ReQlogic Support Portal User Guide

Created by:

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Contents

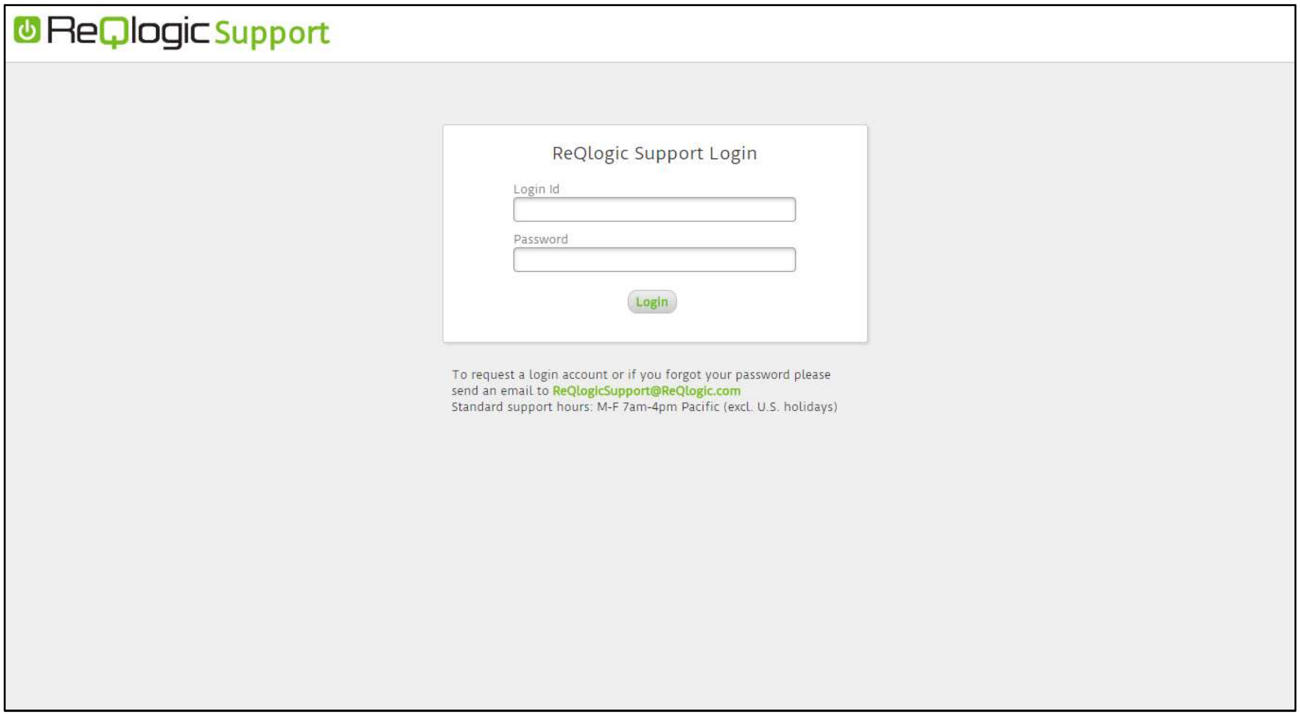
1. ReQlogic Support Portal Overview

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.

