, and a "Cancel" button. At the bottom, there is a copyright notice: "Copyright © 2006-2017 My site All Rights Reserved."

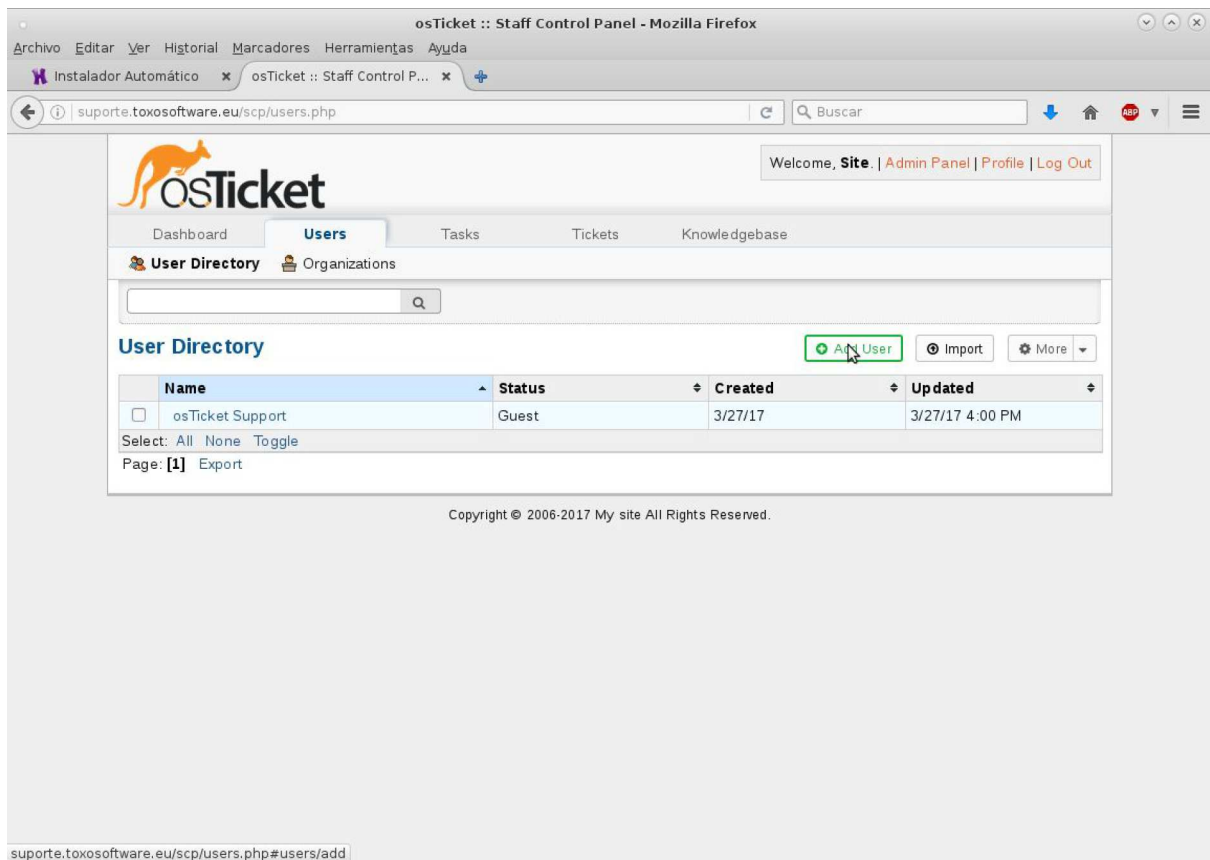
En la pestaña **Users**, podremos tanto añadir usuarios como darlos de alta, cambiarles la contraseña, gestionarlos, etc...



The screenshot shows the osTicket Staff Control Panel in Mozilla Firefox. The browser address bar shows the URL `suporte.toxosoftware.eu/scp/users.php`. The page header includes the osTicket logo and a welcome message for 'Site.' with links for 'Admin Panel', 'Profile', and 'Log Out'. The main navigation menu includes 'Dashboard', 'Users', 'Tasks', 'Tickets', and 'Knowledgebase'. Below the navigation, there are tabs for 'User Directory' and 'Organizations'. A search bar is present above the 'User Directory' section. The 'User Directory' section features a table with columns for 'Name', 'Status', 'Created', and 'Updated'. A single user entry is visible: 'osTicket Support' with a status of 'Guest', created on '3/27/17', and updated on '3/27/17 4:00 PM'. Below the table, there are options to 'Select: All None Toggle' and 'Page: [1] Export'. At the bottom of the page, a copyright notice reads 'Copyright © 2006-2017 My site All Rights Reserved.'

|                          | Name             | Status | Created | Updated         |
|--------------------------|------------------|--------|---------|-----------------|
| <input type="checkbox"/> | osTicket Support | Guest  | 3/27/17 | 3/27/17 4:00 PM |

Vamos a añadir el 1er usuario, clicamos en el botón **Add User**.

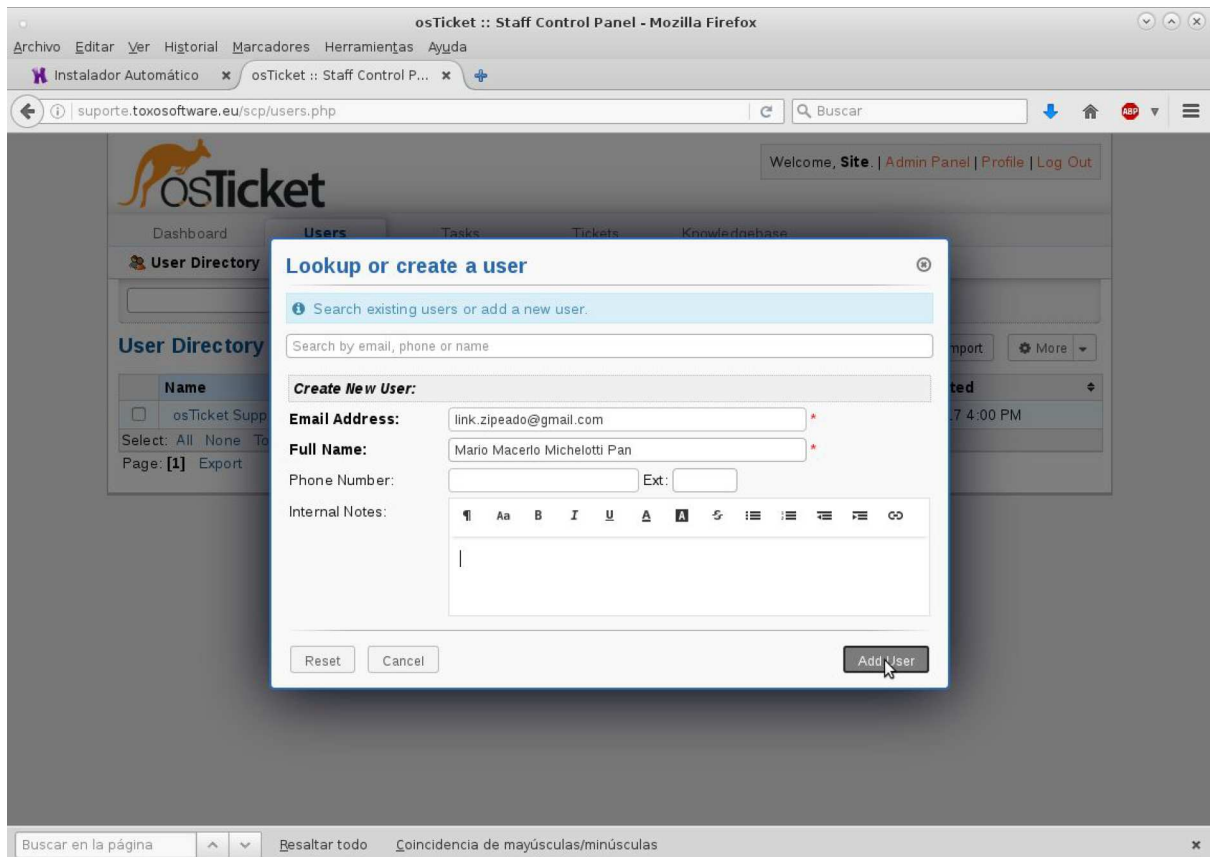


The screenshot shows the osTicket Staff Control Panel in Mozilla Firefox. The browser address bar shows the URL `suporte.toxosoftware.eu/scp/users.php`. The page header includes the osTicket logo and a welcome message for user 'Site'. The main navigation menu is set to 'Users'. Below the navigation, there is a search bar and a 'User Directory' section. The 'Add User' button is highlighted with a green box. Below the button is a table with the following data:

|                          | Name             | Status | Created | Updated         |
|--------------------------|------------------|--------|---------|-----------------|
| <input type="checkbox"/> | osTicket Support | Guest  | 3/27/17 | 3/27/17 4:00 PM |

Below the table, there are options for 'Select: All None Toggle' and 'Page: [1] Export'. At the bottom of the page, there is a copyright notice: 'Copyright © 2006-2017 My site All Rights Reserved.' The browser's address bar at the bottom shows the URL `suporte.toxosoftware.eu/scp/users.php#users/add`.

Rellenamos los campos obligatorios, y luego clicamos sobre el usuario para ver sus propiedades.



The screenshot shows the osTicket Staff Control Panel interface in Mozilla Firefox. The browser address bar displays "suporte.toxosoftware.eu/scp/users.php". The page title is "osTicket :: Staff Control Panel - Mozilla Firefox". The main content area features a "User Directory" section with a "Lookup or create a user" dialog box open. The dialog box has a search bar with the placeholder text "Search existing users or add a new user." and a search input field containing "Search by email, phone or name". Below the search bar, the "Create New User:" section contains the following fields:

- Email Address:** link.zipeado@gmail.com
- Full Name:** Mario Macerlo Michelotti Pan
- Phone Number:** (empty) Ext: (empty)
- Internal Notes:** (empty text area with a rich text editor toolbar)

At the bottom of the dialog box, there are "Reset", "Cancel", and "Add User" buttons. The background shows the osTicket dashboard with navigation tabs for "Dashboard", "Users", "Tasks", "Tickets", and "Knowledgebase". A "User Directory" table is partially visible with columns for "Name" and "Select".



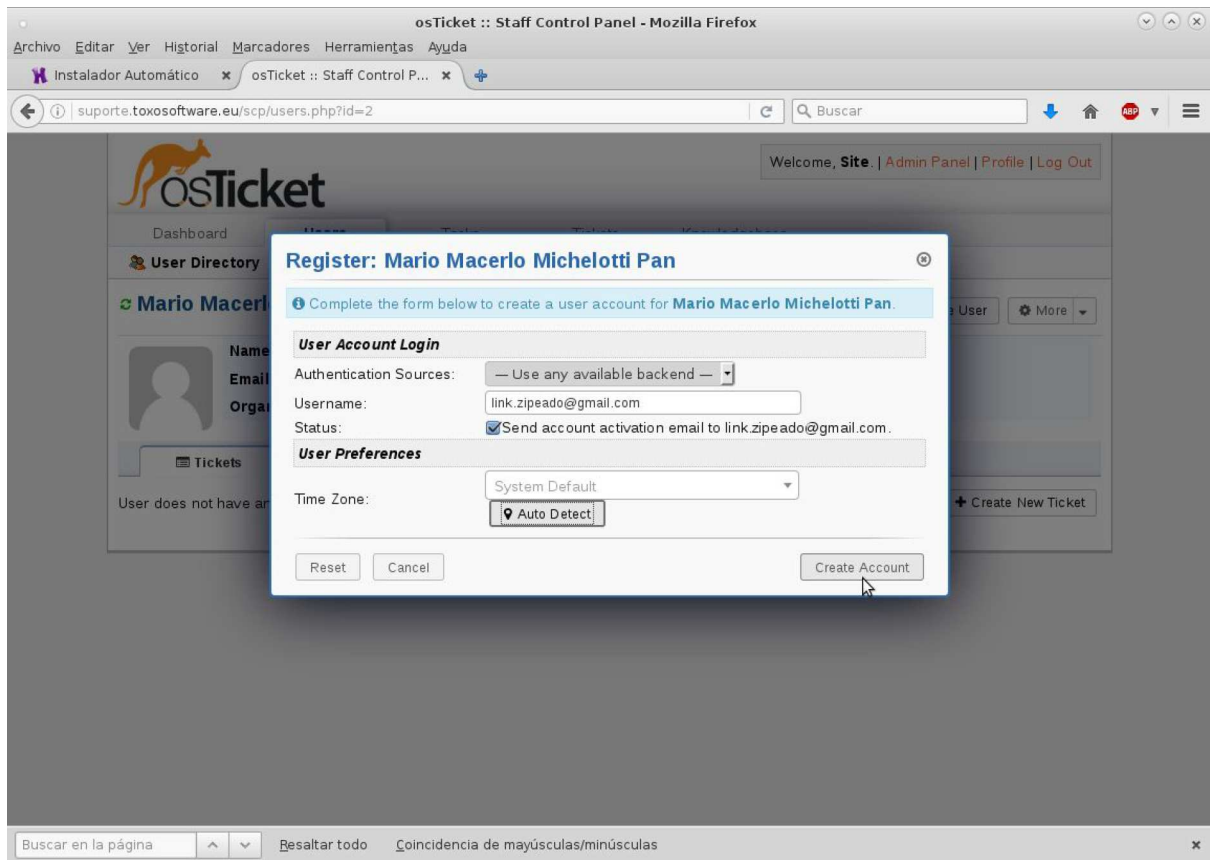
Como podemos ver, ahora tenemos un botón que dice **Register**, clicamos sobre él.

The screenshot shows the osTicket Staff Control Panel in Mozilla Firefox. The browser address bar shows the URL: `suporte.toxosoftware.eu/scp/users.php?id=2`. The page header includes the osTicket logo and a welcome message for 'Site' with links for 'Admin Panel', 'Profile', and 'Log Out'. The main navigation menu includes 'Dashboard', 'Users', 'Tasks', 'Tickets', and 'Knowledgebase'. The 'Users' section is active, showing a 'User Directory' and 'Organizations' tab. The user profile for 'Mario Macerlo Michelotti Pan' is displayed, with a 'Register' button highlighted by a mouse cursor. The user's details are as follows:

|                      |  |                 |                 |
|----------------------|--|-----------------|-----------------|
| <b>Name:</b>         | <a href="#">Mario Macerlo Michelotti Pan</a> | <b>Status:</b>  | Guest           |
| <b>Email:</b>        | link.zipeado@gmail.com                       | <b>Created:</b> | 3/27/17 4:06 PM |
| <b>Organization:</b> | Add Organization                             | <b>Updated:</b> | 3/27/17 4:06 PM |

Below the user profile, there are tabs for 'Tickets' and 'Notes'. The 'Tickets' tab is active, showing the message 'User does not have any tickets' and a '+ Create New Ticket' button. The footer of the page contains the copyright notice: 'Copyright © 2006-2017 My site All Rights Reserved.' The browser's search bar at the bottom shows the search term 'suporte.toxosoftware.eu/scp/users.php?id=2#users/2/register' and the search results 'Buscar en la página', 'Resaltar todo', and 'Coincidencia de mayúsculas/minúsculas'.

Con todo por defecto, solo clicamos en **Create Account**, en este caso, vamos a activar la cuenta manualmente, sino, deberíamos seguir los pasos que nos mande en el e-mail de activación (como lo indica esa casilla pre-seleccionada).



Ahora, dentro del botón con un engranaje que pone **More**, nos aparece un sub menú que pone **Manage Account Access**, clicamos en él.

The screenshot shows the osTicket Staff Control Panel in Mozilla Firefox. The browser address bar shows the URL: `suporte.toxosoftware.eu/scp/users.php?id=2`. The page header includes the osTicket logo and a welcome message: "Welcome, Site. | Admin Panel | Profile | Log Out". The main navigation tabs are Dashboard, Users, Tasks, Tickets, and Knowledgebase. The current view is the User Directory, showing the profile for "Mario Macerlo Michelotti Pan".

