spinifex*IT*

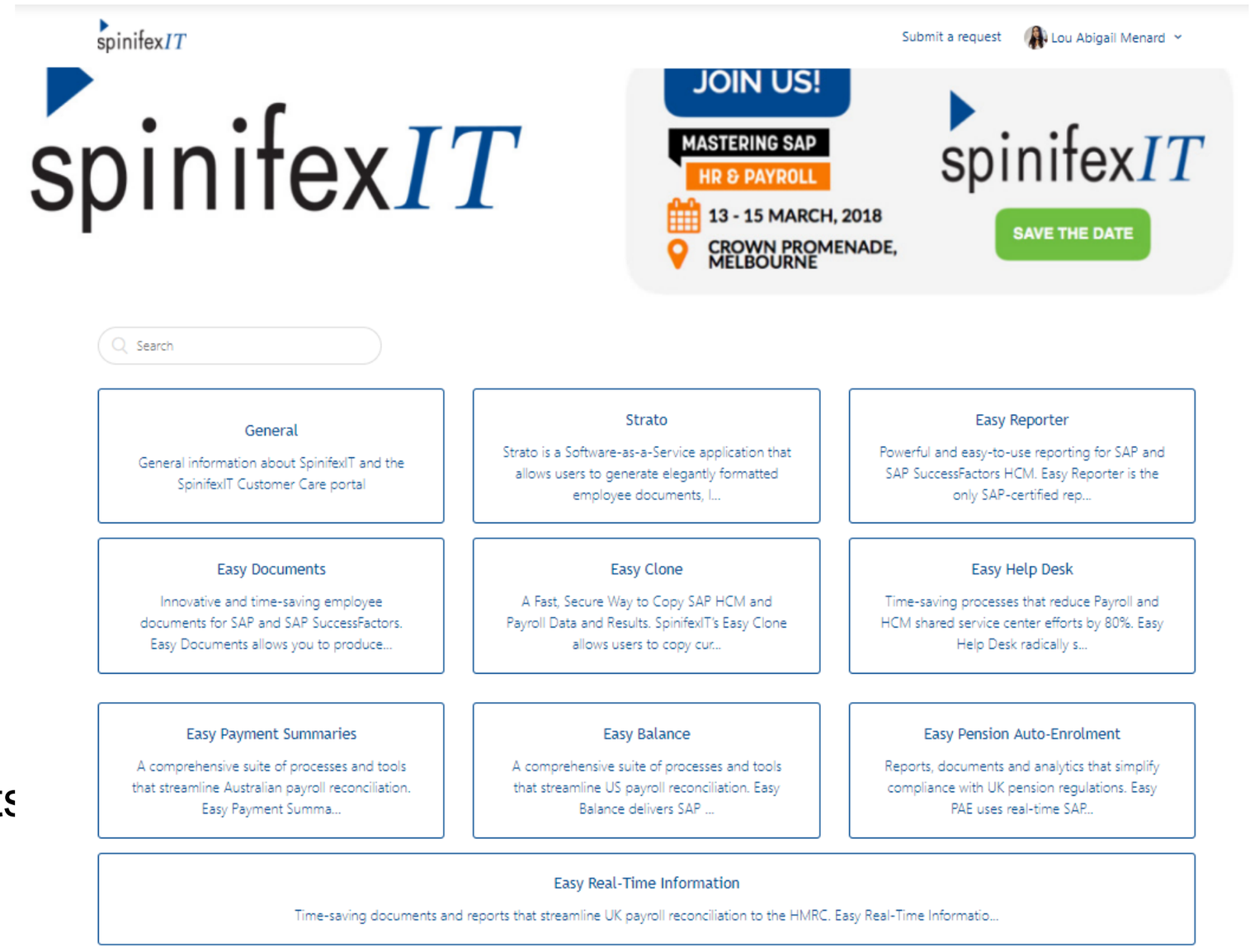
Introduction to SpinifexIT Help Center

- 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



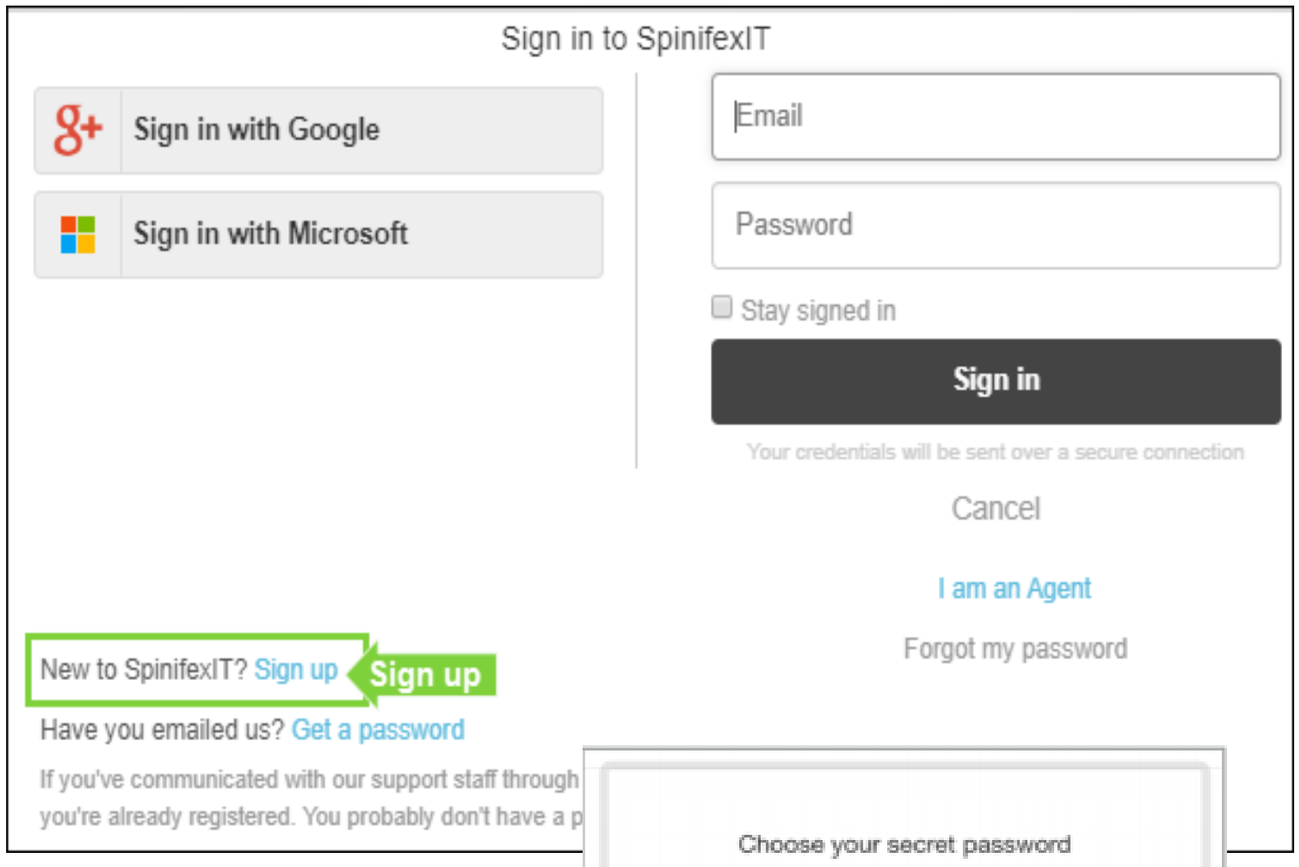
How to Register to the Help Center / Customer Care Portal?

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 e-mail address.

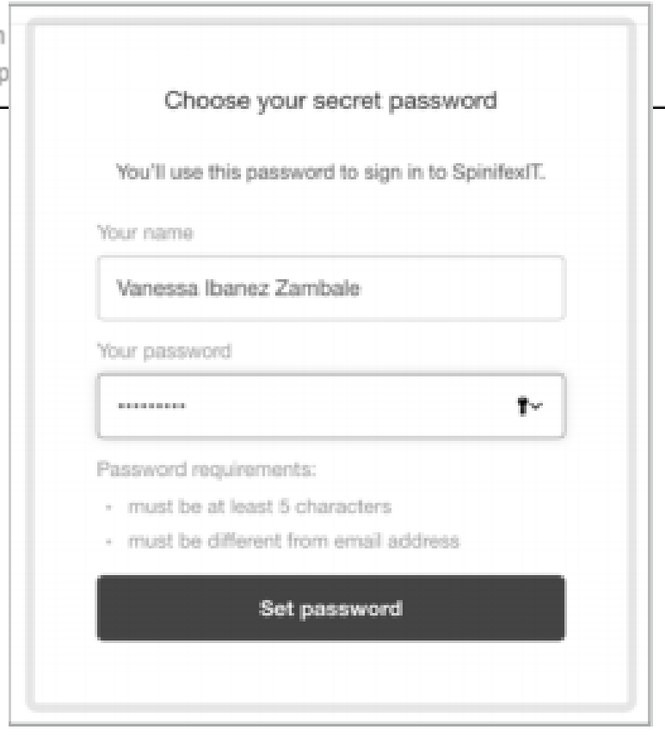
It is important to use your company e-mail address so you can also view