

# Information about the



## Anfragezentrum Support Ticket System



### Anfragezentrum Support Ticket System

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Search our knowledge base

Search

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## Welcome to the DAGV inquiry centre

In order to rationalise inquiries to the DAGV and to serve you better, we use a support ticket system. Each enquiry is given a unique ticket number, which allows you to track the progress and answers online. For your information, we provide you with a complete archive and history of all your enquiries. A valid email address is required to submit a request.

Of course you can also send an inquiry by e-mail to [anfragen@dagv.org](mailto:anfragen@dagv.org).

**Note:** When submitting your inquiry, please make sure that you include all available information you have (name, date and place of birth, parents, religious affiliation, profession, date of emigration, date and place of marriage, partner name, date and place of death) Where have you already done research or had research done? What results have you received?

[By submitting a request you confirm that you have taken note of these instructions!](#)



#### Featured Questions

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[Wie erreiche ich den VFFOW?](#)  
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## Genealogical requests to the DAGV

The DAGV regularly receive high-quality requests from all over the world. In order to answer the questions, the DAGV set up a request office in 2004 in which the questions were answered directly or forwarded to regional associations for reply. Over the years, this inquiry has been handled with great commitment by Mario Seifert, Hans-Joachim Lünenschloß, Prof. Wulf v. Restorff and Rolf Masemann (†). After the sudden death of Rolf Masemann, Hans-Joachim Lünenschloß took over the care again. Due to the ever-increasing number of applications, the processing should now be placed on a broader basis.

To this end, the DAGV has now set up a system (OsTicket) on which several supervisors can work directly and online, and in which internationality is no obstacle.

The requesters are called **users** in the system, the maintainers are **agents**.

## Multilingualism

The system has the possibility of multilingualism in most areas. The languages that are also displayed as a flag are currently installed. Additional languages can be reinstalled if they are available for OsTicket.

Guest User | Sign In



To display a different language, you must click on one of the displayed flags. The texts are then shown in the desired language, provided that the stored texts are also translated.

Automatic mail responses are German and English.

## Requests by e-mail

E-mail requests can be sent to the e-mail address [anfragen@dagv.org](mailto:anfragen@dagv.org). They automatically enter the system. The requester will receive a reply e-mail.

## Home at the request system

The DAGV request centre is available online via: <https://osticket.dagv.org/>

Unannounced, the site shows that you are a guest and offers the change to registration.

The start page offers the possibilities to

1. to search the knowledge base,
2. to switch to the knowledge base,
3. to open a new ticket and
4. Check a ticket status.

If you enter online, you have to register and register in advance.

## Sign in to DAGV osTicket

In order to enter a new ticket online or to check the current status of a ticket, you must register in advance.

Once you have forgotten the password, you do not enter a password and can then have a link sent to you to redefine it.

If you don't have a user account yet, you have to register beforehand.

As an **agent**, you log in to "I am an agent" via the link (see Sign in as an agent on page 5).

### Sign in to DAGV osTicket

To be able to answer your question(s) better, we ask you to register with an account.



## Account registration

When registering, you enter your name, your e-mail address and determine a password.

After that you will receive an e-mail, which you have to confirm.

### Account Registration

Use the forms below to create or update the information we have on file for your account

#### Contact Information

**Email Address \***

**Full Name \***

Phone Number  Ext:

#### Preferences

Time Zone:

#### Access Credentials

Create a Password:

Confirm New Password:

## Open a new ticket:

The Open New Ticket page displays the registered user and offers a selection for help topics.

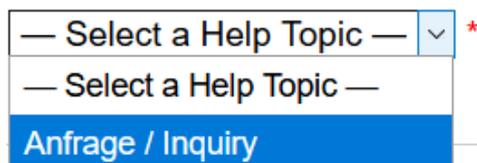
### Open a New Ticket

Please fill in the form below to open a new ticket.

Email:   
Client:

#### Help Topic

## Help Topic



There is a helper topic that needs to be selected. After selecting this help topic, details are requested. A large input window is also available for this purpose.