User Profile Details:

- Name:** Mario Macerlo Michelotti Pan
- Email:** link.zipeado@gmail.com
- Organization:** Add Organization
- Status:** Locked (Pe)
- Created:** 3/27/17 4:0
- Updated:** 3/27/17 4:0

Actions available for this user:

- Manage Account
- Delete User
- More (dropdown menu)

The dropdown menu for "More" is open, showing the following options:

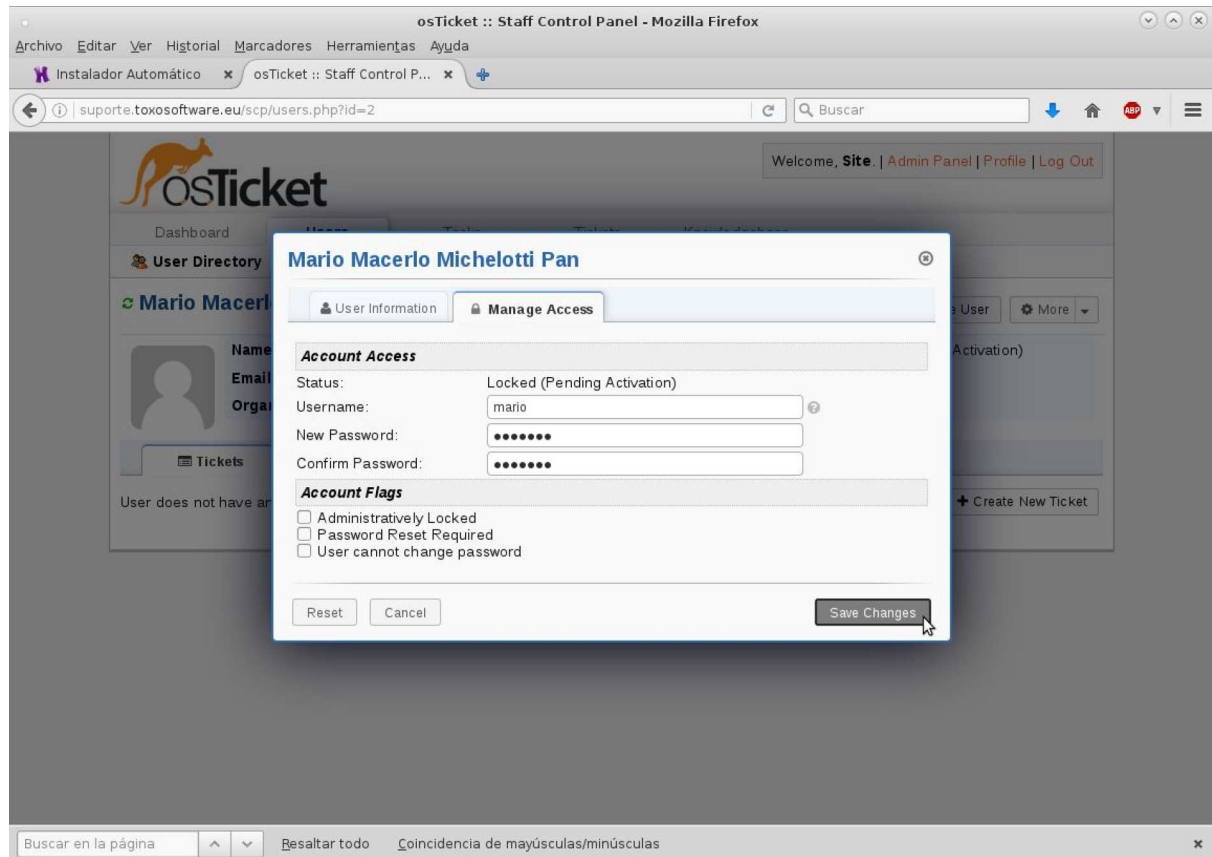
- Send Activation Email
- Manage Account Access** (highlighted)
- Manage Forms

Below the user profile, there are tabs for "Tickets" and "Notes". The "Tickets" tab is active, showing the message: "User does not have any tickets". A "Create New Ticket" button is also visible.

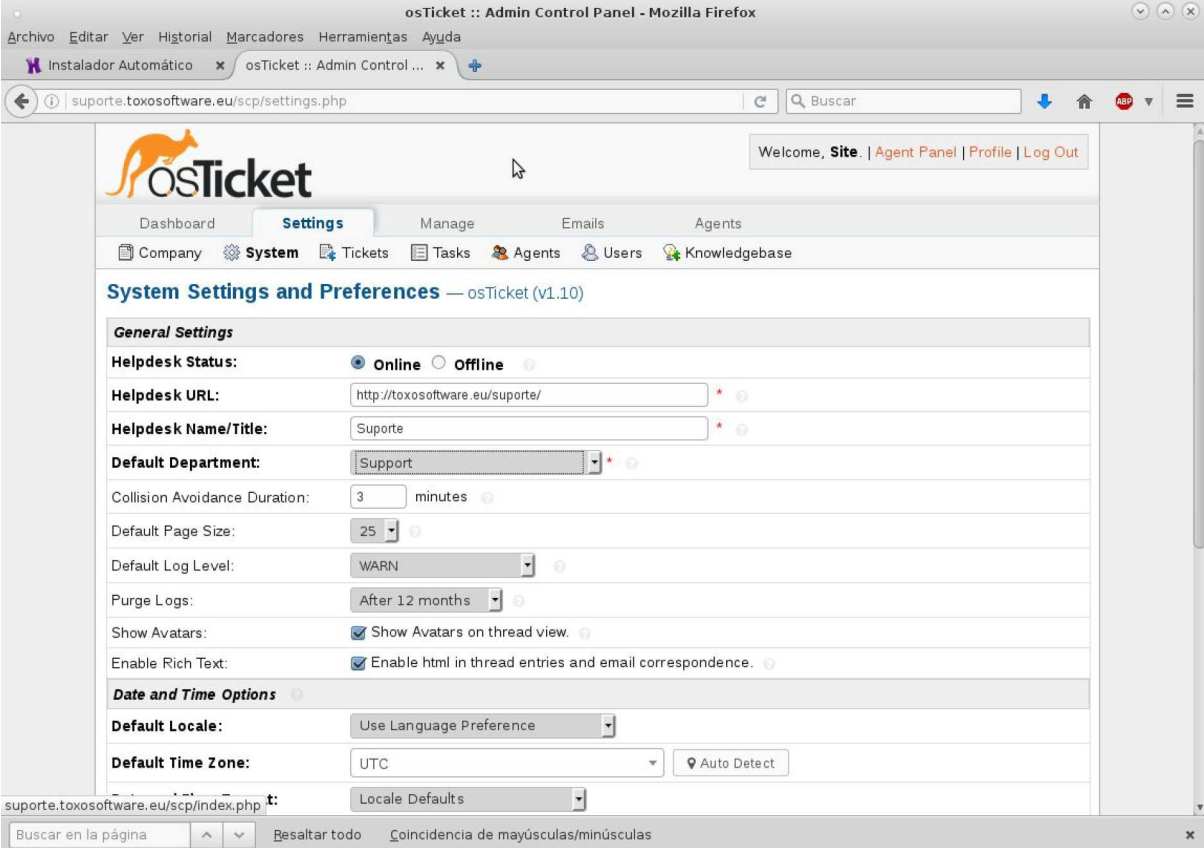
Copyright © 2006-2017 My site All Rights Reserved.

The browser status bar at the bottom shows the URL: `suporte.toxosoftware.eu/scp/users.php?id=2#users/2/manage/access` and a search bar with the text "Buscar en la página".

Vamos a la pestaña de **Manage Access**, completamos los datos, metemos una contraseña y en mi caso destildo la casilla que pone "Password Reset Required", que indica que en el próximo inicio de sesión del usuario este debe cambiar su contraseña, óptimo en casos automáticos, pero aquí estoy haciendo un manual.



Cambiamos de pestaña, ahora estamos en **Settings**, aquí podemos ver los valores por defecto del apartado **System**, el cual tenemos valores como nuestra url, el título del sitio, la cantidad de tickets que veremos por página, etc... lo dejo todo por defecto, por ahora nos vale.



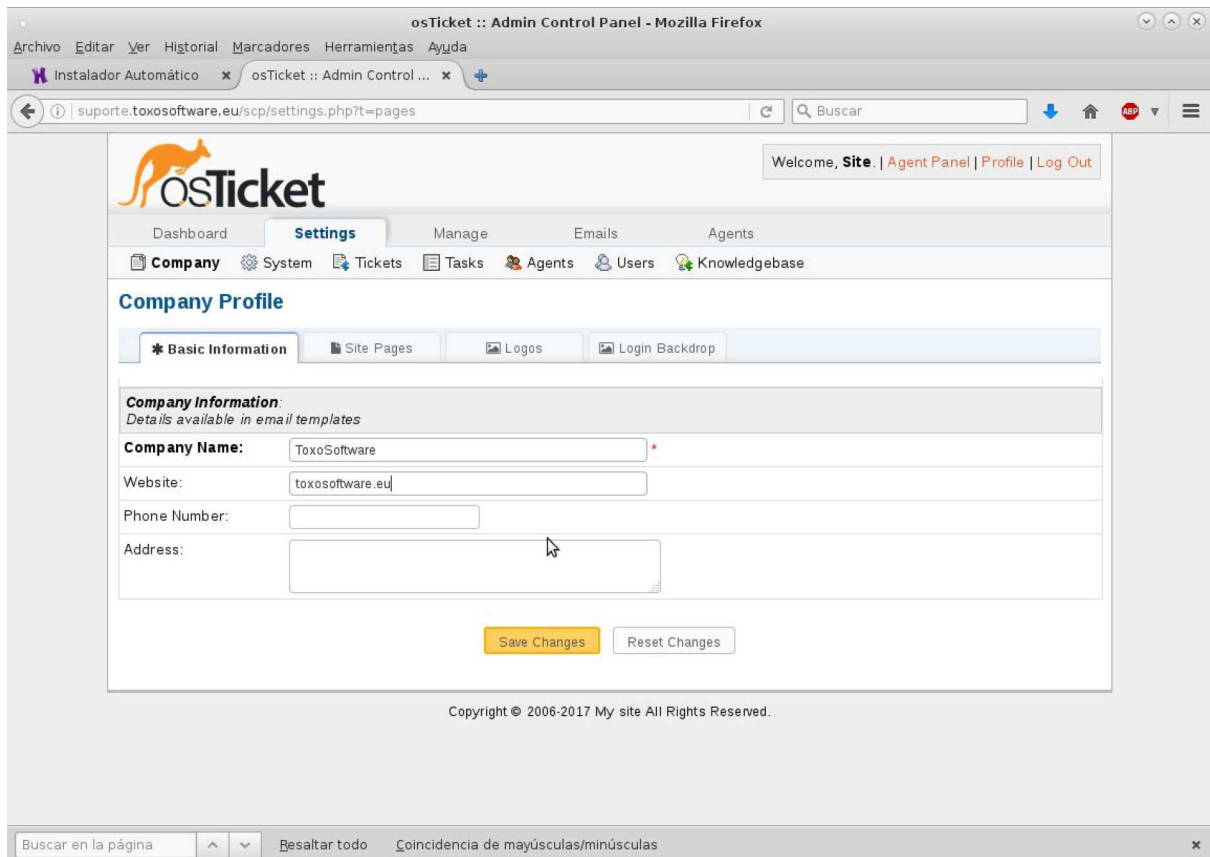
The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser address bar displays `suporte.toxosoftware.eu/scp/settings.php`. The page title is "osTicket :: Admin Control Panel - Mozilla Firefox". The navigation menu includes "Dashboard", "Settings" (active), "Manage", "Emails", and "Agents". Below the navigation menu, there are icons for "Company", "System" (active), "Tickets", "Tasks", "Agents", "Users", and "Knowledgebase".

The main content area is titled "System Settings and Preferences — osTicket (v1.10)". It is divided into two sections:

- General Settings**
  - Helpdesk Status:  Online  Offline
  - Helpdesk URL:
  - Helpdesk Name/Title:
  - Default Department:
  - Collision Avoidance Duration:  minutes
  - Default Page Size:
  - Default Log Level:
  - Purge Logs:
  - Show Avatars:  Show Avatars on thread view.
  - Enable Rich Text:  Enable html in thread entries and email correspondence.
- Date and Time Options**
  - Default Locale:
  - Default Time Zone:

At the bottom of the page, there is a search bar with the text "Buscar en la página" and a "Resaltar todo" button. The footer also includes "Coincidencia de mayúsculas/minúsculas".

En el apartado **Company**, y dentro de este en **Basic Information**, podremos actualizar el sitio con los datos de nuestra compañía, añadiendo un par.

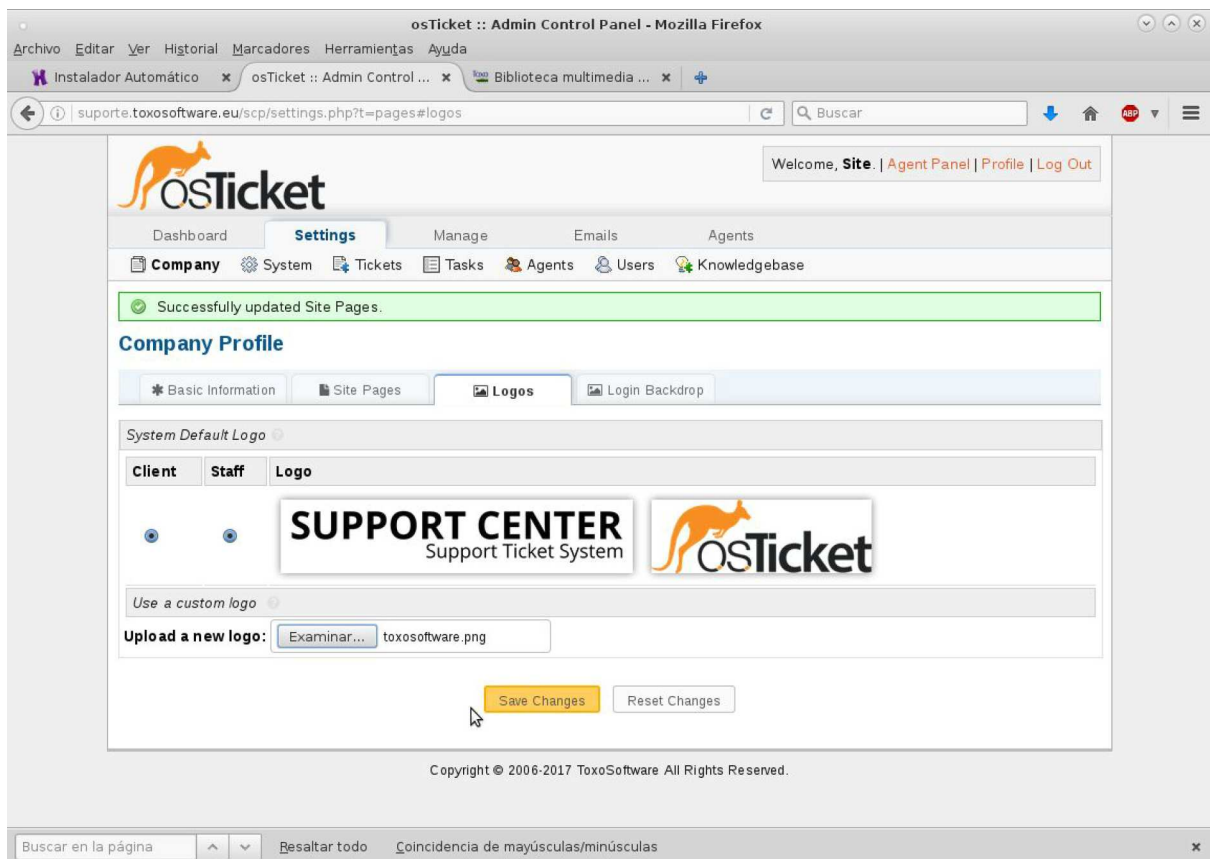


The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser address bar displays "suporte.toxosoftware.eu/scp/settings.php?t=pages". The page header includes the osTicket logo and a welcome message: "Welcome, Site. | Agent Panel | Profile | Log Out". The navigation menu includes "Dashboard", "Settings", "Manage", "Emails", and "Agents". Below the navigation menu, there are icons for "Company", "System", "Tickets", "Tasks", "Agents", "Users", and "Knowledgebase". The main content area is titled "Company Profile" and contains a sub-section "Basic Information" with tabs for "Site Pages", "Logos", and "Login Backdrop". The "Basic Information" section includes the following fields:

- Company Name:** ToxoSoftware \*
- Website:** toxosoftware.eu
- Phone Number:** (empty field)
- Address:** (empty field)

At the bottom of the form, there are two buttons: "Save Changes" and "Reset Changes". The footer of the page reads "Copyright © 2006-2017 My site All Rights Reserved." The browser's search bar at the bottom shows "Buscar en la página" and "Resaltar todo".

En el sub-apartado **Logos**, podremos cambiar los logos que aparecen por defecto, en nuestro caso voy a meter los logos de ToxoSoftware, clicamos en Examinar, buscamos la foto y le damos a **Save Changes**.



The screenshot shows the oSTicket Admin Control Panel in Mozilla Firefox. The browser address bar shows the URL: `suporte.toxosoftware.eu/scp/settings.php?t=pages#logos`. The page title is "oSTicket :: Admin Control Panel - Mozilla Firefox".

The main content area displays the "Company Profile" settings. A green notification bar at the top indicates "Successfully updated Site Pages." Below this, the "Company Profile" section is active, with sub-tabs for "Basic Information", "Site Pages", "Logos", and "Login Backdrop".

Under the "System Default Logo" section, there are three radio buttons: "Client", "Staff", and "Logo". The "Logo" option is selected. Below these, there are two logo preview boxes. The first one shows a logo with the text "SUPPORT CENTER Support Ticket System". The second one shows the oSTicket logo (an orange kangaroo). Below the previews, there is a section "Use a custom logo" with an "Upload a new logo:" label and a file input field containing "toxosoftware.png" and an "Examinar..." button.

At the bottom of the settings area, there are two buttons: "Save Changes" (highlighted in yellow) and "Reset Changes".

The footer of the page contains the text: "Copyright © 2006-2017 ToxoSoftware All Rights Reserved."

The browser's search bar at the bottom shows "Buscar en la página" and "Resaltar todo".

Ahora solo nos queda seleccionar en qué sitio queremos que se vea el logo, si en el lado del cliente o en el del staff, como quedó muy bien hecho y se ve espectacular, lo pongo en ambos.

The screenshot shows the oSTicket Admin Control Panel in Mozilla Firefox. The browser address bar shows the URL: `suporte.toxosoftware.eu/scp/settings.php?t=pages#logos`. The page title is "oSTicket :: Admin Control Panel - Mozilla Firefox".

