



Introduction to SpinifexIT Help Center

- What is SpinifexIT Help Center / Customer Care Portal?
- How to Register?
- How to Navigate the Knowledge Base?
- How to Search?
- How to Submit a Support Ticket?
- How to Check Ticket Status?
- How to Edit a Ticket?

What is SpinifexIT Help Center / Customer Care Portal?

- The SpinifexIT Help Center / Customer Care Portal serves as an online Documentation and Knowledge Base for all the SpinifexIT solutions, which includes **User Manuals, FAQs, Release Notes** and **Best Practices** to help solve your queries or any SpinifexIT product concerns.
- It also provides an easily accessible portal for you to efficiently create and monitor tickets

The screenshot displays the SpinifexIT Help Center / Customer Care Portal interface. At the top left is the SpinifexIT logo. To the right, there is a navigation bar with a "Submit a request" button and a user profile for "Lou Abigail Menard". Below the logo is a large banner for a "JOIN US! MASTERING SAP HR & PAYROLL" event, dated "13 - 15 MARCH, 2018" at "CROWN PROMENADE, MELBOURNE", with a "SAVE THE DATE" button. A search bar is located below the banner. The main content area features a grid of service tiles:

- General**: General information about SpinifexIT and the SpinifexIT Customer Care portal.
- Strato**: Strato is a Software-as-a-Service application that allows users to generate elegantly formatted employee documents, l...
- Easy Reporter**: Powerful and easy-to-use reporting for SAP and SAP SuccessFactors HCM. Easy Reporter is the only SAP-certified rep...
- Easy Documents**: Innovative and time-saving employee documents for SAP and SAP SuccessFactors. Easy Documents allows you to produce...
- Easy Clone**: A Fast, Secure Way to Copy SAP HCM and Payroll Data and Results. SpinifexIT's Easy Clone allows users to copy cur...
- Easy Help Desk**: Time-saving processes that reduce Payroll and HCM shared service center efforts by 80%. Easy Help Desk radically s...
- Easy Payment Summaries**: A comprehensive suite of processes and tools that streamline Australian payroll reconciliation. Easy Payment Summa...
- Easy Balance**: A comprehensive suite of processes and tools that streamline US payroll reconciliation. Easy Balance delivers SAP ...
- Easy Pension Auto-Enrolment**: Reports, documents and analytics that simplify compliance with UK pension regulations. Easy PAE uses real-time SAP...
- Easy Real-Time Information**: Time-saving documents and reports that streamline UK payroll reconciliation to the HMRC. Easy Real-Time Informatio...

How to Register to the Help Center / Customer Care Portal?

Register in 3 steps :

1. Go to <https://spinifexit.zendesk.com/> and click **Sign in** from the upper right side of the page. You will be asked to register to the Help Center the first time you log in.

2. Click **Sign up** in the pop-up window, and enter your full name and your company email address.

It is important to use your company email address so you can also view other tickets filed within your organisation. If your company uses Google or Microsoft account you can benefit from logging in with the same credentials

3. After signing up, **log-in to your mailbox and verify your account** by clicking the automated link sent to your email. You will be then asked to assign a password for your account.

Make sure to check your **Spam / Junk folder** if you did not receive the verification in your Inbox. If it's not there, contact our Customer Care team at support@SpinifexIT.Zendesk.com

Sign in to SpinifexIT

Sign in with Google

Sign in with Microsoft

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

I am an Agent

Forgot my password

New to SpinifexIT? [Sign up](#) **Sign up**

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through you're already registered. You probably don't have a p

Note: Passwords are case sensitive and should be a combination of letters, numbers and a special character.

Choose your secret password

You'll use this password to sign in to SpinifexIT.

Your name

Vanessa Ibanez Zambale

Your password

Password requirements:

- must be at least 5 characters
- must be different from email address

Set password

How to Navigate the Knowledge Base?

This is the home page of the **SpinifexIT Customer Care Portal** that you will see after you log in.

The screenshot shows the SpinifexIT Customer Care Portal home page with several key elements highlighted by green callout boxes and red arrows:

- Home Button:** Points to the SpinifexIT logo in the top left corner.
- Submit Request button:** Points to the "Submit a request" link in the top right navigation area.
- Username:** Points to the user profile "Lou Abigail Menard" in the top right.
- Events Banner:** Points to a central banner for "JOIN US! MASTERING SAP HR & PAYROLL" event, dated "13 - 15 MARCH, 2018" at "CROWN PROMENADE, MELBOURNE".
- Search Bar:** Points to the search input field on the left side.
- SpinifexIT Solution Tiles (Categories):** A large red-bordered box encompasses a grid of solution tiles, with a callout box pointing to the first tile, "General".

The solution tiles include:

- General:** General information about SpinifexIT and the SpinifexIT Customer Care portal.
- Strato:** Strato is a Software-as-a-Service application that allows users to generate elegantly formatted employee documents, I...
- Easy Reporter:** Powerful and easy-to-use reporting for SAP and SAP SuccessFactors HCM. Easy Reporter is the only SAP-certified rep...
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How to Navigate the Knowledge Base?

Sections and Articles List

Selecting a **Product** or a **Solution tile** from the main screen directs you to the solution's sections and its corresponding articles.

