



## ReQlogic Support Portal User Guide

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**ReQlogic**

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# 1. ReQlogic Support Portal Overview

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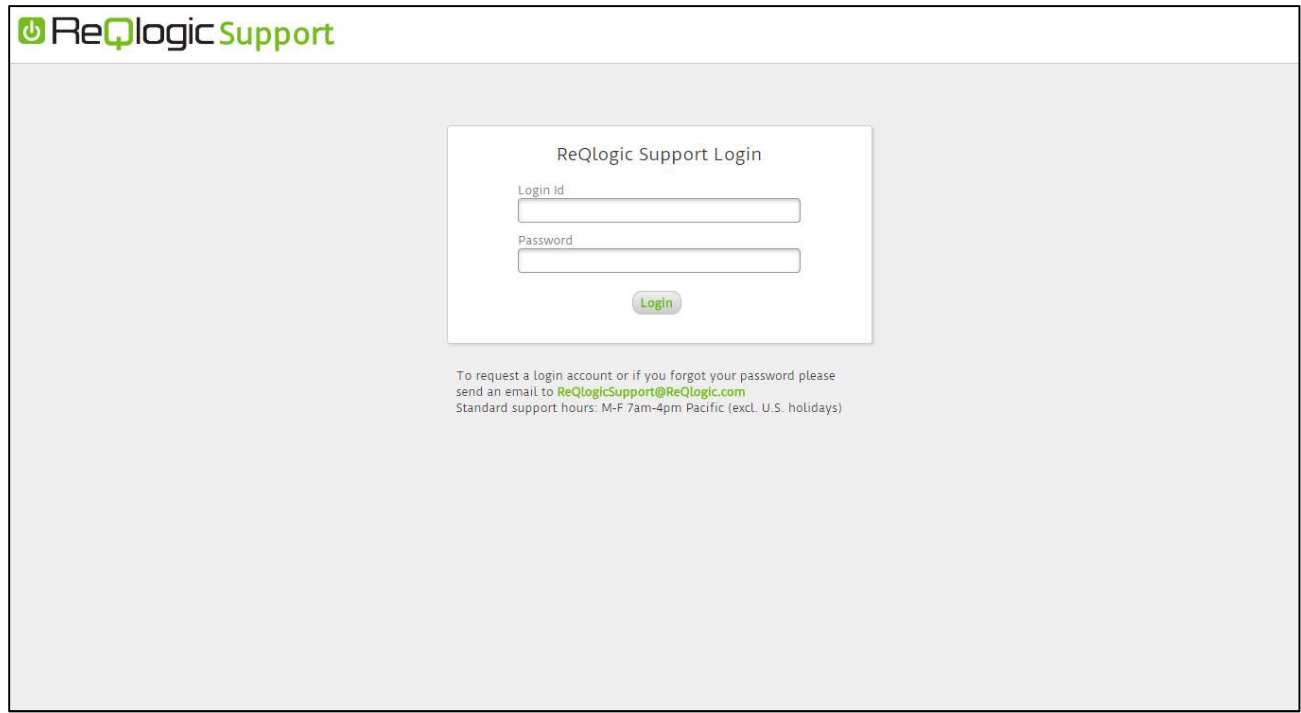
The ReQlogic Support Portal (RSP) is a web-based, incident tracking tool designed by ReQlogic's team of professional developers and support staff.

RSP allows customers and staff members to create, update, and view open and closed incidents originated through ReQlogic Support. Customers can log into RSP anytime day or night to create, update, or check the status of their incidents. Customers can view incidents by filtering on incident number, product, module, subject, and priority level. Customers with multiple issues can track the status and resolution of current and historical issues without the inconvenience of sorting through hundreds of emails and documents. With RSP, customers can easily search on historical incidents for recurring problems, and re-open an incident at any time no matter how old.

Because RSP creates an interactive electronic dialog, all conversations and troubleshooting steps are documented, and the history of the incident is always maintained. Each incident generates an incident number for your convenience to be used when referencing your case. RSP also allows you to attach any type of file or document.