The main content area displays a success message: "Successfully updated Site Pages." Below this is the "Company Profile" section, which includes tabs for "Basic Information", "Site Pages", "Logos", and "Login Backdrop". The "Logos" tab is active, showing "System Default Logo" options for "Client" and "Staff".

Under "System Default Logo", there are two radio buttons for "Client" and "Staff". Below these, two logos are displayed:

- A logo for "SUPPORT CENTER Support Ticket System" with the oSTicket kangaroo logo.
- A logo for "Toxo Software" with a green leaf graphic and a "Delete" checkbox.

At the bottom, there is an "Upload a new logo:" section with an "Examinar..." button and the text "No se ha seleccionado ningún archivo." Below this are "Save Changes" and "Reset Changes" buttons.



Actualizamos la página, y notaremos como en el lado superior izquierdo ya aparece nuestro querido logotipo.

osTicket :: Admin Control Panel - Mozilla Firefox

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

Instalador Automático x osTicket :: Admin Control ... x Biblioteca multimedia ... x

suporte.toxosoftware.eu/scp/settings.php?t=pages#logos

Buscar

Welcome, Site. | Agent Panel | Profile | Log Out

Dashboard Settings Manage Emails Agents




Company System Tickets Tasks Agents Users Knowledgebase

Successfully updated Site Pages.

### Company Profile

\* Basic Information Site Pages Logos Login Backdrop

System Default Logo

| Client                           | Staff                            | Logo   |
|----------------------------------|----------------------------------|--|
| <input type="radio"/>            | <input type="radio"/>            |   |
| <input checked="" type="radio"/> | <input checked="" type="radio"/> |    |

Use a custom logo

Upload a new logo:  No se ha seleccionado ningún archivo.

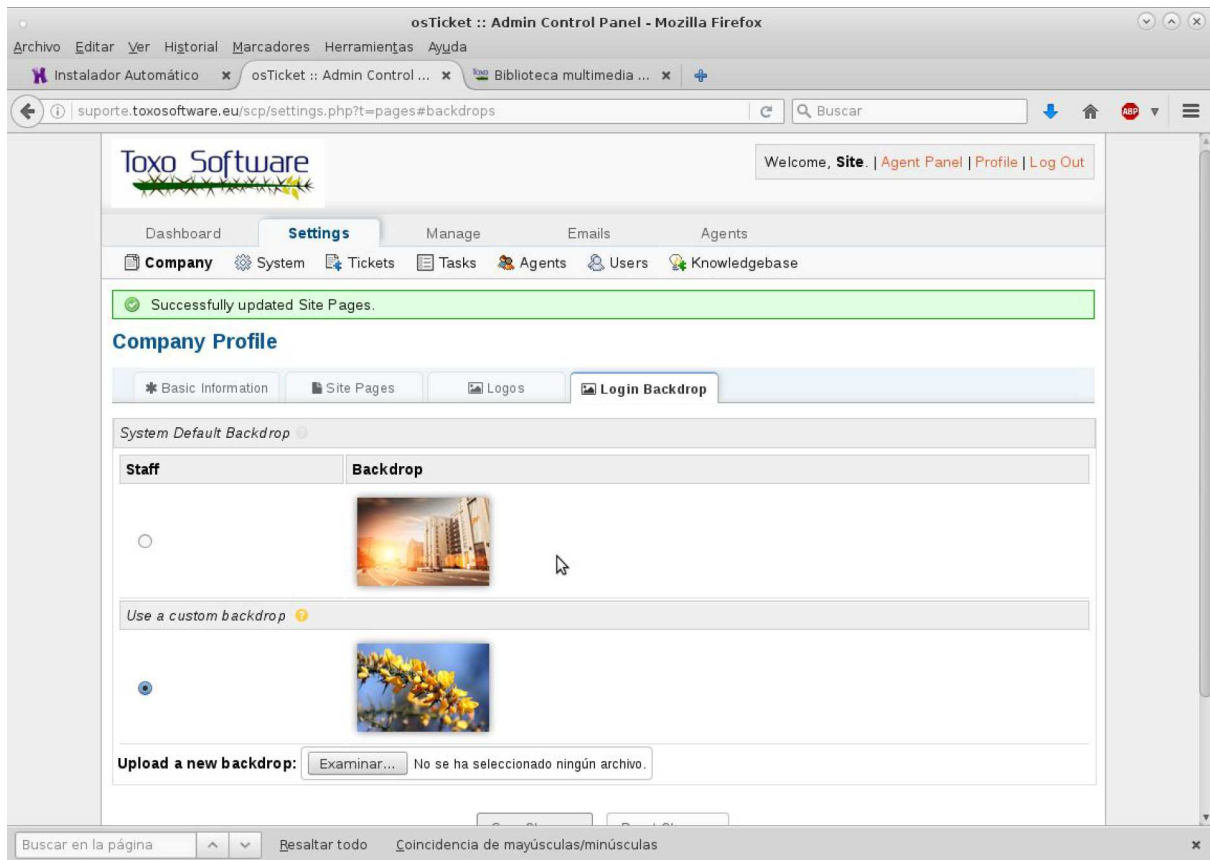
Save Changes Reset Changes

Buscar en la página Resaltar todo Coincidencia de mayúsculas/minúsculas

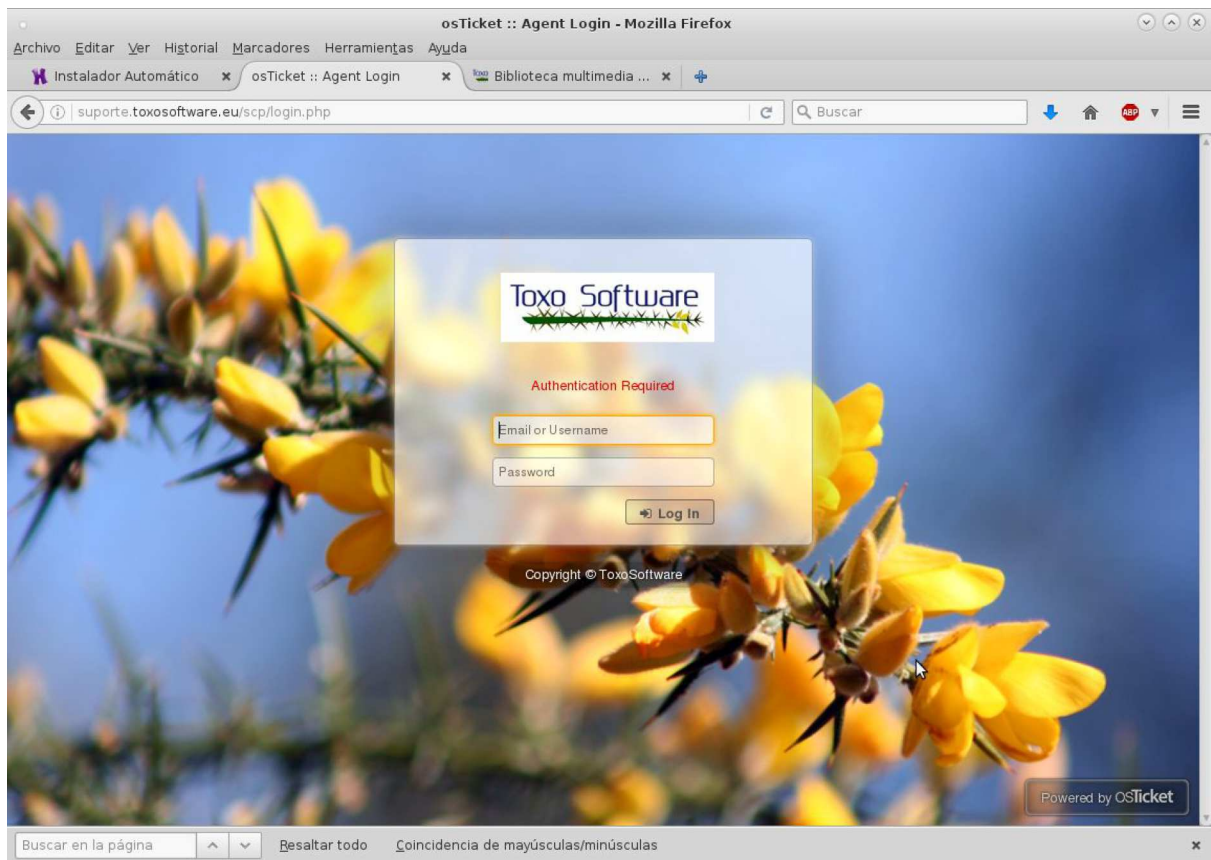
Ahora toca otro sub-apartado, esta vez el de **Login Backdrop**, esa imagen que nos aparecía al momento de que un agente quiera iniciar sesión, subimos un toxo.

The screenshot shows the 'osTicket :: Admin Control Panel' in Mozilla Firefox. The browser address bar shows 'suporte.toxosoftware.eu/scp/settings.php?t=pages#backdrops'. The page header includes the Toxo Software logo and a user greeting: 'Welcome, Site. | Agent Panel | Profile | Log Out'. The navigation menu includes 'Dashboard', 'Settings', 'Manage', 'Emails', and 'Agents'. Below the menu, there are icons for 'Company', 'System', 'Tickets', 'Tasks', 'Agents', 'Users', and 'Knowledgebase'. A green notification bar states 'Successfully updated Site Pages.' The main content area is titled 'Company Profile' and has tabs for 'Basic Information', 'Site Pages', 'Logos', and 'Login Backdrop'. Under 'System Default Backdrop', there are two sections: 'Staff' and 'Backdrop'. The 'Backdrop' section shows a preview of a cityscape image. Below the preview, there is a section 'Use a custom backdrop' with an 'Upload a new backdrop:' label, a file input field containing 'toxo.jpg', and 'Examinar...' and 'Guardar' buttons. At the bottom of the form are 'Save Changes' and 'Reset Changes' buttons. The footer contains the copyright notice: 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.' The browser's search bar at the bottom shows 'Buscar en la página' and 'Resaltar todo'.

Y lo seleccionamos para decirle que queremos ver esa imagen de ahora en adelante.  
NOTA: ojo con la caché del navegador, a veces nos juega una mala pasada y nos muestra la imagen guardada anteriormente, si no aparece, favor de vaciar la caché.



Vista actual del nuevo login.



Vista actual del nuevo Suporte.

The screenshot shows a Mozilla Firefox browser window displaying the Toxo Software Support Center. The browser's address bar shows the URL `suporte.toxosoftware.eu`. The page features the Toxo Software logo at the top left and a navigation bar with links for "Support Center Home", "Open a New Ticket", and "Check Ticket Status". A "Guest User | Sign In" link is located at the top right. The main content area is titled "Welcome to the Support Center" and includes a paragraph explaining the support ticket system. Two prominent buttons, "Open a New Ticket" (blue) and "Check Ticket Status" (green), are positioned to the right of the introductory text. At the bottom of the page, a copyright notice states "Copyright © 2017 ToxoSoftware - All rights reserved." and mentions the site is "powered by osTicket". The browser's status bar at the bottom shows search and navigation options.

Supporte - Mozilla Firefox

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

Instalador Automático x Suporte x Biblioteca multimedia ... x

suporte.toxosoftware.eu

Buscar

Guest User | Sign In

Toxo Software

Support Center Home Open a New Ticket Check Ticket Status

### Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket

Check Ticket Status

Copyright © 2017 ToxoSoftware - All rights reserved.  
powered by osTicket

Buscar en la página Resaltar todo Coincidencia de mayúsculas/minúsculas

Logueo como un usuario normal (el que hemos creado anteriormente).

The screenshot shows a Mozilla Firefox browser window titled "Soporte - Mozilla Firefox". The address bar displays "suporte.toxosoftware.eu/login.php". The page content includes the Toxo Software logo, a navigation bar with "Support Center Home", "Open a New Ticket", and "Check Ticket Status", and a "Sign in to ToxoSoftware" section. The login form contains a username field with "mario", a password field with masked characters, and a "Sign In" button. Links for "Create an account" and "I'm an agent — sign in here" are also visible. A yellow padlock icon is present on the right side of the login form. Below the form, there is a link to "open a new ticket" and a footer with copyright information and "powered by osTicket".


Guest User | [Sign In](#)

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


### Sign in to ToxoSoftware

To better serve you, we encourage our Clients to register for an account.

Not yet registered? [Create an account](#)  
I'm an agent — [sign in here](#)



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

Copyright © 2017 ToxoSoftware - All rights reserved.  
powered by 

Buscar en la página

Vista del sistema de ticket en modo usuario.

The screenshot shows the 'osTicket :: Admin Control Panel' in Mozilla Firefox. The browser address bar shows 'suporte.toxosoftware.eu/scp/logs.php'. The page header includes the Toxo Software logo and a user welcome message: 'Welcome, Site. | Agent Panel | Profile | Log Out'. The main navigation menu has tabs for 'Dashboard', 'Settings', 'Manage', 'Emails', and 'Agents'. The 'System Logs' section is active, showing a filter area with 'Between:' date pickers, a 'Log Level' dropdown set to 'All', and a 'Go!' button. Below this is a table of system logs with columns for 'Log Title', 'Log Type', 'Log Date', and 'IP Address'. A single log entry is visible: 'osTicket installed!' with a 'Debug' type, dated 'Monday, March 27, 2017 4:00 PM', and IP '185.28.20.221'. The page footer contains a search bar and copyright information: 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.'

osTicket :: Admin Control Panel - Mozilla Firefox

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

Instalador Automático x osTicket :: Admin Control ... x Biblioteca multimedia ... x

suporte.toxosoftware.eu/scp/logs.php

Buscar

Welcome, Site. | Agent Panel | Profile | Log Out

Dashboard Settings Manage Emails Agents

System Logs Information

Between: [ ] [ ] Log Level: All Go!

System Logs Delete Selected Entries

|                          | Log Title           | Log Type | Log Date                       | IP Address    |
|--------------------------|---------------------|----------|--------------------------------|---------------|
| <input type="checkbox"/> | osTicket installed! | Debug    | Monday, March 27, 2017 4:00 PM | 185.28.20.221 |

Select: All None Toggle

Page: [1]

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Buscar en la página Resaltar todo Coincidencia de mayúsculas/minúsculas

Ahora volvemos al modo agente, vamos a **Manage**, y dentro a **Help Topics**, que son aquellos tópicos preestablecidos que ayudan tanto al usuario como al técnico a identificar rápidamente el problema, creamos en este caso un tópicos para indicar que no puede acceder a su panel de administración.

The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser address bar displays `suporte.toxosoftware.eu/scp/helptopics.php?a=add`. The page header includes the Toxo Software logo and a user greeting: "Welcome, Site. | Agent Panel | Profile | Log Out". The navigation menu is set to "Manage" and includes options for Dashboard, Settings, Emails, and Agents. Below the menu, there are icons for Help Topics, Ticket Filters, SLA Plans, API Keys, Pages, Forms, Lists, and Plugins. The main content area is titled "Add New Help Topic" and contains a form with the following fields:

- Topic:** A text input field containing "Cant access to my admin pane".
- Status:** Radio buttons for "Active" (selected) and "Disabled".
- Type:** Radio buttons for "Public" (selected) and "Private/Internal".
- Parent Topic:** A dropdown menu currently showing "— Top-Level Topic —".
- Internal Notes:** A section with the text "Be liberal, they're internal" and a rich text editor below it.

At the bottom of the form, there are three buttons: "Add Topic" (highlighted in orange), "Reset", and "Cancel". The footer of the page contains a search bar with the text "Buscar en la página" and a checkbox for "Resaltar todo".



Vemos todos los tópicos que existen y creamos uno más.

The screenshot shows the 'osTicket :: Admin Control Panel' in Mozilla Firefox. The browser address bar shows 'suporte.toxosoftware.eu/scp/helptopics.php'. The page header includes the Toxo Software logo and a user welcome message: 'Welcome, Site. | Agent Panel | Profile | Log Out'. The navigation menu includes 'Dashboard', 'Settings', 'Manage' (active), 'Emails', and 'Agents'. Below the menu, there are icons for 'Help Topics', 'Ticket Filters', 'SLA Plans', 'API Keys', 'Pages', 'Forms', 'Lists', and 'Plugins'. The main content area is titled 'Help Topics' and features a table with columns: 'Help Topic', 'Status', 'Type', 'Priority', 'Department', and 'Last Updated'. The table contains five rows of help topics. Below the table, there are controls for 'Add New Help Topic', 'More', 'Sorting Mode: Alphabetically', and 'Select: All None Toggle'. The footer shows 'Page: [1]' and 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.'.

