

Crownpeak Support Portal User Guide

If you need to contact Crownpeak Support, you can do so via email, or via our Support Portal.

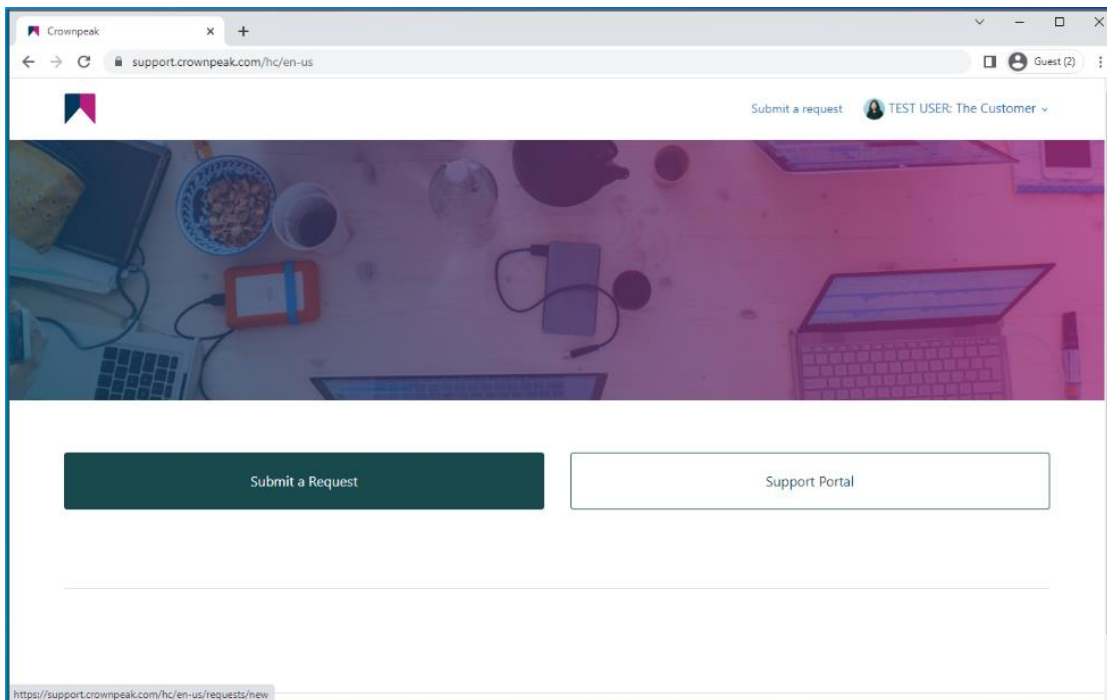
To access the Crownpeak Support portal, go to <https://support.crownpeak.com/> and log in. If you do not have an account, simply register a new account.

In the Support portal you can:

- Create new Support tickets
- View and respond to open tickets
- View closed tickets

Create a new Support ticket

To create a new ticket for our support team, click on **“Submit a Request”**.



Simply fill in the form, selecting the appropriate Product Line and Product. Some fields are optional, but the more information you can provide, the easier and quicker it will be for us to assist. You can also add attachments to your request.

Submit a request – Crownpeak x +

support.crownpeak.com/hc/en-us/requests/new Guest (2)

Submit a request

CC (optional)
Add emails

Priority (optional)
Follow our Priority policies when setting a priority on your ticket: [Crownpeak Priority Policy](#)
Normal

Product Line
DQ

DQ Product
DQM

DQ Component (optional)
User Management

Case Reason (optional)
Platform Assistance

Subject
I am unable to log in

Once you have completed the form, simply click **“Submit”**

Submit a request – Crownpeak x +

support.crownpeak.com/hc/en-us/requests/new Guest (2)

Subject
I am unable to log in

Description
Hello,
I cannot log into the platform. Can you please assist?
Thanks,

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)
Add file or drop files here

Submit

Crownpeak English (US)

Now your ticket has been created, you can see all of the details of your ticket, including the current Status.