## 2. Logging into RSP

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ReQlogic Support

ReQlogic Support Login

Login Id

Password

Login

To request a login account or if you forgot your password please send an email to [ReQlogicSupport@ReQlogic.com](mailto:ReQlogicSupport@ReQlogic.com)  
Standard support hours: M-F 7am-4pm Pacific (excl. U.S. holidays)

- To log into RSP, go to the following url: <https://support.reqlogic.com/>
- If you have a technical support agreement with ReQlogic and would like to request a login account, please send an email to [reqlogicsupport@reqlogic.com](mailto:reqlogicsupport@reqlogic.com).
- If you have already been assigned a login account, enter your Login Id and Password, and click Login.

### 3. Using the Incident Summary Screen

ReQlogicSupport Hello TESTDEMO

#### Incident Summary View

Filter

Incident #  Module  Priority  Order By  Status

Summary  Details  ☐ Show all incidents for my company

Save Filter Reset Filter Apply Filter

...	Incident	Submitted By	Company	Summary	Created	Updated (Arizona Time)	Status	Priority	Product	Module	Version
	102237	TEST DEMO	DEMO-ONLY	Unable to save line	1/19/2018	1/26/2018 15:6	Open	Medium Priority	ReQlogic	Basic Requisition	11.0

1

- Once logged into the RSP, you will be taken to the Incident Summary View screen. This screen displays a list of all open incidents for your user account.
- You can view a list of your current and historical incidents by filtering on Incident Number, Module, Summary, Details, Priority, and Status.
- The Order By drop-down can be used to sort the results by specific fields.
- To view a list of all incidents created by other users for your company, click the 'Show all incidents for my company' checkbox, and click Apply Filter.
- Use Save Filter to save your existing filter and Order By selections for future use.
- To reset to the default filter, click Reset Filter.
- To create a new incident, click the New icon .
- See Section 5 for how to create a new incident.

## 4. Accessing User Options

ReQlogicSupport

Hello TESTDEMO ▾

Incident Summary View

Filter

Incident #  Module  Priority  Order By  Status

Summary  Details  ☐ Show all incidents for my company

[Save Filter](#) [Reset Filter](#) [Apply Filter](#)

...	Incident	Submitted By	Company	Summary	Created	Updated (Arizona Time)	Status	Priority	Product	Module	Version
	102237	TEST DEMO	DEMO-ONLY	Unable to save line	1/19/2018	1/26/2018 15:6	Open	Medium Priority	ReQlogic	Basic Requisition	11.0
1											


- Click your User Id or the drop-down next to your User Id to display the User Options menu.
- Incident Summary
  - Select Incident Summary to return to Incident Summary View screen.
- Change Password
  - Select Change Password to open the Change Password screen.
  - Enter your current password and new password.
  - Click Submit.
- Logout
  - Click Logout to log out of RSP.

## 5. Creating a New Incident



The screenshot shows the 'New Incident' form in the ReQlogic Support portal. The form is titled 'New Incident' and includes the following fields:

- User Id:** TESTDEMO
- Phone:** (empty field)
- Email:** testdemo@demo.com
- Module:** (dropdown menu)
- Customer Issue #:** (empty field)
- Version:** (dropdown menu)
- Priority:** Medium Priority (dropdown menu)
- Company:** DEMO-ONLY
- Subject:** (empty field)
- Details:** (large text area)
- Attachments:** (link with a plus icon)

The ReQlogic Support logo is in the top left, and 'Hello TESTDEMO' is in the top right.

- Click the New icon  on the Incident Summary View screen to create new incident.
- The New Incident screen opens.
- User Id, Phone, Email, and Company default from the logged in User Id.
- Module (Required): The Module with which you need assistance.
- Customer Issue #: This is an optional field if your company assigns internal issue numbers. You can enter a number as a cross reference that an internal number.
- Version (Required): ReQlogic version information can be found on the Administration – License Information page in ReQlogic.
- Priority (Required) – Defaults to Medium but can be changed according to the priority descriptions below:
  - **Mission Critical:** Outages, such as the inability to run the base system due to catastrophic database or application failure or the inability to process payroll. The issue is crucial to maintaining on-going business operations.
  - **High Priority:** A business interruption, such as or the inability to conduct sales and/or shipping or fulfillment activities, purchasing and receiving activities, or period-end processing. The issue is highly important to maintaining on-going business operations but not mission critical.