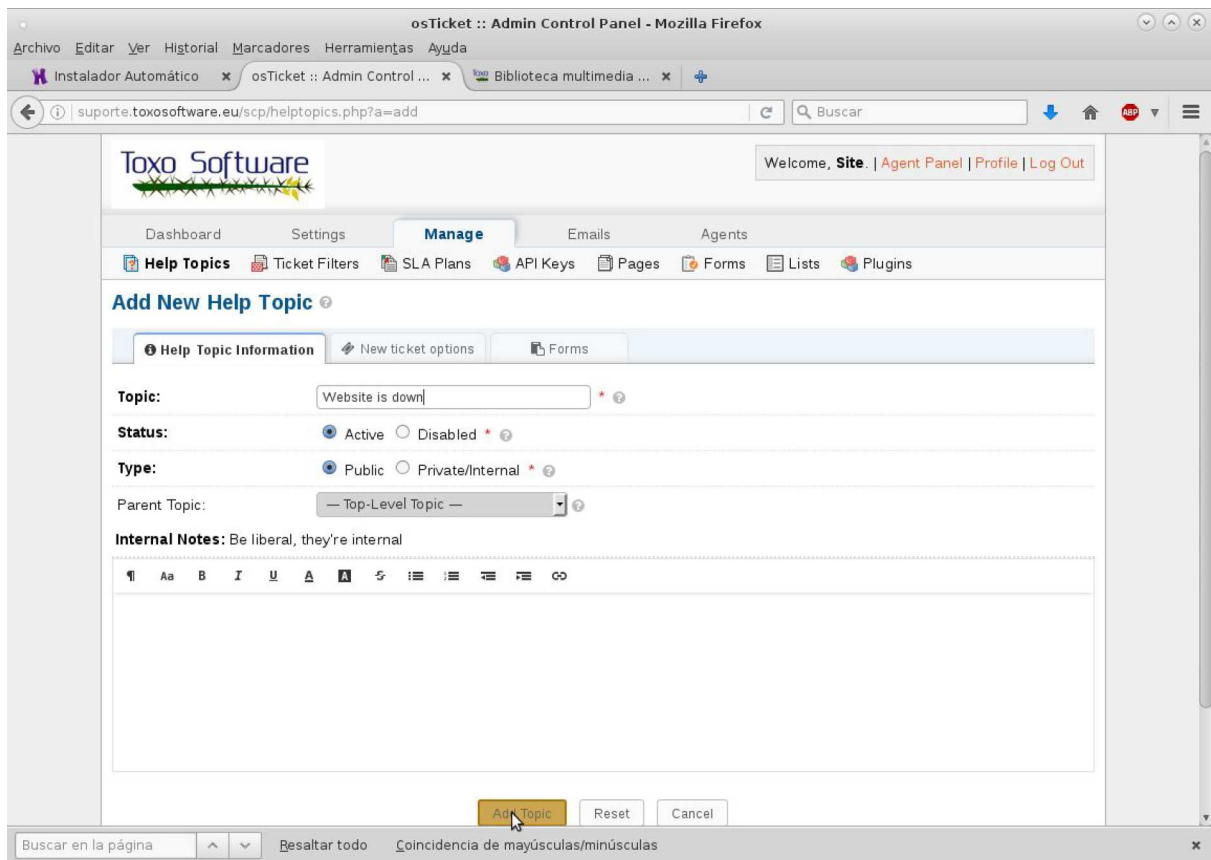
Help Topics

|                          | Help Topic                      | Status | Type   | Priority | Department  | Last Updated    |
|--------------------------|---------------------------------|--------|--------|----------|-------------|-----------------|
| <input type="checkbox"/> | Can't access to my admin panel  | Active | Public | Normal   | Support     | 3/27/17 4:17 PM |
| <input type="checkbox"/> | Feedback                        | Active | Public | Low      | Support     | 3/27/17 4:00 PM |
| <input type="checkbox"/> | General Inquiry                 | Active | Public | Normal   | Support     | 3/27/17 4:00 PM |
| <input type="checkbox"/> | Report a Problem                | Active | Public | Normal   | Maintenance | 3/27/17 4:00 PM |
| <input type="checkbox"/> | Report a Problem / Access Issue | Active | Public | High     | Support     | 3/27/17 4:00 PM |

Select: All None Toggle  
Page: [1]

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Este es para deciros que su sitio web no se vé, está caído, no funciona, etc.



Aquí todos los tópicos creados.

The screenshot shows the 'osTicket :: Admin Control Panel - Mozilla Firefox' interface. The browser address bar displays 'suporte.toxosoftware.eu/scp/helptopics.php'. The page header includes the 'Toxo Software' logo and a user welcome message: 'Welcome, Site. | Agent Panel | Profile | Log Out'. The navigation menu features 'Dashboard', 'Settings', 'Manage', 'Emails', and 'Agents'. Under the 'Manage' tab, there are links for 'Help Topics', 'Ticket Filters', 'SLA Plans', 'API Keys', 'Pages', 'Forms', 'Lists', and 'Plugins'. The 'Help Topics' section is active, showing a table of help topics with columns for 'Help Topic', 'Status', 'Type', 'Priority', 'Department', and 'Last Updated'. The table contains six entries, all with a status of 'Active' and a type of 'Public'. Below the table, there are options to 'Select: All None Toggle' and 'Page: [1]'. The footer of the page contains the copyright notice: 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.' The browser's search bar at the bottom shows 'Buscar en la página' and 'Resaltar todo'.

osTicket :: Admin Control Panel - Mozilla Firefox

suporte.toxosoftware.eu/scp/helptopics.php

Welcome, Site. | Agent Panel | Profile | Log Out

Dashboard Settings **Manage** Emails Agents

Help Topics Ticket Filters SLA Plans API Keys Pages Forms Lists Plugins

### Help Topics

Add New Help Topic More

Sorting Mode: Alphabetically

|                          | Help Topic                      | Status | Type   | Priority | Department  | Last Updated    |
|--------------------------|---------------------------------|--------|--------|----------|-------------|-----------------|
| <input type="checkbox"/> | Can't access to my admin panel  | Active | Public | Normal   | Support     | 3/27/17 4:17 PM |
| <input type="checkbox"/> | Feedback                        | Active | Public | Low      | Support     | 3/27/17 4:00 PM |
| <input type="checkbox"/> | General Inquiry                 | Active | Public | Normal   | Support     | 3/27/17 4:00 PM |
| <input type="checkbox"/> | Report a Problem                | Active | Public | Normal   | Maintenance | 3/27/17 4:00 PM |
| <input type="checkbox"/> | Report a Problem / Access Issue | Active | Public | High     | Support     | 3/27/17 4:00 PM |
| <input type="checkbox"/> | Website is down                 | Active | Public | Normal   | Support     | 3/27/17 4:18 PM |

Select: All None Toggle

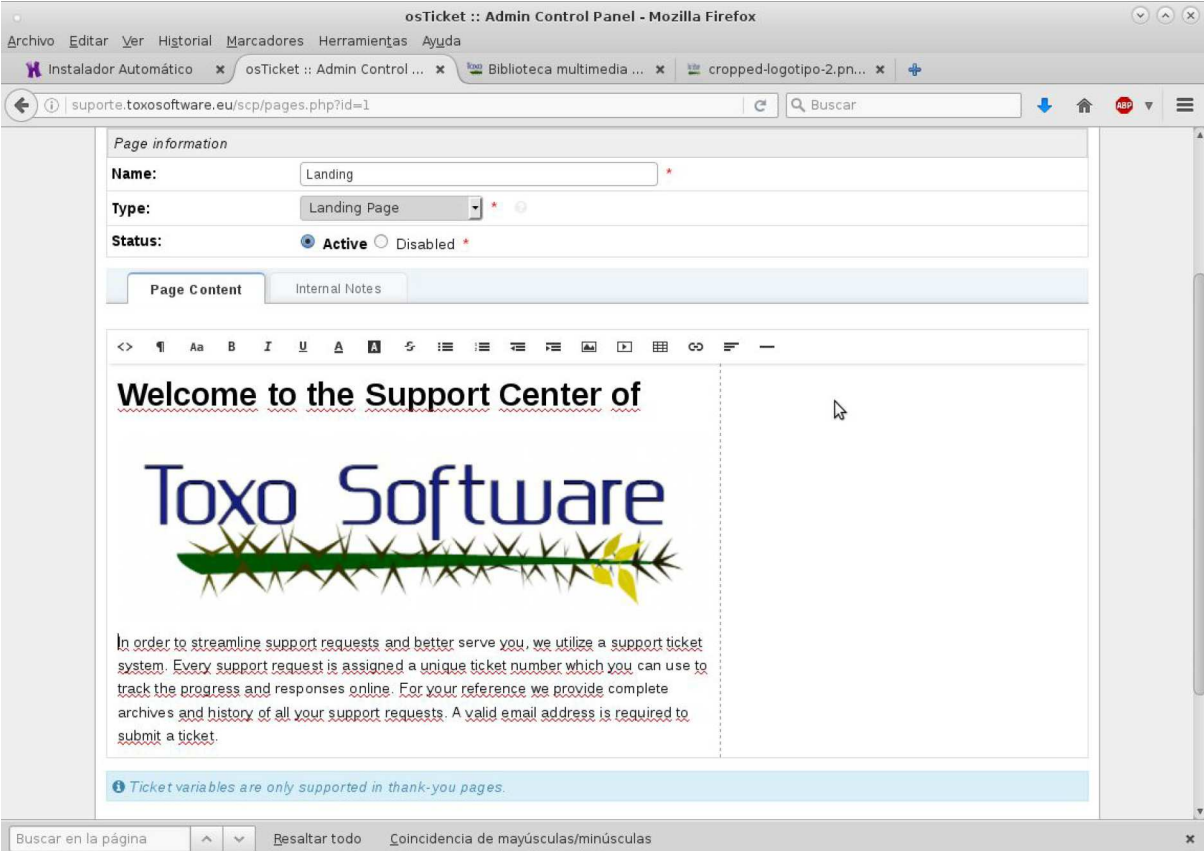
Page: [1]

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suporte.toxosoftware.eu/scp/helptopics.php

Buscar en la página Resaltar todo Coincidencia de mayúsculas/minúsculas

Aquí modificamos el apartado de las páginas, en este caso el de **Manage** → **Pages** → **Landing**, que es la 1ra página que se ve al entrar al sitio.



The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser address bar displays `suporte.toxosoftware.eu/scp/pages.php?id=1`. The page is titled "Page information" and contains the following configuration fields:

- Name:** Landing
- Type:** Landing Page
- Status:** Active (selected), Disabled

Below the configuration fields, there are two tabs: "Page Content" (selected) and "Internal Notes". The "Page Content" tab displays a rich text editor with the following content:

**Welcome to the Support Center of**

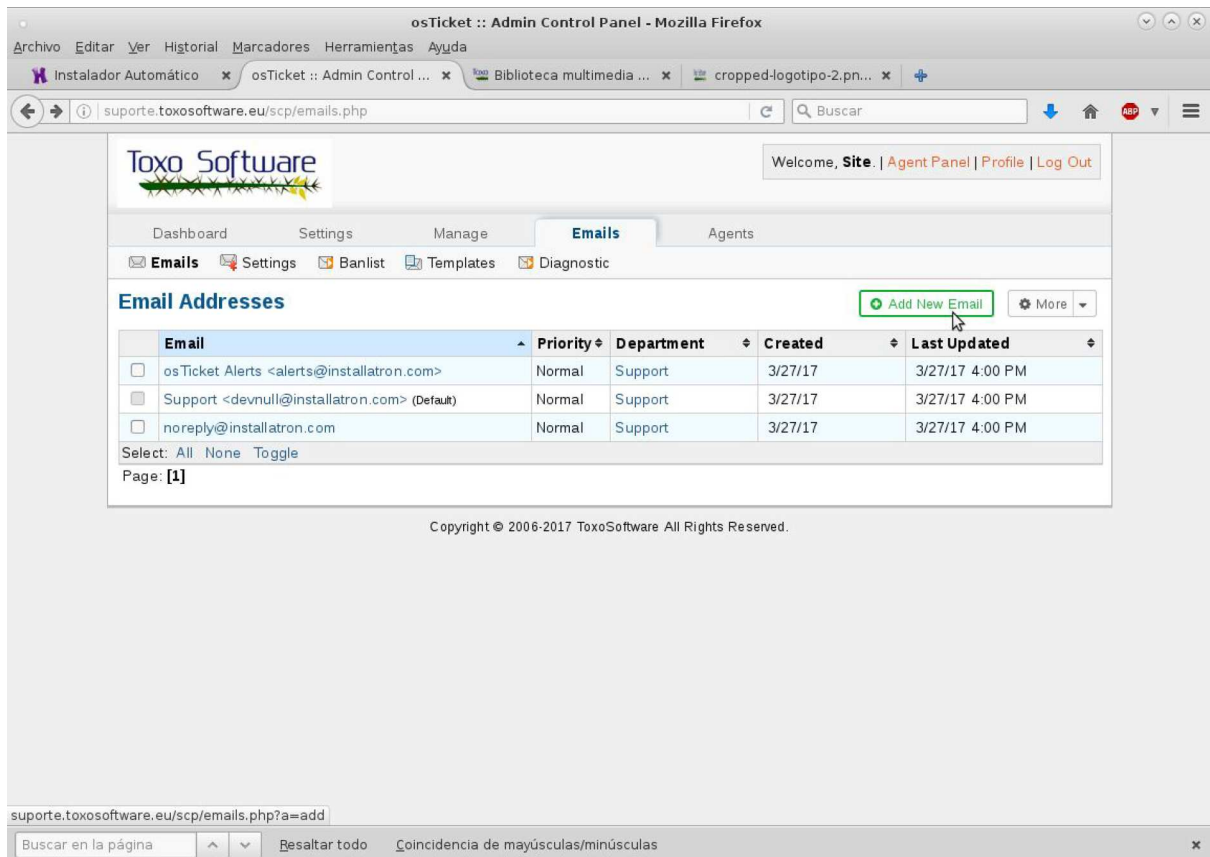
# Toxo Software

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Ticket variables are only supported in thank-you pages.

At the bottom of the page, there is a search bar with the text "Buscar en la página" and a "Resaltar todo" button.

Dentro del apartado de **Emails**, vamos a añadir uno nuevo, el de nuestro queridísimo [toxosoftware@iessanclamente.net](mailto:toxosoftware@iessanclamente.net) (que esperemos no nos vuelvan a borrar @\_@). Click en **Add New Email**.



The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The page title is "osTicket :: Admin Control Panel - Mozilla Firefox". The browser address bar shows "suporte.toxosoftware.eu/scp/emails.php". The page content includes the Toxo Software logo, a welcome message for "Site", and navigation links for "Agent Panel", "Profile", and "Log Out". The main navigation menu includes "Dashboard", "Settings", "Manage", "Emails", and "Agents". The "Emails" section is active, showing a sub-menu with "Emails", "Settings", "Banlist", "Templates", and "Diagnostic". The "Email Addresses" section features a table with columns for "Email", "Priority", "Department", "Created", and "Last Updated". A green box highlights the "Add New Email" button. Below the table, there are options to "Select: All None Toggle" and "Page: [1]". The footer contains the copyright notice "Copyright © 2006-2017 ToxoSoftware All Rights Reserved." and a search bar at the bottom.

|                          | Email  | Priority | Department | Created | Last Updated    |
|--------------------------|--|----------|------------|---------|-----------------|
| <input type="checkbox"/> | osTicket Alerts <alerts@installatron.com>    | Normal   | Support    | 3/27/17 | 3/27/17 4:00 PM |
| <input type="checkbox"/> | Support <devnull@installatron.com> (Default) | Normal   | Support    | 3/27/17 | 3/27/17 4:00 PM |
| <input type="checkbox"/> | noreply@installatron.com                     | Normal   | Support    | 3/27/17 | 3/27/17 4:00 PM |

Rellenamos los datos, ponemos usuario y contraseña, y palante.

The screenshot shows the 'Add New Email Address' form in the osTicket Admin Control Panel. The form is organized into several sections:

- Email Information and Settings:**
  - Email Address: info@toxosoftware.eu
  - Email Name: Info
- New Ticket Settings:**
  - Department: Support
  - Priority: High
  - Help Topic: Feedback
  - Auto-Response:  Disable for this Email Address
- Email Login Information:**
  - Username: info
  - Password: [masked]
- Fetching Email via IMAP or POP:**
  - Status:  Disable
  - Hostname: [empty]
  - Port Number: [empty]
  - Mail Box Protocol: -- Select protocol --
  - Fetch Frequency: 5 minutes
  - Emails Per Fetch: 10
  - Fetches Emails:  Move to folder: [empty]

The browser window title is 'osTicket :: Admin Control Panel - Mozilla Firefox'. The address bar shows 'suporte.toxosoftware.eu/scp/emails.php?a=add'. The page has a search bar at the bottom with the text 'Buscar en la página' and options for 'Resaltar todo' and 'Coincidencia de mayúsculas/minúsculas'.

Vemos de paso las **Settings** (propiedades) de los correos electrónicos (de momento todo por defecto).

The screenshot shows the 'osTicket :: Admin Control Panel - Mozilla Firefox' interface. The browser address bar displays 'suporte.toxosoftware.eu/scp/emailsettings.php'. The page title is 'Email Settings and Options'. A note at the top states: 'Note that some of the global settings can be overridden at department/email level.' The settings are organized into several sections:

- Default Template Set:** osTicket Default Template (HTML)
- Default System Email:** Support <devnull@installatron.com>
- Default Alert Email:** osTicket Alerts <alerts@installatron.com>
- Admin's Email Address:** devnull2@installatron.com
- Verify Email Addresses:**  Verify email address domain

The **Incoming Emails:** section includes:

- Email Fetching:  Enable,  Fetch on auto-cron
- Strip Quoted Reply:  Enable
- Reply Separator Tag: .. reply above this line ..
- Emailed Tickets Priority:  Enable
- Accept All Emails:  Accept email from unknown Users
- Accept Email Collaborators:  Automatically add collaborators from email fields

The **Outgoing Email:** section includes:

- Default MTA: None: Use PHP mail function
- Attachments:  Email attachments to the user

At the bottom of the settings area, there are two buttons: 'Save Changes' and 'Reset Changes'. The footer of the page contains a search bar with the text 'Buscar en la página', a 'Resaltar todo' button, and a checkbox for 'Coincidencia de mayúsculas/minúsculas'.