other tickets filed within your organisation. If your company uses Google or Microsoft account you can benefit from loging in with the same credentials



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

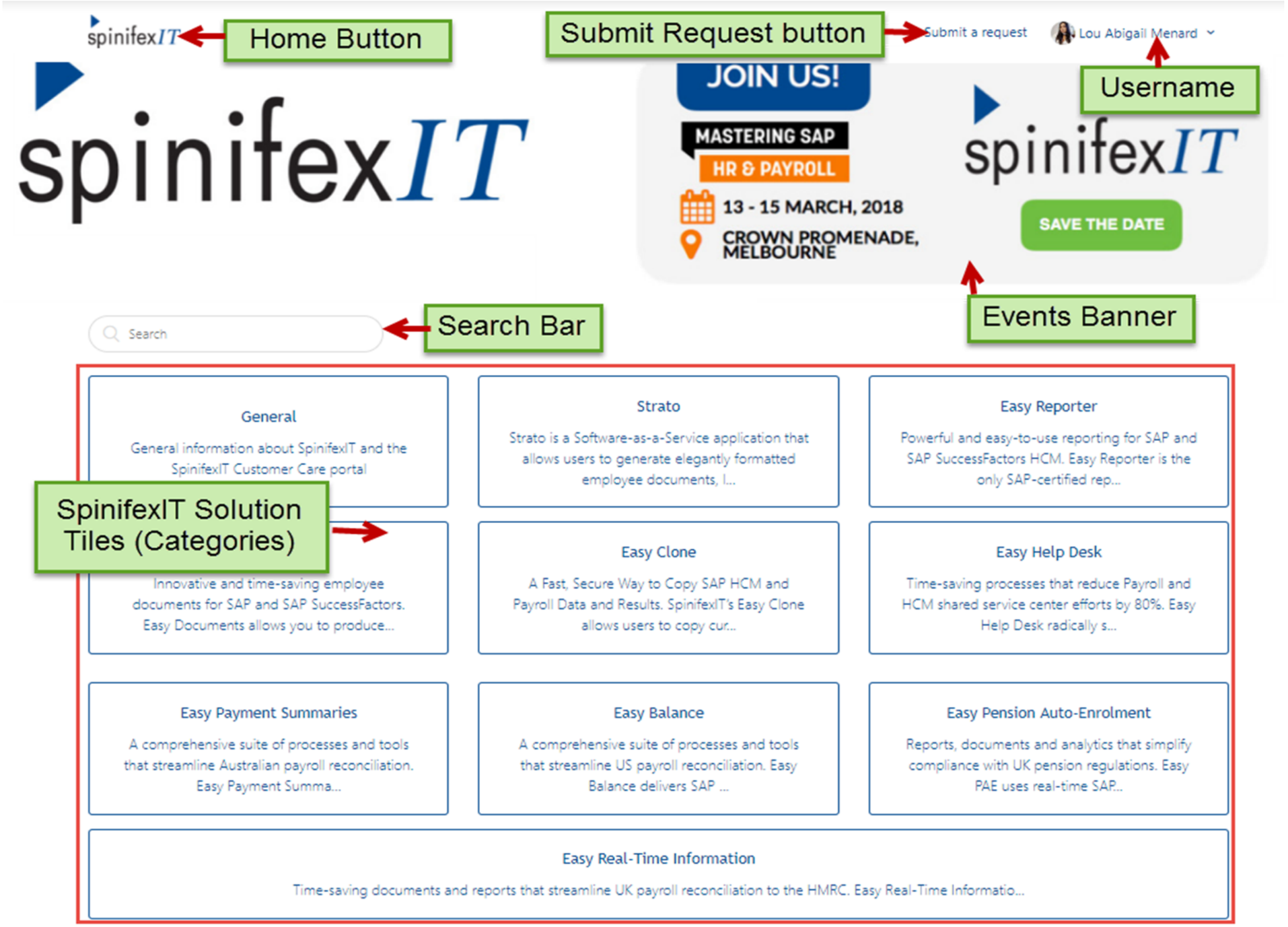
Make sure to **check your Spam / Junk folder** if you did not receive the verification in your Inbox. If it's not there, contact our Customer Care team at support@SpinifexIT.Zendesk.com