**Help Topic**  
Anfrage / Inquiry

**Ticket Details**  
Please Describe Your Issue

**Issue Summary \***

<> | **T** | **A** | Aa | **B** | / | U | **S** | **≡** | **📎** | **📷** | **📄** | **↻** | **—**

Details on the reason(s) for opening the ticket.

📎 Drop files here or choose them

First, a summary (heading) for the request and other information in the form of prose text is requested.

The field below provides the ability to attach attachments (images, documents) to the request that are stored in the database.

In accordance with the guidelines of the help topic, further information is requested, e.g.:

**Request details / Inquiry details**

**wanted person \***  
Please enter the full name of the person you are looking for.

**Date of birth, place of birth \***  
When and where was the sought person born?

**Parents** Who were the parents of the wanted person? Where did they live? What was their profession?

**Religious affiliation**

**Emigration**  
If the person sought has emigrated: When was that? Where did he emigrate to? Are there entries in passport lists?  
If you need more space, please write in notes.

**Occupation** Enter the occupation of the person you are looking for here.

**more detailed description**  
Describe here exactly what you are looking for for the person and what information you already have.

**What have I already learned?**  
Describe here what you have already learned about the person you are looking for. This helps to avoid double work.

[Create Ticket](#) [Reset](#) [Cancel](#)

Clicking on "Open ticket" transfers the information to the database and triggers an e-mail to the set "Department".

"Reset" deletes the inputs from the form.

"Cancel" switches to the last ad.

## Display of the ticket layout

In the ticket layout, your own tickets can be selected and displayed according to the help topic and status.

Support Centre Home Knowledgebase Open a New Ticket Tickets (2)

Search Help Topic: All Help Topics

Tickets Closed (2)

Showing 1 - 2 of 2 Closed Tickets

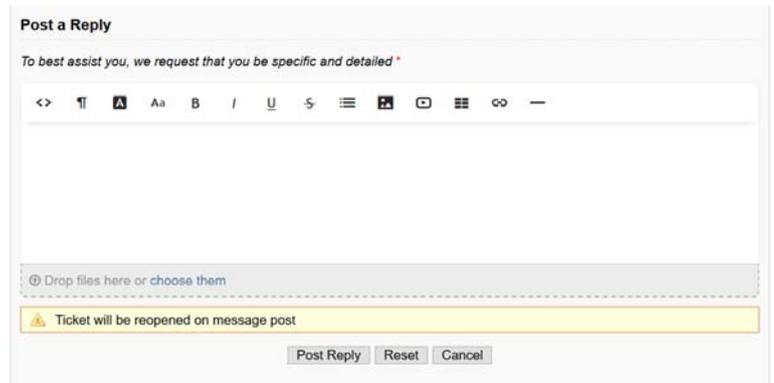
Ticket #	Create Date	Status	Subject	Department
789192	08.04.20	Resolved	Geburtsurkunde Emil Stürtz gesucht	Anfragen
328379	27.03.20	Closed	Testanfrage	Anfragen

Page: [1]

The display offers the possibility of a feedback.

All the editors involved will receive an e-mail for information.

A ticket that has already been closed will be reopened automatically. This also applies to in-admission responses via e-mail.



## Signing up as an agent

An agent login can be done directly via the URL

<https://osticket.dagv.org/scp/login.php>

or via the link to the question **"I'm an Agent — Sign up here"** (see above)

Agents are entered (registered) by the admin. To do this, please provide the full name, e-mail address and regional area to [admin@dagv.org](mailto:admin@dagv.org). You will then receive a note email.



## Forgotten password

Even an agent may forget the password. If the password is incorrect or missing, access is denied and a link to "I forgot my password" is offered.

In the following window you can enter the e-mail address or the user ID and receive a link by e-mail to redefine the password.



## More documentation

More documentation about OsTicket can be found here: <https://docs.osticket.com/en/latest/>.