

FRONTLINE

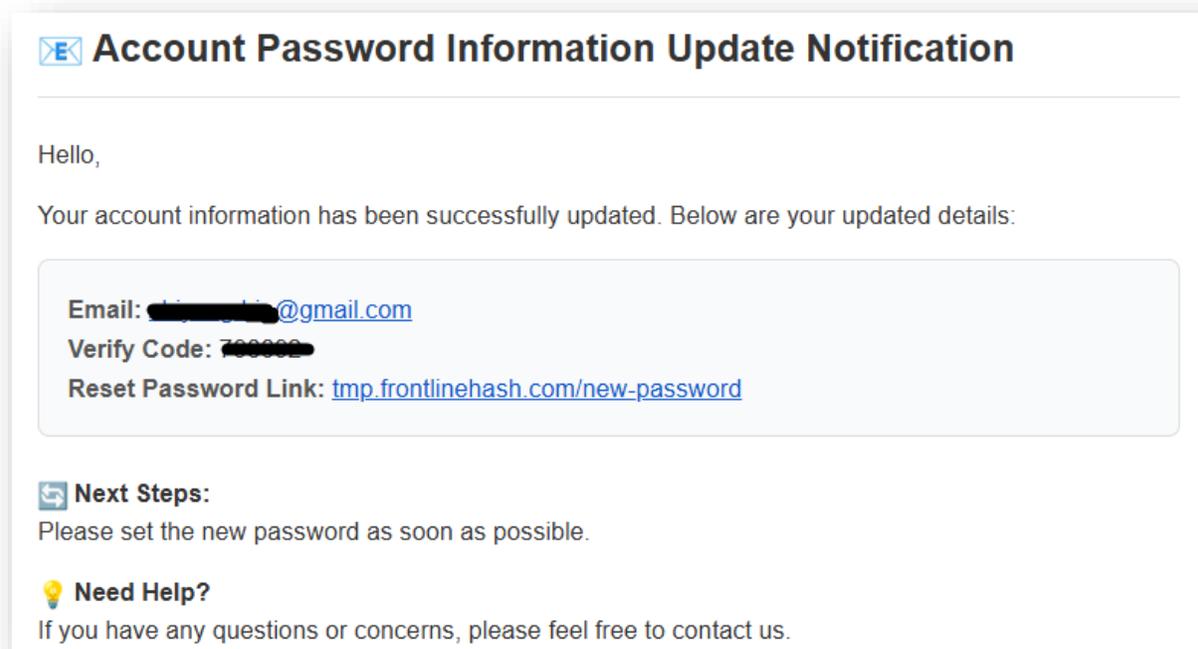
HASH SERVICE

How to use Ticket Mgmt Portal

Zyong Hio-20250512 V1.0

1 Get your Login Account

1:After our first collaboration, the customer responsible for monitoring the tickets will receive an account with your email and a one-time password.



2 Get your Login Account

2 Please visit our website at tmp.frontlinehash.com/new-password to verify your account and set your own password. Once done, you will receive an E-mail to confirm and ready to login into our Ticket Mgmt Portal.

Set your New Password

Email Address *

Verify Code *

New Password *

[View](#)

Account Password Information Update Notification

Hello,

Your account password has been successfully updated!

