

# Lucid Support Portal – Guidelines and Procedures for Creating Tickets

Ver2.0

## Revision History

Ver#	Change	Date
2.0	Updated version	9-Jan-2019
1.0	Initial version	11-Dec-2018

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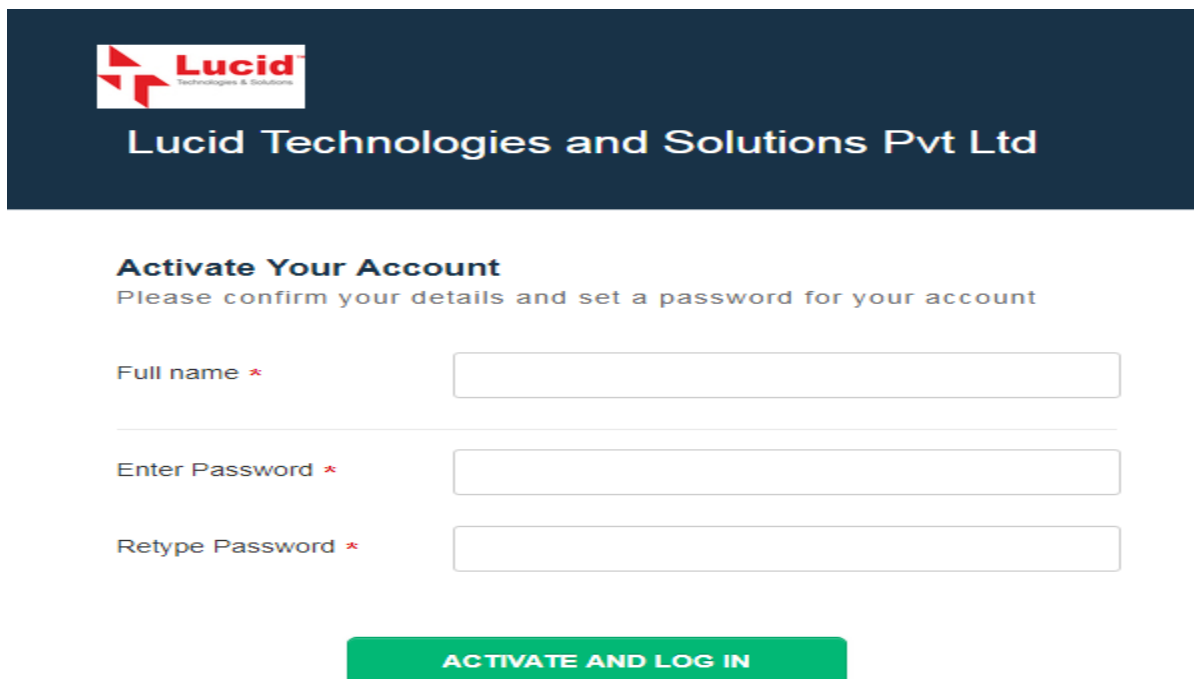
## 1 Introduction

Lucid's Support Portal helps customers log issues and queries on Lucid integrations. Portal also hosts general solutions and troubleshooting steps for common errors and issues. Customers can also give feedback based on our support and your satisfaction.

## 2 Support Portal – Setup Procedures

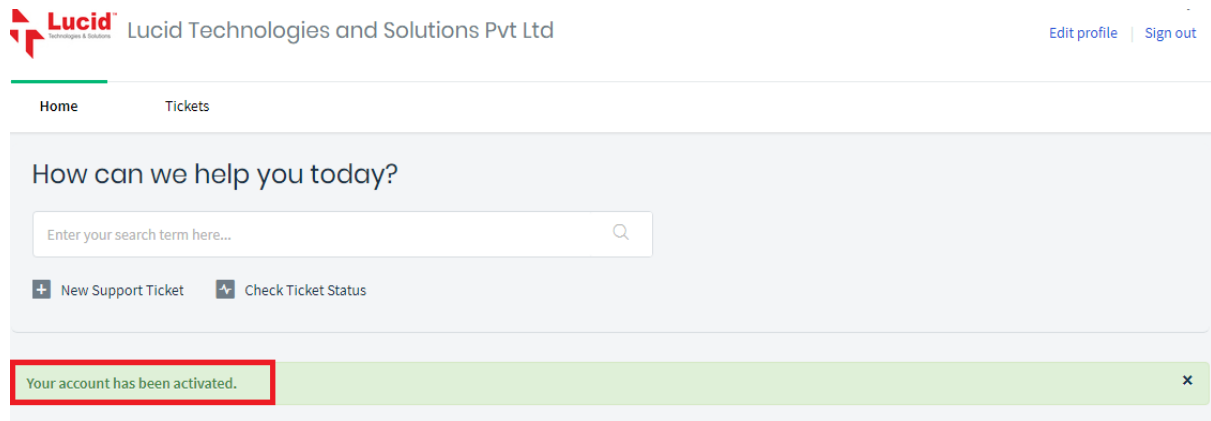
### 2.1 Sign up to Portal

- We will initially register one user from your organization in Lucid support portal <https://lucidtechsol.freshdesk.com/support/login> and send the activation link to that user.
- Once the user clicks on the activation link, it will be redirected to a webpage as shown in the below screenshot. Please fill the required details and activate the account.



The screenshot shows a dark blue header with the Lucid logo and the text "Lucid Technologies and Solutions Pvt Ltd". Below the header, the page title is "Activate Your Account" with a subtitle "Please confirm your details and set a password for your account". There are three input fields: "Full name \*", "Enter Password \*", and "Retype Password \*". A green button labeled "ACTIVATE AND LOG IN" is positioned at the bottom of the form.

- Once the account is activated, the webpage will redirect to your Support Portal page.



- Click on the Edit profile on the top right corner to manage your Profile.
- For further user registration, open a support ticket with this support portal.

## 2.2 Creating Tickets using Support Portal

- You can create a new ticket using the **New Support Ticket** button either in the **Home** page or in **Tickets** page.
- To create a new ticket, fill in the required details,

<b>Requester</b>	Your Email ID
<b>Subject</b>	Subject regarding your Defect/Subject
<b>Template</b>	Mule Integration Template name
<b>Problem Type</b>	Defect/Bug/License Inquiry/Question
<b>Priority</b>	Low/Medium/High/Urgent (Provide Urgent for Production System Outages only)
<b>Description</b>	Ticket Description
<b>Attach a file</b>	Add attachments if you have any

## Submit a ticket

Requester \*

Add cc

Subject \*

Template \*

Problem Type \*

Priority (Reserve Urgent for Production System Outages only) \*

Description \*

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[+ Attach a file](#)

**SUBMIT**

CANCEL

- Click on **Submit** once done.
- After submitting, ticket will be created, you will receive acknowledgement mail.

- Our Support team will contact you usually within 1 Business day.
- You can check the status of the ticket using the **Check Ticket Status** button either in the **Home** page or in the **Tickets** page of the Support portal.

### 2.3 Updating comments

- Once the ticket is created, you can add comments to it through the Portal if you have the account in our Support portal or you can also reply to the mail which you received while creating ticket and it will be added as comments to your ticket.