The example below shows the sections and articles within the Easy Clone solution:

The screenshot displays the SpinifexIT Help Center interface for the 'Easy Clone' solution. The page is annotated with green boxes and red arrows to highlight key navigation elements:

- Breadcrumbs:** A path showing 'SpinifexIT Help Center > Easy Clone'.
- Solution name:** The main heading 'Easy Clone'.
- Product short description:** A paragraph describing the solution as a fast and secure way to copy SAP HCM and Payroll data.
- Sections:** A list of sections including 'Getting Started with Easy Clone' and 'Advanced Features'.
- Articles:** A list of articles under the 'Getting Started with Easy Clone' section, such as 'Purpose', 'Copy data from the current system into another system', 'Save Data to a File', 'Load Data from a File', 'Copy Organisational Data Options', and 'Scramble Advance Features'.

At the bottom of the articles list, there are links to 'See all 24 articles' and 'See all 16 articles'.

How to Navigate the Knowledge Base?

Article screen

The screenshot shows the Spinnifex IT Knowledge Base interface. At the top, the logo 'spinnifex IT' is on the left, and the user 'Lou Abigail Menard' is on the right. Below the logo, the breadcrumb path is 'Spinnifex IT Help Center > Easy Clone > Getting Started with Easy Clone'. A search bar is located to the right of the breadcrumb. The main content area is titled 'Navigation in the Easy Clone' and is authored by 'Luis Santos', updated 5 days ago. A 'Follow' button is visible. The article text explains that Easy Clone is a multi-tabbed screen with five tabs: 1. Copy Type, 2. Copy Options, 3. Employee Selection, 4. Data to Copy, and 5. Run. The article provides detailed descriptions for each tab: 'Information Tab' (current release version), 'Copy Type' (direction and data type), 'Copy Options' (source and destination), 'Employee Selection' (specific employees), and 'Run' (actioning the copy). A sidebar on the left lists other articles in the section, with 'Navigation in the Easy Clone' highlighted. Social media icons for Facebook, Twitter, LinkedIn, and YouTube are at the bottom.

spinnifex IT

Lou Abigail Menard

Spinnifex IT Help Center > Easy Clone > Getting Started with Easy Clone

Search

Articles in this section

Getting Started with Easy Clone

Navigation in the Easy Clone

Processing a Copy through the Easy Clone

The Information Tab

The Copy Type Tab

The Copy Options Tab

The Employee Selection Tab

The Data to Copy Tab

Scramble Settings

Employee Data

See more

Navigation in the Easy Clone

Luis Santos
Updated 5 days ago

Follow

Easy Clone® is displayed as a screen with multiple tabs and within each tab are individual sections containing details related specifically to the chosen tab. Let's take a basic look at each of the tabs.

1. Copy Type 2. Copy Options 3. Employee Selection 4. Data to Copy 5. Run

Information Tab

This tab conveys that you are running the Easy Clone solution and it shows the current release version of Easy Clone.

Copy Type

In this tab you select the direction of the copy and in a global sense what type of data you would like to copy.

Copy Options

This tab allows you to select where you want the data to be copied from or where it is to be copied to. In addition, under an Employee Master Data copy, how the employee numbers are to be processed.

Employee Selection

This tab will appear automatically, under an Employee Master Data copy, and this is where you select the specific employee(s) to copy. This tab may not appear depending on the global type of data chosen to be included in the copy.

Data to Copy

This tab allows for the more specific selection of data to process with the copy.

Run

Under this tab you action the copy itself based on the various details that have been chosen through the previous tab screens.

