



Docspro support portal

End user manual

Document Information

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Author : Peter Beckers

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1 Introduction

Welcome to the DocspRO Support Portal!

If you have a support contract with DocspRO, you can use our self-service support portal to:

- **Submit new support tickets**
- **Chat with our support team**
- **Track the progress of your open tickets**

This guide is here to help you get started and make the most of the portal. It's divided into three easy-to-follow sections:

1. **How to Submit a Ticket**
2. **Creating Your Account**
3. **Getting to Know the Ticket Overview**

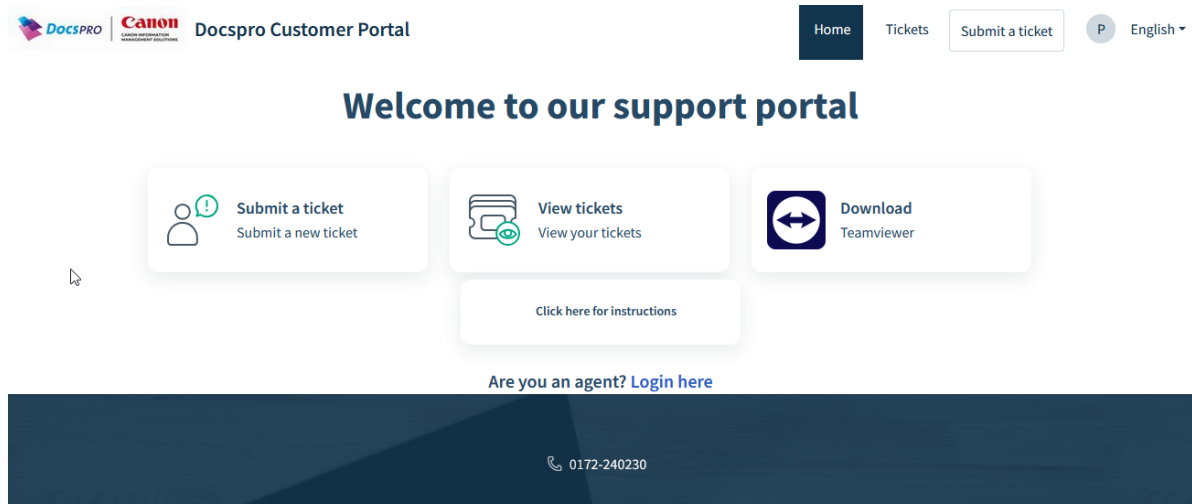
If you have any questions about this guide or need help using the DocspRO Support Portal, please feel free to reach out to our support team at **+31 172-419334**. We're happy to help!

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.



Good to know: You don't need an account to submit a ticket. Once you've submitted your request, we'll send you an activation link so you can create your account and easily follow up on your ticket (more on that in the next chapter).

