

GETTING STARTED WITH APLICOM SUPPORT TICKETING SYSTEM

User's manual

K322000

Aplicom Oy, P.O. Box 33, FI-44101 Äänekoski, Finland, Telephone +358 10 841 9414, Fax +358 14 520 800
Business ID 0995791-7, Äänekoski
Info@aplicom.fi

www.aplicom.com

Aplicom ticketing system

The purpose of using ticketing system for support requests is to give best possible support and instant feedback of reception of the requests and also status information about the progress and solutions to the reported issues.

Whole Aplicom support team can see and handle all support requests, so best possible support is available to solve the issues. Experts of different areas are working together to find solutions to the issues. Also seamless switching of support people during absence on holidays or other reasons can be handled best possible way.

Ticketing support works according to same rules as our normal, free email support at support@aplicom.fi which will be available for contacting us as well.

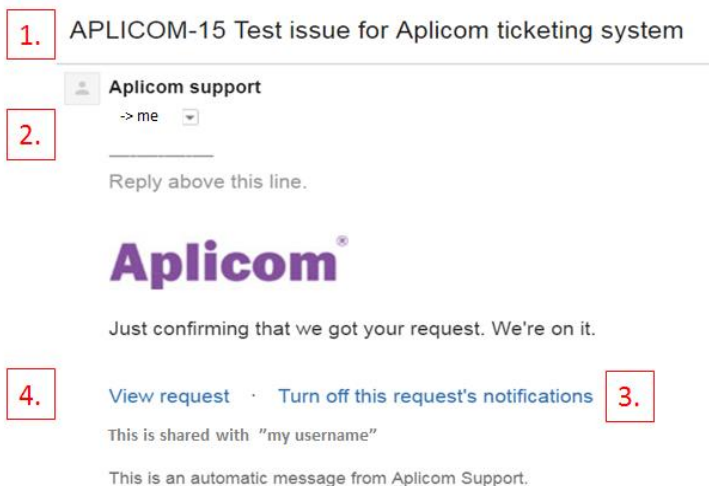
We strongly recommend you to start using this ticketing system for the support requests to be able to serve you the best way.

Note: The ticketing system is based on Atlassian Jira Service desk system, so if you are familiar with that system, you are most likely already know how to use this one. The service is hosted by Aplicom.

Getting started

To start support request with Aplicom, please use ticketing@aplicom.fi email address to start the issue for our support and additional people involved in our support working process.

As a reply to your email you will receive in few minutes a confirmation email as below example shows:



Short explanations for the email content and further use of the ticketing system:

1. The unique issue name in ticketing system (must not be changed when replying or commenting this issue)
2. When commenting by email the comments and replies must be written above the dotted line
3. When the works status in ticketing system changes from: Open, Work in progress, Done etc. an email notification is sent for reporter of issue and possible email recipients sharing the same issue. By clicking this turn off notifications link, the email messages are not sent to you anymore.
4. By clicking the View request you will be able to go to see the issue in ticketing web portal.
5. If you are doing this first time you are requested to sign up for an account:

Help Center

Login

Username

Password

Log in

☒ Keep me logged in

[Forgot your password?](#)

Don't have a login?

Sign up for an account to raise and comment on requests

Sign up for an account

JIRA Service Desk (3.5.0) · Atlassian

Atlassian

Help Center

Sign up for an account

Email

Password

☐ Show password

Full name

Sign Up Back to login

JIRA Service Desk (3.5.0) · Atlassian

Atlassian

Note: The password must have at least 8 characters. The password cannot be longer than 255 characters. The password must contain at least 2 different kinds of characters, such as uppercase letters, lowercase letters, numeric digits, and punctuation marks. The password must not be similar to the user's name or email address.

After signing up for an account you will receive email to your email address for confirming the opening of a account.

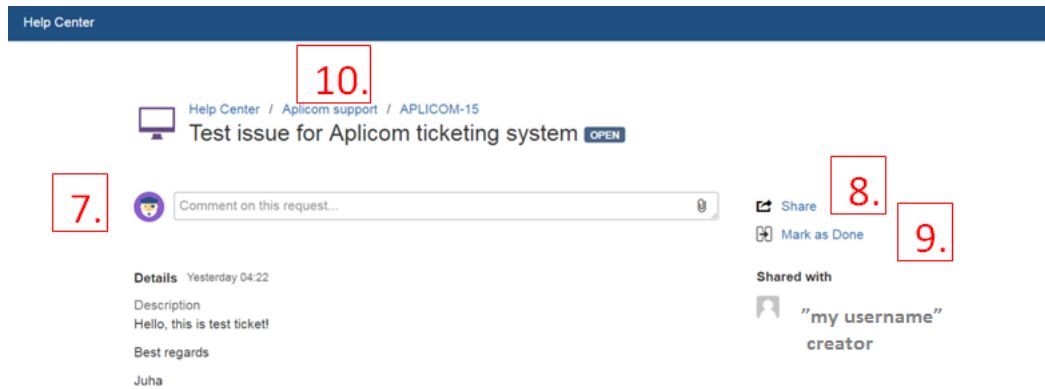
We've received your request and a Aplicom support portal account has been created for you.
To complete your request you'll need to first activate your account.

