



# Docspro support portal

End user manual

## Document Information

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## **1 Introduction**

Customers from Docspiro 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 Docspiro Support portal.

The manual is divided into three chapters:

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

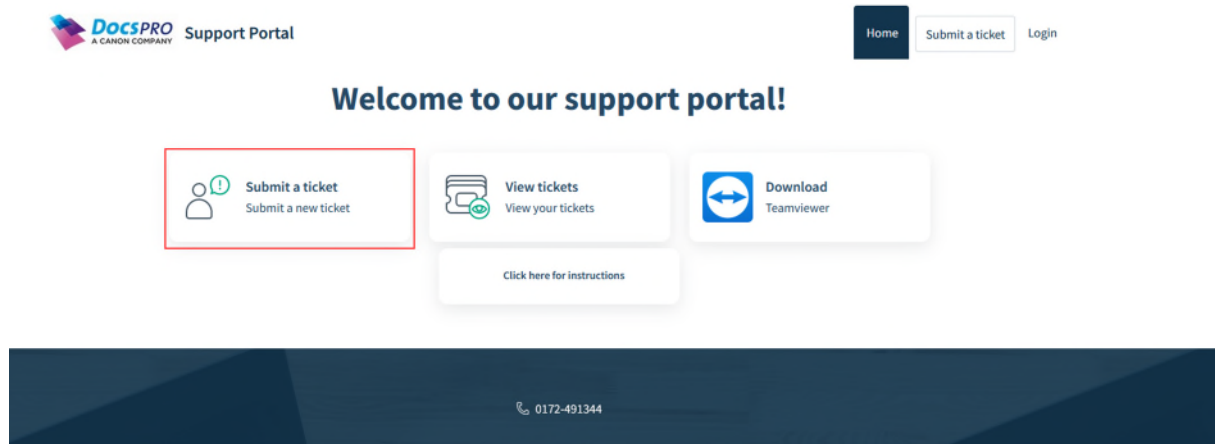
If you have any questions about this document or the usage of the Docspiro Support Portal, please contact our support desk at +31 172-419334.

## 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:

**Submit a ticket**

Please fill out the information below and submit your ticket

**Subject \*** ⓘ

**Your e-mail address \*** ⓘ

**Phone number**

**Product**

**Product version** ⓘ

**License/Serial number** ⓘ

**Description \*** ⓘ

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Type something

**Since when does the issue occur? \***

**Can you reproduce the error? \***

**How many users are affected? \***

**Priority \***

Ik ben geen robot 

reCAPTCHA  
Privacy - Voorwaarden

Attachment

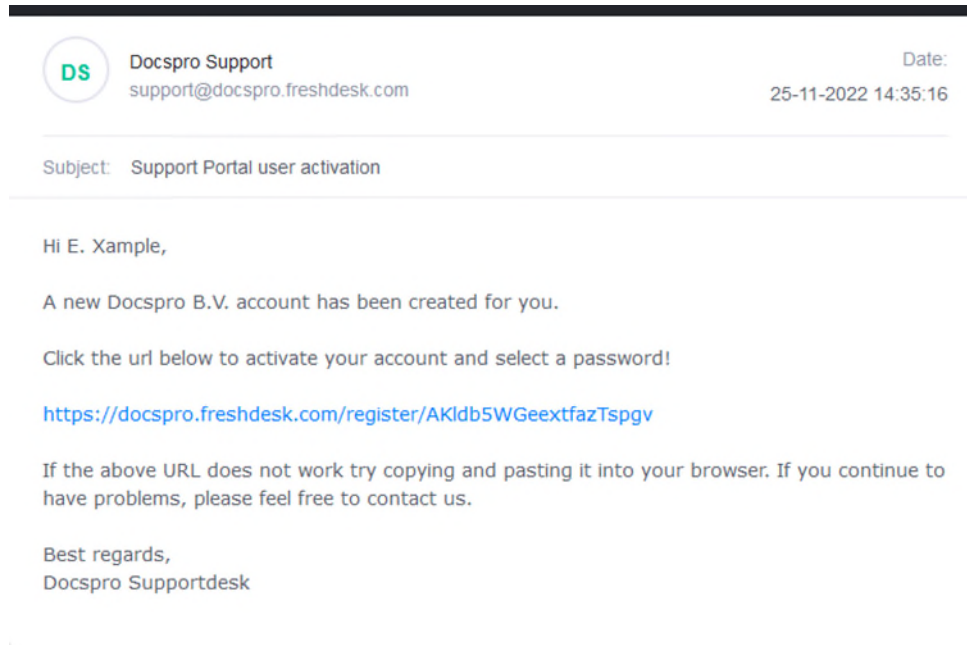
Fill out all the fields in the form, confirm you are not a robot and click on the Submit button

