Docspro support portal

End user manual

Document Information

Name   :   Docspro Support Portal User Manual
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1 Introduction

Customers from Docspro with a support contract can use our self-service support portal to submit incidents, communicate with our support desk and view the status of submitted tickets. This document has been created to provide these customers with a manual how to use the Docspro Support portal.

The manual is divided into three chapters:

- Submit a Ticket
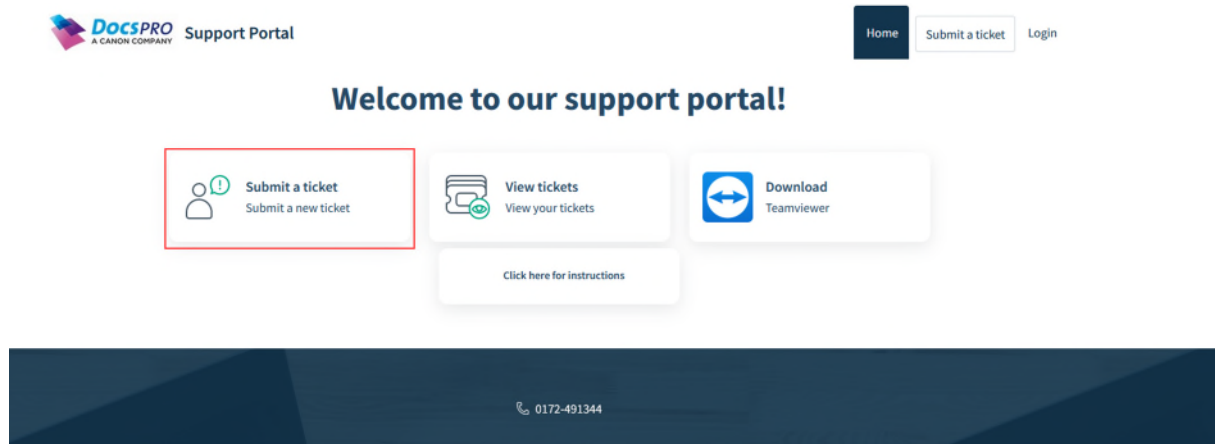- Create an account
- An introduction to the ticket overview

If you have any questions about this document or the usage of the Docspro Support Portal, please contact our support desk at +31 172-419334.

2   Submit a ticket

To submit a ticket open your web browser and navigate to the following address:

https://docspro.freshdesk.com/support/home

To submit a ticket click on the button **Submit a ticket** button.

There is no pre-requisite to have an account to submit a ticket. After submitting the ticket, we will provide you with an activation link to create an account (see next chapter).

If you click on Submit a ticket the following page will be displayed:


Fill out all the fields in the form, confirm you are not a robot and click on the Submit button

Fields marked with a red (* asterisk) are mandatory. If you leave the non-mandatory fields empty this could lead to delays as there is a chance that we will still need this information and will ask for the information later.
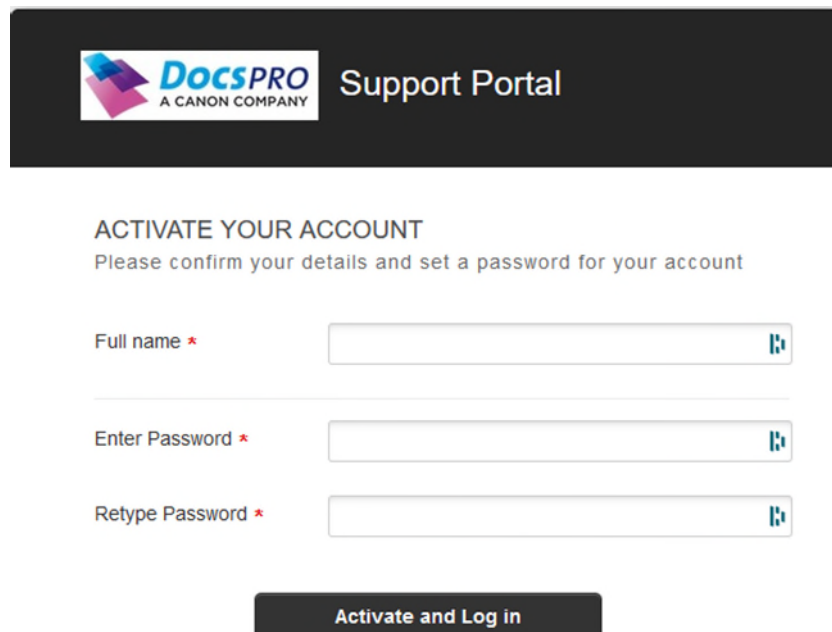
3   Create an account