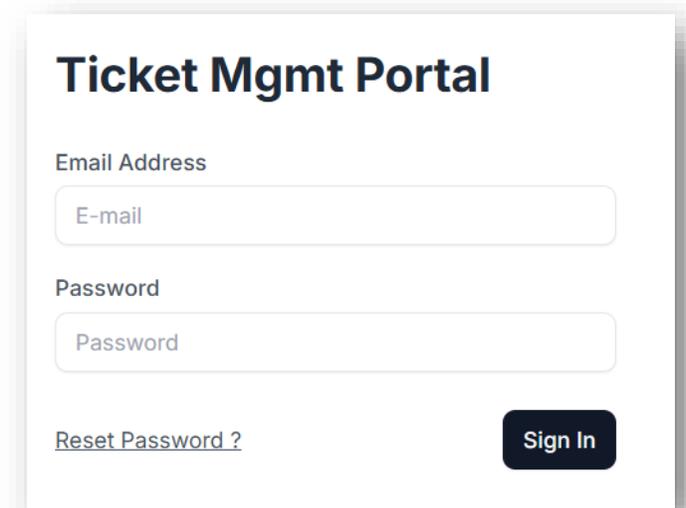
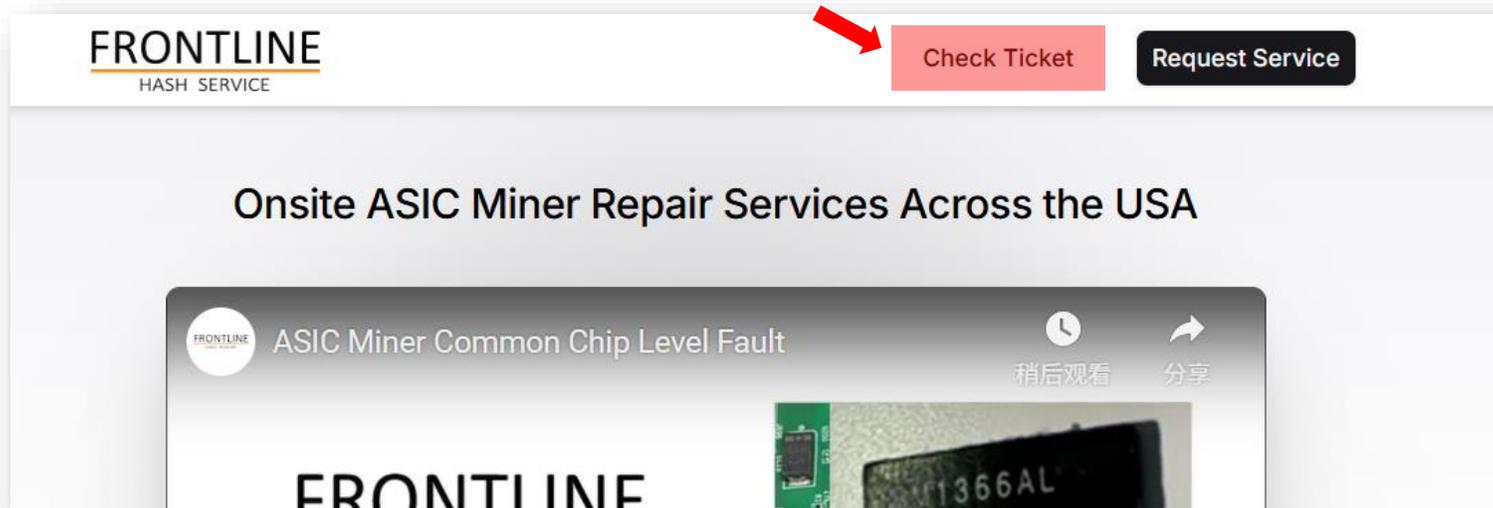
Your new password is now active.

 **Next Steps:**
Please log in with the new password as soon as possible.



1 Login to Ticket Mgmt Portal

Please visit our website at tmp.frontlinehash.com/sign to login into our Ticket Mgmt Portal.
Or you can click the button "Check Ticket" on our official website. Then Login in with your account.