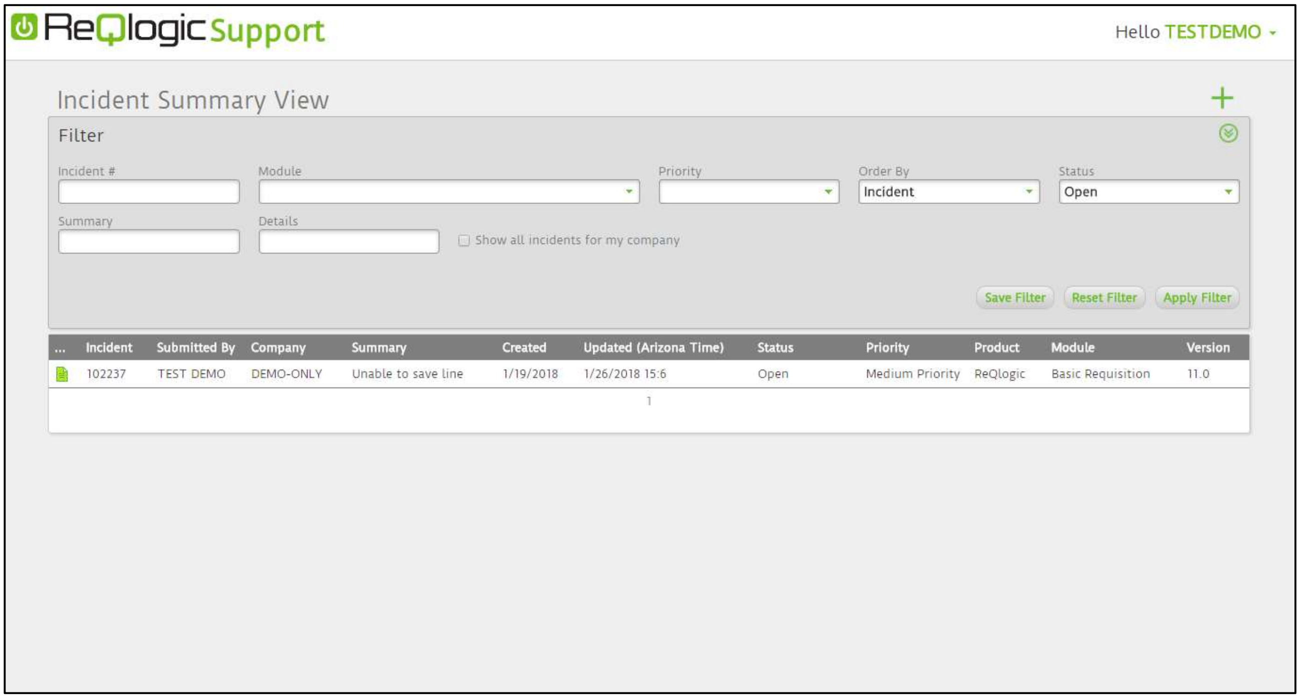
Because RSP creates an interactive electronic dialog, all conversations and troubleshooting steps are documented, and the history of the incident is always maintained. Each incident generates an incident number for your convenience to be used when referencing your case. RSP also allows you to attach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

2. Logging into RSP



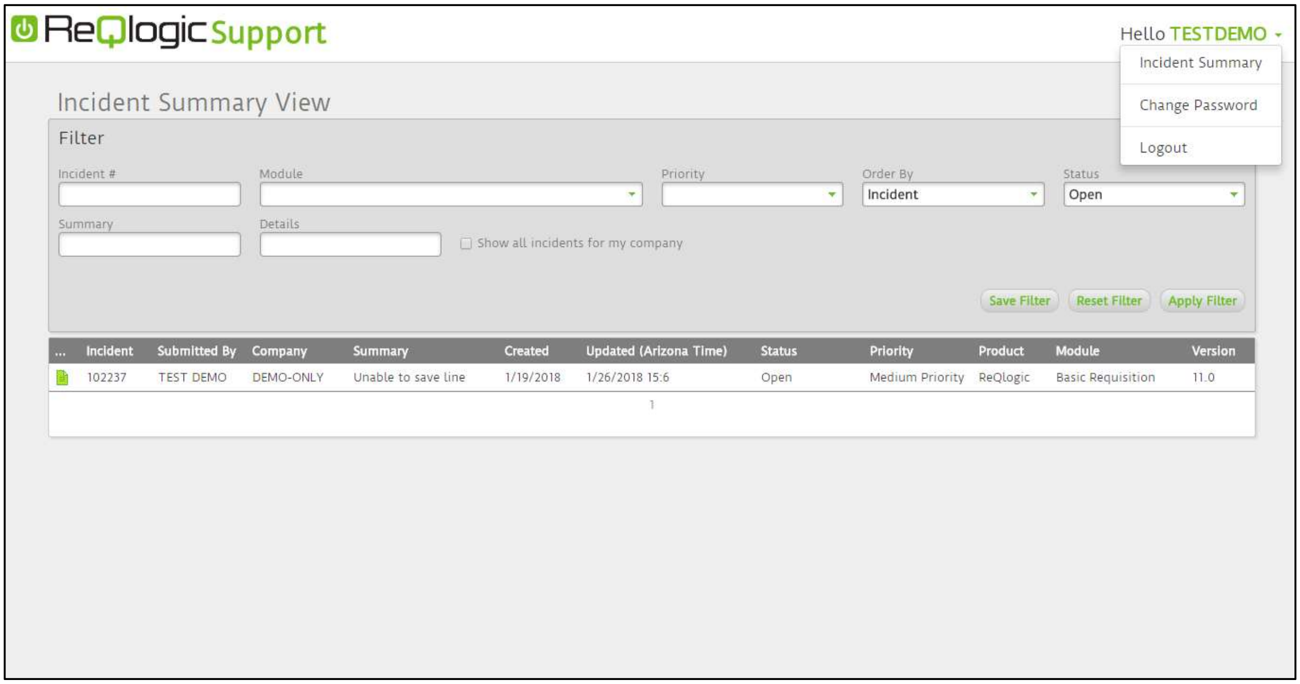
- To log into RSP, go to the following url: https://support.reqlogic.com/
- If you have a technical support agreement with ReQlogic and would like to request a login account, please send an email to reqlogicsupport@reqlogic.com.
- If you have already been assigned a login account, enter your Login Id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