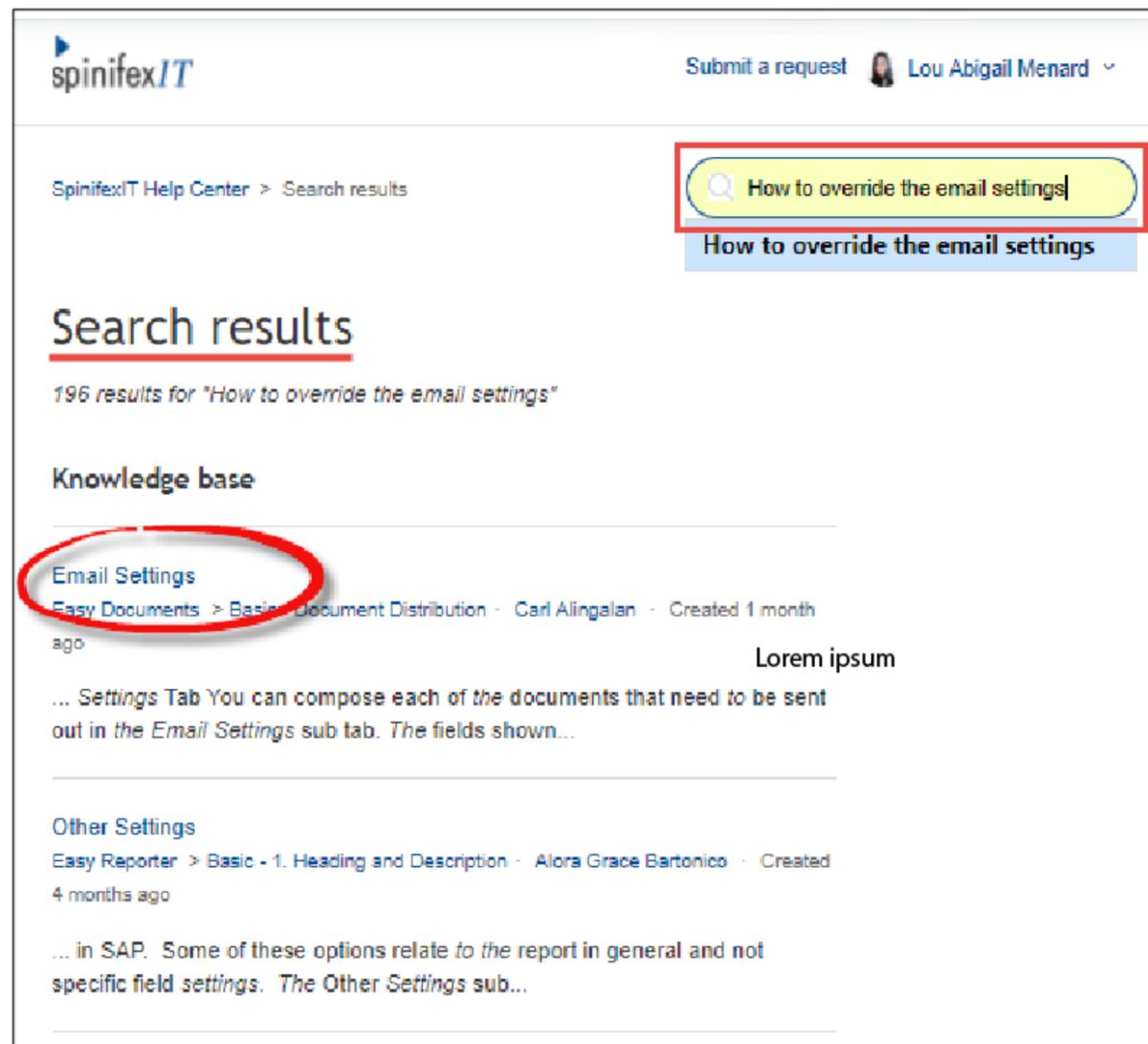
Facebook Twitter LinkedIn YouTube

Selecting an **Article** within a **Product Solution** will display the article's contents.

The example here shows the screen of an opened article within the **Easy Clone** solution.

How to Search within the Knowledge Base?

You can use the Search Functionality through the Search Bar found at the upper-right side of the screen within any SpinifexIT Solution Tile. The Search Functionality serves as a self-help for you to find answers or solution to any SpinifexIT product concerns or queries.



spinifexIT

Submit a request Lou Abigail Menard

SpinifexIT Help Center > Search results

How to override the email settings

How to override the email settings

Search results

196 results for "How to override the email settings"

Knowledge base

Email Settings
Easy Documents > Basic - Document Distribution - Carl Alingalan - Created 1 month ago
Lorem ipsum
... Settings Tab You can compose each of the documents that need to be sent out in the Email Settings sub tab. The fields shown...

Other Settings
Easy Reporter > Basic - 1. Heading and Description - Alora Grace Bartonico - Created 4 months ago
... in SAP. Some of these options relate to the report in general and not specific field settings. The Other Settings sub...

To do a search:

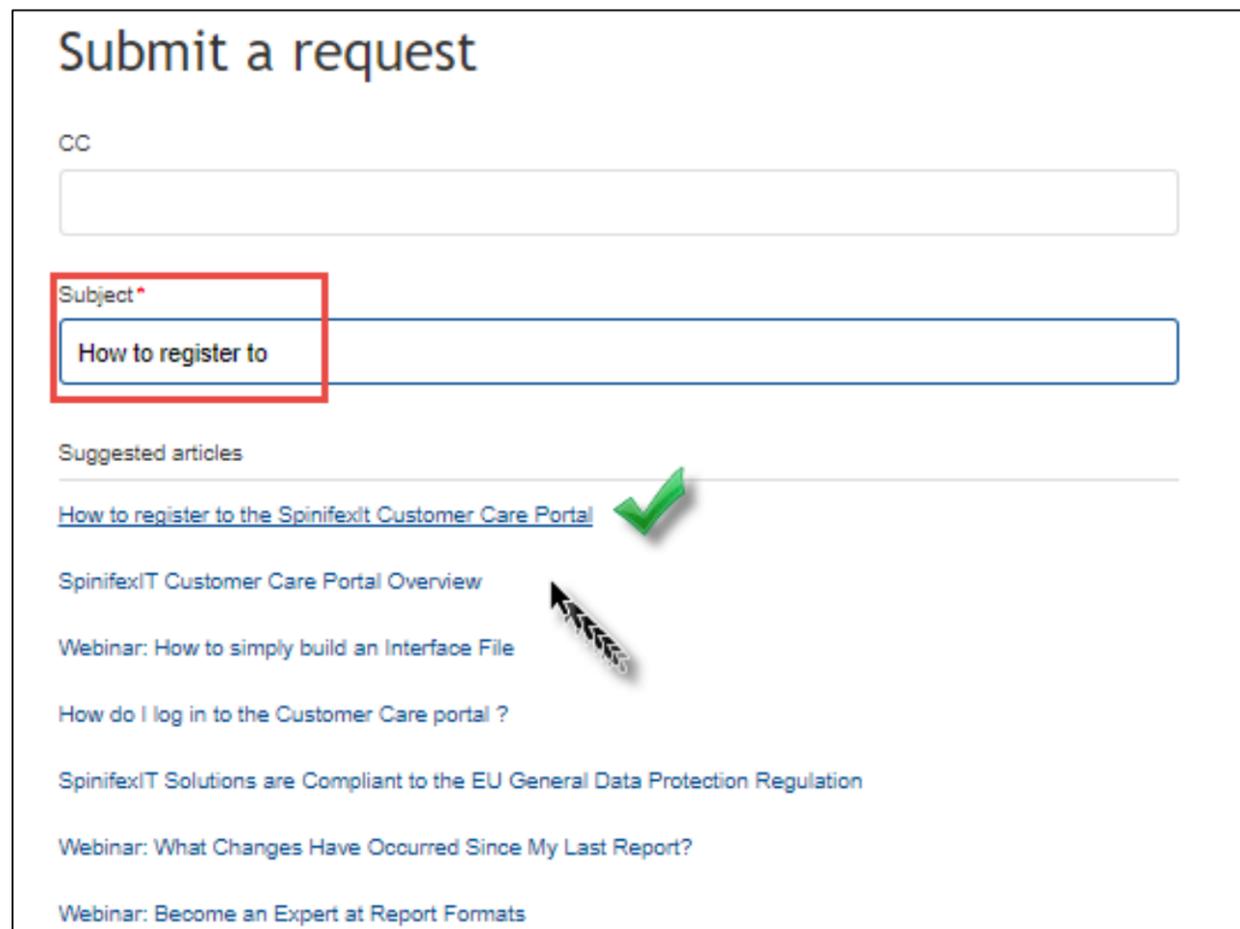
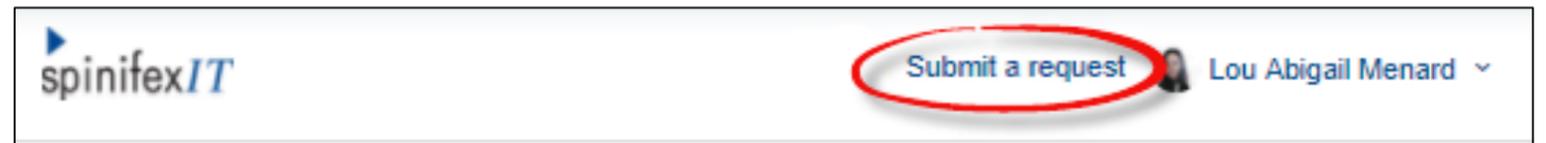
Type in keyword(s)/phrase in the Search Bar.
Press Enter.

- > Search within the Category / Product
(done from the Category page, or Article page)
- > Or Search within the ENTIRE Help Center
(done from the Main Page of the Knowledge Base)

Note: If you did not answers from the search results, you can submit a support ticket to the Customer Care Team.

How to Submit a Support Ticket?

Submit a ticket to our Customer Care support team if you did not find the answers you are looking for via the Search Functionality.

The image is a screenshot of the 'Submit a request' form. At the top, it says 'Submit a request'. Below that is a 'cc' field. The 'Subject' field is highlighted with a red box and contains the text 'How to register to'. Below the subject field is a section titled 'Suggested articles' with a list of links. The first link, 'How to register to the Spinifexit Customer Care Portal', is highlighted with a green checkmark and a mouse cursor arrow pointing to it. Other links include 'SpinifexIT Customer Care Portal Overview', 'Webinar: How to simply build an Interface File', 'How do I log in to the Customer Care portal?', 'SpinifexIT Solutions are Compliant to the EU General Data Protection Regulation', 'Webinar: What Changes Have Occurred Since My Last Report?', and 'Webinar: Become an Expert at Report Formats'.

To do this, click the Submit a request button found beside your username at the upper-right side of the page to open the **Submit a request** screen.

As you type in your subject, you will be given a list of suggested articles that might be related to your concern and may give a possible solution. If the list still does not have what you are looking for, continue filling out the rest of the mandatory fields in the form and **Submit** your ticket.

You will receive an email with a ticket case number confirming that the ticket was created and received. You will be notified once it has been updated or resolved by the assigned agent.

How to Submit a Support Ticket?

Here are the fields in the Submit a Request screen:

- **CC:** The email of the person(s) you want to keep in the loop of your ticket.
- **Subject:** Enter what the concern is about.
- **Description:** Describe full details of the issue.
- **Type:**
 - Question – General, how-to questions and consulting type requests.
 - Incident – Choose this if the you have encountered an error in the system or if product is not working the way it should be. This is considered as a typical “bug.”
 - Problem – For reporting a gap or limitation which requires a solution by enhancing the current product (new feature request / enhancements or ideas).
 - Task – For requesting additional documentation, User access, or Transport (release, activation etc).
- **Product:** Enter name of the Product.
- **Product Release Version:** Current version of the product installed in your system. (For Strato, choose No Release or just STRATO)
- **SAP EHP Level:** For transport error.
- **System Impacted:** Type of system where the issue happens (Dev, Testing, Prod).
- **Attachments:** For including attachments like a document or screenshot of the issue.

Submit a request

CC

Subject *

Description *

Please enter the details of your request. A member of our Customer Care team will respond as soon as possible.