*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.*

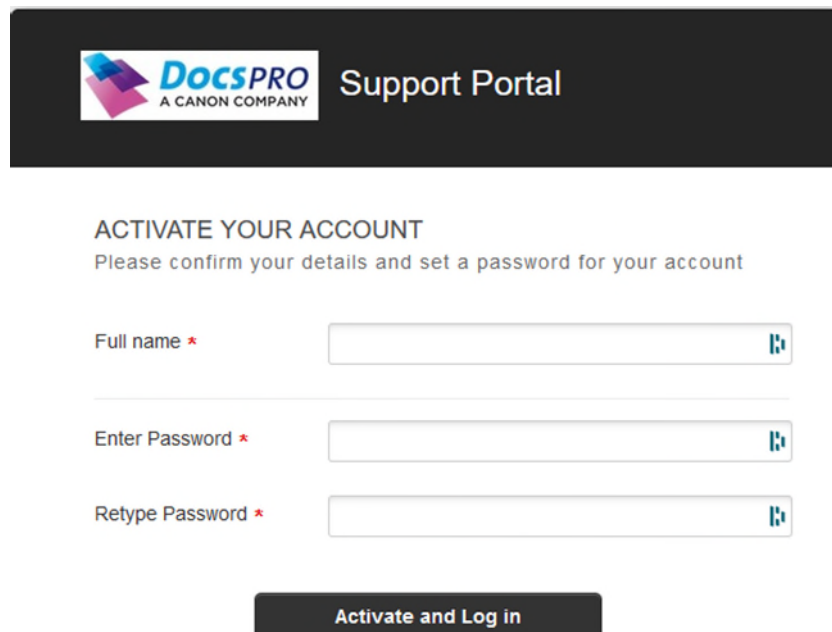
### 3 Create an account

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.

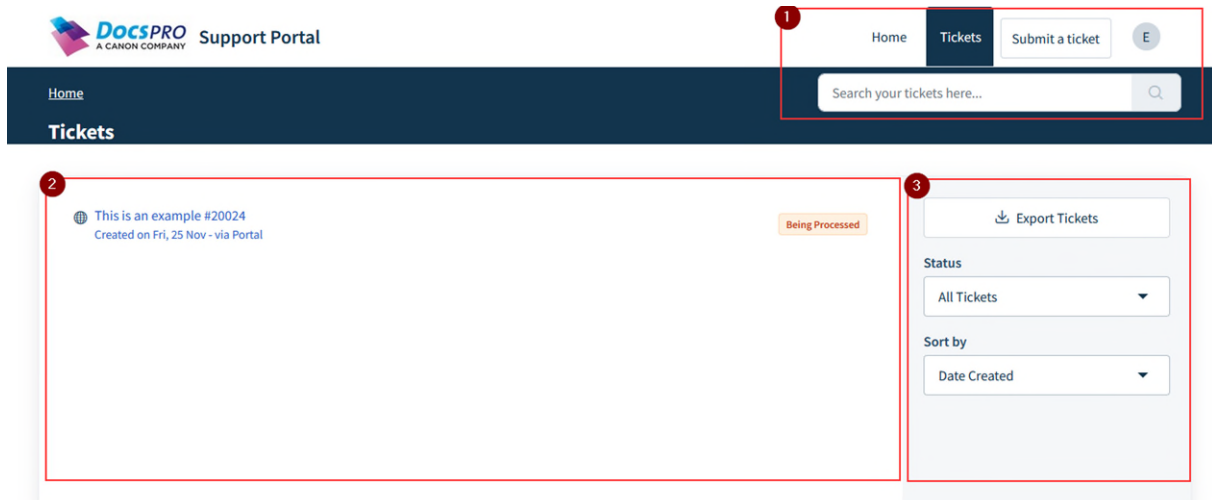


The screenshot shows the 'Support Portal' registration page. It features the DocSPRO logo and the text 'Support Portal'. Below this is the heading 'ACTIVATE YOUR ACCOUNT' and the instruction 'Please confirm your details and set a password for your account'. There are three input fields: 'Full name \*', 'Enter Password \*', and 'Retype Password \*'. Each field has a small icon on the right side. At the bottom, there is a dark button labeled 'Activate and Log in'.