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



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.

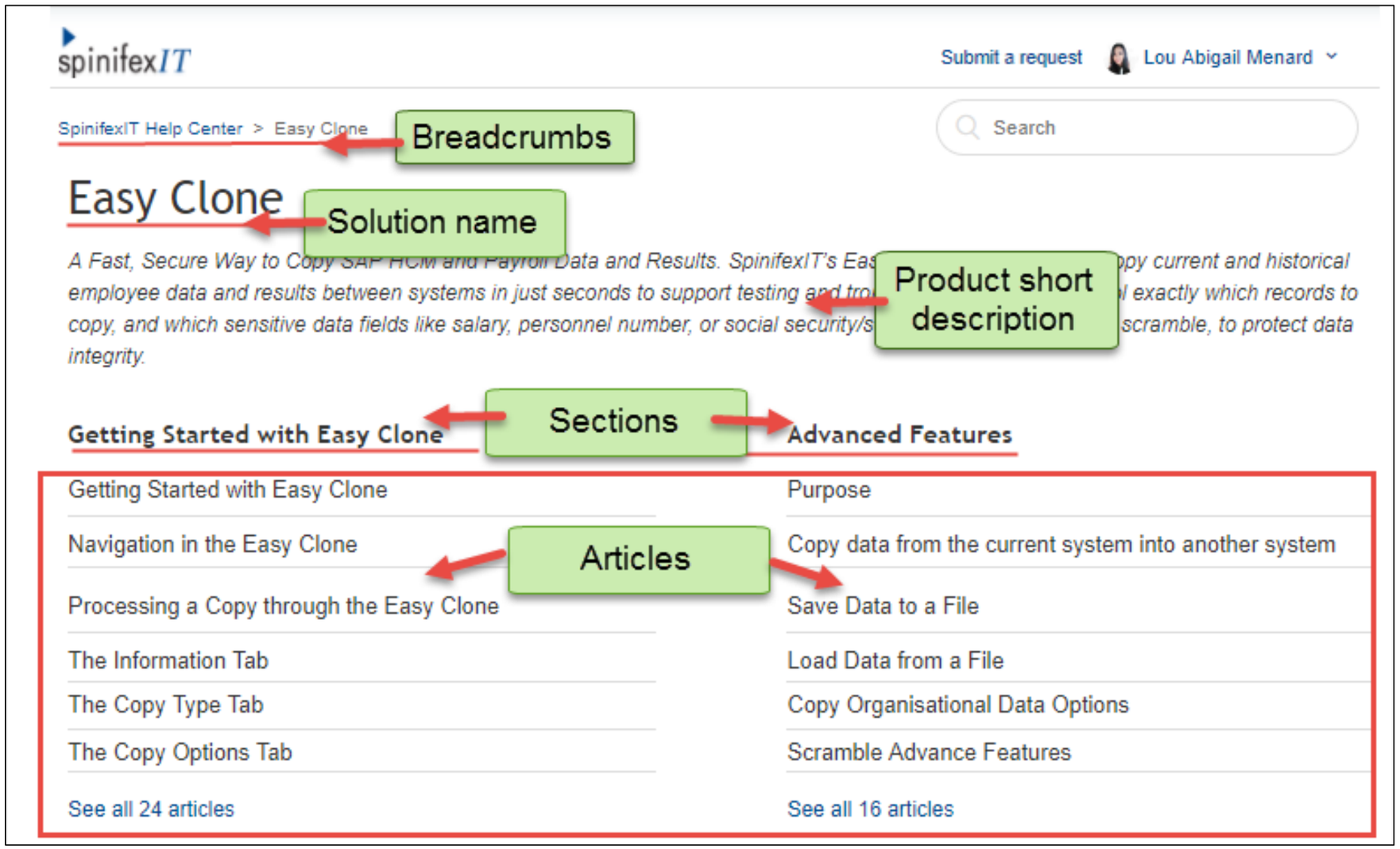


How to Navigate the Knowledge Base?

