

Global Support Portal

End User Guide

Issue

1

Date

September 2015



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1 About This Guide

This document provides information for end users using the Synectics Global Support Portal to create support tickets: <https://support.synecticsglobal.com>.

1.1 Scope and Conventions

This document uses the following convention and styles:

Convention	Usage
bold	Commands, keywords and terms that appear in the user interface (for example, buttons, dialog box titles, and tabs)
<i>italic</i>	Command input that is supplied by the user.
screen font	Examples of information displayed on the screen.
bold screen font	Examples of information that the user must enter.
[]	Keywords or arguments that appear within square brackets are optional.
[x y z]	A choice of keywords (represented by x, y and z) appears in braces separated by vertical bars. The user must select one.
Ctrl	The Control key. For example, where Ctrl+A is written, hold down the Control key while pressing the A key.
Shift	The Shift Key For example, where Shift+A is written, hold down the Shift key while pressing the A key.

The following symbols are used to indicate important points and information:



Alert: Performing this action may affect system operation.



Note: Details useful information to consider.



Setup: A note of where in system setup a feature is controlled or configured.

2 Synectics Global Support Portal

The Synectics Global Support Portal is the official Synectics support help resource and should be used to process and support all incoming support requests. It provides useful links for returning equipment, creating new users and searching for more information.

The Knowledge Base section of the portal is a searchable library for all Synectics-related documentation and files. Here, you can find the latest installers, as well as datasheets, specifications and guides. To keep informed of any changes or updates to this information, click **Follow** on the required page:

Synergy 3 Documentation

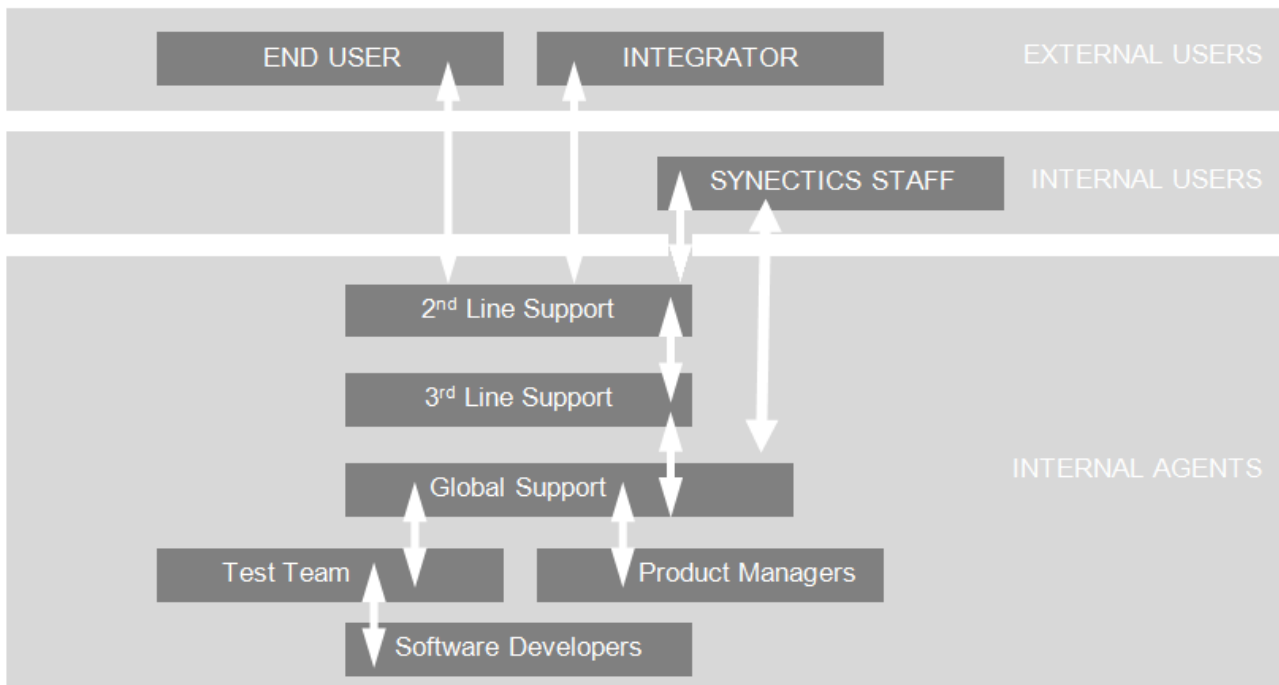
Follow

3 Support Workflow

The Global Support Portal contains a web page where tickets can be created. It has been designed to be used by both external users (customers/integrators) and internal users (Synectics employees).