3. Using the Incident Summary Screen



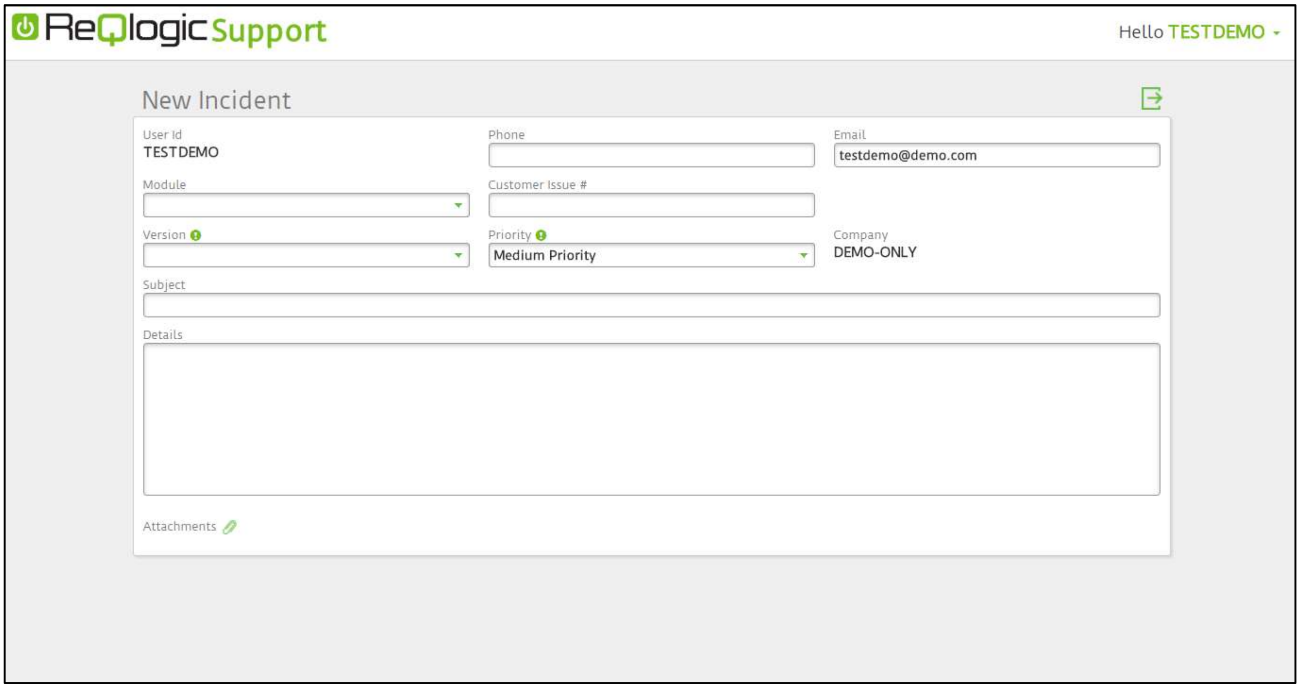
- Once logged into the RSP, you will be taken to the Incident Summary View screen. This screen displays a list of all open incidents for your user account.
- You can view a list of your current and historical incidents by filtering on Incident Number, Module, Summary, Details, Priority, and Status.
- 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



- 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



- 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.