The screenshot shows a web browser window with the URL `support.crownpeak.com/hc/en-us/requests/16814`. The page title is "I am unable to log in". The requester is "TEST USER: The Customer" with a profile picture and the text "a few seconds ago". The message content is: "Hello, I cannot log into the platform. Can you please assist? Thanks,". Below the message is a grey button labeled "Add to conversation". On the right side, there is a metadata panel with the following details:

Requester	TEST USER: The Customer
Created	Today at 12:11
Last activity	Today at 12:11
<hr/>	
Id	#16814
Status	Open
Priority	Normal
Product Line	DQ
DG Product	—
DG Component	—
DQ Product	DQM
DQ Component	User Management
DX Product	—
DX Component	—
FirstSpirit Product	—
Product Version	—

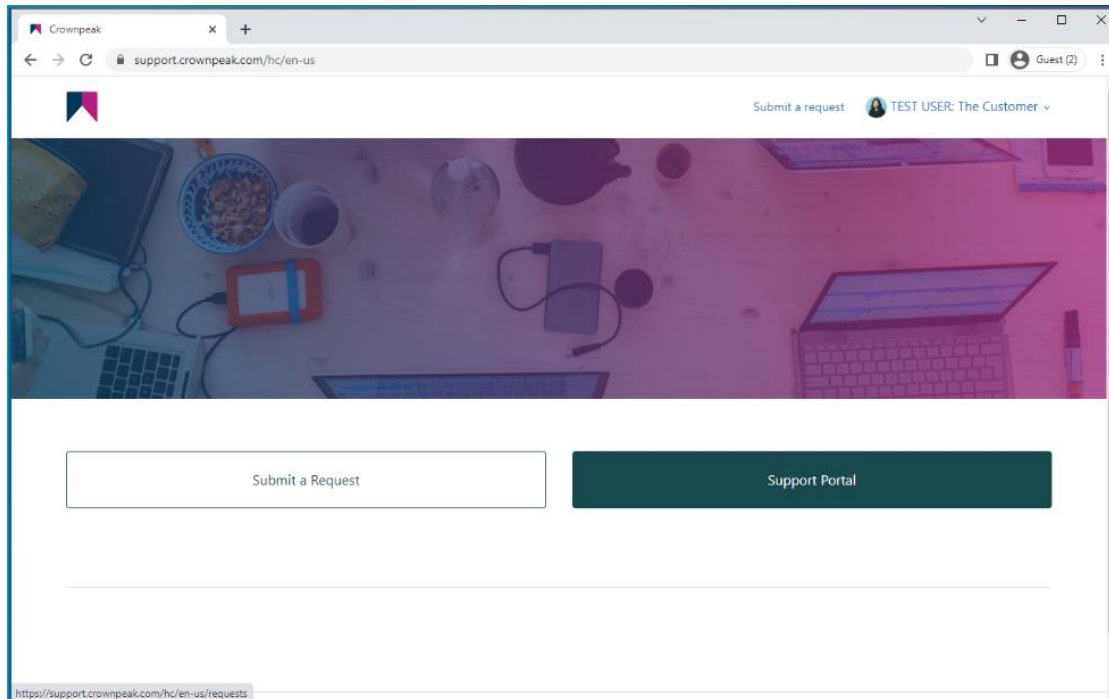
Any response from our team, or anyone else copied in, will show here. You can also add more of your own comments/responses by clicking on "Add to conversation". You can copy in others into your response, as well as include attachments if necessary. Once you're ready to send your response, click "Submit"

This screenshot shows the same support ticket page as above, but with a new response added. The response is from "TEST USER: The Customer" and includes a "CC" field with the email `John.Smith@customer.com`. The response text is: "My colleague, John (copied), is also having the same issue." Below the text is a file upload area with the text "Add file or drop files here" and a "Submit" button. The metadata panel on the right is updated with the following details:

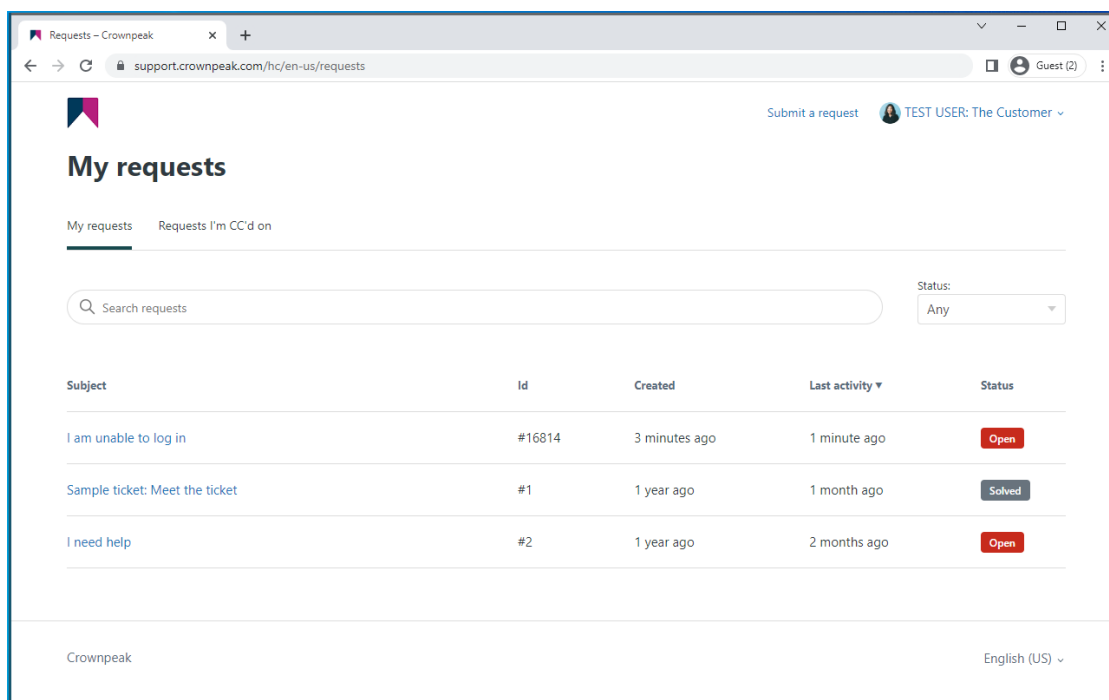
Requester	TEST USER: The Customer
Created	Today at 12:11
Last activity	Today at 12:11
<hr/>	
Id	#16814
Status	Open
Priority	Normal
Product Line	DQ
DG Product	—
DG Component	—
DQ Product	DQM
DQ Component	User Management
DX Product	—
DX Component	—
FirstSpirit Product	—
Product Version	—
FirstSpirit Component	—
Case Reason	Platform Assistance

View all of the tickets you have access to

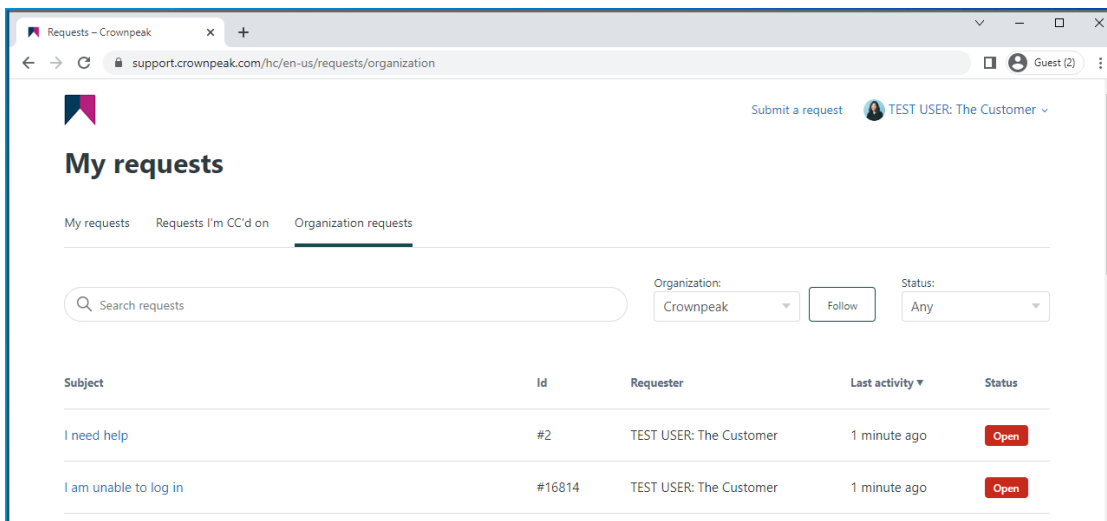
From <https://support.crownpeak.com/>, once logged in, click on **“Support Portal”**.



You will be taken to a page showing you all of the tickets created by you, including any open tickets. Simply click on a case to view the details and add further responses.



If you have the permissions to do so, you can also see all tickets created by other users within your organisation. Simply click on “**Organization requests**”.



If you have access to multiple organizations, you can use the “**Organization**” dropdown menu to switch between organizations

