


## Welcome to our new Customer Support Portal

### Some initial questions you may be asking?

Question	Answer
When will I be able to use the system?	Invitations should be received, starting this week and throughout August
Can I still email and use the support phone number?	Yes, this is an additional option and not replacing any of our existing support services
What's next on the support portal?	A range of frequently asked questions and how to resources will be added as this system develops.

### Your invitation will look something like this

 IPLICIT <support@iplicit.freshdesk.com>  
To: Andy Clarke


☺ Reply Reply All Forw

**CAUTION: This email originated from outside of the organisation.**  
Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Andy Clarke,

A new IPLICIT account has been created for you.

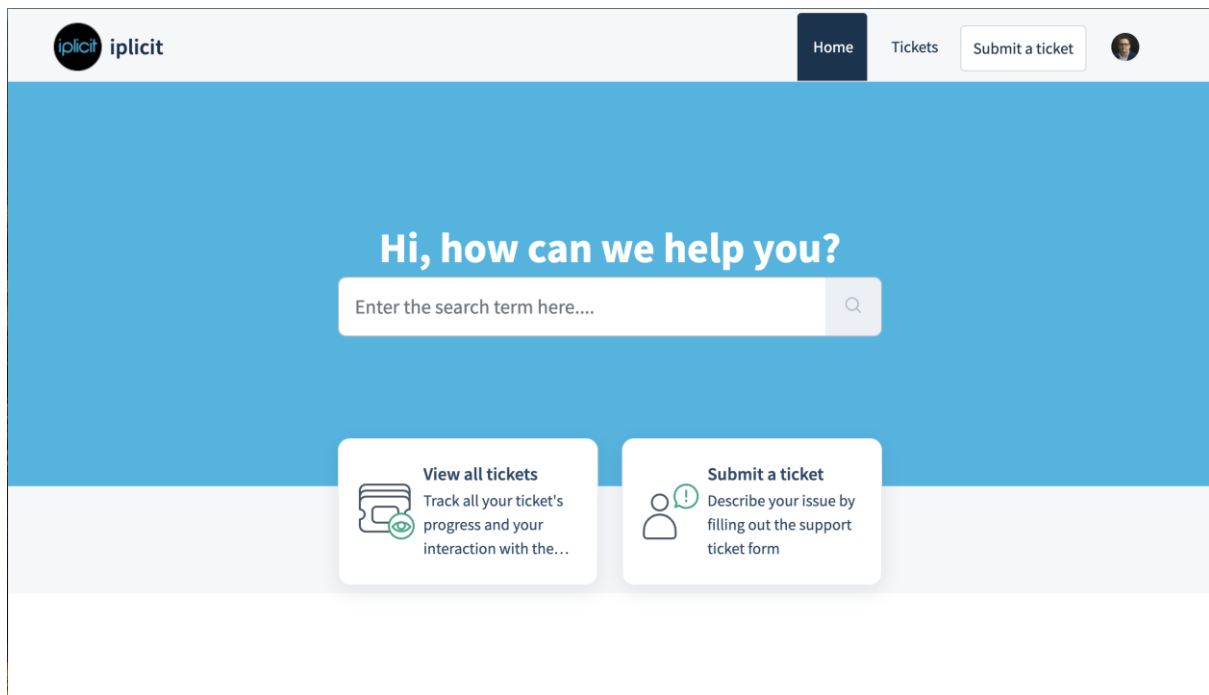
Click the url below to activate your account and select a password!

