

# Crownpeak Support Portal User Guide

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

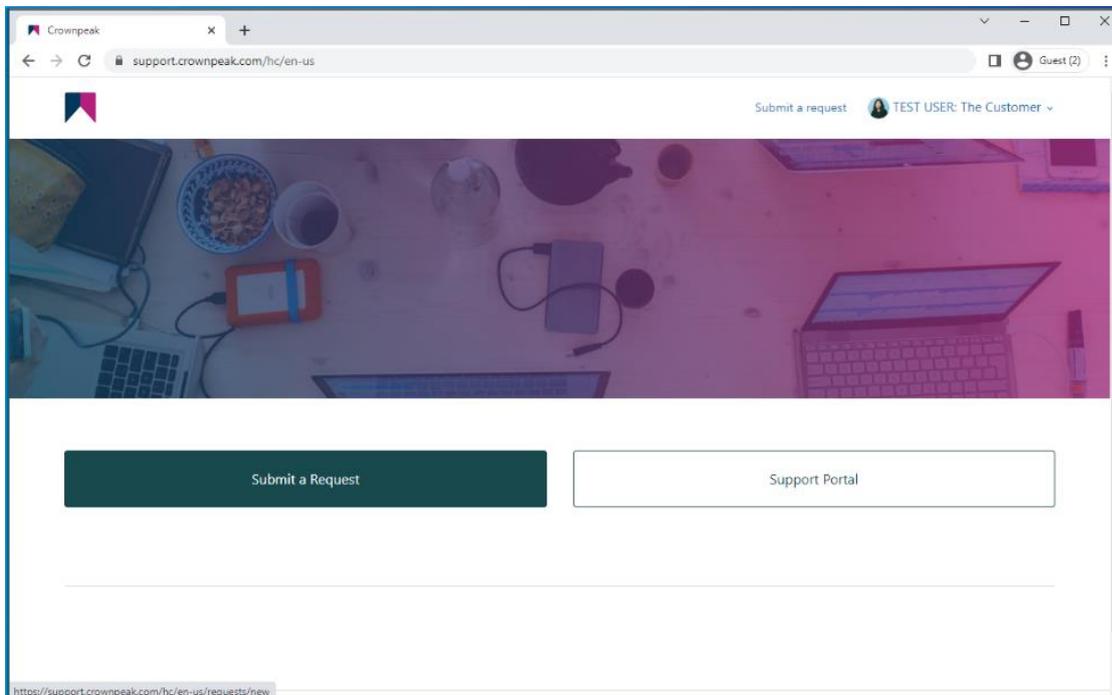
To access the Crownpeak Support portal, go to <https://support.crownpeak.com/> and log in. If you do not have an account, simply register a new account.

In the Support portal you can:

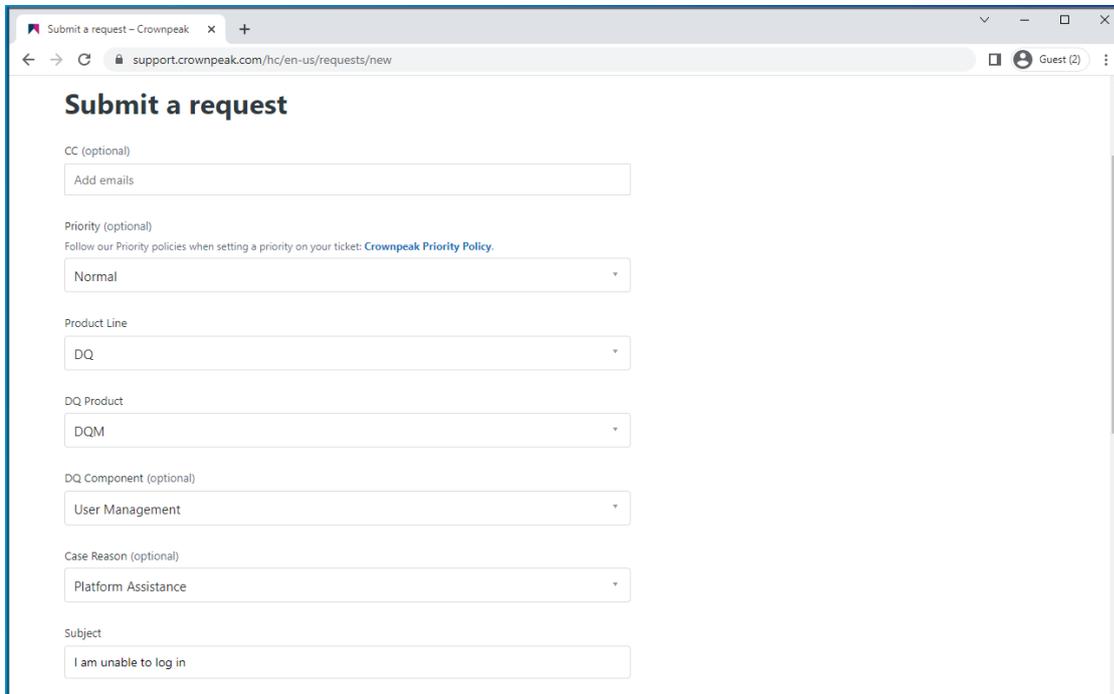
- Create new Support tickets
- View and respond to open tickets
- View closed tickets