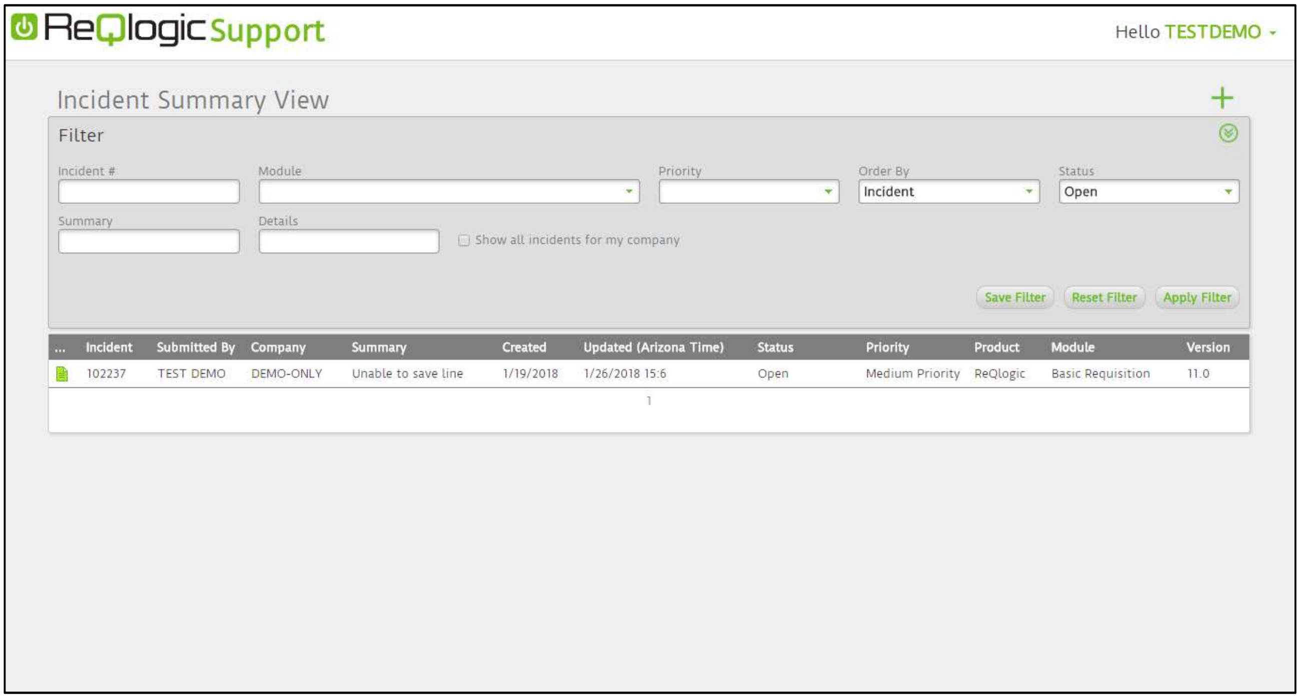
➢ Attachments: Click the Attachment icon to upload any pertinent screenshots, documents, etc. to outline the issue. Browse to the location of your file and click Upload to attach a file. Be sure all pop-up blockers are disabled for the RSP site.

➢ Click the Submit icon to send your incident to the ReQlogic Support team.