If this is the first time you are submitting a ticket you will receive an activation e-mail to create an account. ***Note: This activation e-mail could end-up in your spam folder***

With this account you can login into our support portal and you can track the status of your submitted tickets . The e-mail looks like this, although it can differ with the different e-mail readers.
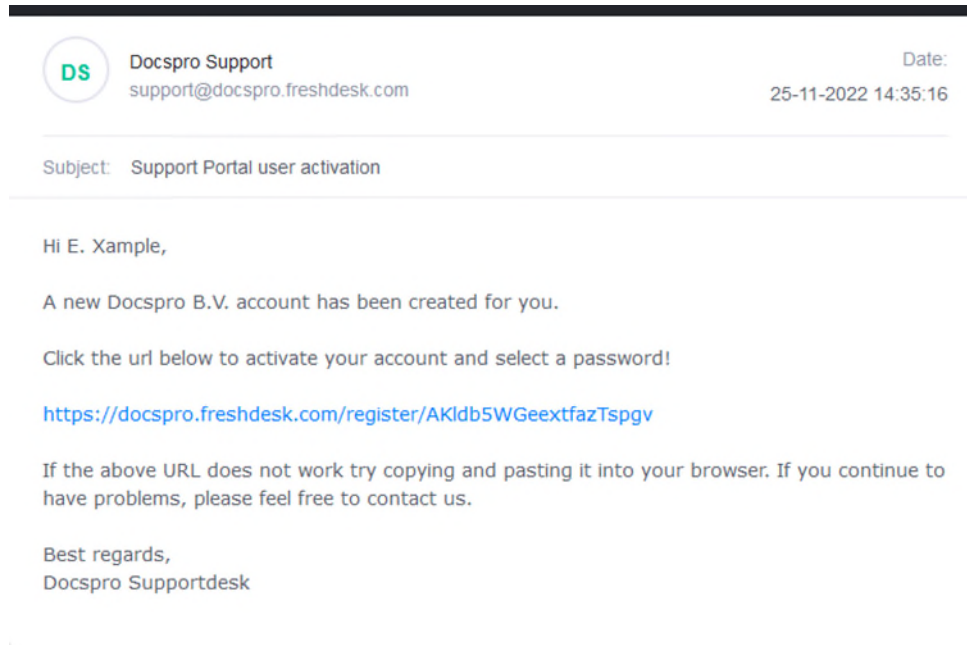
When you click on the link in the e-mail you are redirected to the registration page where you have to enter your Name and create a password.
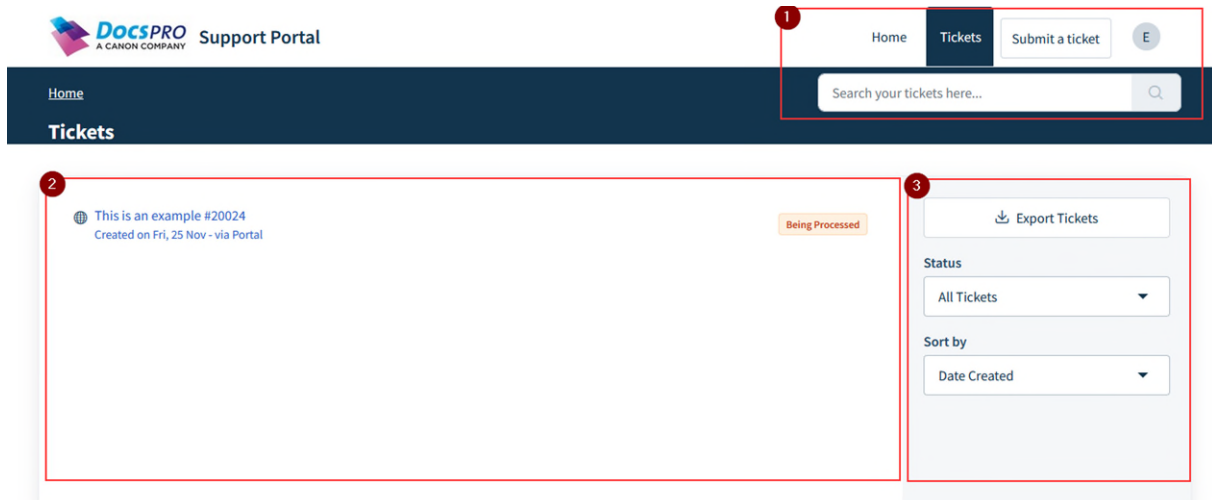

