

Support System - Guide

Version: 1.0
December 20 - 2021



ProFacto Support User Manual

HOW TO CREATE A SUPPORT TICKET AND GET
AN OVERVIEW OF YOUR CURRENT CASES

INTRODUCTION

If you need help or have any questions about products/functionality/etc., please create a Ticket in our Support System.

One of our team members will get back to you as soon as possible.

To be able to solve your challenge in a fast and efficient way, we kindly ask you to use the Support System to place your questions instead of direct emails.

HOW TO CRATE A SUPPORT TICKET

1. Send an email to support@profacto.dk to create a new Ticket
 - You will receive an email from our Support System with confirmation that your ticket is created
 - When our Support Team replies, you will receive an email with a link to open your Ticket in the system
 - You are always able to reply via your regular email, and you don't have to be logged in
 - Please use Reply button and don't change the Subject, then all your emails will be attached to the same Ticket
 - If you need to add someone to cc, you can do it as usual
2. You can create a ticket from our website Profacto.dk (go to Support section)
3. You can use the link: <https://support.profacto.dk/helpdesk/User/Login>

Credentials for Support System were sent to you in the Welcome email.

You can change your password if you want.

If you don't have login and password, you still can submit a Ticket.

If you are sending an email to the Support System for the first time, your User will be created in the system automatically (if you don't have an account).

Please make sure that you received confirmation that your Ticket was submitted.

HOW TO LOG IN AND GET AN OVERVIEW

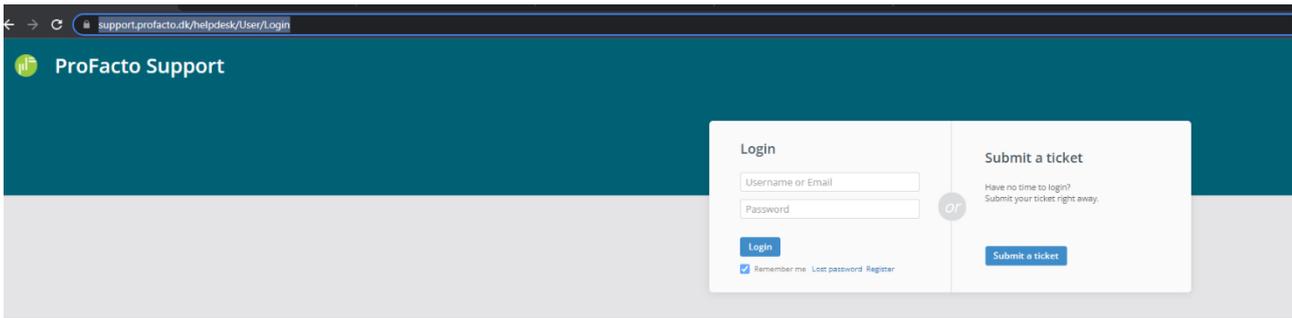
1. You can log in to the Support System and get an overview for all your Tickets.

You can go there with this link: <https://support.profacto.dk/helpdesk/User/Login>

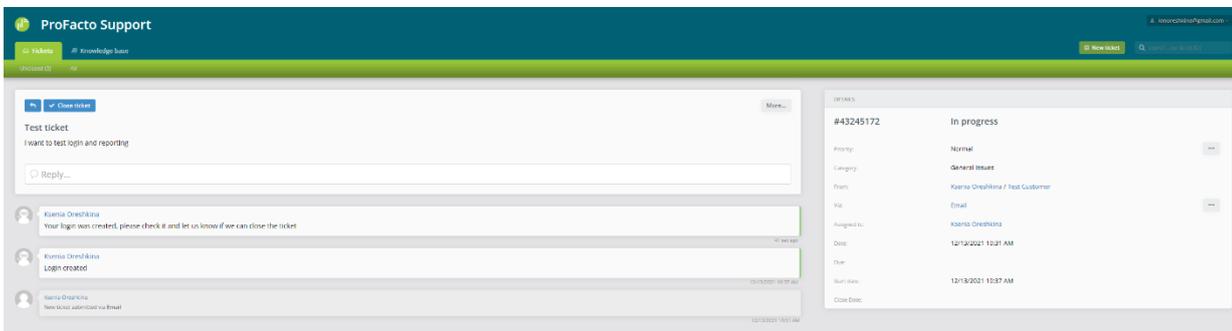
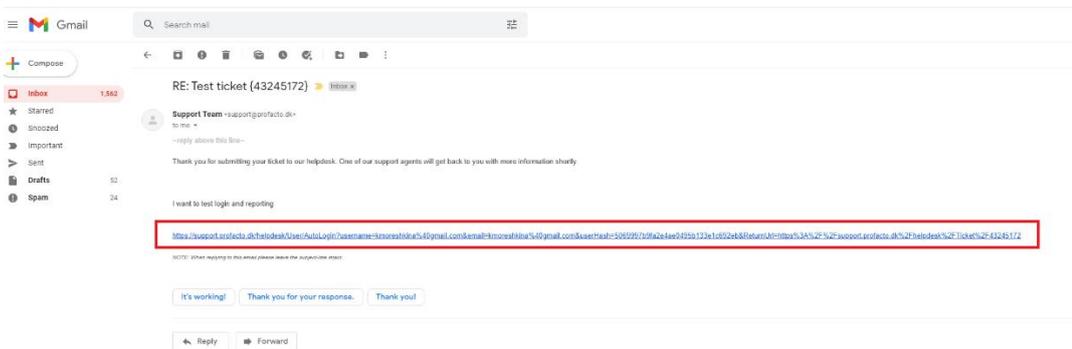
Please use your login and password:

