

## PRM VOYAGER TICKET SYSTEM – CHEAT SHEET

The following cheat sheet provides guidance on how to:

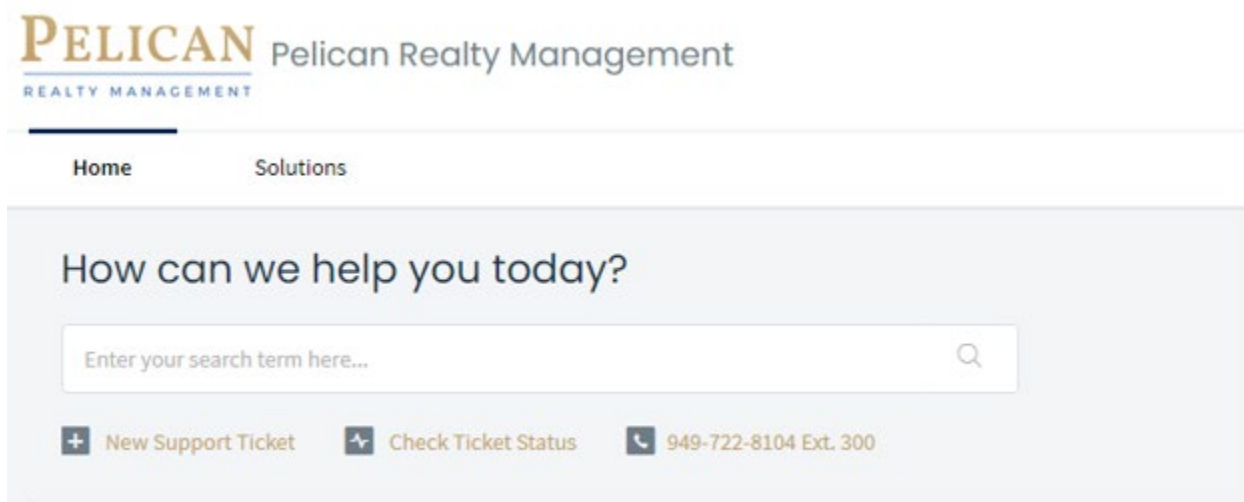
- 1) Access Knowledge Base
- 2) Ticket Submission
- 3) Checking Ticket Status
- 4) Reviewing previous resolutions to troubleshoot recurring issues

To access Yardi Ticket System, access Pelican Realty Management Website at [www.pelicanabc.com](http://www.pelicanabc.com). On the upper right side, click PRM VOYAGER SUPPORT.



### ACCESSING KNOWLEDGE BASE

Once you click PRM VOYAGER SUPPORT you will be redirected to the YARDI TICKET SYSTEM home. The knowledge base is the first thing you will see. You can search for a specific subject on the search box.



Or you can navigate through our FAQs to see if the subject you have questions for is listed in the knowledge base

## Knowledge base

Welcome to PRM

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### Getting Started with Us (1)

-  [New Property Onboarding IT Letter](#)

### FAQs

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#### Accounting (2)

-  [Charge Codes](#)
-  [G/L Codes - COA](#)

#### PAYscan (1)

-  [How can I view Invoice Register "Back for Co...](#)

#### CHECKscan (1)


-  [How-to Deposit Navy Federal Credit Union C...](#)

#### PRM Policies and Procedures (4)

-  [PRM Programs Guide](#)
-  [Clearing Browsing Data/History](#)
-  [Microsoft Windows - Keyboard Shortcuts](#)
-  [Received Documents/Invoices/Mail Corresp...](#)

## TICKET SUBMISSION

To submit new tickets, from the home page, click

 **New Support Ticket**

Fill out all requested fields, and click

**SUBMIT**

### Submit a ticket

Requester *	<input type="text" value="acfelipe@pelicanabc.com"/>
	<input type="text" value="Your Name"/>
Subject *	<input type="text" value="TEST TICKET"/>
Description *	<div><div><b>B</b> <i>I</i> <u>U</u>               </div><div>This ticket is for procedure purposes, please disregard.</div></div>
	<a href="#">+ Attach a file</a>
Programs *	<div>Corrections ▼</div>
Priority	<div>Low ▼</div>
	<div><div> I'm not a robot</div><div> reCAPTCHA Privacy • Terms</div></div>

**SUBMIT**

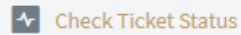
CANCEL

You will be redirected to the home page and the following banner will confirm that your ticket has been created.

**Your ticket has been created.**

## CHECKING TICKET STATUS

To check ticket status, from the home page, click



You are going to be redirected to a LOGIN page, enter your information, and click

**LOGIN**

### Login to the support portal

Enter the details below

acfelipe@pelicanabc.com|

Password

☒ Remember me on this computer

[Forgot your password?](#)

**LOGIN**

A list of your opened/closed tickets will be listed, you can find Open or Pending and closed tickets on this list using the drop-down menu and navigating between open or Pending and Resolved or Closed tickets.

Open or Pending ▾

Sorted by Date Created ▾

[Export tickets](#)



**TEST TICKET #195**

Created on Thu, 29 Jul at 4:07 PM Agent: Tonya Alvarado

Being Processed

To see details of tickets, just click on their title and you will be redirected to a page with all communication on that ticket.

[Home](#) / [Tickets list](#)

Being Processed | 6 minutes ago

**#195 TEST TICKET**

**A Ana Judge**, reported 6 minutes ago




This ticket is for procedure purposes, please disregard.

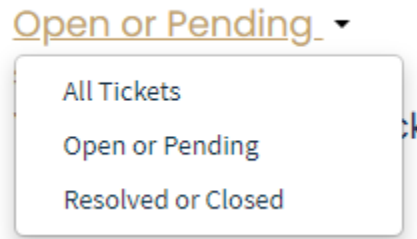
**A Ana Judge**

[Click here to reply to this ticket](#)

## REVIEWING PREVIOUS RESOLUTIONS TO TROUBLESHOOT RECURRING ISSUES

Follow steps to access the  **Check Ticket Status** page, and login.

List of tickets will appear, click the drop-down button located on “Open or Pending” and click under “Resolved or Closed” to be redirected to the list of tickets that were already resolved.



Locate ticket with similar issue to what you are currently facing and click on the title to review notes.



Review email in its entirety to check what was done to resolve, or what was instructed by Agent.