También tenemos direcciones bloqueadas / baneadas.

The screenshot shows the 'Admin Control Panel' for Toxo Software. The browser window title is 'osTicket :: Admin Control Panel - Mozilla Firefox'. The address bar shows 'suporte.toxosoftware.eu/scp/banlist.php'. The page header includes the Toxo Software logo and a welcome message for 'Site'. The main navigation menu has tabs for 'Dashboard', 'Settings', 'Manage', 'Emails', and 'Agents'. Under the 'Emails' tab, there are sub-links for 'Emails', 'Settings', 'Banlist', 'Templates', and 'Diagnostic'. A search bar is present above the 'Banned Email Addresses' section. The section title is 'Banned Email Addresses' with a help icon. To the right of the title are buttons for 'Ban New Email' and 'More'. Below the title is a table with the following data:

|                          | Email Address    | Ban Status | Date Added | Last Updated    |
|--------------------------|------------------|------------|------------|-----------------|
| <input type="checkbox"/> | test@example.com | Active     | 3/27/17    | 3/27/17 4:00 PM |

Below the table, there are options for 'Select: All None Toggle' and 'Page: [1]'. At the bottom of the page, there is a footer with the text 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.' and a search bar with options for 'Buscar en la página', 'Resaltar todo', and 'Coincidencia de mayúsculas/minúsculas'.



Tenemos **Templates**, que son emails preestablecidos, todos aquellos que se envían automáticamente, en nuestro caso los veremos así por arriba, luego si hubiese necesidad los modificaremos para que estén más asociados a nuestra actividad comercial.

The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The page title is "osTicket :: Admin Control Panel - Mozilla Firefox". The browser address bar shows "suporte.toxosoftware.eu/scp/templates.php". The page header includes the Toxo Software logo and a welcome message: "Welcome, Site. | Agent Panel | Profile | Log Out". The navigation menu includes "Dashboard", "Settings", "Manage", "Emails", and "Agents". The "Emails" section is active, showing "Emails", "Settings", "Banlist", "Templates", and "Diagnostic". The "Email Template Sets" section has a table with one entry: "osTicket Default Template (HTML) (System Default)". The table columns are "Name", "Status", "In-Use", "Date Added", and "Last Updated". Below the table, there are options for "Select: All None Toggle" and "Page: [1]". The footer contains the copyright notice: "Copyright © 2006-2017 ToxoSoftware All Rights Reserved." The browser status bar shows the URL "suporte.toxosoftware.eu/scp/templates.php?&&order=DESC&sort=name" and search options.

| Name  | Status | In-Use | Date Added | Last Updated    |
|---|--------|--------|------------|-----------------|
| osTicket Default Template (HTML) (System Default) | Active | Yes    | 3/27/17    | 3/27/17 4:00 PM |

osTicket :: Admin Control Panel - Mozilla Firefox

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suporte.tossoftware.eu/scp/templates.php?tpl\_id=1

Dashboard Settings Manage **Emails** Agents

Emails Settings Banlist **Templates** Diagnostic

### Update Template — osTicket Default Template (HTML)

Template information

**Name:** osTicket Default Template (HTML) \*

**Status:**  Enabled  Disabled \*

**Language:** English (United States)

**Ticket End-User Email Templates** :: Click on the title to edit.

**New Activity Notice**, Updated 3/27/17 4:00 PM  
Template used to notify collaborators on ticket activity (e.g CC on reply)

**New Message Auto-response**, Updated 3/27/17 4:00 PM  
Confirmation sent to user when a new message is appended to an existing ticket.

**New Ticket Auto-reply**, Updated 3/27/17 4:00 PM  
Canned Auto-reply sent to user on new ticket, based on filter matches. Overwrites "normal" auto-response.

**New Ticket Auto-response**, Updated 3/27/17 4:00 PM  
Autoreponse sent to user, if enabled, on new ticket.

**New Ticket Notice**, Updated 3/27/17 4:00 PM  
Notice sent to user, if enabled, on new ticket created by an agent on their behalf (e.g phone calls).

**Overlimit Notice**, Updated 3/27/17 4:00 PM  
A one-time notice sent, if enabled, when user has reached the maximum allowed open tickets.

**Response/Reply Template**, Updated 3/27/17 4:00 PM  
Template used on ticket response/reply

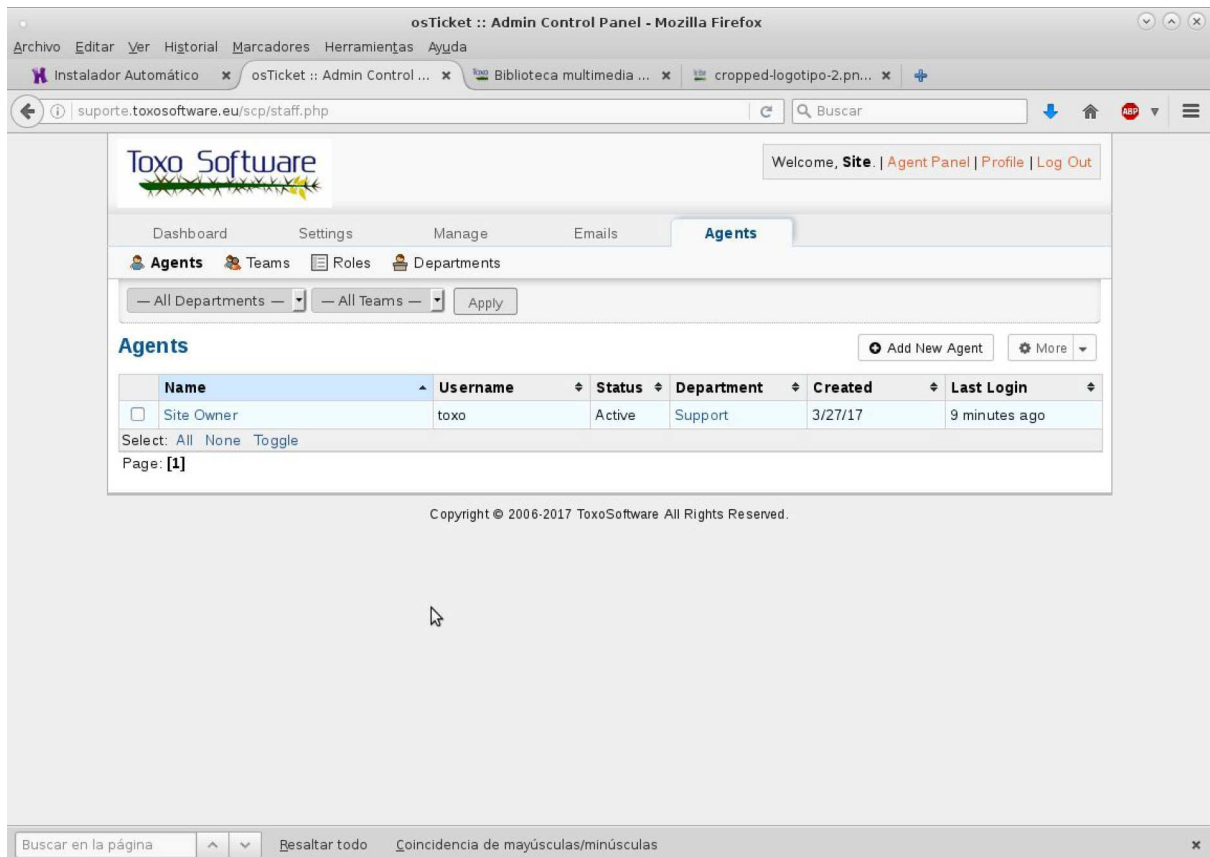
**Ticket Agent Email Templates** :: Click on the title to edit.

**Internal Activity Alert**, Updated 3/27/17 4:00 PM  
Alert sent out to Agents when internal activity such as an internal note or an agent reply is appended to a ticket.

**New Message Alert**, Updated 3/27/17 4:00 PM  
Alert sent to agents, if enabled, when user replies to an existing ticket.

Buscar en la página    Resaltar todo    Coincidencia de mayúsculas/minúsculas

Nuevo apartado, **Agents**, donde colocaremos a todos los agentes que creamos conveniente otorgarles autorización, de momento autorizaremos a uno, luego a los que hagan falta. Click en **Add New Agent**.



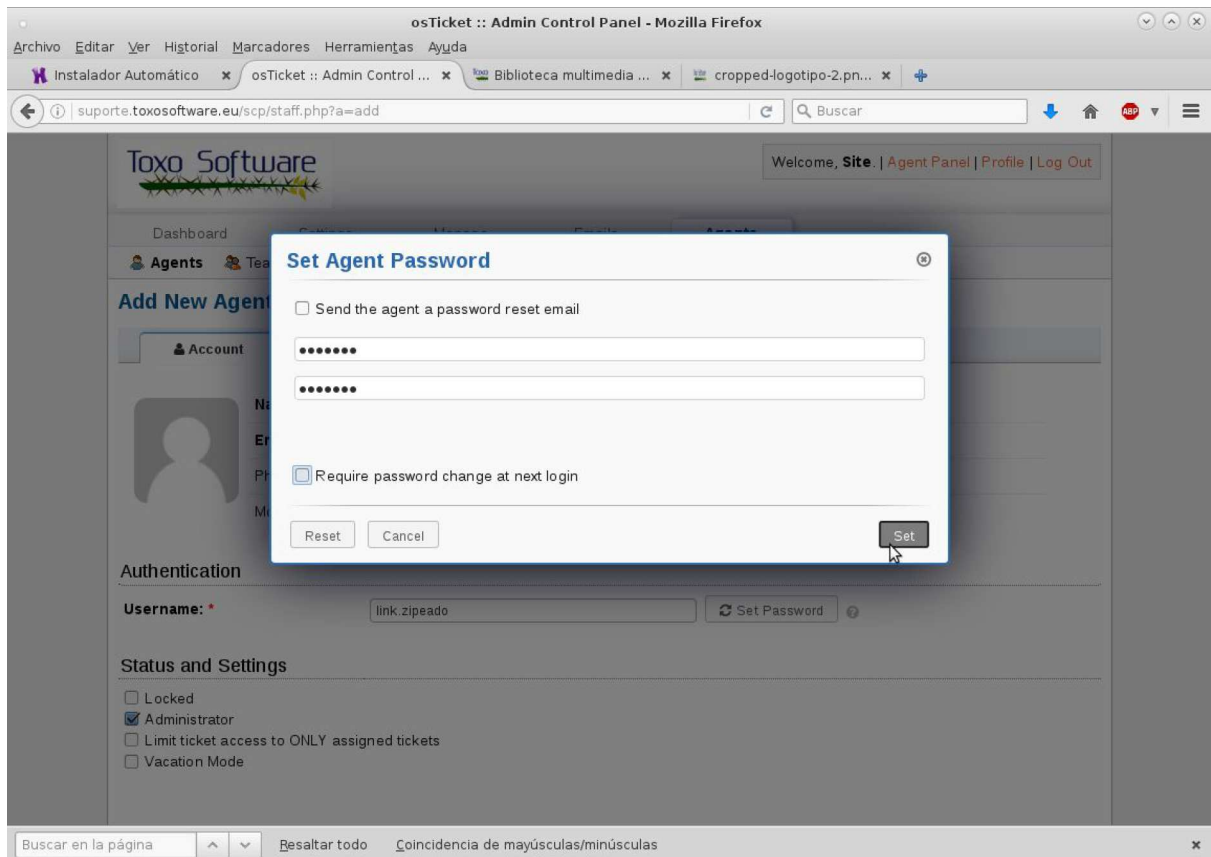
The screenshot shows the 'Admin Control Panel' for Toxo Software. The page is titled 'Agents' and features a navigation menu with options like Dashboard, Settings, Manage, Emails, and Agents. Below the navigation, there are filters for 'All Departments' and 'All Teams', and an 'Apply' button. The main content area displays a table of agents with columns for Name, Username, Status, Department, Created, and Last Login. A single agent is listed: 'Site Owner' with username 'toxo', status 'Active', department 'Support', created on '3/27/17', and last login '9 minutes ago'. There is an 'Add New Agent' button and a 'More' dropdown menu. The footer contains a search bar and copyright information: 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.'

|                          | Name       | Username | Status | Department | Created | Last Login    |
|--------------------------|------------|----------|--------|------------|---------|---------------|
| <input type="checkbox"/> | Site Owner | toxo     | Active | Support    | 3/27/17 | 9 minutes ago |

Rellenamos los campos obligatorios, indicamos el **Status...** y le damos a **Set Password**

The screenshot shows the 'Add New Agent' page in the Toxo Software Admin Control Panel. The page is titled 'Add New Agent' and has a sub-tab 'Account'. The form includes fields for Name (Mario Marcelo Michelotti Pan), Email Address (link.zipeado@gmail.com), Phone Number, and Mobile Number. Under the 'Authentication' section, the 'Username' field is empty, and the 'Password' field is highlighted with a red box. A 'Set Password' button is located to the right of the password field. Below the password field, there is a 'Status and Settings' section with checkboxes for 'Locked', 'Administrator' (checked), 'Limit ticket access to ONLY assigned tickets', and 'Vacation Mode'. The browser's address bar shows the URL 'suporte.toxosoftware.eu/scp/staff.php?a=add'.

Destildamos la opción para que nos mande un correo electrónico, pues le daremos de alta ahora mismo.



Click en **Create**.

osTicket :: Admin Control Panel - Mozilla Firefox

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suporte.toxosoftware.eu/scp/staff.php?a=add

Buscar

### Authentication

**Username:**

### Status and Settings

Locked  
 Administrator  
 Limit ticket access to ONLY assigned tickets  
 Vacation Mode

**Internal Notes:** Be liberal, they're internal

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Buscar en la página ^ v Resaltar todo Coincidencia de mayúsculas/minúsculas x

Como podemos observar, nos quedaron cosas sin rellenar, vamos al siguiente apartado, **Access**, y le indicamos qué Departamento y qué rol tiene.

osTicket :: Admin Control Panel - Mozilla Firefox

suporte.toxosoftware.eu/scp/staff.php?#access

Welcome, Site. | Agent Panel | Profile | Log Out

Dashboard Settings Manage Emails Agents

Agents Teams Roles Departments

Unable to add this agent. Correct any errors below and try again.

### Add New Agent

Account Access Permissions Teams

**Access**  
Select the departments the agent is allowed to access and the corresponding effective role.

**Primary Department \***

Support All Access  Fall back to primary role on assignments  
Department is required Role for primary department is required

**Extended Access**

Maintenance Add

Create Reset Cancel

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Buscar en la página Resaltar todo Coincidencia de mayúsculas/minúsculas

Click en **Create** y ahora sí nos lo creó, de paso vemos el resto de sub-apartados.

The screenshot shows the 'Admin Control Panel' of Toxo Software in a Mozilla Firefox browser. The page title is 'osTicket :: Admin Control Panel - Mozilla Firefox'. The browser's address bar shows 'suporte.toxosoftware.eu/scp/staff.php?#permissions'. The page features a navigation menu with 'Agents' selected. A green notification bar at the top states 'Successfully added Mario Marcelo.' Below this, the 'Manage Agent' section for 'Mario Marcelo Michelotti Pan' is active, with the 'Permissions' sub-tab selected. The permissions list includes: 'Create' (checked), 'Edit' (checked), 'Delete' (checked), 'Manage Account' (checked), and 'User Directory' (checked). At the bottom of the permissions section are buttons for 'Save Changes', 'Reset', and 'Cancel'. The footer contains the copyright notice 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.' and a search bar at the very bottom.



osTicket :: Admin Control Panel - Mozilla Firefox

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suporte.toxosoftware.eu/scp/staff.php?#teams

Buscar

>Welcome, Site. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

**Agents** Teams Roles Departments

Successfully added Mario Marcelo.

**Manage Agent** — Mario Marcelo Michelotti Pan

Account Access Permissions **Teams**

**Assigned Teams**  
Agent will have access to tickets assigned to a team they belong to regardless of the ticket's department. Alerts can be enabled for each associated team.

Level 1 Support Add

Save Changes Reset Cancel

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Buscar en la página Resaltar todo Coincidencia de mayúsculas/minúsculas

Siguiente apartado dentro de **Agents**, este se llama **Roles**, como no necesitamos más roles que el de control total, veremos qué hay dentro.