Sections and Articles List

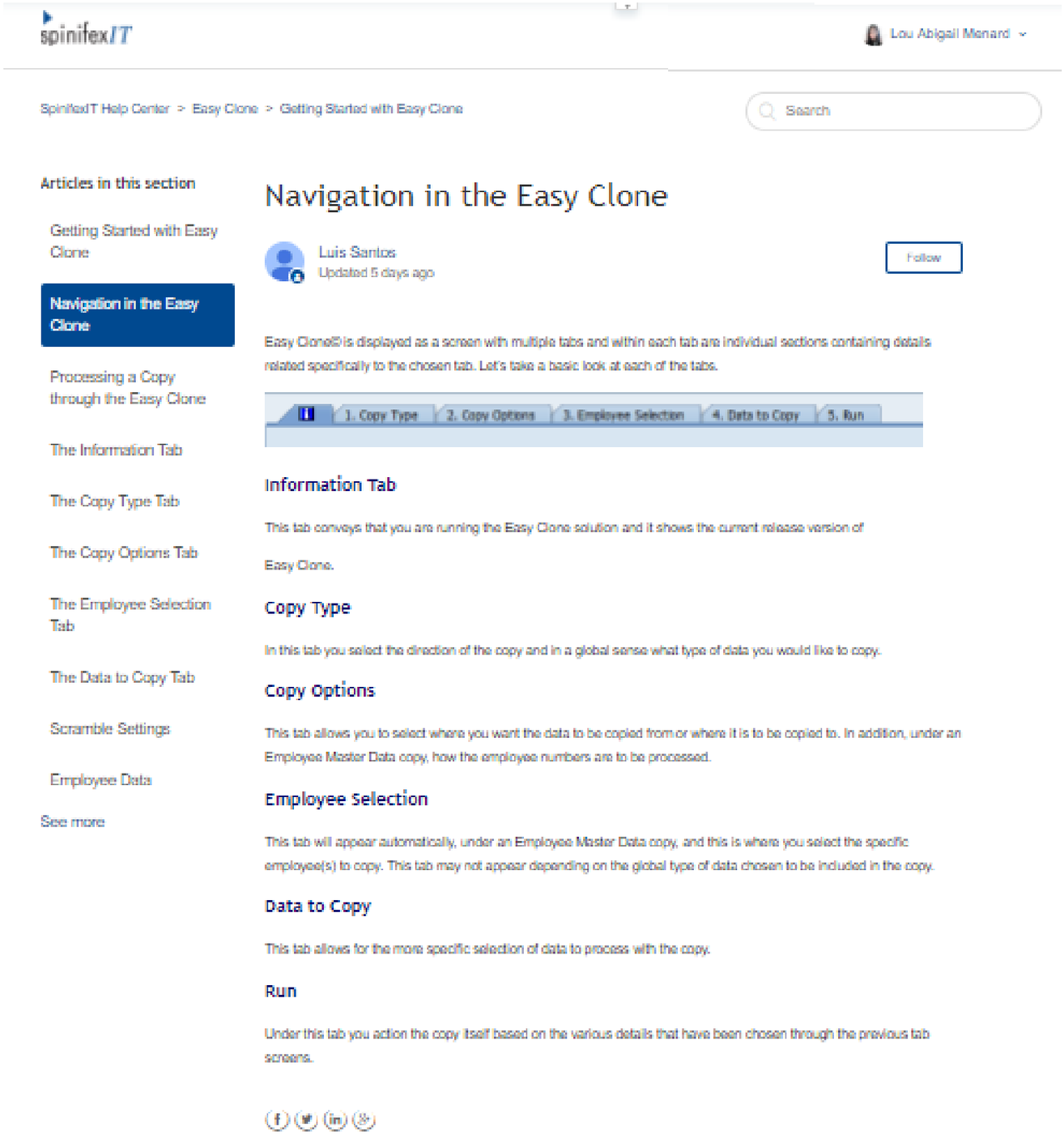
Selecting a **Product** or a **Solution tile** from the main screen directs you to the solution's sections and its corresponding articles.

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



How to Navigate the Knowledge Base?