- **Medium Priority:** A business complication, such as bypassing a specific error message for which the ReQlogic Support team member can supply a workaround. The issue is important for maintaining long-term operations but does not interfere with ongoing business operations.
  - **Low Priority:** Routine minor issues, defined as those which may be deferred without materially impacting business operations, such as assistance with adding cosmetic changes to a report. Issues are not important to maintaining business operations and more related to routine questions, what if scenarios, and general customer wish lists.
- **Summary (Required):** Enter a summary or description of the problem or request.
  - **Details (Required):** Enter a detailed description of the problem or request. Please provide as much information as possible including any error messages and/or troubleshooting steps you have taken.
  - **Attachments:** Click the Attachment icon  to upload any pertinent screenshots, documents, etc. to outline the issue. Browse to the location of your file and click Upload to attach a file. Be sure all pop-up blockers are disabled for the RSP site.
  - Click the Submit icon  to send your incident to the ReQlogic Support team.
  - Click Stay on Incident to continue updating or click Return to Summary.
  - See Section 6 for updating incidents.

## 6. Updating an Existing Incident

ReQlogic Support Hello TESTDEMO

### Incident Summary View

Filter

Incident #  Module  Priority  Order By  Status

Summary  Details  ☐ Show all incidents for my company

Save Filter Reset Filter Apply Filter

...	Incident	Submitted By	Company	Summary	Created	Updated (Arizona Time)	Status	Priority	Product	Module	Version
	102237	TEST DEMO	DEMO-ONLY	Unable to save line	1/19/2018	1/26/2018 15:6	Open	Medium Priority	ReQlogic	Basic Requisition	11.0

1

- To open an incident, select the incident from the incident list by clicking the Document icon next to the incident number.

ReQlogic Support Hello TESTDEMO

### Incident View

102237 : Unable to save line

User Id: TESTDEMO Name: TEST DEMO Company: DEMO-ONLY Created: 1/19/2018 4:24 PM (Ariz...) Status: Open Phone:

Email: dparsons@reqlogic.com Version: 11.0 Priority: Medium Priority Module: Basic Requisition Customer Issue #:


Attachments: ReQlogic 11 Developer Guide.pdf

#### Details

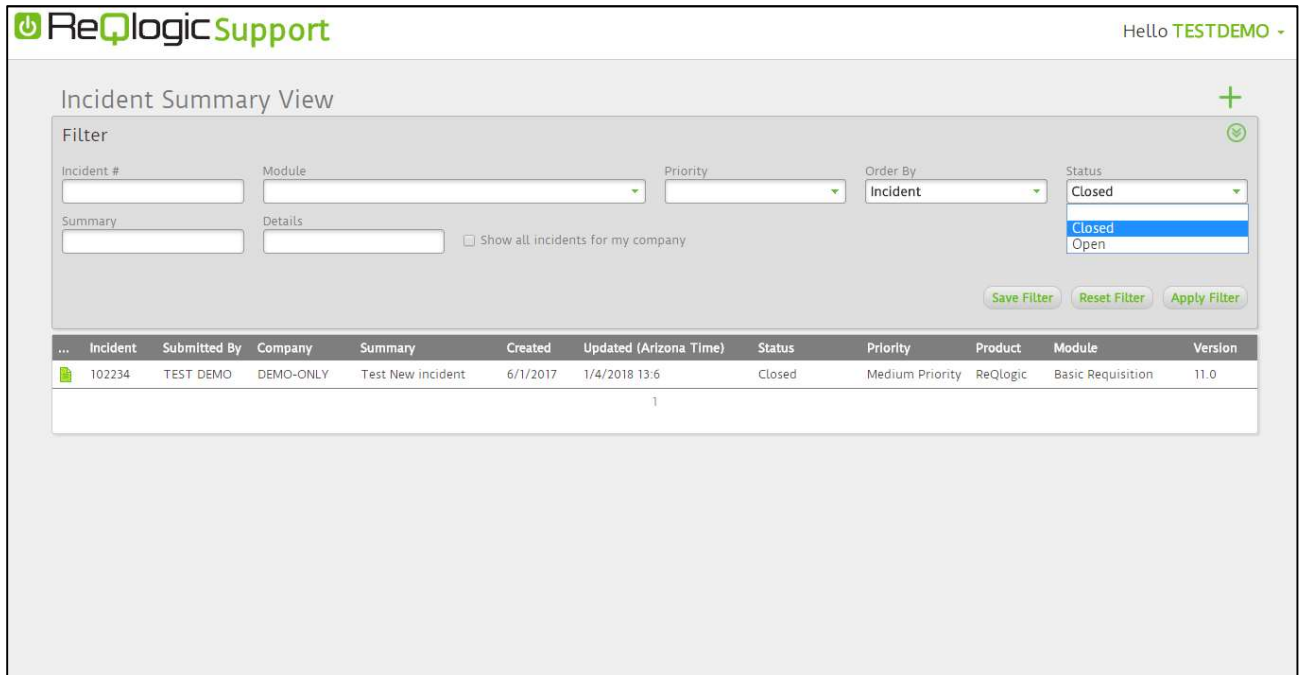
Reply

TD

TD TEST DEMO (TESTDEMO) 1/19/2018 4:24 PM (Arizona Time)  
Users are unable to save line. Message says one or more values is invalid.

- Type any additional comments and/or attach any additional files.
- Click the Submit icon  and your ReQlogic Support team member will automatically be notified.
- Click Stay on Incident to continue updating or click Return to Summary.
- Once an incident has been resolved to the customer's satisfaction, the ReQlogic Support team member will mark the incident as closed. The customer will then receive an email stating that the support case has been officially closed.
- You may re-open the incident at any time if you have further questions.
- Please see Section 7 for re-opening closed incidents.

## 7. Re-opening a Closed Incident





The screenshot shows the 'Incident Summary View' in the ReQlogic Support Portal. The interface includes a header with the ReQlogic logo and a user greeting 'Hello TESTDEMO'. Below the header is a 'Filter' section with several input fields: 'Incident #' (text), 'Module' (dropdown), 'Priority' (dropdown), 'Order By' (dropdown set to 'Incident'), and 'Status' (dropdown set to 'Closed'). There are also 'Summary' and 'Details' text boxes, and a checkbox labeled 'Show all incidents for my company'. At the bottom of the filter section are three buttons: 'Save Filter', 'Reset Filter', and 'Apply Filter'. Below the filter section is a table with the following data:


...	Incident	Submitted By	Company	Summary	Created	Updated (Arizona Time)	Status	Priority	Product	Module	Version
	102234	TEST DEMO	DEMO-ONLY	Test New Incident	6/1/2017	1/4/2018 13:6	Closed	Medium Priority	ReQlogic	Basic Requisition	11.0




Below the table, the number '1' is displayed, indicating one incident is shown.

- To re-open an incident, go to your incident list and filter for closed incidents from the Status drop-down menu.


Hello **TESTDEMO** 

### Incident View


102234 : Test New incident 


User Id <b>TESTDEMO</b>	Name <b>TEST DEMO</b>	Company <b>DEMO-ONLY</b>	Created <b>6/1/2017 3:13 PM (Arizo...</b>	Status <b>Closed</b>	Phone
Email <b>dparsons@reqlogic.com</b>	Version  <b>11.0</b>	Priority  <b>Medium Priority</b>	Module <b>Basic Requisition</b>	Customer Issue #	
 <b>RL_Configuration Wizard_Test Plan.xlsm</b>					

#### Details



Reply



- Type in any additional comments and click the Submit icon . The incident will be automatically re-opened, and your ReQlogic Support team member will be notified.
- Click Stay on Incident to continue updating or click Return to Summary.