Type *

Request type : Question : Any generic question, How To, or Consulting request. Incident : Any possible bugs or error Problem : Any encountered limitation, enhancement request, new feature or idea suggestion Task : Special request such as documentation update request or Release transport / activation transport request

Product *

Please indicate the main SpinifexIT product your concern / question / issue deals with

Product Release Version *

Describe the version of the product the issue, concern, question or enhancement deals with. If not applicable choose No Release

SAP EHP Level

if your question / issue deals with a transport error, please indicate your current EHP level to facilitate a faster resolution. To identify your EHP level : please go to SAP / System Menu / Status / Product version then select Tab Installed Product Versions.

SAP EHP Level

if your question / issue deals with a transport error, please indicate your current EHP level to facilitate a faster resolution. To identify your EHP level : please go to SAP / System Menu / Status / Product version then select Tab Installed Product Versions.

System impacted : Dev/Test/Prod ID or URL for Strato

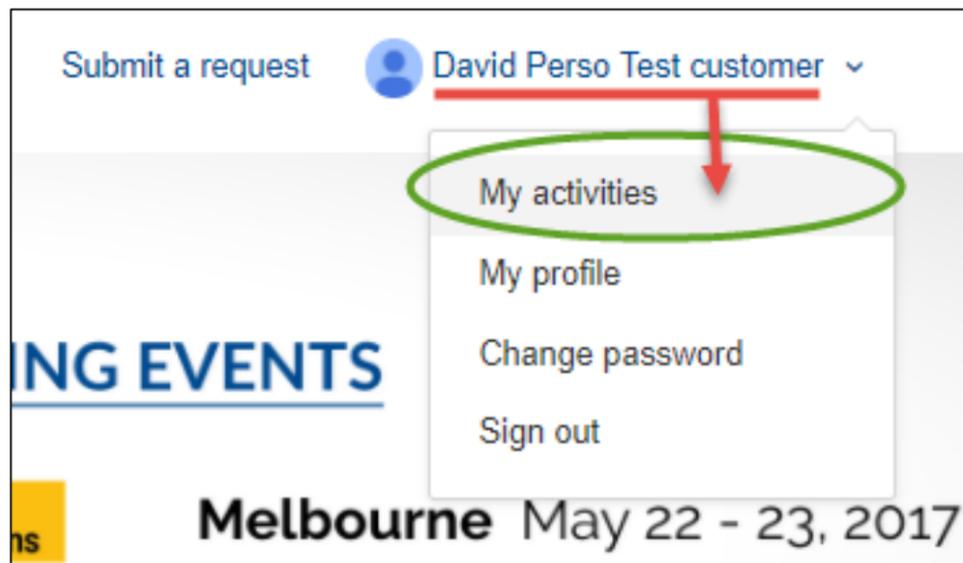
Please indicate the Type of System where the concern / issue happens (Dev/ Test / Prod.) and possibly system ID if multiple instances exist or indicate URL for Strato related concern. This will facilitate further investigations by the Customer Care Team. Enter N/A if not applicable due to the type of ticket

Attachments

Add file or drop files here

Submit

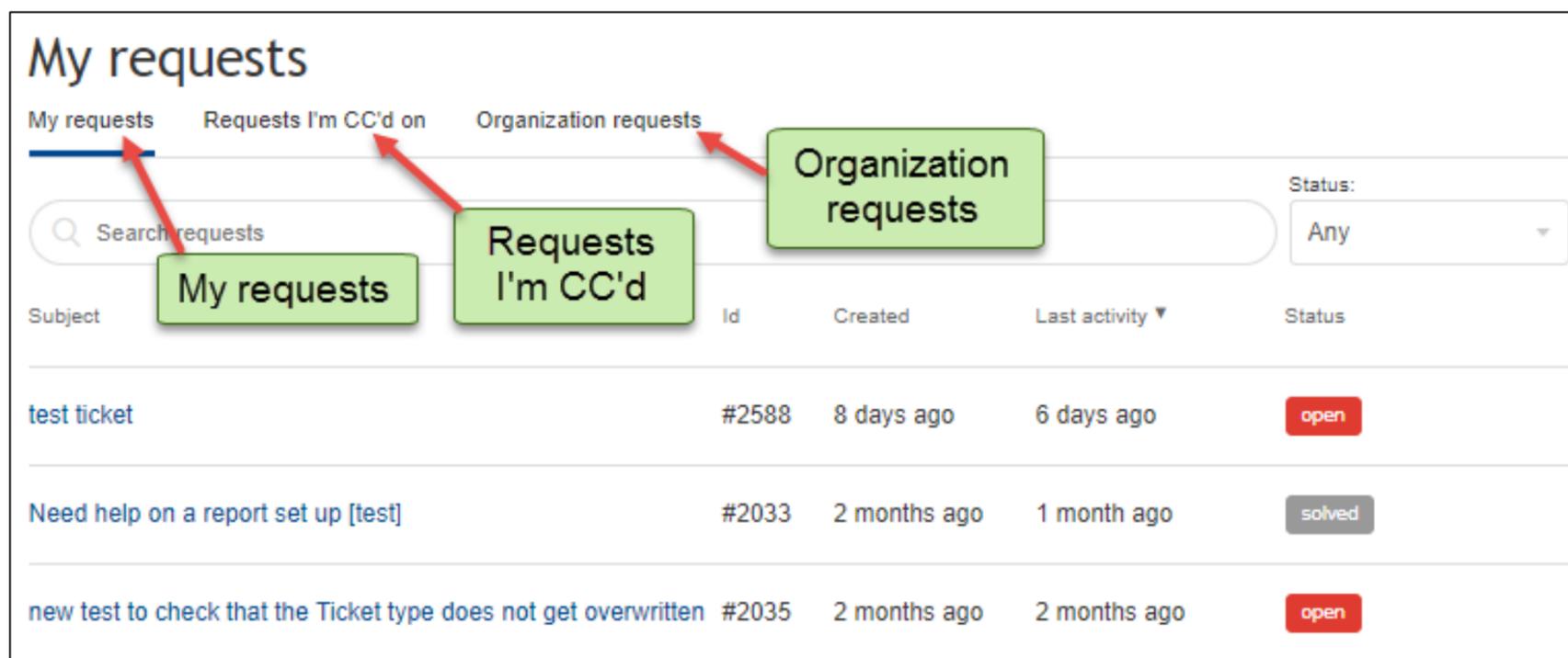
How to Check Ticket Status?