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

Subject * ⓘ

Your e-mail address * ⓘ

Phone number

Product

Choose... ▼

Environment *

Choose... ▼

Product version ⓘ

License/Serial number ⓘ

Description * ⓘ

B i U ↺ ☰ ☷ A ↻ 🔗 ↵ <>

Type something

Since when does the issue occur? *

Can you reproduce the error? *

Choose... ▼

How many users are affected *

Choose... ▼

Attachment

Cancel Submit

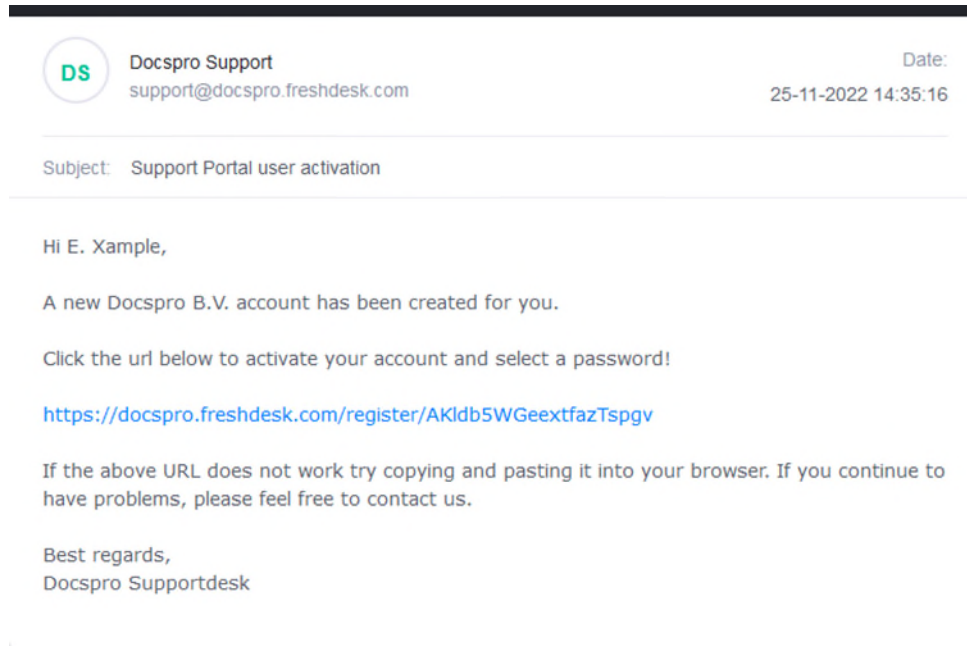
Fill out all the fields in the form, confirm you are not a robot and click on the Submit button

*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.



Support Portal

ACTIVATE YOUR ACCOUNT

Please confirm your details and set a password for your account

Full name *

Enter Password *

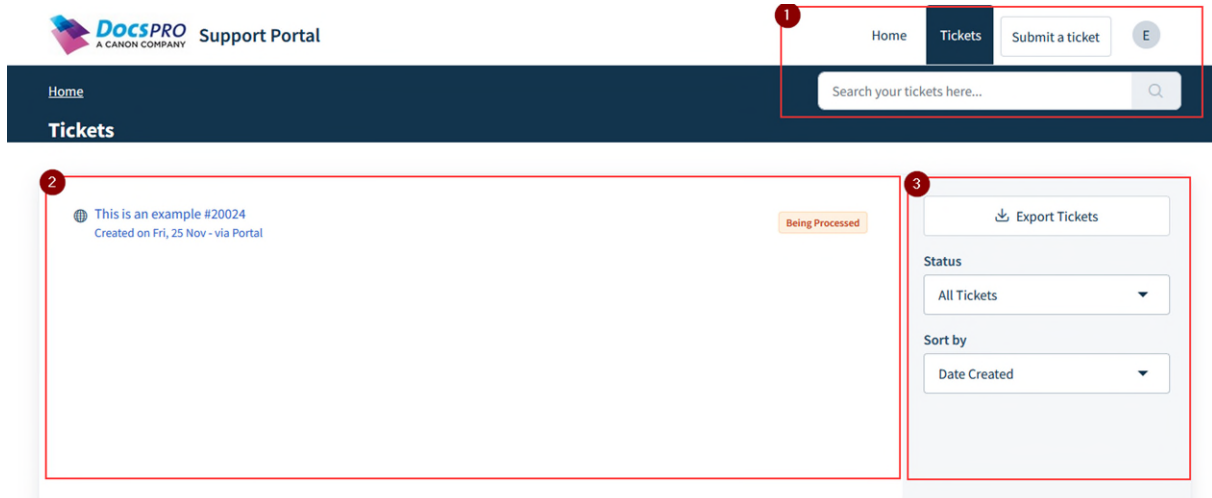
Retype Password *

Activate and Log in

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.

Home
>
Tickets
>
#20024

Search your tickets here...

E

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

Click here to add comment

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

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.