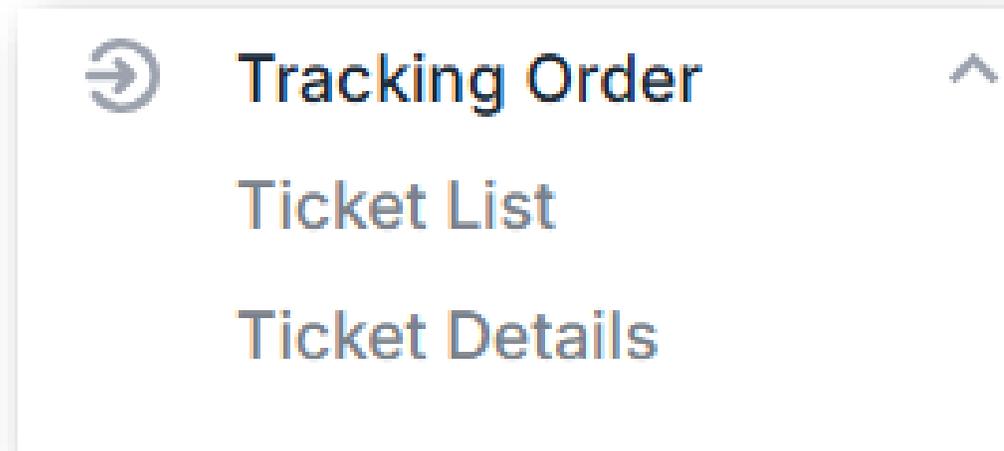


Official Website: www.frontlinehash.com

1 Introducing the Panel

There are two key search functions available: ***Ticket List*** and ***Ticket Details***

- *Ticket List* displays all tickets associated with the PO number you enter.
- *Ticket Details* shows the full process and status of a specific ticket when you enter its exact ticket number."



1 Introducing the Panel: Ticket List

Enter your PO number in the search field and click 'Search' to view all tickets associated with that order.

PO List Search
Records

PO Number

SEARCH

Status



*** For customer security, you can only access feedback for PO numbers associated with your account.**

If a PO number is not linked to your account, no information will be shown and you will receive a message stating:

'NO PERMISSION.'

tmp.frontlinehash.com says
NO PERMISSION

OK

2 Introducing the Panel: Ticket List

Status ▼

[DOWNLOAD](#)

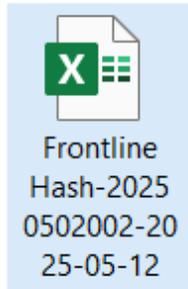
Ticket	Miner	Part	Status	Updated
TEXA2501010000	S19 XP	Whole Miner	Scrap	5/5/2025, 11:43:50 AM
TEXA2501010001	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010002	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010003	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010004	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010005	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010006	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010007	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010008	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM

[Previous](#) Page 1 of 2 [Next](#)

Status ▼	Filter tickets by selecting different statuses.
DOWNLOAD	Click to download all ticket data to your computer as Excel file
Ticket TEXA2501010000	Ticket Number
Miner S19 XP	Miner Type
Part Whole Miner	This ticket is linked to specific parts for repair or to the entire miner
Status Scrap	The latest status of this ticket
Updated 5/5/2025, 11:43:50 AM	The latest updated time of this ticket

3 Introducing the Panel: Ticket List

Click [DOWNLOAD](#) Will Auto Download a Excel file contains all Ticket data



	A	B	C	D	E	F
1	contract_id	ticket_id	ticket_status	updated_at	miner_type	repair_type
2	20250502002	TEXA2501010000	Scrap	2025-05-05T15:43:50.000	S19 XP	Whole Miner
3	20250502002	TEXA2501010001	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
4	20250502002	TEXA2501010002	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
5	20250502002	TEXA2501010003	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
6	20250502002	TEXA2501010004	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
7	20250502002	TEXA2501010005	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
8	20250502002	TEXA2501010006	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
9	20250502002	TEXA2501010007	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
10	20250502002	TEXA2501010008	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
11	20250502002	TEXA2501010009	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
12	20250502002	TEXA2501010010	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
13	20250502002	TEXA2501010011	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null
14	20250502002	TEXA2501010012	Waiting Intake Test	2025-05-02T21:20:35.000	S19 XP	null

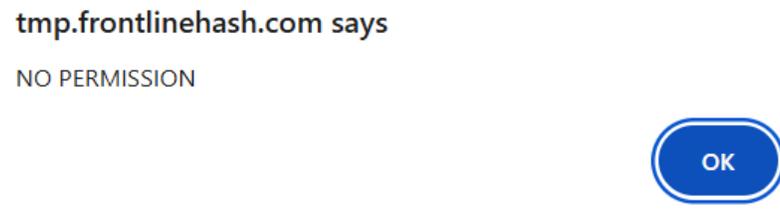
1 Introducing the Panel: Ticket Details

1: Click a ticket in the **Ticket List Panel** to automatically navigate to its details.

