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



Microsoft Partner

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: <u>https://support.profacto.dk/helpdesk/User/Login</u>

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: <u>https://support.profacto.dk/helpdesk/User/Login</u>

Please use your login and password:

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🐠 ProFacto Support				
	_			
		Login	Submit a ticket	
		Username or Email	Have no time to login? Submit your ticket right away	
		Password	or)	
		Login Remember me Lost password Register	Submit a ticket	

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



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I want to test login and reporting		Priority:	Normal		
🗘 Reply		Catagory.	General Issues		
		From: Via:	Ksenia Oreshkina / Test Customer		
Ktenia Oreshtina Your login was created, please check it and let us know if we can close the ticket		Assigned to:	Ksenla Greshkina		
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You can see the list of your Tickets with statuses and User Information.

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Priority A - 2 Select columns to display				

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

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I want to test login and reporting		Priority:	Normal		
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Kena Gredata Login created		Die			
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Kerna Davadurus Henri dalver sudentadi fu Email		Close Date:			
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If you want to check/change your User information, press here:

😳 ProFacto Support		
🛱 Tickets 🖉 Knowledge base		
User kmoreshkira@gnal.com		
	R kmoreshkinag	9gmail.com
	Type	Regular user
	First name	Kaenia
	Last name	Oreshkina
	Email:	kmore
	Phone number:	
	Company.	Test Customer
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	Last password change:	12/13/2021 9:01:42 AM
	Other notes (from admin)	
	1P.	5.186.121.28
	Language	
	Assets	
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Thanks!