Article screen

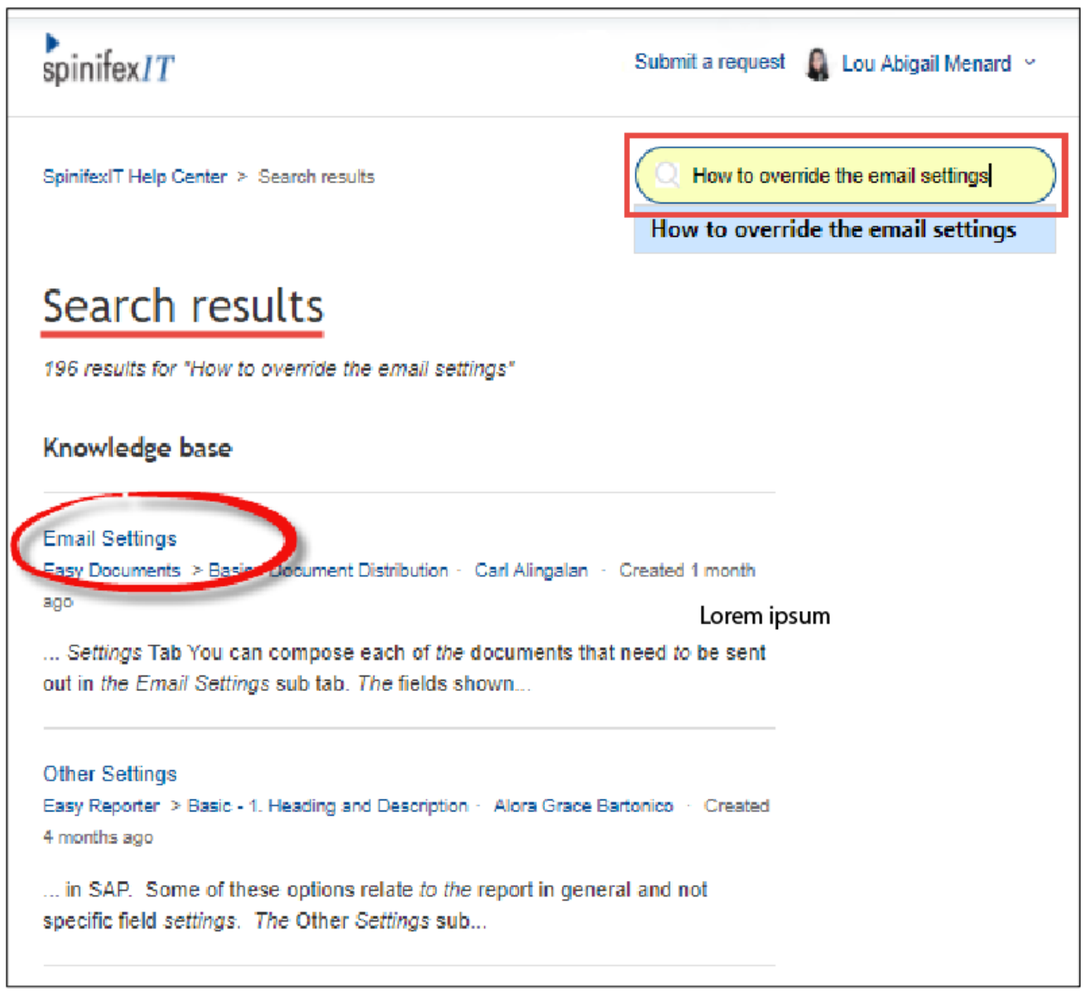


Selecting an **Article** within a **Product Solution** will display the article's contents.

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.



To do a search:

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

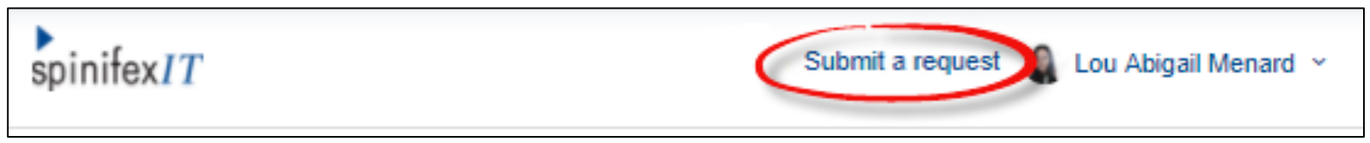
> Search within the Category / Product
(done from the Category page, or Article page)

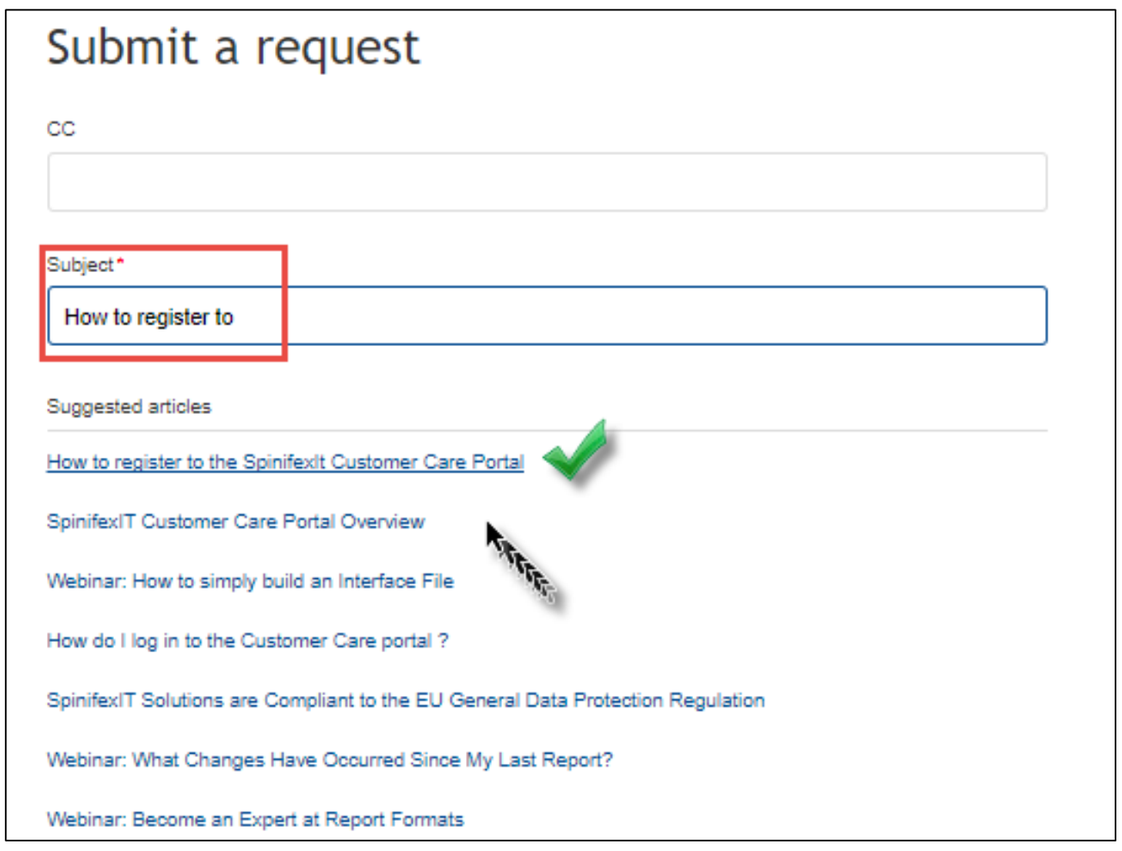
> Or Search within the ENTIRE Help Center
(done from the Main Page of the Knowledge Base)

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.