## Create a new Support ticket

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



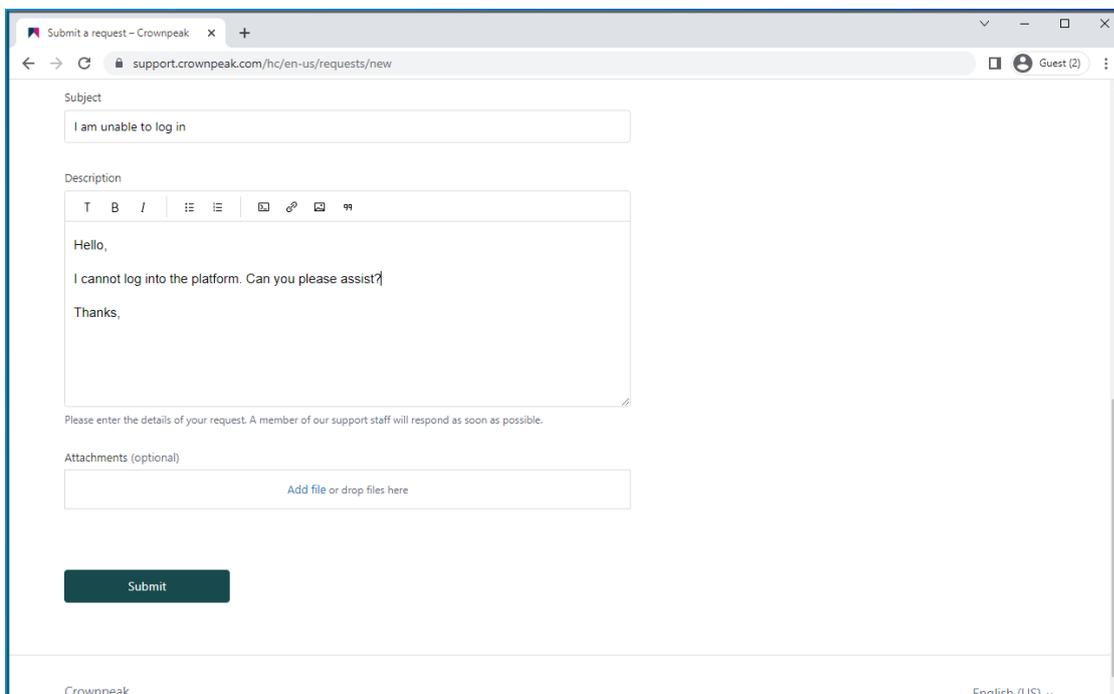
Simply fill in the form, selecting the appropriate Product Line and Product. Some fields are optional, but the more information you can provide, the easier and quicker it will be for us to assist. You can also add attachments to your request.



The screenshot shows a web browser window with the URL [support.crownpeak.com/hc/en-us/requests/new](https://support.crownpeak.com/hc/en-us/requests/new). The page title is "Submit a request". The form contains the following fields:

- CC (optional): A text input field with the placeholder "Add emails".
- Priority (optional): A dropdown menu with "Normal" selected. Below it is a link to "Crownpeak Priority Policy".
- Product Line: A dropdown menu with "DQ" selected.
- DQ Product: A dropdown menu with "DQM" selected.
- DQ Component (optional): A dropdown menu with "User Management" selected.
- Case Reason (optional): A dropdown menu with "Platform Assistance" selected.
- Subject: A text input field with "I am unable to log in" entered.