To check status of your ticket, click on your username at the top right of the page, and select My Activities.

You will see the three main tabs in the My Requests screen.

By default, you will have access to:



- The tickets you created.
- The tickets you have been copied on (CC).
- The tickets created by another end user under your organization.

If you have not submitted any tickets, check the **Organization requests** tab to view tickets filed by your colleagues.

How to Check Ticket Status?

Subject	Id	Requester	Last activity ▼	Status
test ticket	#2588	David Perso Test customer	6 days ago	open
Need help on a report set up [test]	#2033	David Perso Test customer	1 month ago	solved
New ticket for test	#1316	David Perso Test customer	5 months ago	Awaiting your reply

Every tab provides the List view of the tickets including the **Subject**, **Ticket ID**, and the **Status** which are color-coded.

open

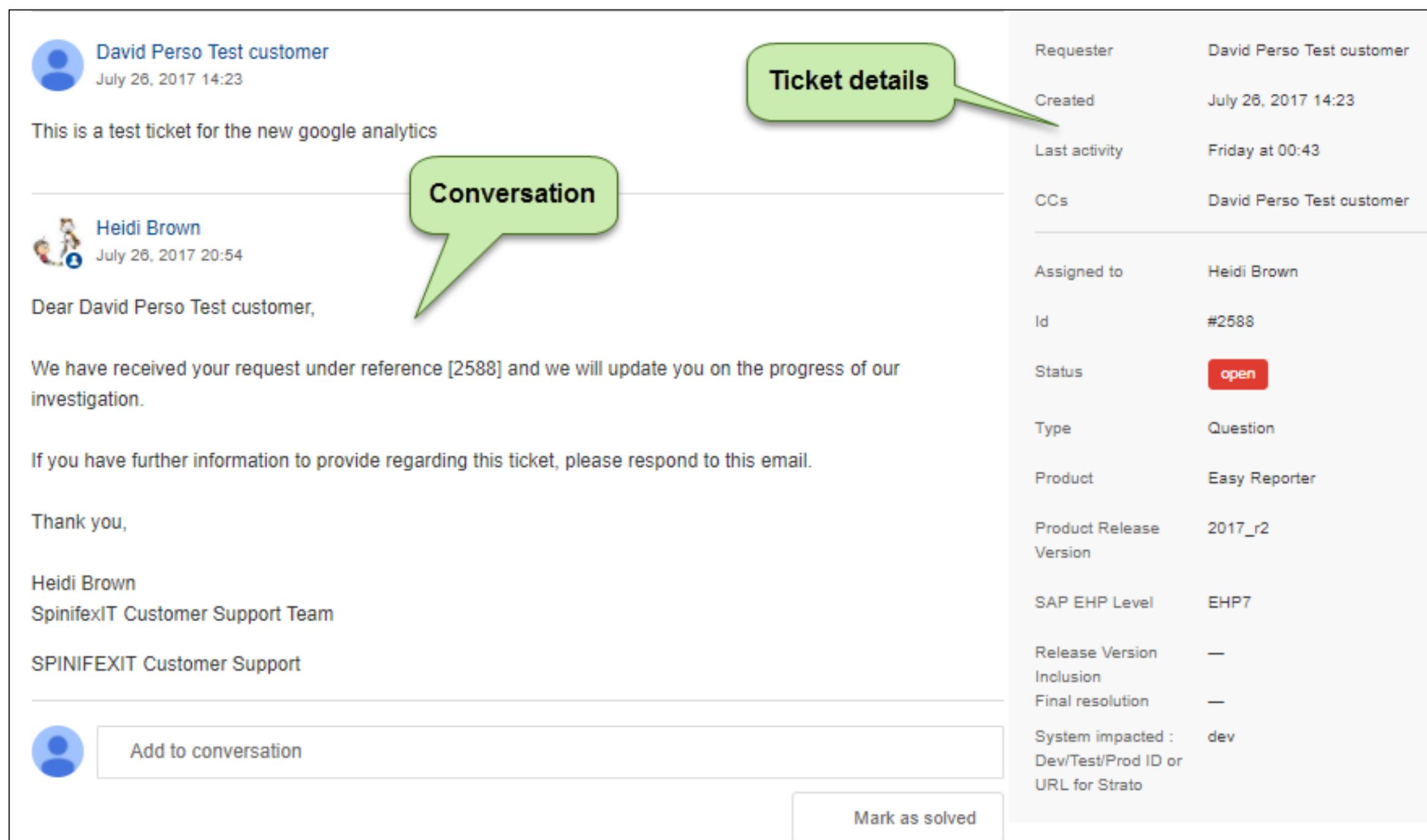
solved

Awaiting your reply

- **Open** means the ticket is waiting for further assistance / solution / answer from the SpinifexIT Customer Care agent . The agent is currently working on it and the ticket will stay open until it is resolved.
- **Solved** means a solution, answer, resolution or fix has been provided to the requester.
- **Awaiting your reply** means the Customer Care agent needs additional information or is waiting for a confirmation from the ticket's requester.