The screenshot shows the 'Roles' management page in the Toxo Software Admin Control Panel. The page is accessed via the URL 'suporte.toxosoftware.eu/scp/roles.php'. The interface includes a navigation menu with 'Agents', 'Teams', 'Roles', and 'Departments'. The 'Roles' section contains a table with the following data:

|                          | Name            | Status | Created On | Last Updated    |
|--------------------------|-----------------|--------|------------|-----------------|
| <input type="checkbox"/> | All Access      | Active | 3/27/17    | 3/27/17 4:00 PM |
| <input type="checkbox"/> | Expanded Access | Active | 3/27/17    | 3/27/17 4:00 PM |
| <input type="checkbox"/> | Limited Access  | Active | 3/27/17    | 3/27/17 4:00 PM |
| <input type="checkbox"/> | View only       | Active | 3/27/17    | 3/27/17 4:00 PM |

Below the table, there are options to 'Select: All None Toggle' and 'Page: [1]'. The footer of the page contains the copyright notice: 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.'

osTicket :: Admin Control Panel - Mozilla Firefox

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suporte.toxosoftware.eu/scp/roles.php?id=1#permissions

Buscar

Toxo Software

Welcome, Site. | [Agent Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Settings Manage Emails **Agents**

Agents Teams Roles Departments

### Update Role — All Access

Definition Permissions

Tickets Tasks Knowledgebase

- Create — Ability to open tickets on behalf of users
- Edit — Ability to edit tickets
- Assign — Ability to assign tickets to agents or teams
- Transfer — Ability to transfer tickets between departments
- Post Reply — Ability to post a ticket reply
- Close — Ability to close tickets
- Delete — Ability to delete tickets
- Edit Thread — Ability to edit thread items of other agents

Save Changes Reset Cancel

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Buscar en la página ^ v Resaltar todo Coincidencia de mayúsculas/minúsculas

Siguiente sección dentro de **Agents**, se llama **Departaments**, idem al anterior, no necesitamos más que el de soporte, así que veremos qué hay dentro.

The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser address bar shows the URL: `suporte.toxosoftware.eu/scp/departments.php`. The page header includes the Toxo Software logo and a welcome message: "Welcome, Site. | Agent Panel | Profile | Log Out".

The navigation menu includes: Dashboard, Settings, Manage, Emails, and Agents. Under the Agents menu, there are links for Agents, Teams, Roles, and Departments. The Departments section is currently active.

At the top right of the Departments section, there are two buttons: "Add New Department" and "More".

|                          | Name              | Type   | Agents | Email Address                      | Manager |
|--------------------------|-------------------|--------|--------|------------------------------------|---------|
| <input type="checkbox"/> | Maintenance       | Public | 0      | Support <devnull@installatron.com> |         |
| <input type="checkbox"/> | Sales             | Public | 0      | Support <devnull@installatron.com> |         |
| <input type="checkbox"/> | Support (Default) | Public | 2      | Support <devnull@installatron.com> |         |

Below the table, there are options: "Select: All None Toggle" and "Page: [1]".

At the bottom of the page, there is a footer: "Copyright © 2006-2017 ToxoSoftware All Rights Reserved." and a search bar with the text "Buscar en la página".

osTicket :: Admin Control Panel - Mozilla Firefox

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

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suporte.tossoftware.eu/scp/departments.php?a=add

Settings Access

**Department Information**

Parent: -- Top-Level Department --

Name:

Type:  Public  Private (Internal)

SLA: -- System Default --

Manager: -- None --

Ticket Assignment:  Restrict ticket assignment to department members

Claim on Response:  Disable auto claim

**Outgoing Email Settings:**

Outgoing Email: -- System Default --

Template Set: -- System Default --

**Autoresponder Settings:**

New Ticket:  Disable for this Department

New Message:  Disable for this Department

Auto-Response Email: -- Department Email --

**Alerts and Notices:**

Recipients: Department and extended access members

**Department Signature:**

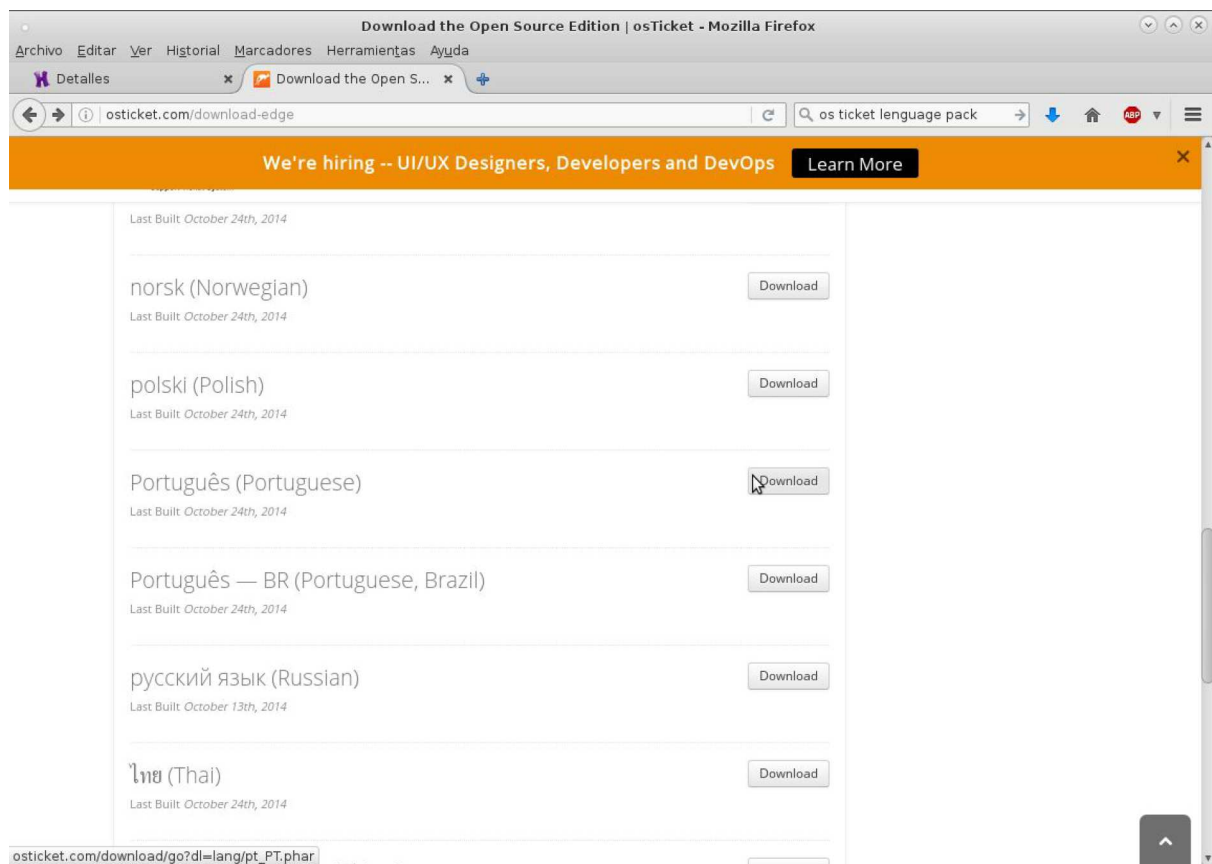
Aa B I U A [Icons]

Buscar en la página ^ v Resaltar todo Coincidencia de mayúsculas/minúsculas

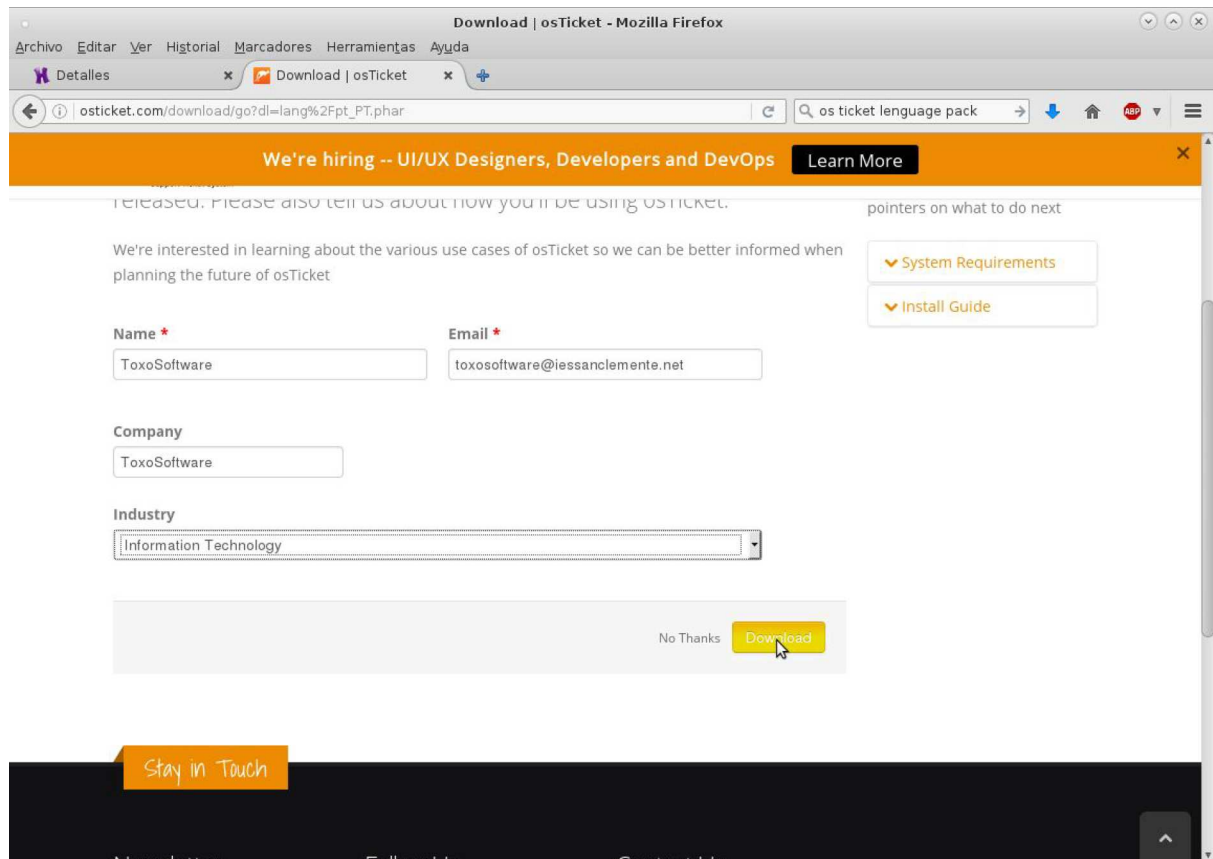
# Añadir Idiomas

Para cambiar o añadir otro idioma, tenemos que descargar las extensiones desde la página de OS-Ticket, en concreto de: [osticket.com/download-edge](http://osticket.com/download-edge), y dirigirnos al apartado de “Languages Pack”, clicar el/los lenguajes que queramos instalar y luego subirlos al directorio **include/i18n** de donde instalamos el sistema. Sigamos las capturas:

Pinchar en download del pack que queremos descargar.



Cubrir los campos que nos piden, es más que nada a nivel informativo y para estadísticas de ellos, es totalmente gratuito y no nos llega spam innecesario.



Abrimos el navegador ftp del Hostinger, y navegamos hasta la carpeta **include/i18n**, dentro subimos los paquetes que descargamos antes.

net2ftp a web based FTP client

toxosoftware.eu

/public\_html/suporte/include/i18n

Directory Tree: [root](#) / [public\\_html](#) / [suporte](#) / [include](#) / [i18n](#)

Language: English

Skin: Shinra

New dir New file Upload Java Upload Install Advanced Transform selected entries: Copy Move Delete Rename Chmod Download Zip Unzip Size Search

| All                      | Name      | Type       | Size  | Owner     | Group      | Perms   | Mod Time     | Actions  |
|--------------------------|-----------|------------|-------|-----------|------------|---------|--------------|--|
|                          | Up..      |            |       |           |            |         |              |  |
| <input type="checkbox"/> | en_US     | Directory  | 4096  | 245442784 | u245442784 | rx-xr-x | Mar 27 16:00 |  |
| <input type="checkbox"/> | README.md | MD File    | 1076  | 245442784 | u245442784 | -r--r-- | Nov 1 22:36  | <a href="#">View</a> <a href="#">Edit</a> <a href="#">Open</a> |
| <input type="checkbox"/> | langs.php | PHP script | 20586 | 245442784 | u245442784 | -r--r-- | Nov 1 22:36  | <a href="#">View</a> <a href="#">Edit</a> <a href="#">Open</a> |

Directories: 1  
Files: 2 / 21.15 kB  
Symlinks: 0  
Unrecognized FTP output: 0

Powered by net2ftp on a template designed by Luiszuno



net2ftp - a web based FTP client - Mozilla Firefox

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

Detalles x Download the Open S... x net2ftp - a web based... x

file-manager.hostinger.es/6/index.php

os ticket language pack

toxosoftware.eu

## Upload files and archives

Upload to directory:

**Files**  
Files entered here will be transferred to the FTP server.

**Archives (zip, tar, tgz, gz)**  
Archives entered here will be decompressed, and the files inside will be transferred to the FTP server.

|  |                                       |  |                                       |
|--|---------------------------------------|--|---------------------------------------|
| <input type="button" value="Examinar..."/> | es_ES.phar                            | <input type="button" value="Examinar..."/> | No se ha seleccionado ningún archivo. |
| <input type="button" value="Examinar..."/> | pt_PT.phar                            | <input type="button" value="Add another"/> |                                       |
| <input type="button" value="Examinar..."/> | No se ha seleccionado ningún archivo. |  |                                       |
| <input type="button" value="Add other"/>   |                                       |  |                                       |

Restrictions:  
The maximum size of one file is restricted by net2ftp to **9.54 MB** and by PHP to **100 MB**  
The maximum execution time is **3000 seconds**  
The FTP transfer mode (ASCII or BINARY) will be automatically determined, based on the filename extension  
If the destination file already exists, it will be overwritten

javascript:document.forms['UploadForm'].submit();

Powered by net2ftp on a template designed by Luiszuno



net2ftp - a web based FTP client - Mozilla Firefox

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Detalles x Download the Open S... x net2ftp - a web based... x




file-manager.hostinger.es/6/index.php

## Upload more files and archives

**Checking files:**  
File **es\_ES.phar** is OK  
File **pt\_PT.phar** is OK

**Transferring files to the FTP server:**  
File **es\_ES.phar** has been transferred to the FTP server using FTP mode **FTP\_BINARY**  
File **pt\_PT.phar** has been transferred to the FTP server using FTP mode **FTP\_BINARY**

  Upload to directory:  

**Files**  
Files entered here will be transferred to the FTP server.

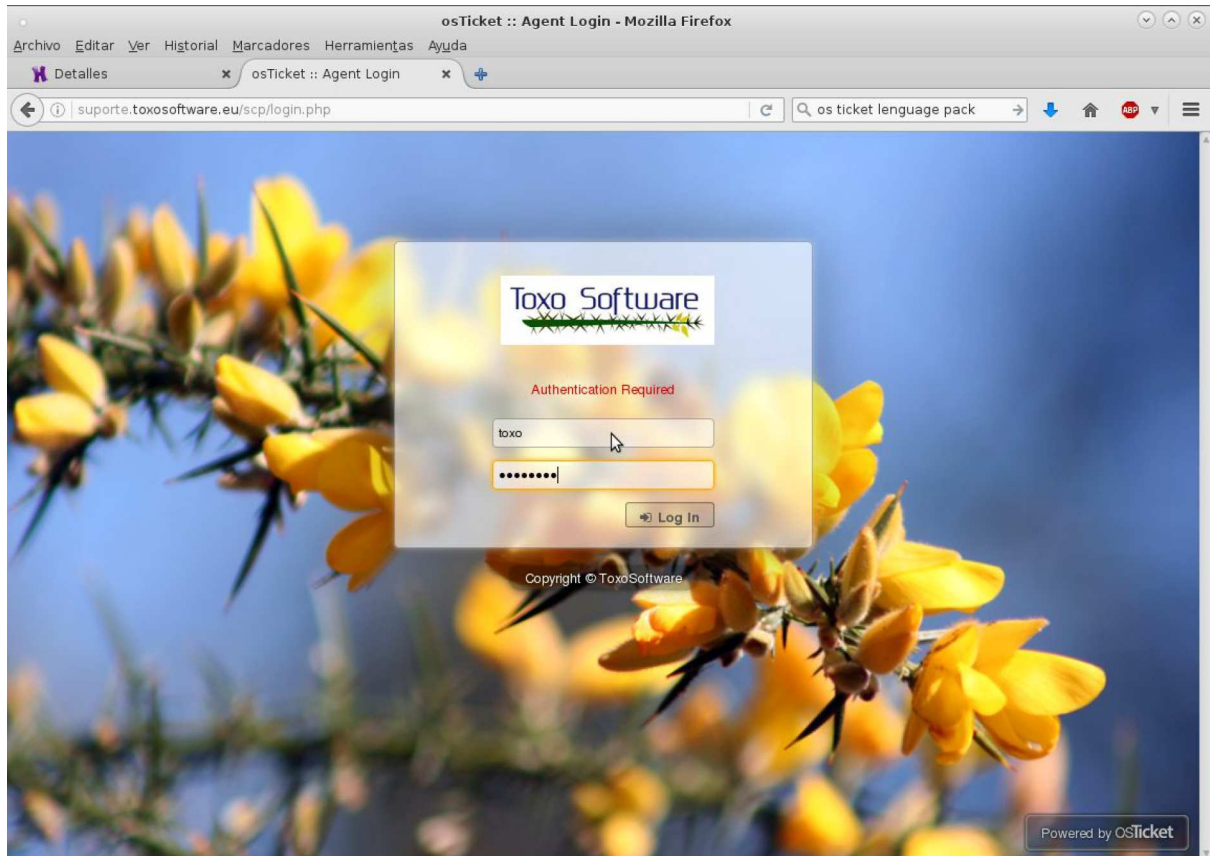
**Archives (zip, tar, tgz, gz)**  
Archives entered here will be decompressed, and the files inside will be transferred to the FTP server.

No se ha seleccionado ningún archivo.

No se ha seleccionado ningún archivo.