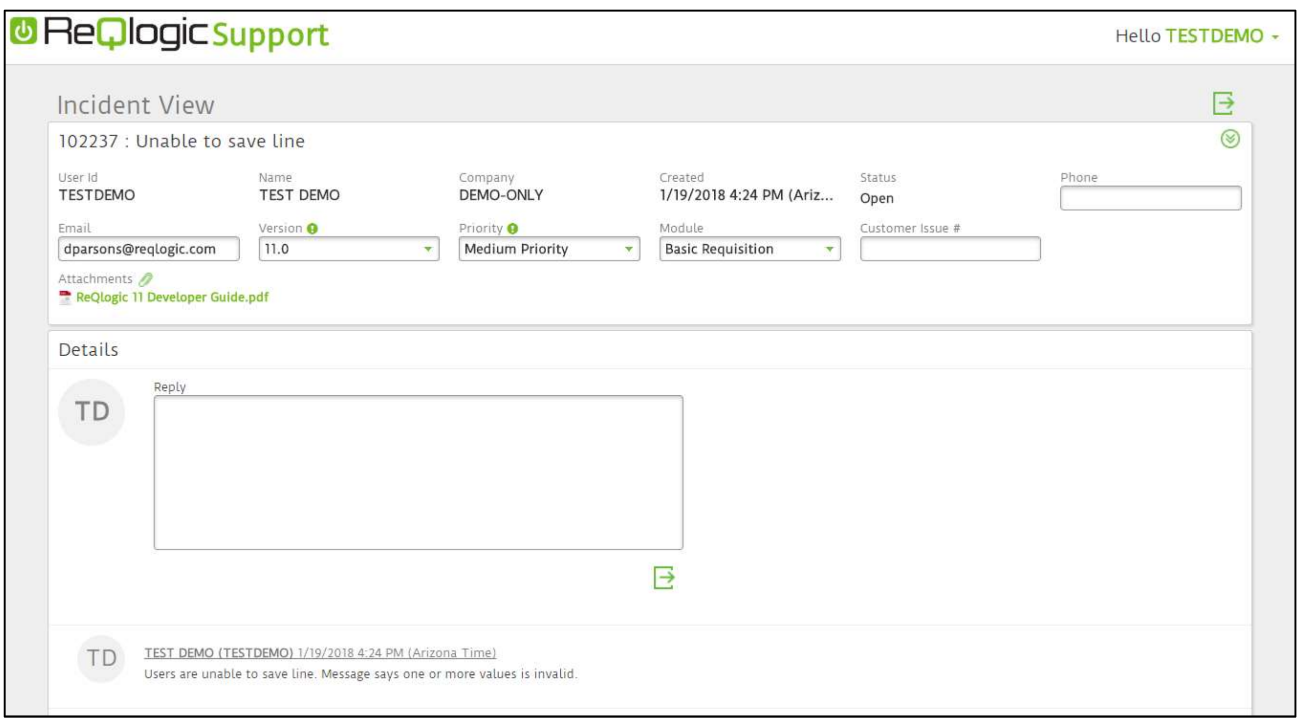
➢ Click Stay on Incident to continue updating or click Return to Summary.

➢ See Section 6 for updating incidents.