How to Edit a Ticket?

Click a ticket with an Open status to see its Detailed view



The screenshot displays a ticket interface. On the left, a conversation thread shows a message from 'David Perso Test customer' (July 26, 2017 14:23) and a response from 'Heidi Brown' (July 26, 2017 20:54). A green callout bubble labeled 'Conversation' points to the Heidi Brown message. On the right, a 'Ticket details' sidebar lists various attributes. A green callout bubble labeled 'Ticket details' points to the sidebar. At the bottom, there is an 'Add to conversation' button and a 'Mark as solved' button.

Conversation

David Perso Test customer
July 26, 2017 14:23

This is a test ticket for the new google analytics

Heidi Brown
July 26, 2017 20:54

Dear David Perso Test customer,

We have received your request under reference [2588] and we will update you on the progress of our investigation.

If you have further information to provide regarding this ticket, please respond to this email.

Thank you,

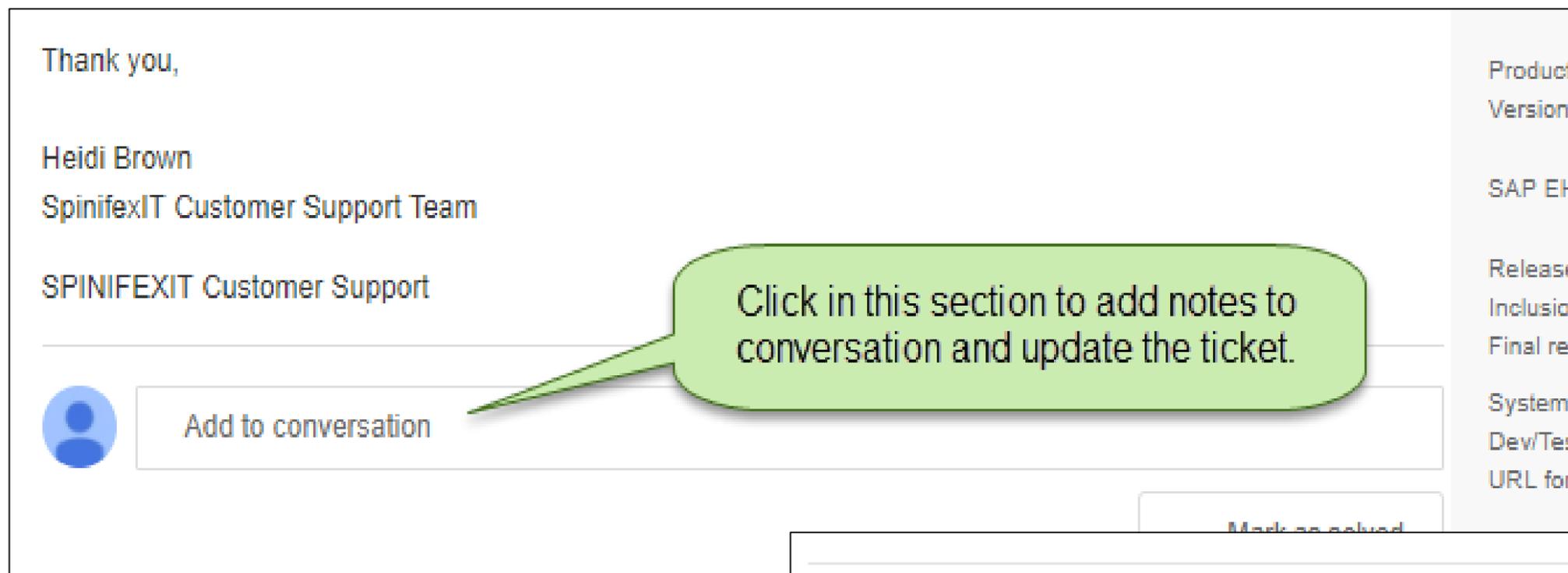
Heidi Brown
SpinifexIT Customer Support Team
SPINIFEXIT Customer Support

Add to conversation

Mark as solved

Requester	David Perso Test customer
Created	July 26, 2017 14:23
Last activity	Friday at 00:43
CCs	David Perso Test customer
Assigned to	Heidi Brown
Id	#2588
Status	open
Type	Question
Product	Easy Reporter
Product Release Version	2017_r2
SAP EHP Level	EHP7
Release Version Inclusion	—
Final resolution	—
System impacted : Dev/Test/Prod ID or URL for Strato	dev

How to Edit a Ticket?