[Activate my account](#)

6. When you have an account in the system you can login with your credentials

In the portal view you can see your issue and its history and status.

7. You can comment the issue and reply to support questions by writing your comments to this commenting field. You can attach files to the comments as well.



8. You can add colleagues to share this ticket by adding their email addresses to this share list.
9. You can close this ticket by clicking the Make as done link. You can leave closing comments and other feedback of handling this issue.

Mark as Done

Please comment with any additional information

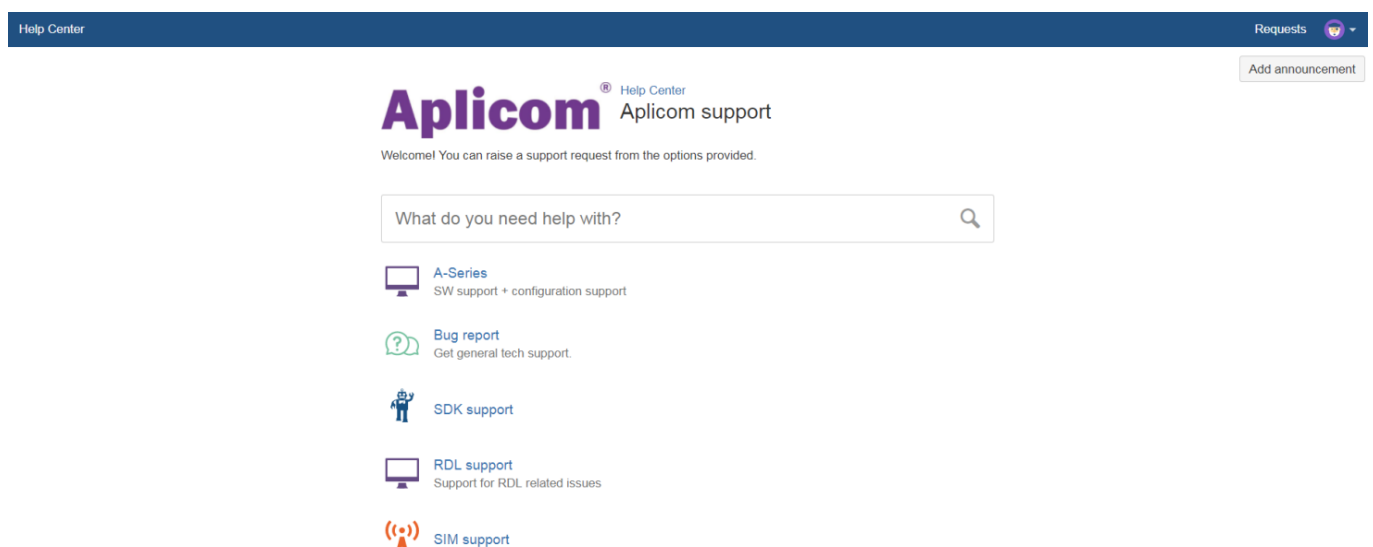
Optional comment

Mark as Done Cancel

10. You can also create support issues to the ticketing system by ticketing web portal. Click the [/Aplicom support/](#) link, and portal view will be opened to select best suitable support channel to report the issues.

You can also use link: <https://teamcloud.aplicom.fi:8443/servicedesk/customer/portal/1> to open the portal view.

The portal view:



The portal view allows you to select what kind of support you are requesting, which product or services, SDK development and bug reporting. You can also write just free text of your topic to do this.


The selections of topic type help you to send the requests to right persons to get the answers more efficiently for you.

When selecting the wanted topic type a formula opens for giving the topic summary and also optional fields are for giving typically needed additional information of the effected product(s), SW or other details. This additional information needs many times to be requested by the support if not given when making the request, so it is good to give as much information as is relevant to the issue. This will save time to solve the issue.

The fields are marked as optional, so you can send the request without filling the fields or part of them.

You can also attach files to this request by dragging the document to the specific area or by browsing them from you files.

An example opened formula for giving the topic and details.

 [Help Center](#) / [Aplicom support](#)

A-Series

Raise this request on behalf of

Summary

Description *(optional)*

Products *(optional)*


Java version *(optional)*

IMEI/Serial *(optional)*

COP version *(optional)*

Configuration *(optional)*

Attachment *(optional)*

 Drag and drop files, paste screenshots, or
[browse](#)

Create

Cancel

If you need more assistant of using this ticketing system or have other type of contact needs, feel free to contact us at support@aplicom.fi.