6. Updating an Existing Incident

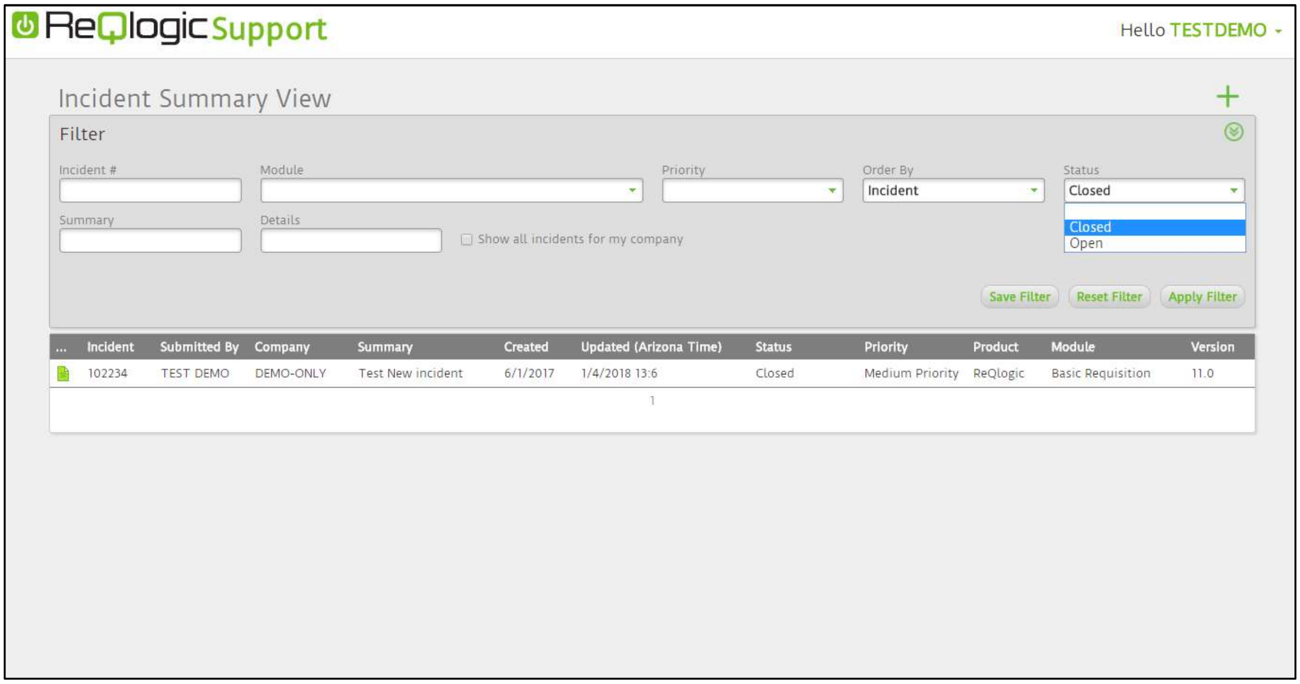


➢ To open an incident, select the incident from the incident list by clicking the Document icon next to the incident number.

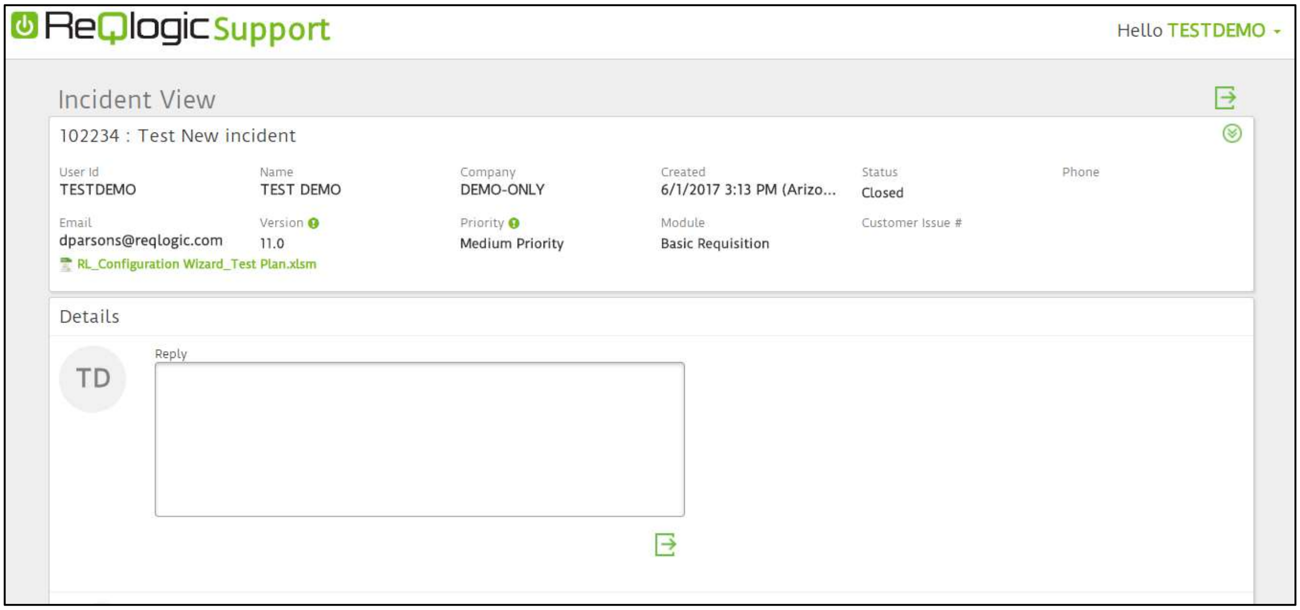


- Type any additional comments and/or attach any additional files.
- Click the Submit icon and your ReQlogic Support team member will automatically be notified.
- Click Stay on Incident to continue updating or click Return to Summary.
- Once an incident has been resolved to the customer's satisfaction, 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



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



- 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.