Restrictions:  
The maximum size of one file is restricted by net2ftp to **9.54 MB** and by PHP to **100 MB**  
The maximum execution time is **3000 seconds**  
The FTP transfer mode (ASCII or BINARY) will be automatically determined, based on the filename extension  
If the destination file already exists, it will be overwritten

Accedemos a nuestro sistema Os-Ticket y vamos por la puerta de atrás, donde los agentes, y pasamos a la parte de **Admin Panel**, dentro vamos al apartado **Settings** → **System**, y buscamos donde dice **System Languages**, veremos 2 combos: **Primary y Secondary**, dentro del Secondary, podremos añadir los lenguajes que subimos al sistema en el paso anterior.



osTicket :: Admin Control Panel - Mozilla Firefox

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

Detalles x osTicket :: Admin Control ... x

suporte.toxosoftware.eu/scp/settings.php?t=system os ticket language pack

**Default Department:** Support

Collision Avoidance Duration: 3 minutes

Default Page Size: 25

Default Log Level: WARN

Purge Logs: After 12 months

Show Avatars:  Show Avatars on thread view.

Enable Rich Text:  Enable html in thread entries and email correspondence.

**Date and Time Options**

**Default Locale:** Use Language Preference

**Default Time Zone:** Europe / Berlin Auto Detect

**Date and Time Format:** Locale Defaults

**System Languages**

Primary Language: English (United States)

Secondary Languages: — Add a Language —

**Attachments Storage and Settings**

Store Attachments: In the database

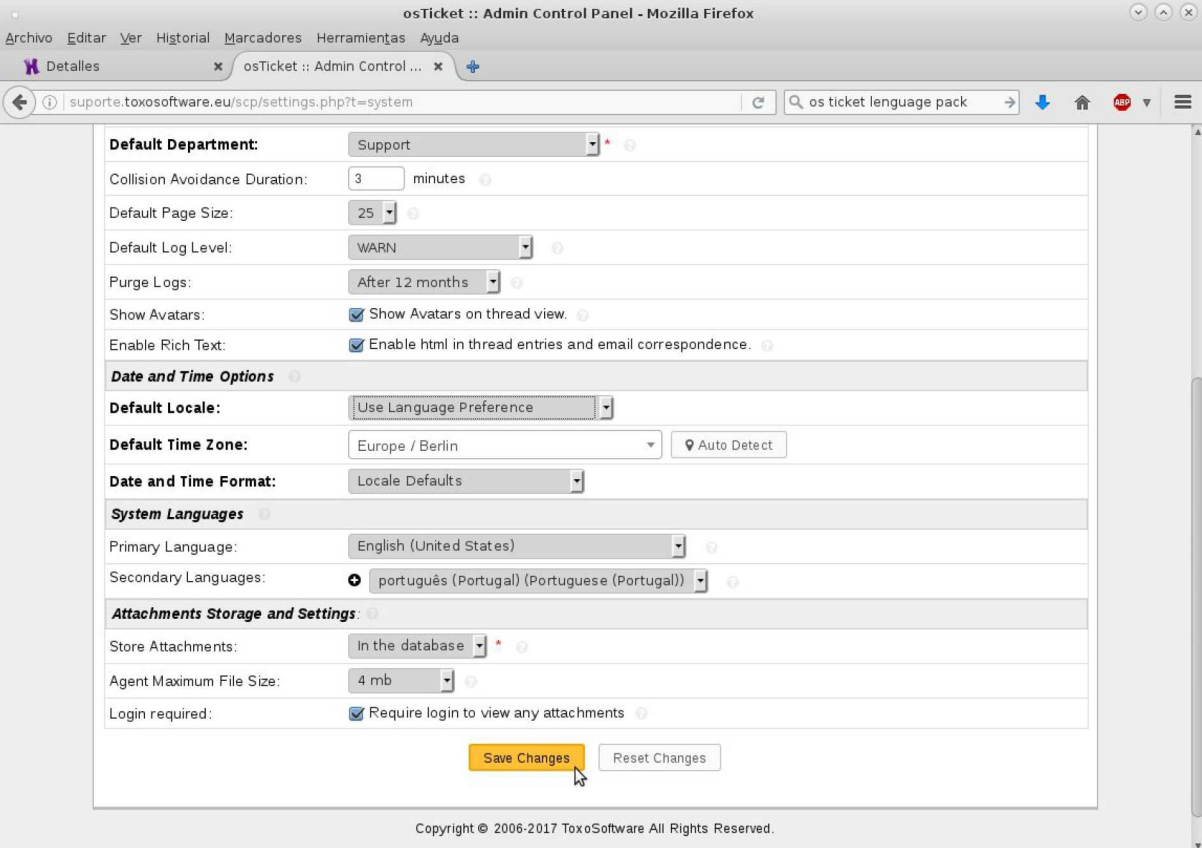
Agent Maximum File Size: 4 mb

Login required:  Require login to view any attachments

Save Changes Reset Changes

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Abrimos el combo y seleccionamos el idioma **portugués** (en este caso voy a instalar el español también), y le damos a **Save Changes**.



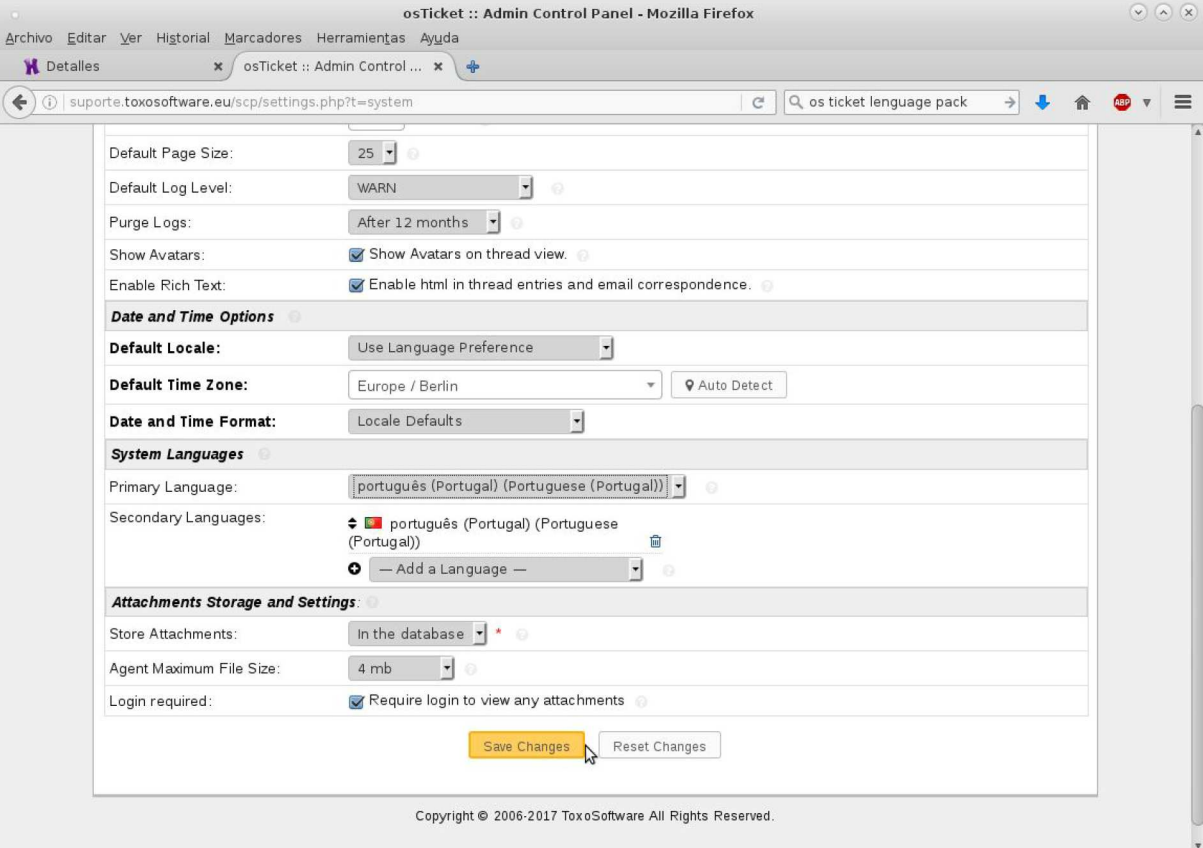
The screenshot shows the 'osTicket :: Admin Control Panel - Mozilla Firefox' window. The browser address bar displays 'suporte.toxosoftware.eu/scp/settings.php?t=system'. The page content is organized into several sections:

- Default Department:** Support
- Collision Avoidance Duration:** 3 minutes
- Default Page Size:** 25
- Default Log Level:** WARN
- Purge Logs:** After 12 months
- Show Avatars:**  Show Avatars on thread view.
- Enable Rich Text:**  Enable html in thread entries and email correspondence.
- Date and Time Options**
  - Default Locale:** Use Language Preference
  - Default Time Zone:** Europe / Berlin (with an 'Auto Detect' button)
  - Date and Time Format:** Locale Defaults
- System Languages**
  - Primary Language:** English (United States)
  - Secondary Languages:**  português (Portugal) (Portuguese (Portugal))
- Attachments Storage and Settings**
  - Store Attachments:** In the database
  - Agent Maximum File Size:** 4 mb
  - Login required:**  Require login to view any attachments

At the bottom of the settings area, there are two buttons: 'Save Changes' (highlighted in yellow) and 'Reset Changes'. A mouse cursor is pointing at the 'Save Changes' button.

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Como vemos a continuación, nos duplica los lenguajes, así que luego de añadir dos más (español e inglés), elegiremos al portugués como primario y al resto como secundario.



The screenshot shows the 'osTicket :: Admin Control Panel - Mozilla Firefox' interface. The browser address bar displays 'suporte.toxosoftware.eu/scp/settings.php?t=system'. The page contains several configuration sections:

- Default Page Size:** 25
- Default Log Level:** WARN
- Purge Logs:** After 12 months
- Show Avatars:**  Show Avatars on thread view.
- Enable Rich Text:**  Enable html in thread entries and email correspondence.
- Date and Time Options:**
  - Default Locale:** Use Language Preference
  - Default Time Zone:** Europe / Berlin (with an 'Auto Detect' button)
  - Date and Time Format:** Locale Defaults
- System Languages:**
  - Primary Language:** português (Portugal) (Portuguese (Portugal))
  - Secondary Languages:** português (Portugal) (Portuguese (Portugal)) (with a trash icon), and an 'Add a Language' button.
- Attachments Storage and Settings:**
  - Store Attachments:** In the database
  - Agent Maximum File Size:** 4 mb
  - Login required:**  Require login to view any attachments

At the bottom of the settings area, there are two buttons: 'Save Changes' (highlighted in yellow) and 'Reset Changes'. The footer of the page reads 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.'

osTicket: painel de controlo de administração - Mozilla Firefox

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

Detalles x osTicket: painel de contr... x

suporte.tossoftware.eu/scp/settings.php?t=system os ticket language pack

colisão: minutos

Tamanho de página padrão: 25

Nível de Log padrão: AVISAR

Limpar Logs: Após 12 meses

Mostrar Avatares:  Mostrar Avatares na modo de vista por tópicos.

Activar Rich Text:  Activar html em artigos dos tópicos e correspondência do email.

**Opções de hora e data**

Local Padrão: português (Portugal)

Fuso horário padrão: Europe / Berlin Detectar automaticamente

Formato de data e hora: Predefinidos da Localização

**Línguas do sistema**

Idioma primário: português (Portugal)

Idiomas Secundários: português (Portugal) español (España) (espanhol (Espanha))

— Adicionar Idioma —

**Definições de armazenamento de anexos**

Armazenar anexos: In the database

Tamanho máximo do ficheiro dos Agentes: 4 mb

Login required:  Require login to view any attachments

Guardar alterações Repor alterações

osTicket: painel de controlo de administração - Mozilla Firefox

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

Detalles x osTicket: painel de contr... x

suporte.toxosoftware.eu/scp/settings.php?t=system os ticket language pack

colisão: minutos

Tamanho de página padrão: 25

Nível de Log padrão: AVISAR

Limpar Logs: Após 12 meses

Mostrar Avatares:  Mostrar Avatares na modo de vista por tópicos.

Activar Rich Text:  Activar html em artigos dos tópicos e correspondência do email.

**Opções de hora e data**

Local Padrão: português (Portugal)

Fuso horário padrão: Europe / Berlin Detectar automaticamente

Formato de data e hora: Predefinidos da Localização

**Línguas do sistema**

Idioma primário: português (Portugal)

Idiomas Secundários:  español (España) (español (Espanha))  English (United States) (Inglês (Estados Unidos))

**Definições de armazenamento de anexos**

Armazenar anexos: In the database \*

Tamanho máximo do ficheiro dos Agentes: 4 mb

Login required:  Require login to view any attachments

Guardar alterações Repor alterações

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Y... Vemos cómo queda con los 3 idiomas, el portugués como principal y el español e inglés como secundarios.

The screenshot shows the 'osTicket: painel de controlo de administração - Mozilla Firefox' interface. The browser address bar displays 'suporte.toxosoftware.eu/scp/settings.php?t=system'. The settings are organized into several sections:

- Nível de Log padrão:** AVISAR
- Limpar Logs:** Após 12 meses
- Mostrar Avatares:**  Mostrar Avatares na modo de vista por tópicos.
- Activar Rich Text:**  Activar html em artigos dos tópicos e correspondência do email.
- Opções de hora e data**
  - Local Padrão:** português (Portugal)
  - Fuso horário padrão:** Europe / Berlin (with a 'Detectar automaticamente' button)
  - Formato de data e hora:** Predefinidos da Localização
- Línguas do sistema**
  - Idioma primário:** português (Portugal)
  - Idiomas Secundários:** A list containing 'español (Espanña) (espanhol (Espanha))' and 'English (United States) (Inglês (Estados Unidos))', each with a trash icon. Below the list is an 'Adicionar Idioma' button.
- Definições de armazenamento de anexos**
  - Armazenar anexos:** In the database
  - Tamanho máximo do ficheiro dos Agentes:** 4 mb
  - Login required:**  Require login to view any attachments

At the bottom of the settings area are two buttons: 'Guardar alterações' and 'Repor alterações'. The footer of the page reads 'Copyright © 2006-2017 ToxoSoftware All Rights Reserved.'

Como vemos, si accedemos a la página principal de soporte y clicamos en la bandera portuguesa, nos traduce los enlaces y botones esenciales para podernos manejar dentro del sistema.



The screenshot shows a Mozilla Firefox browser window with the URL `suporte.toxosoftware.eu/index.php?lang=pt_PT`. The page is titled "Suporte - Toxo Software" and is in Portuguese. The header includes the Toxo Software logo, a user status of "Convidado" (Guest), and a link to "Iniciar sessão" (Log in). A navigation bar contains links for "Início" (Home), "Abrir um Novo Pedido" (Open a New Request), and "Verificar Estado Pedido" (Check Request Status). The main content area features a large "Welcome to the Support Center of Toxo Software" message, followed by a paragraph explaining the support ticket system. Two prominent buttons are visible: "Abrir um Novo Pedido" (blue) and "Verificar Estado Pedido" (green). The footer contains copyright information for 2017 ToxoSoftware and a note that the system is powered by oSticket.