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

## 4 An introduction to the ticket overview

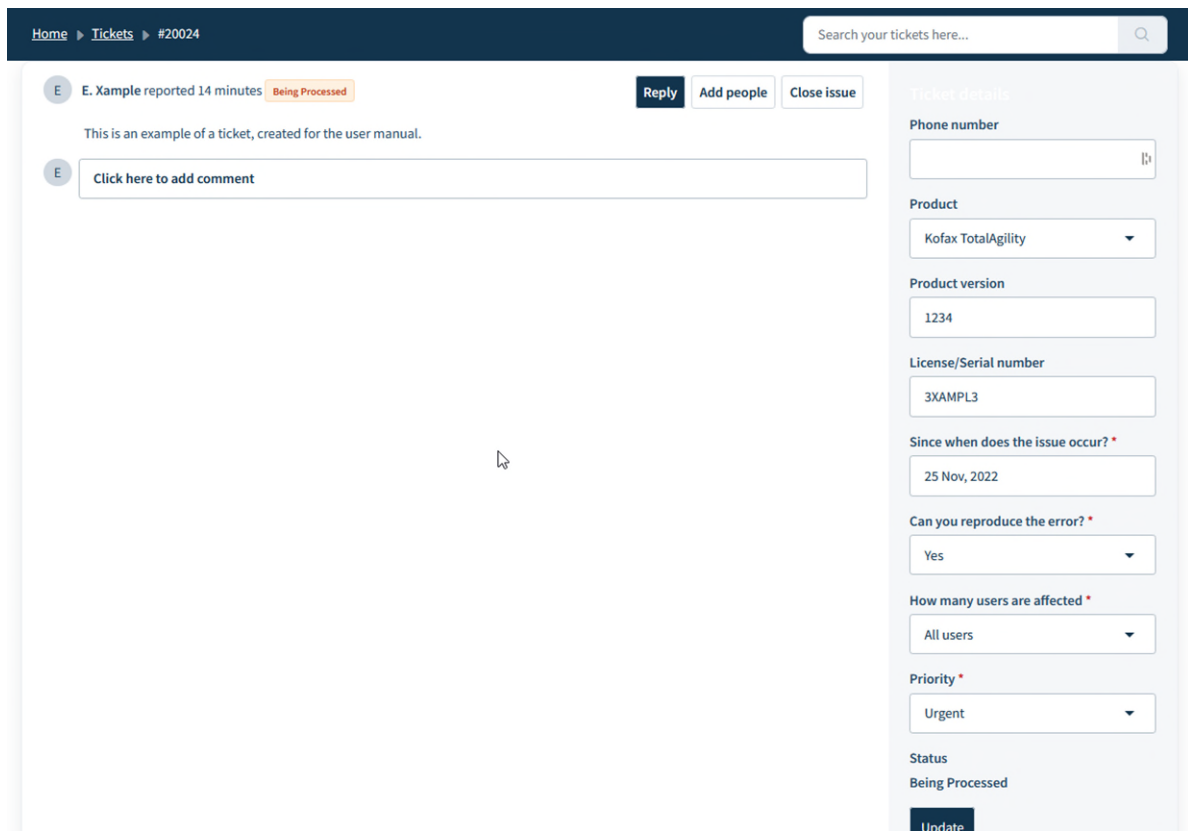
After logging in you see the following:



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.



Home > Tickets > #20024

E. Xample reported 14 minutes Being Processed Reply Add people Close issue

This is an example of a ticket, created for the user manual.

E

**Ticket details**

Phone number

Product

Product version

License/Serial number

Since when does the issue occur? \*

Can you reproduce the error? \*

How many users are affected \*

Priority \*

Status   
Being Processed   
Update

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