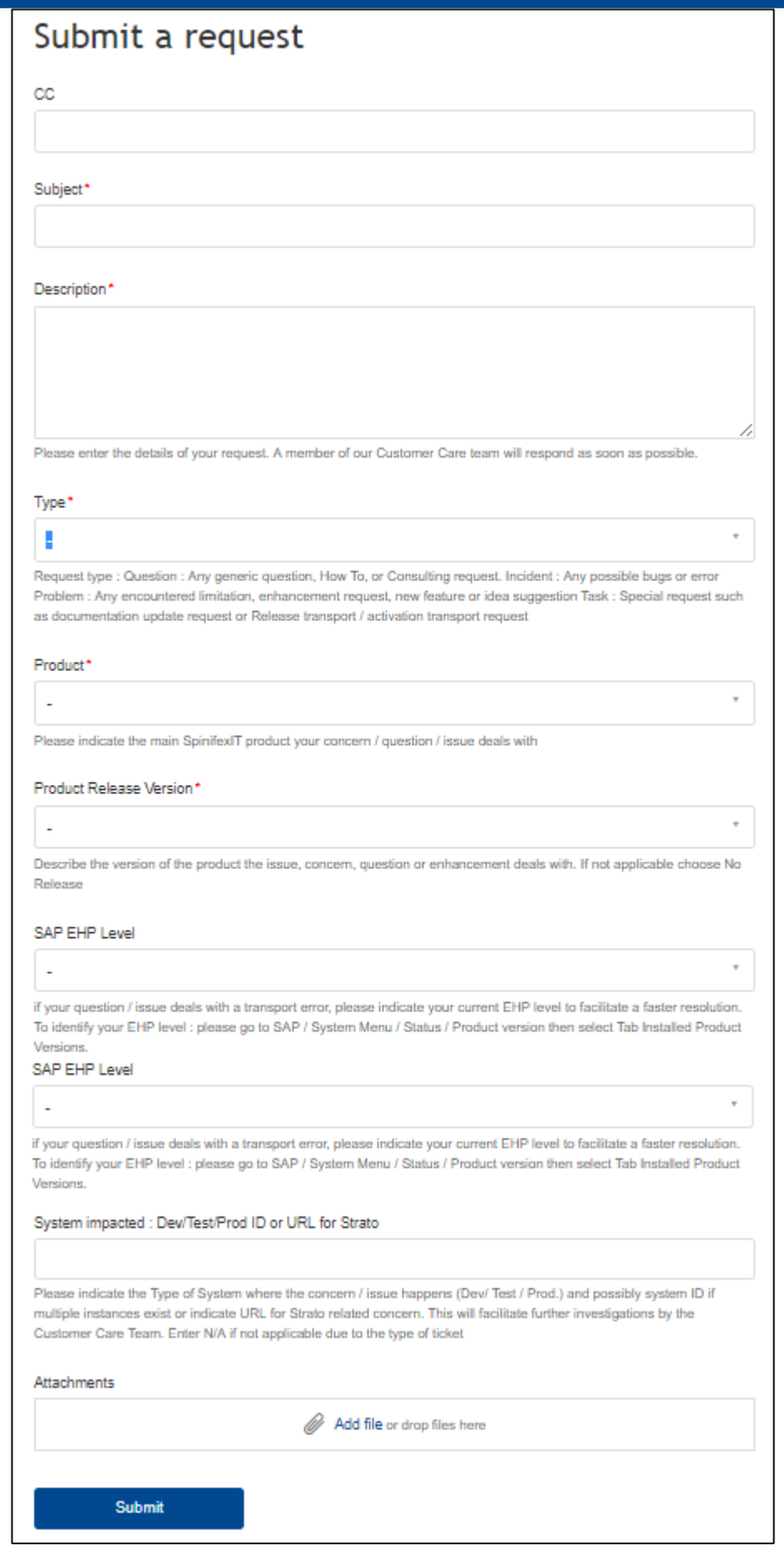


To do this, click the Submit a request button found beside your username at the upper-right side of the page to open the **Submit a request** screen.

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.

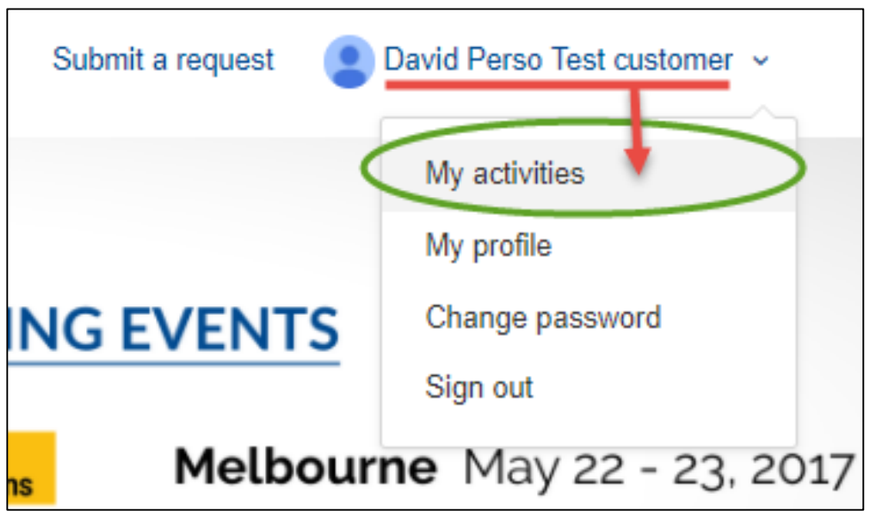
How to Submit a Support Ticket?