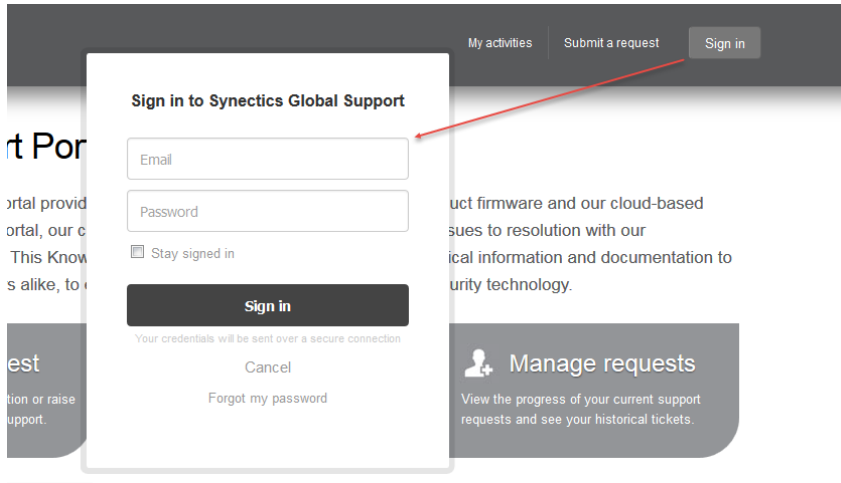
The tickets are then managed using the process shown below. System 'macros' and 'triggers' help support tickets to be moved through the appropriate support channels with the correct ticket status and support tier assignments.

3.1 Process Overview



3.2 Logging On

Before you can start using the Global Support Portal, you need to log on. Click **Sign in** to log on. If you do not have an account, click **Sign up** and you will be able to request one.

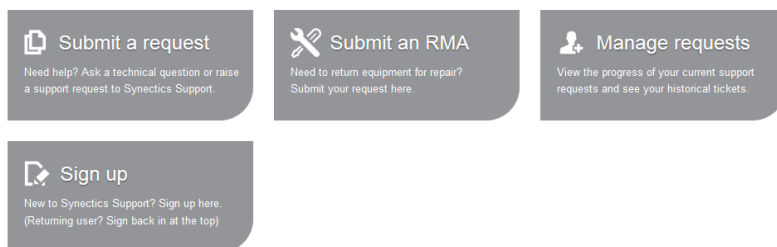


Once you are logged on, you can:

- Create a support request.
- See an overview of your current open requests.
- Send material back for repairs using a Return Merchandise Authorization (RMA) form.
- Search through the Knowledge Base for information.

Global Support Portal

Synectics Global Support Portal provides access to technical product information, product firmware and our cloud-based service desk. Through the portal, our customers are able to easily raise and track all issues to resolution with our international support teams. This Knowledgebase is used for providing the latest technical information and documentation to our customers and engineers alike, to ensure we keep ourselves at the forefront of security technology.

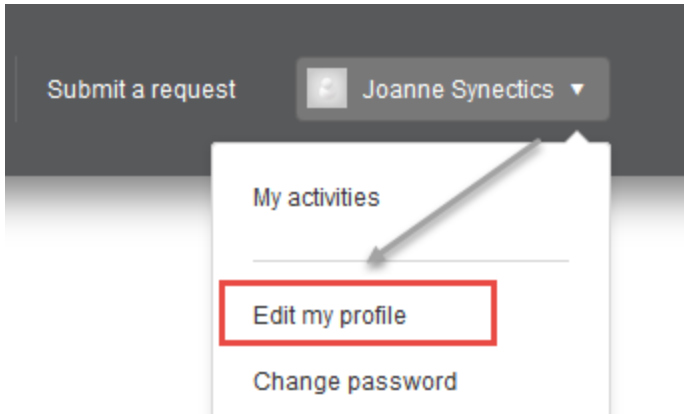


3.3 User Profiles

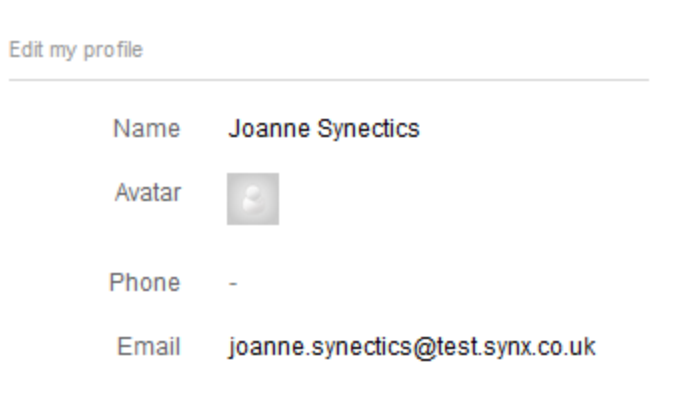
Each user has their own profile, containing essential information such as their email address and organization.