When you click on Activate and Log In, you are redirected to Docspro Support portal and you can track the status of your submitted tickets.

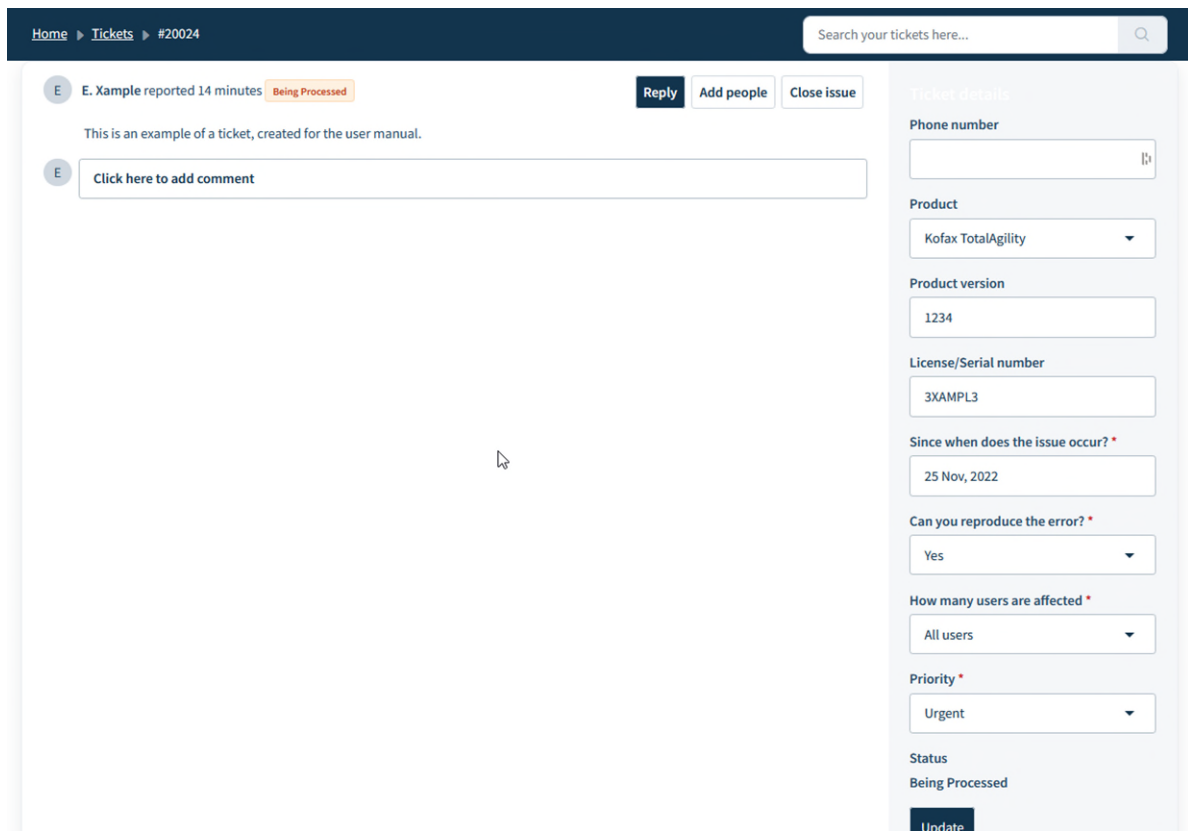## 4   An introduction to the ticket overview

After logging in you see the following:

1. Here you can navigate to the Ticket overview, submit a new ticket, look at your profile or search for specific tickets.
2. This is the ticket overview.
3. Here you can filter what tickets you want to see.

When you click on a specific ticket, you are redirected to the ticket details (see below). All communication between you and the Docspro Support desk is displayed here.

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