Thank you,

Heidi Brown
SpinifexIT Customer Support Team

SPINIFEXIT Customer Support

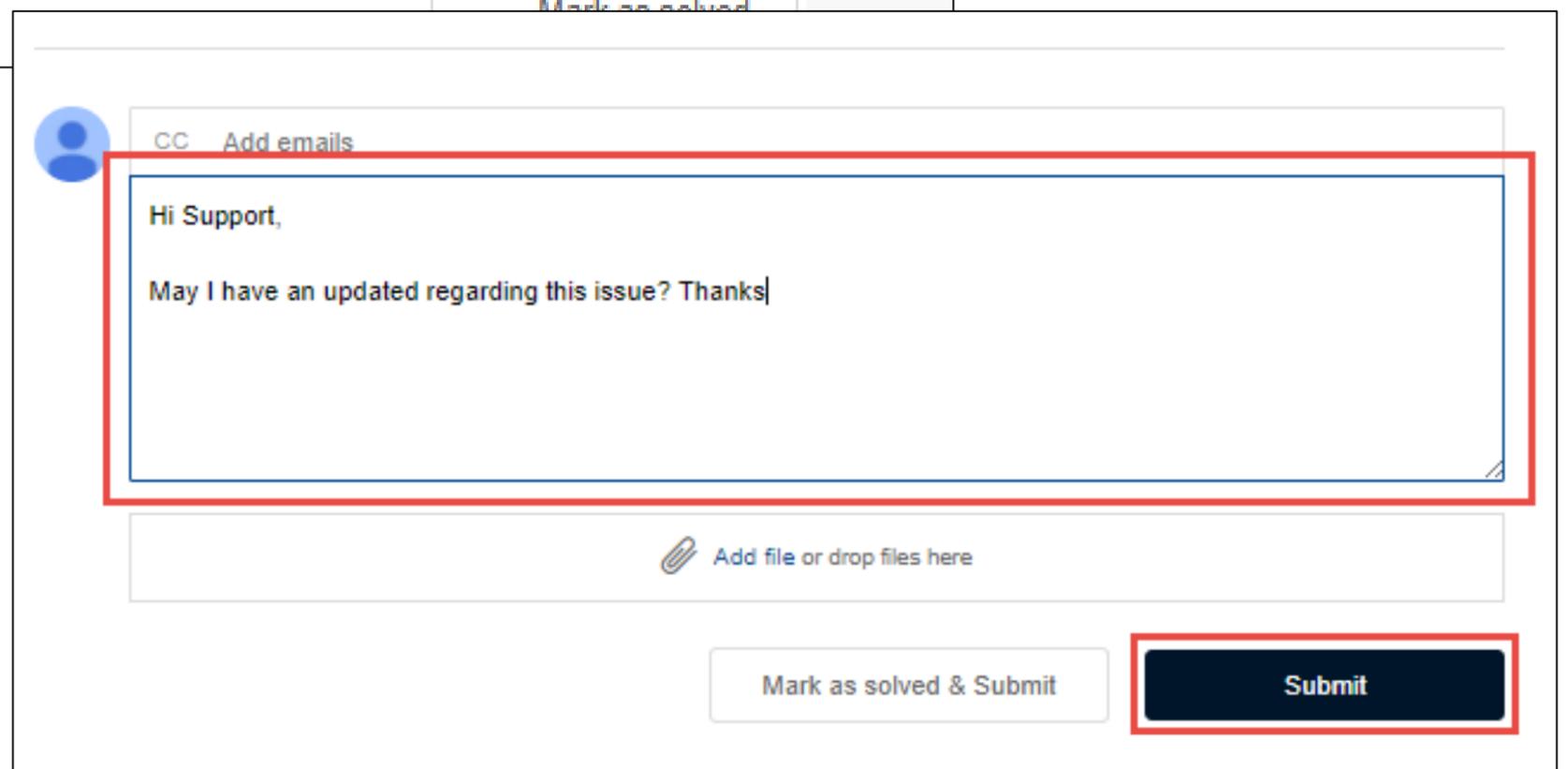
[Add to conversation](#)

Product Version
SAP EH
Release Inclusion
Final re
System Dev/Te
URL for

Click in this section to add notes to conversation and update the ticket.

Click on “Add to conversation” field to add notes , attachments and update your ticket.

Submit your ticket after entering your additional notes or update. If you think that there are no updates needed and that your issue has been solved, you may click **Mark as solved & Submit**.



CC Add emails

Hi Support,
May I have an updated regarding this issue? Thanks

Add file or drop files here

Mark as solved & Submit

Submit

Links

Portal access:

<https://spinifexit.zendesk.com/hc/en-us>

How to register :

<https://spinifexit.zendesk.com/hc/en-us/articles/115007653907-How-to-register-to-the-Spinifexit-Customer-Care-Portal>

How to login :

<https://spinifexit.zendesk.com/hc/en-us/articles/115007655327-How-do-I-log-in-to-the-Customer-Care-portal->

Once registred :

How to create a ticket :

<https://spinifexit.zendesk.com/hc/en-us/articles/115007655187-How-To-Submit-a-Support-Ticket->

How can I access and edit my tickets :

<https://spinifexit.zendesk.com/hc/en-us/articles/115007699707-How-Can-I-access-and-edit-my-tickets->

FAQs :

<https://spinifexit.zendesk.com/hc/en-us/articles/115007703507-Customer-Care-Portal-FAQ>



spinifex*IT*

Thank you!