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. (ForStrato, 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 of screenshot of the issue.

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.

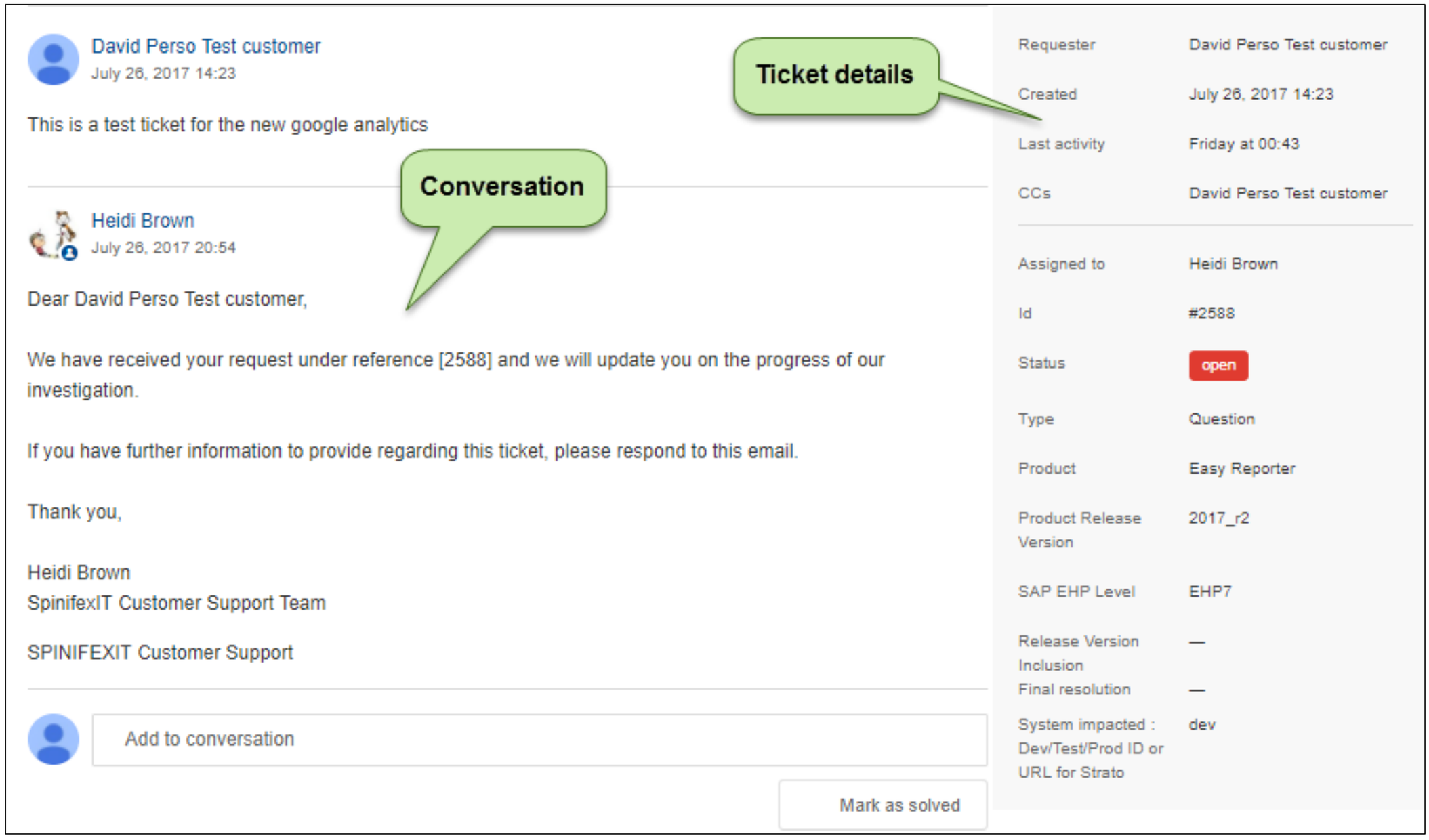
- **Open** means the ticket is waiting for further assistance / solution / answer from the SpinifexIT Customer Care agent . The agent is currently working on it and the ticket will stay open until it is resolved.

- **Solved** means a solution, answer, resolution or fix has been provided to the requester.