CONTACT INFORMATION

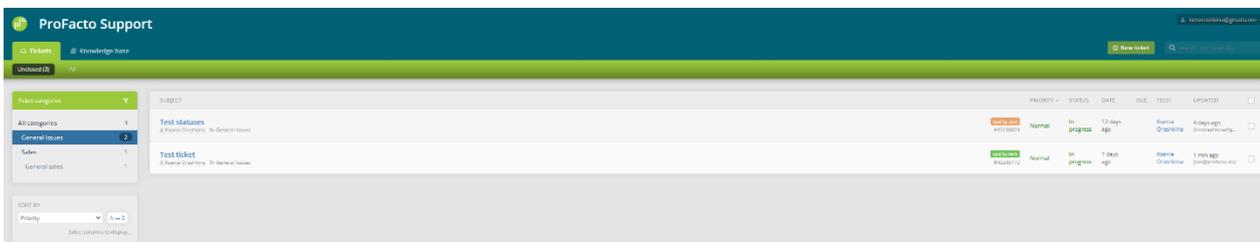
ProFacto A/S | Lyfaparken | Måløv Byvej 229 G, 1 | DK-2760 Måløv
+45 31 31 07 00 | info@profacto.dk | www.profacto.dk



2. You can open an email (with your Ticket) and click on the link. You will be transferred to the system automatically.



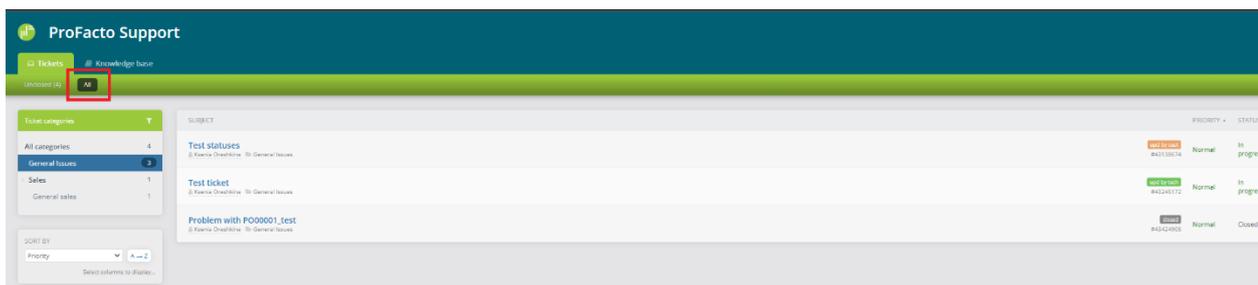
You can see the list of your Tickets with statuses and User Information.



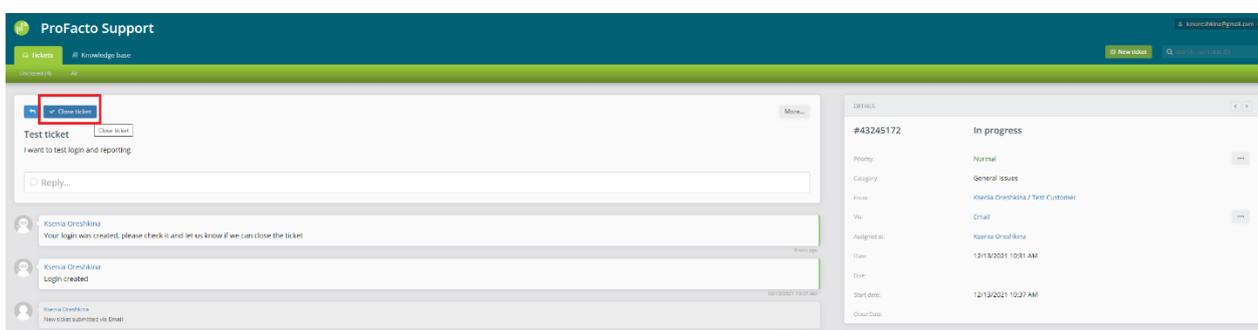
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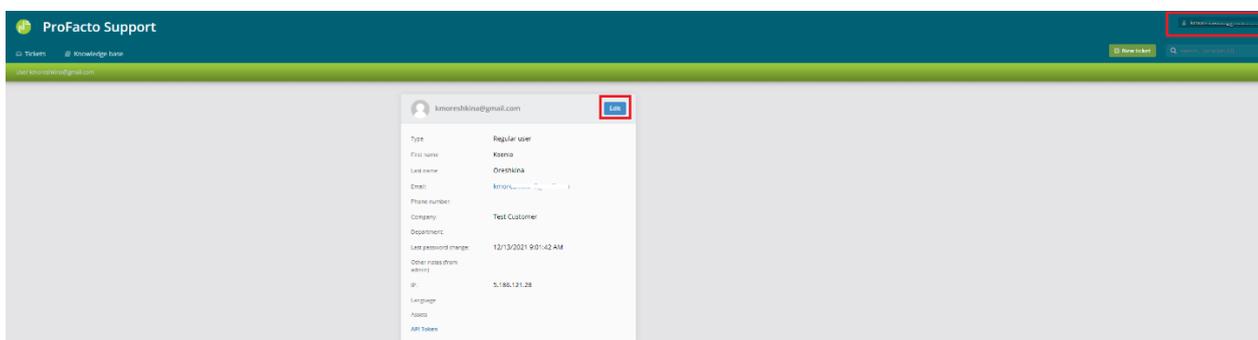
Choose **All** if you want to see Closed Tickets as well:



If you want to close the Ticket, you can ask Support Team or you can press **Close Ticket** button:



If you want to check/change your User information, press here:



Thanks!

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