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



The screenshot shows the same web browser window, but the form is now filled out. The "Subject" field contains "I am unable to log in". The "Description" field contains the following text:

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

Below the description field, there is a note: "Please enter the details of your request. A member of our support staff will respond as soon as possible." Below that is an "Attachments (optional)" section with a button that says "Add file or drop files here". At the bottom of the form is a dark green "Submit" button. The footer of the page shows "Crownpeak" on the left and "English (US)" on the right.

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	<span style="background-color: red; color: white; padding: 2px;">Open</span>
Priority	Normal
Product Line	DQ
DG Product	—
DG Component	—
DQ Product	DQM
DQ Component	User Management
DX Product	—
DX Component	—
FirstSpirit Product	—
Product Version	—

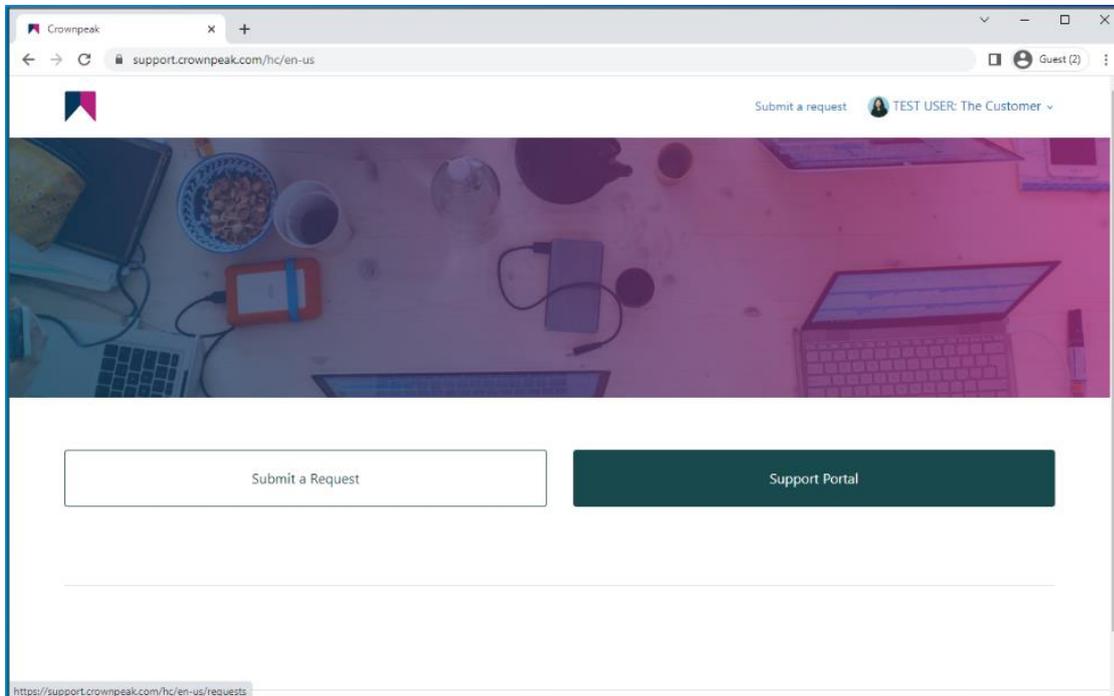
Any response from our team, or anyone else copied in, will show here. You can also add more of your own comments/responses by clicking on "Add to conversation". You can copy in others into your response, as well as include attachments if necessary. Once you're ready to send your response, click "Submit"

This screenshot shows the same support ticket page as above, but with a new response being composed. The response text is: "My colleague, John (copied), is also having the same issue." The text is entered into a rich text editor with a toolbar containing icons for bold (T), italic (I), bulleted list, numbered list, link, unlink, image, and video. Below the text area is a file upload box with the text "Add file or drop files here". A dark green "Submit" button is located at the bottom right of the response area. The metadata panel on the right is updated with the following details:

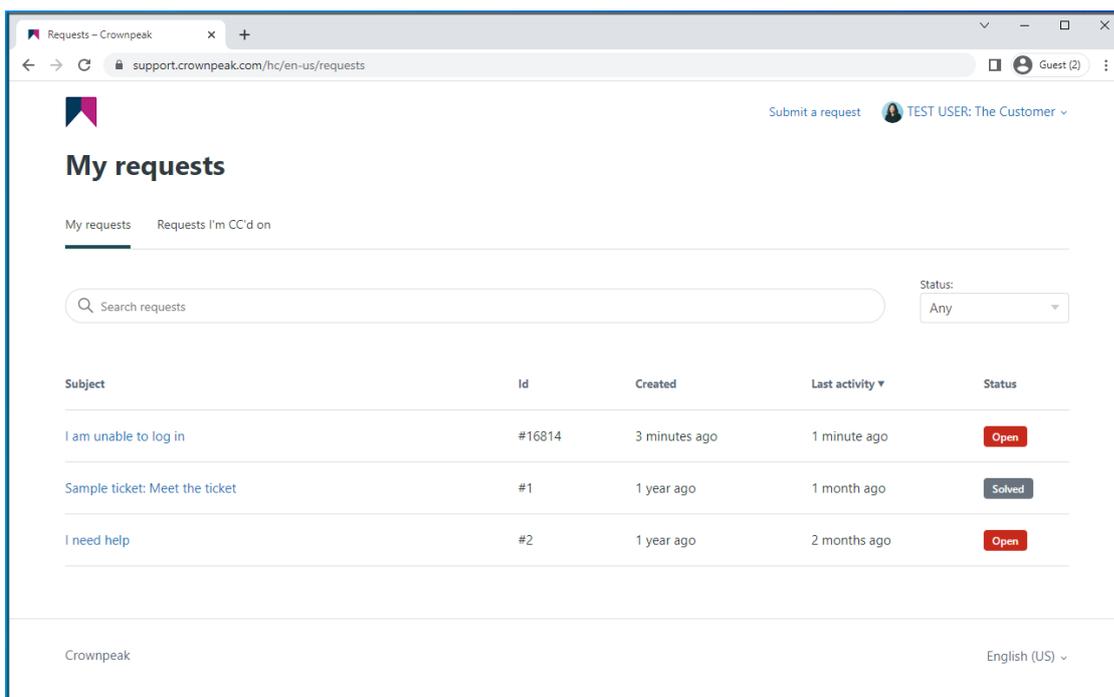
Requester	TEST USER: The Customer
Created	Today at 12:11
Last activity	Today at 12:11
<hr/>	
Id	#16814
Status	<span style="background-color: red; color: white; padding: 2px;">Open</span>
Priority	Normal
Product Line	DQ
DG Product	—
DG Component	—
DQ Product	DQM
DQ Component	User Management
DX Product	—
DX Component	—
FirstSpirit Product	—
Product Version	—
FirstSpirit Component	—
Case Reason	Platform Assistance

View all of the tickets you have access to

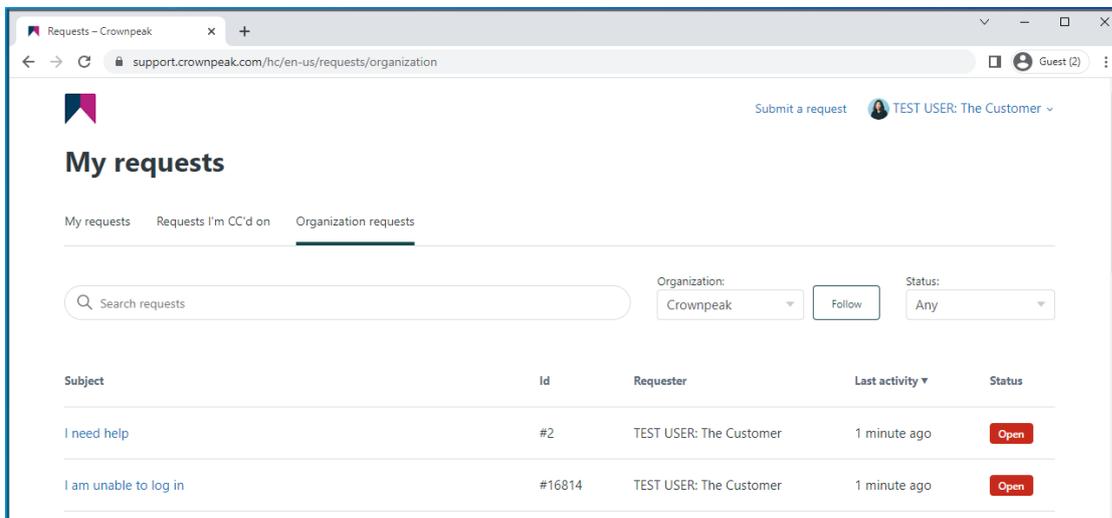
From <https://support.crownpeak.com/>, once logged in, click on **“Support Portal”**.



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