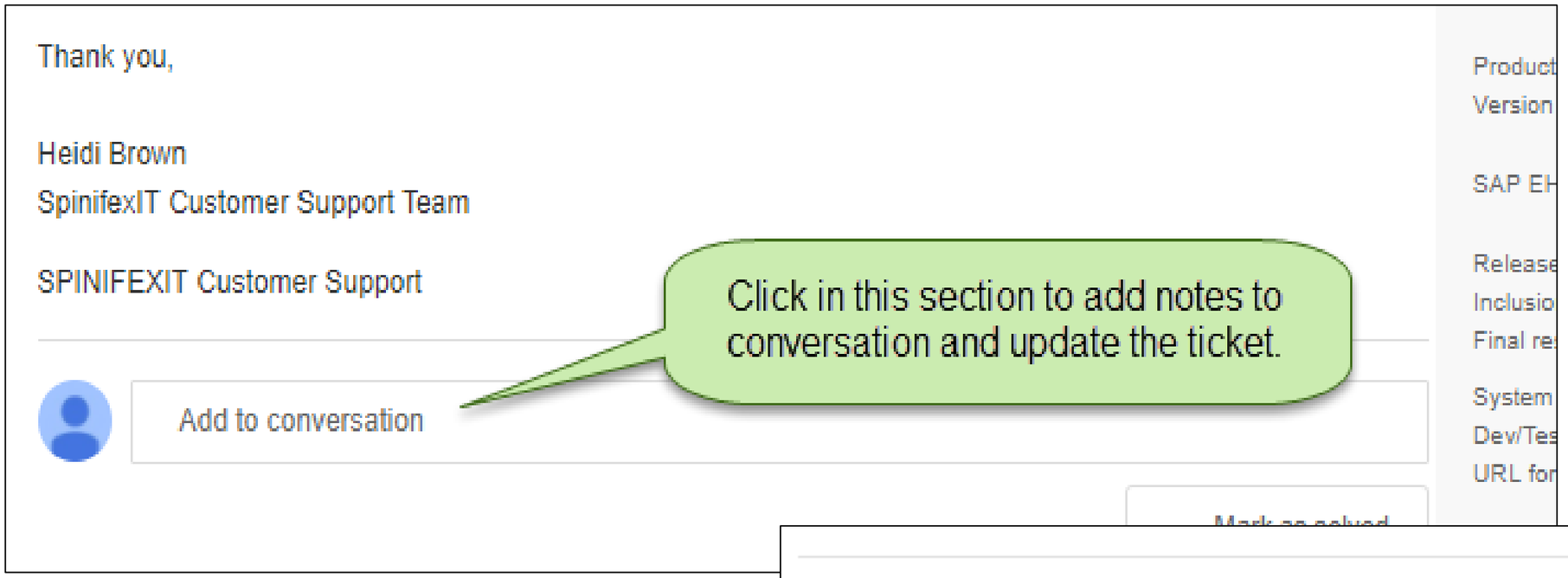
- **Awaiting your reply** means the Customer Care agent needs additional information or is waiting for a confirmation from the ticket's requester.

How to Edit a Ticket?

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

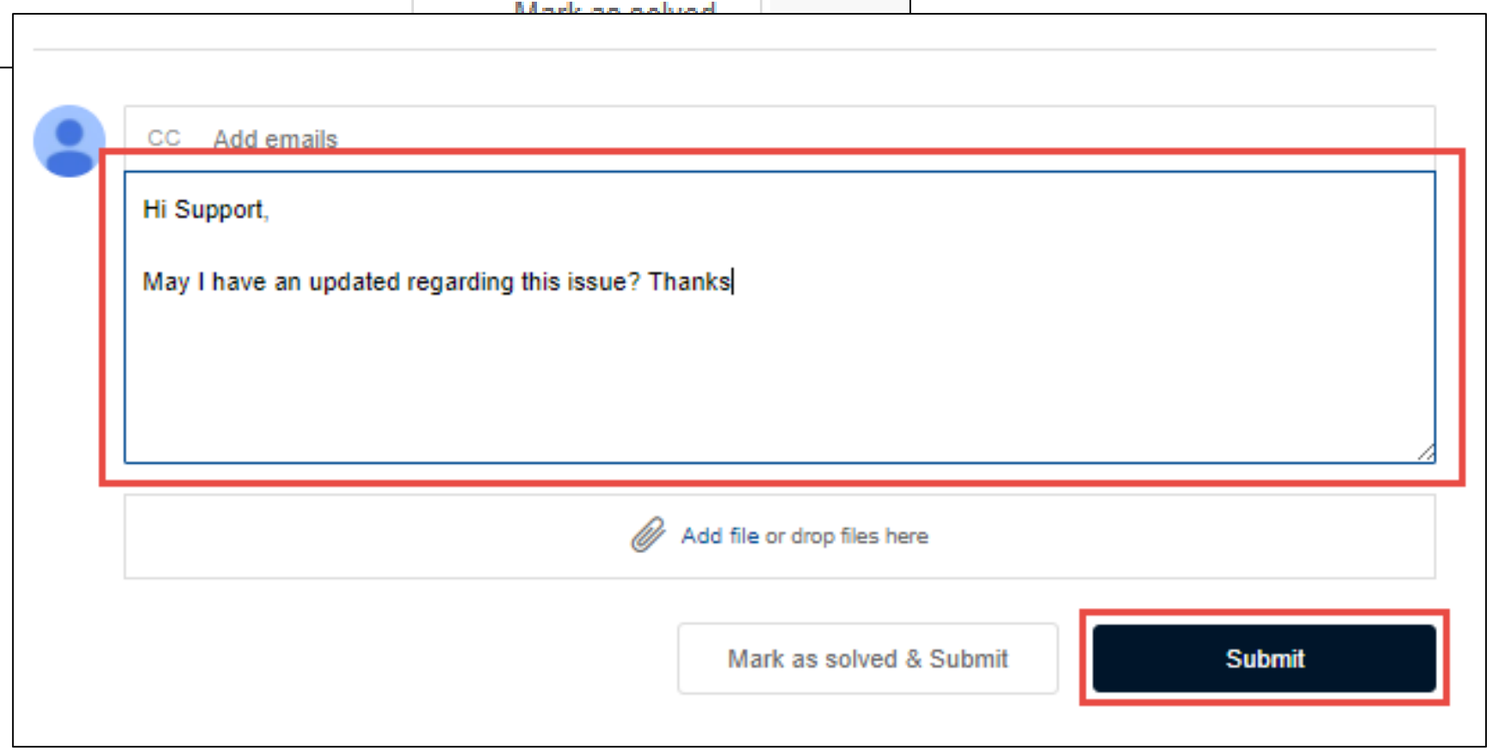


How to Edit a Ticket?



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**.



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

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Thank you!