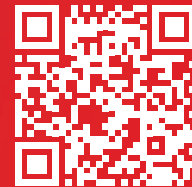# HOW TO SET UP YOUR ACCOUNT AND CREATE YOUR FIRST SUPPORT TICKET

AET Support System

Scan the QR code to create your account and get support.

CREATE YOUR ACCOUNT

Head to **helpdesk.aetools.us/tickets-view** to register your account.

1 New Users

To create an account, click the
"Don't have an account? Register here."

2 SET UP YOUR ACCOUNT

After clicking *"Don't have an account? Register here,"* you will be prompted to set up your account.

Follow the prompts to complete your registration.

3 CONFIRM YOUR ACCOUNT

You will receive an email to confirm your account. Once you confirm your email, you will be able to sign-in and begin creating tickets!

NOTE: If you have not received a confirmation email, your account may be in the review process. If you are not accepted within 24 hours, contact us at **support@aetools.us**

AE TOOLS & COMPUTERS

Sign in

The page you are trying to view is only available to registered users.

Email*

Email

Password*

Password   Show

☑ Remember me   Forgot password?

Sign in

1 Don't have an account? Register here.

Having trouble? Contact the site's administrator

AE TOOLS & COMPUTERS

Set up your password

Welcome! Complete your registration by setting up your password.

2

Email*

tdavis@autotronics.com

Password*

••••••••••   Show

Password must be at least 8 characters long and include lower and uppercase letters, a number, and a symbol

Confirm password*

••••••••••   Show

In order to provide you the content requested, we need to store and process your personal data. If you consent to us storing your personal data for this purpose, please tick the checkbox below.

☑ I agree to allow AE Tools & Computers to store and process my personal data.

Save password

AE TOOLS & COMPUTERS

3

Verify your email address

Thank you for signing up! You'll need to verify your email address registration for helpdesk.aetools.us.

Verify email address

If you have questions or received this in error, please contact administrator

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AE TOOLS & COMPUTERS

✓

Your email address is confirmed

Thank you for verifying your email address. You can now sign into your account and access your exclusive content.
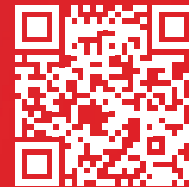
Sign in

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HOW TO SET UP YOUR ACCOUNT AND CREATE YOUR FIRST SUPPORT TICKET

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AE TOOLS & COMPUTERS

Home   Logout   **①** File a Support Ticket

Tickets

④ Export to CSV

③ Status | All ▾ |

Search tickets by Subject or ID

Subject	Created	Ticket Owner	Last Activity	Status
② Can't Program Chrysler 300 2018 Keys	September 11, 2025			Open

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SUPPORT SYSTEM ANATOMY

Before creating a ticket, let's learn about your dashboard. We have simplified the process so all you need to do is create a ticket and view your tickets all in one place.

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❶ CREATE A TICKET

Whenever you are ready to create a ticket, select the *"File a Support Ticket"* at the top right corner to start a support ticket.

❷ VIEW TICKETS

After creating a ticket you will see them poplulate in your home page. Ticket inquiries will show the:

- Subject Title
- Created Timestamp
- Ticket Owner
- Last Activity
- Status

❸ FILTER TAB

The "Status" filter will allow you to organize the tickets based on their status.

For example, if you wish to see only "Open" (active) tickets, select the "Open" status, and your dashboard will only display "Open" support tickets.

❹ EXPORT CSV

If you wish to export your support tickets for any reason, select the "Export CSV" to get a copy of your support tickets in a CSV file.

CONTACT US TO GET STARTED TODAY
SUPPORT@AETOOLS.US

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Home   Logout   File a Support Ticket
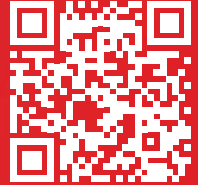
Ticket Name

Can't Program Chrysler 300 2018 Keys

Ticket Description

For some reason, the key fob will not program. I have tried it three times, but it still won't work. The key fobs are new from the dealer.

Issue Type

Vehicle Issue

VIN

128FD94KTE3498431

Submit

CREATING A SUPPORT TICKET

❶ CREATE A TICKET

Whenever you are ready to create a ticket, select the *"File a Support Ticket"* at the top right corner to start a support ticket.

❷ ENTER YOUR SUPPORT INFO

Fill out the form accordingly. Make sure to be descriptive so we can better help you with your situation.

Once you are done, click "Submit" to complete your ticket.

FORM ANATOMY

Ticket Name: Type a short title about your issue. We recommend less than 6 words.

Ticket Description: Enter a detailed description about your issue. This is a rich text box, you can add images and highlight information as needed.

Issue Type: You have 3 options to choose from:

- Vehicle Issue: VIN required.
- Tool Issue: Tool name and serial required.
- Software Issue: General issues, renewals, and installation/update.

CONTACT US TO GET STARTED TODAY

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