suporte.toxosoftware.eu/index.php?lang=pt\_PT

Convidado | Iniciar sessão

Inicio Abrir um Novo Pedido Verificar Estado Pedido

Welcome to the Support Center of

# Toxo Software

Abrir um Novo Pedido

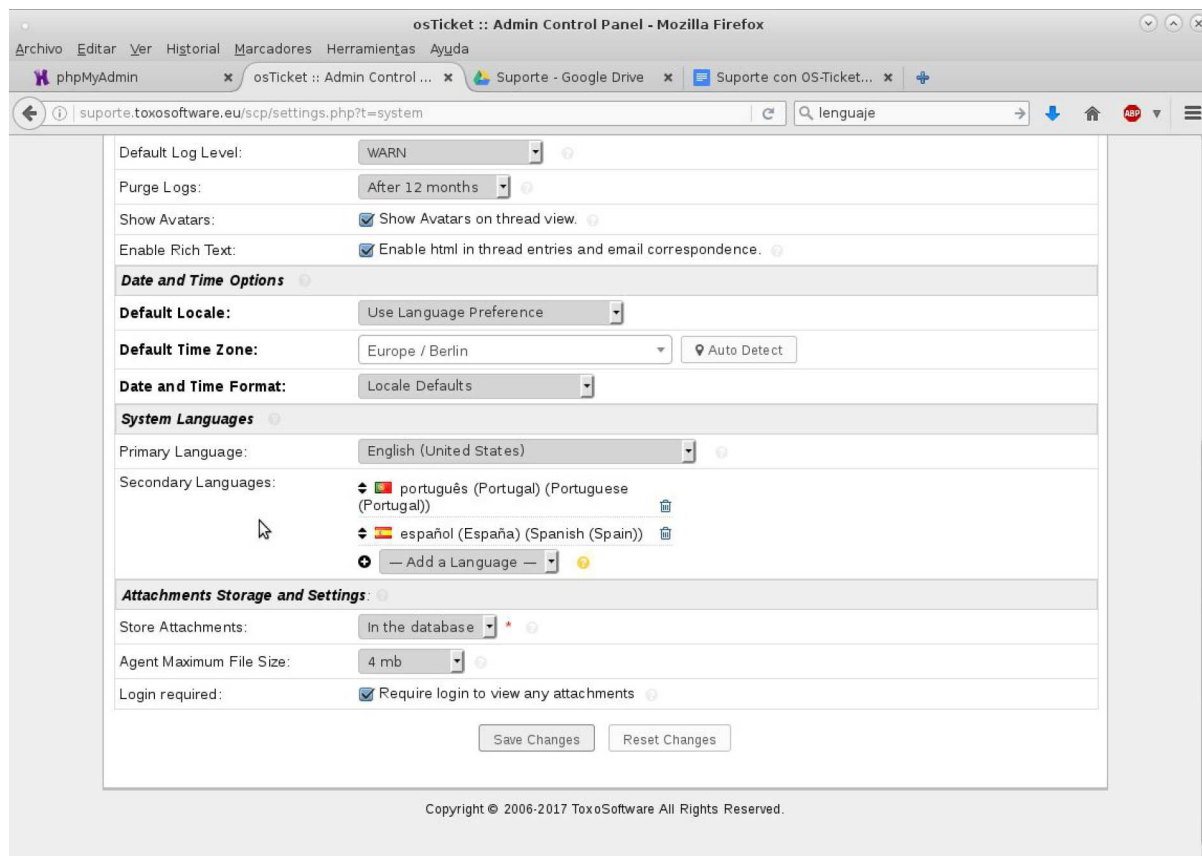
Verificar Estado Pedido

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

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powered by oSticket

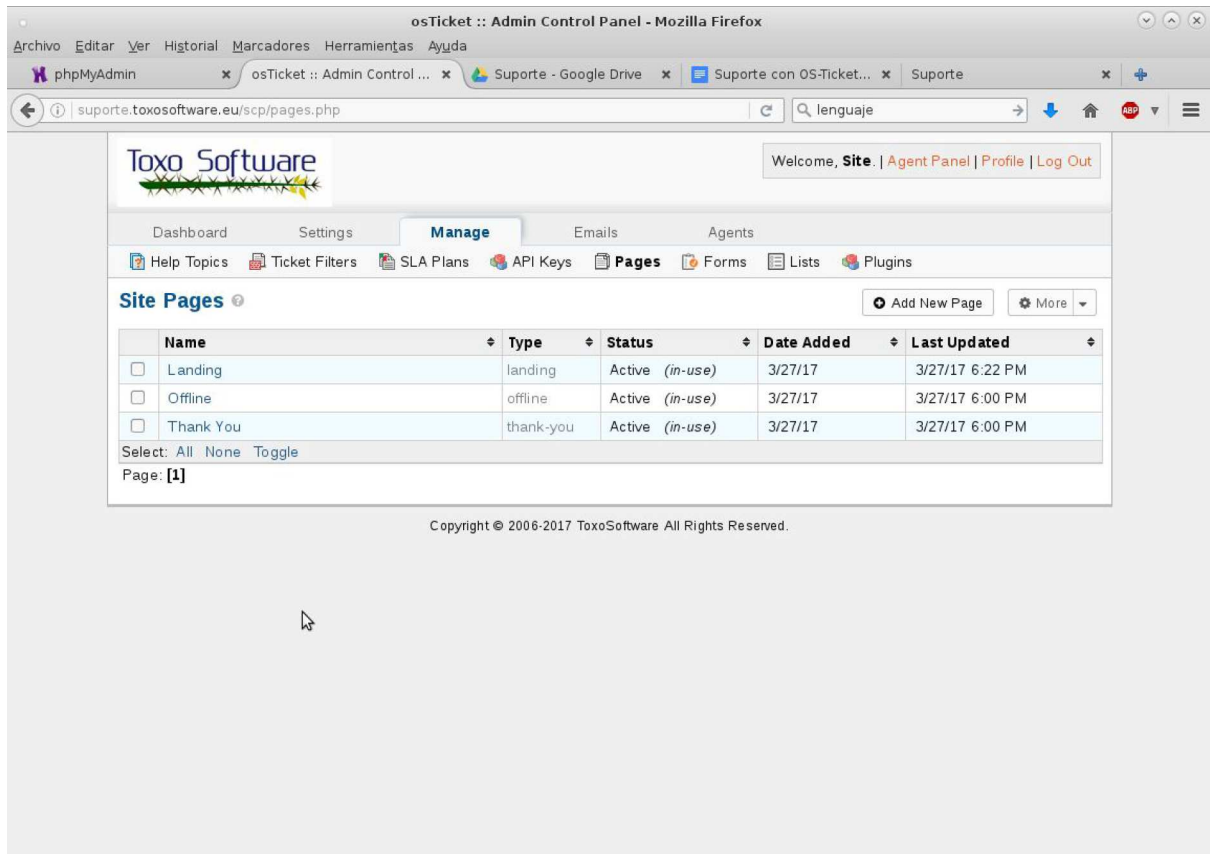
## Revisión de los cambios en el idioma

Como hemos visto anteriormente, añadimos y cambiamos los idiomas de preferencia, respecto a esto último, al cambiar el inglés por el portugués, eliminar uno y mover el otro, provocó que se mezclaran los idiomas en los diferentes apartados (tickets, páginas, etc), por lo tanto habrá que eliminar todo menos el inglés y volver a cargarlos.



## Traducciones personalizadas por zonas

Como vimos anteriormente, podemos aplicar paquetes de traducción automática al sistema, pero aún nos queda traducir lo que vayamos creando (topics, páginas extras, etc), y las páginas y apartados que podamos por ahí. Vayamos por el comienzo, la **Landing page**, esa página que nos aparece al acceder al sitio. Entramos por la puerta para agentes y vamos al apartado de **Admin Panel** → **Manage** → **Pages**, ahí vemos un pequeño listado con las posibles páginas.



The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser address bar displays "suporte.toxosoftware.eu/scp/pages.php". The page header includes the Toxo Software logo and a welcome message for "Site" with links for "Agent Panel", "Profile", and "Log Out". The navigation menu is set to "Manage", and the "Pages" section is active. Below the navigation, there are buttons for "Add New Page" and "More". The main content area displays a table of "Site Pages" with the following data:

|                          | Name      | Type      | Status          | Date Added | Last Updated    |
|--------------------------|-----------|-----------|-----------------|------------|-----------------|
| <input type="checkbox"/> | Landing   | landing   | Active (in-use) | 3/27/17    | 3/27/17 6:22 PM |
| <input type="checkbox"/> | Offline   | offline   | Active (in-use) | 3/27/17    | 3/27/17 6:00 PM |
| <input type="checkbox"/> | Thank You | thank-you | Active (in-use) | 3/27/17    | 3/27/17 6:00 PM |

Below the table, there are options to "Select: All None Toggle" and "Page: [1]". At the bottom of the page, the copyright notice reads "Copyright © 2006-2017 ToxoSoftware All Rights Reserved."

Clicamos sobre la 1er página, **Landing**, como vemos, ahora nos aparecen 3 banderitas.

The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser tabs include phpMyAdmin, osTicket :: Admin Control Panel, Suporte - Google Drive, Suporte, and Suporte con OS-Ticket. The address bar shows `suporte.toxosoftware.eu/scp/pages.php?id=1`. The page title is "Update Page — Landing".

The "Page information" section contains the following details:

- Name:** Landing
- Type:** Landing Page
- Status:** Active (radio button selected), Disabled

The "Page Content" tab is active, showing a preview of the landing page. The content includes the text "Welcome to the Support Center of" and the Toxo Software logo. Above the content area, there are three language flags: English, Portuguese, and Spanish, indicating the page is multi-lingual.

The URL at the bottom of the browser window is `suporte.toxosoftware.eu/scp/pages.php?id=1#translation-pt_PT`.

Clicamos sobre la bandera portuguesa y pegamos la nueva traducción personalizada. Salvamos los cambios y luego vemos la nueva página de bienvenida en portugués.

The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser tabs include 'phpMyAdmin', 'osTicket :: Admin Control...', 'Suporte - Google Drive', 'Suporte', and 'Suporte con OS-Ticket...'. The address bar shows 'suporte.toxosoftware.eu/scp/pages.php?id=1#page-content' and a search for 'lenguaje'. The 'Page information' section shows 'Name: Landing', 'Type: Landing Page', and 'Status: Active'. Below this, there are tabs for 'Page Content' and 'Internal Notes'. A language selector shows flags for US, PT, and ES. The main content area displays a landing page in Portuguese with the heading 'Bem-vind@ ao Centro de Suporte do Toxo Software' and a logo. The text below the logo reads: 'Para simplificar os pedidos de suporte e melhor atendê-lo, utilizamos um sistema de tickets de suporte. Cada pedido de suporte têm atribuído um número de bilhete exclusivo que você pode usar para acompanhar o progresso e respostas on-line do mesmo. Para sua referência, fornecemos arquivos completos e histórico de todas as suas solicitações de suporte. Um endereço de e-mail válido é necessário para enviar um ticket. Obrigado.' A footer note states: 'Ticket variables are only supported in thank-you pages.'

Página de bienvenida traducida en el paso anterior.

The screenshot shows a web browser window titled "Suporte - Mozilla Firefox" with several tabs open. The address bar shows "suporte.toxosoftware.eu?lang=pt\_PT". The page content includes the Toxo Software logo, a user profile for "Mario Macerlo Michelotti Pan" with "Tickets (0)", and navigation links for "Início", "Abrir um Novo Pedido", and "Tickets (0)". The main heading is "Bem-vind@ ao Centro de Suporte do" followed by a large "Toxo Software" logo. Two buttons are visible: "Abrir um Novo Pedido" (blue) and "Verificar Estado Pedido" (green). A paragraph of text explains the ticket system. At the bottom, there is a copyright notice for 2017 ToxoSoftware and a "powered by osTicket" logo.

suporte.toxosoftware.eu?lang=pt\_PT

lenguaje

Archivo Editar Ver Historial Marcadores Herramientas Ayuda

phpMyAdmin osTicket :: Admin Control ... Suporte - Google Drive Suporte Suporte con OS-Ticket...

Mario Macerlo Michelotti Pan | Perfil | Tickets (0) - Terminar sessão

Início Abrir um Novo Pedido Tickets (0)

Bem-vind@ ao Centro de Suporte do

Abrir um Novo Pedido

Verificar Estado Pedido

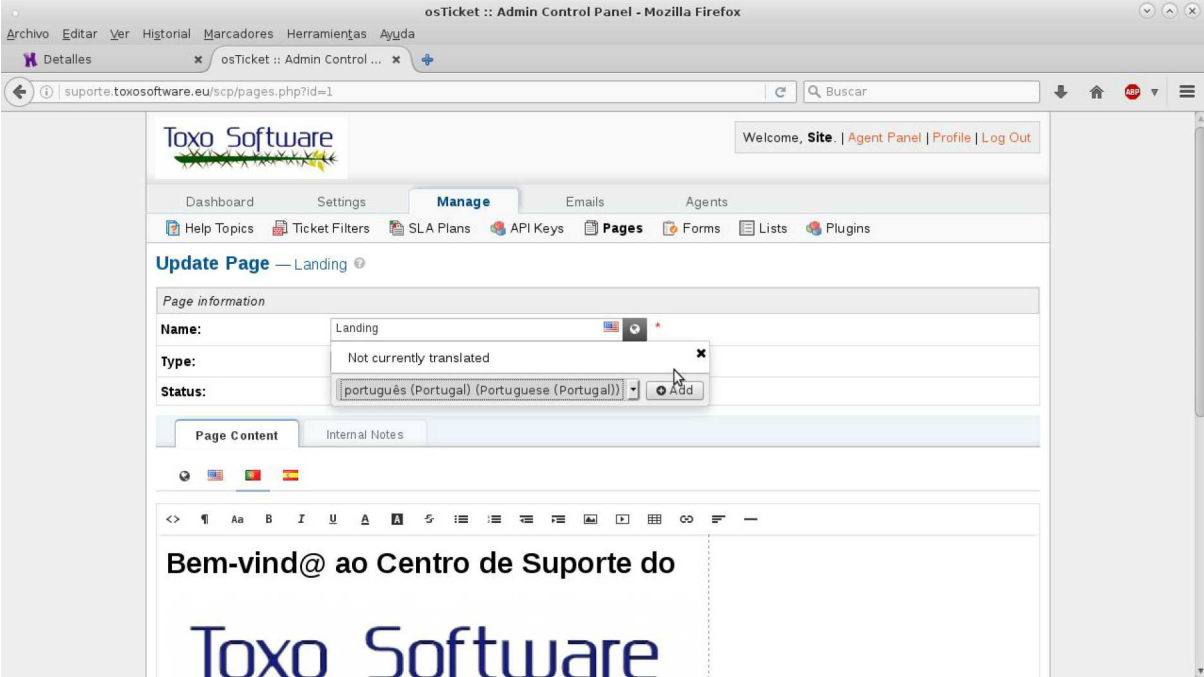
**Toxo Software**

Para simplificar os pedidos de suporte e melhor atendê-lo, utilizamos um sistema de tickets de suporte. Cada pedido de suporte têm atribuído um número de bilhete exclusivo que você pode usar para acompanhar o progresso e respostas on-line do mesmo. Para sua referência, fornecemos arquivos completos e histórico de todas as suas solicitações de suporte. Um endereço de e-mail válido é necessário para enviar um ticket. Obrigado.

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powered by osTicket

## Traducción en el título de la página

También podemos traducir el título de la página de respuesta, bienvenida, etc. hacemos lo siguiente: clicamos a la derecha de donde aparece la bandera con el nombre, en el mundo, seleccionamos el idioma y picamos en “+ Add”.



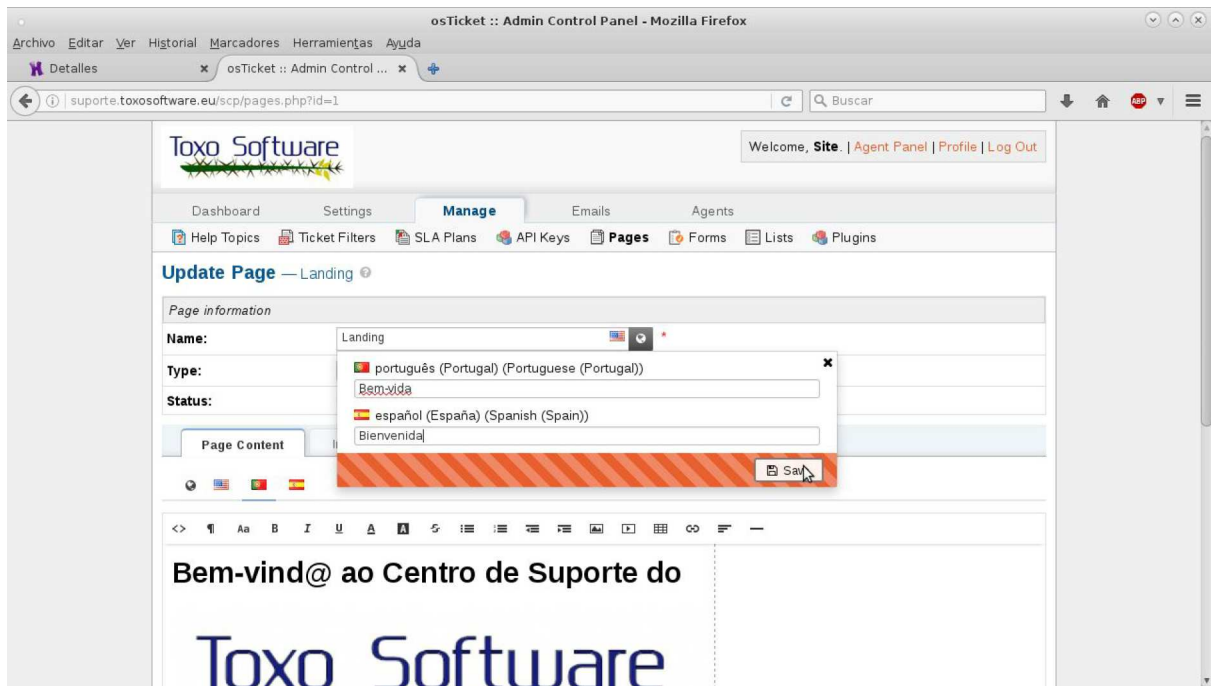
The screenshot shows the osTicket Admin Control Panel in Mozilla Firefox. The browser address bar shows the URL: `suporte.toxosoftware.eu/scp/pages.php?id=1`. The page title is "osTicket :: Admin Control Panel - Mozilla Firefox".

The main content area is titled "Update Page — Landing". Under "Page information", the "Name" field is "Landing". The "Type" field is "Not currently translated". The "Status" field is a dropdown menu showing "português (Portugal) (Portuguese (Portugal))" selected. An "Add" button is visible next to the dropdown.

Below the "Page information" section, there are tabs for "Page Content" and "Internal Notes". The "Page Content" tab is active, showing a rich text editor with the text: "Bem-vind@ ao Centro de Suporte do Toxo Software".



Cubrimos el campo que nos pida y click en **Save**. (Ojo que después no se puede borrar). Y le damos más abajo en **Save Changes**.



## Help topics

Mismo proceso que para los títulos de las páginas, revisar [aquí](#).

## Forms

Para el contenido del formulario, mismo proceso que para los contenidos de las páginas, revisar [aquí](#).

Para el título del formulario, mismo proceso que para los títulos de las páginas, revisar [aquí](#).

## Listas → Ticket status

Mismo proceso que para los títulos de las páginas, revisar [aquí](#).