In the top-right corner of the Global Support Page, click the drop-down arrow next to your profile name.

Under your name, click **Edit my profile**.



You can then edit your profile information as appropriate.

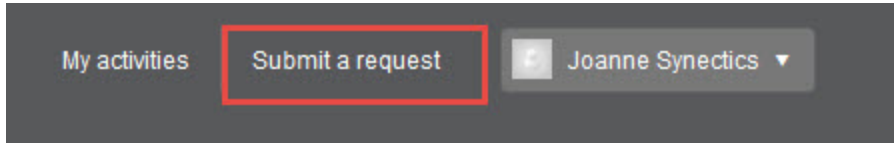


Alternatively, click **Change Password** from the drop-down list to change your password.

4 Creating Tickets

To create a support request:

1. In the top right-hand corner of the Global Support Portal, click **Submit a request**. The Submit a request page is displayed.



2. Select **Synectics customer support request** or **Synectics integrator support request** as appropriate.



Note: The **Synectics integrator support request** option is only available when logged in as an integrator. Integrators are also considered end users; as such, there is no separate integrator-aimed guide.

3. In the **Ticket Subject** and **Description** fields, enter as accurate and detailed a description of the issue as possible to help with efficient ticket resolution and future ticket searches.
4. In the **I would like to...** field, select the most appropriate action from the drop-down menu so that the support request can be directed appropriately.
5. In the **Integrator*** field, enter the integrator details. This field is used for system and customer reporting and provides further information to people managing the ticket. If there is no integrator, enter: N/A



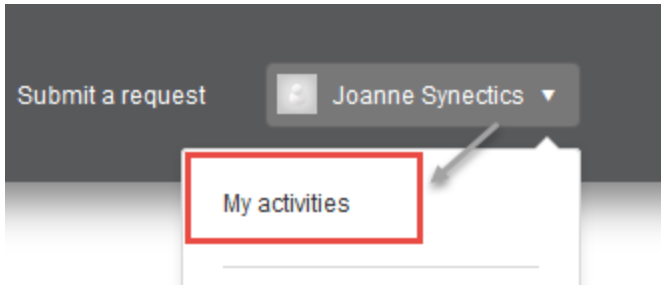
Note: The **Integrator** field can be seen by end users but not the integrators. The **End-user** field (company name) can be seen by integrators but not the end users.

6. In the **Site name (Project name)** field, enter either the name of the organization, site or project.
7. In the **Site status** field, select the most appropriate option describing the progress of the site.
8. From the **Product** drop-down menu, select the product to which the request relates. If you select **IP Cameras & Camera Integration**, you will see the following additional fields: **Camera Type**, **Camera Manufacturer**, **Camera Model** and **Camera Firmware**.
9. Enter the applicable Synergy platform version in the **Synergy Platform Version** field. To find out which version you are using, go to **Setup>About Synergy** in your Synergy client.
10. In the **Fix Files** field, list any Synergy fix files you are using.
11. In the **Synectics Remote Access Options** field, select the most appropriate remote access option for the site in need of support.
12. In the **Attachments** field, add any applicable fields.

The ticket will automatically be placed with the appropriate customer services team (the organization with which the requester is associated).

5 Viewing Tickets

To view the status of any tickets you have created, go to your user name in the top right-hand corner of the Global Support Portal and select **My activities** from the drop-down list.



You will see a list of all requests that you have created.

Click **Requests I'm CCed** on the right-hand side to see any requests that you have been added to. If you have been copied onto a request, you will be able to add internal comments.

Click **Organisation Requests** to see all requests relating to the organization that you are affiliated with, if this option has been enabled for your organization.

Click **Following** to see a list of any pages on the Global Support Portal that you are currently following. If you have clicked to follow a page, you will automatically be notified by email every time the page is updated.

6 Updating Tickets

To respond or add further comments to a ticket, go to **My Activities**. Click on the relevant request and add a comment. Click **Submit**.

Request #9166

Dummy Test Ticket



Joanne Abellio

test



Enter information here to add comments to the ticket.

Add file or drop files here

Submit

Joanne Abellio submitted this request

STATUS
Open

TYPE
Question

I would like to...
...ask a technical question

Integrator
test

Site name (Project name)
test

Site status
UAT (user acceptance testing – In house test)

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Contact Information

For product and software assistance, contact your local office and ask for the support department.

Alternatively, visit us online at www.synecticsglobal.com or search our Global Support Portal at <https://support.synecticsglobal.com/hc/en-gb>.

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