Ticket	Miner	Part	Status	Updated
TEXA2501010000	S19 XP	Whole Miner	Scrap	5/5/2025, 11:43:50 AM
TEXA2501010001	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010002	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM
TEXA2501010003	S19 XP	null	Waiting Intake Test	5/2/2025, 5:20:35 PM

* For customer security, you can only access feedback for Ticket associated with your account.

If a Ticket is not linked to your account, no information will be shown and you will receive a message stating: **'NO PERMISSION.'**



2

Introducing the Panel: Ticket Details

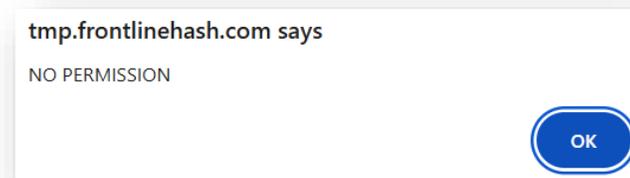
2: Enter the ticket number in the field below, then click 'SEARCH'.

Ticket Details

Ticket Number	Serial Number	Po Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Miner Type	Repair Parts	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>
Assignee	<input type="text"/>	

* For customer security, you can only access feedback for Ticket associated with your account.

If a Ticket is not linked to your account, no information will be shown and you will receive a message stating: **'NO PERMISSION.'**



3 Introducing the Panel: Ticket Details

Ticket Details

Ticket Number:

Serial Number:

Po Number:

Miner Type:

Repair Parts:

Status:

Assignee:

All History Remarks All Changing Logs

Serial Number	Miner company serial number (e.g., Bitmain SN)
All History Remarks	Comments from our repair team: key repair parts, testing details, or other notes.
All changing Logs	Log of changes to basic information
Assignee	Displays the person responsible for the ticket repair

No Remark

4

Introducing the Panel: Ticket Details

All History Remarks sample

All History Remarks All Changing Logs



[Redacted Name] 2025/05/13 00:31:10

1:4 chips not working -- replaced new. 2:booster is burned Vbooster=15V -- replaced new Dio and FB Res. 110
Chips and Vbooster=18.5V

5

Introducing the Panel: Ticket Details

All History Remarks All Changing Logs

All Changing Logs sample

Update	Key	Old	New	Auditor
 2025/05/02 21:20:35	Ticket Number		TEXA2501010000	[REDACTED]
2025/05/02 21:20:35	Po Number		20250502002	[REDACTED]
2025/05/02 21:20:35	Status		Waiting Intake Test	[REDACTED]
2025/05/02 21:20:35	Assignee		not assigned	[REDACTED]
2025/05/02 21:20:35	Miner Type		S19 XP	[REDACTED]
2025/05/02 21:20:35	Repair Parts		null	[REDACTED]
 2025/05/05 15:42:40	Serial Number		[REDACTED]	[REDACTED]
2025/05/05 15:42:40	Status	Waiting Intake Test	Under Repair	[REDACTED]
2025/05/05 15:42:40	Assignee	not assigned	[REDACTED]	[REDACTED]
2025/05/05 15:42:40	Repair Parts	null	Whole Miner	[REDACTED]
 2025/05/05 15:43:50	Status	Under Repair	[REDACTED]	[REDACTED]
2025/05/05 15:43:50	Assignee	[REDACTED]	[REDACTED]	[REDACTED]

1 Problem when using the Portal?

Contact: service@frontlinehash.com



FRONTLINE
HASH SERVICE

Our Convictions and Beliefs

- ✓ Grounded in Commitment
- ✓ On the Frontline
- ✓ Making Success Together