<https://support.iplicit.com/register/dV5mbM> 

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,  
Iplicit

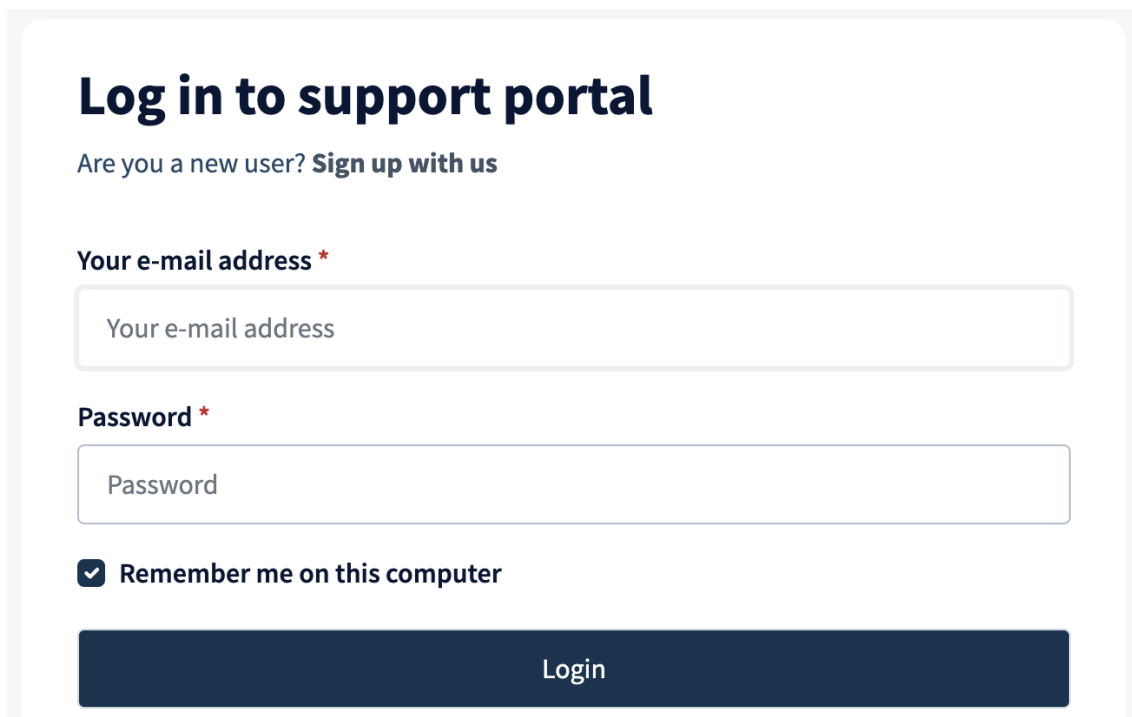
## Customer Support Portal



The screenshot shows the iplicit Customer Support Portal homepage. At the top, there is a navigation bar with the iplicit logo, a 'Home' button, a 'Tickets' link, a 'Submit a ticket' button, and a user profile icon. The main content area has a blue background with the text 'Hi, how can we help you?'. Below this is a search bar with the placeholder text 'Enter the search term here....'. At the bottom, there are two white cards: 'View all tickets' with a ticket icon and the text 'Track all your ticket's progress and your interaction with the...', and 'Submit a ticket' with a person icon and the text 'Describe your issue by filling out the support ticket form'.

The iplicit Customer Support Portal will enable you to log tickets directly with the iplicit Support Desk. You will also be able to track the progress of your tickets and view resolved tickets. The URL for the portal is: <https://support.iplicit.com/>

We will send invitation emails to customers during August. When you first log in, you will be prompted to enter your email address and password:



The screenshot shows the 'Log in to support portal' form. It has a title 'Log in to support portal' and a link 'Are you a new user? Sign up with us'. Below the title are two input fields: 'Your e-mail address' and 'Password', both with red asterisks indicating they are required. Below the password field is a checkbox labeled 'Remember me on this computer'. At the bottom is a dark blue 'Login' button.

**Submit a ticket**

When you submit a ticket, you will be asked to describe the issue and attach screenshots/videos where appropriate to help us troubleshoot the issue.

Submit a ticket

What do you need support with? ⓘ

Choose...▼

Subject \* ⓘ

Brief description of issue

Description \* ⓘ

B*i*U↺☰☷A🔗🖼️🔍<>

Include screenshots/video to assist with replicating the issue and identifying a resolution. Is this affect...

☐ Permission to copy to sandbox to troubleshoot issue ⓘ

📎 Attachment

Cancel

Submit


View your tickets

You can filter the list to find the needed tickets when viewing all your tickets. You will also see each ticket's status.

Tickets		
<div><div><div><div>🌐 How do I create a bulk payment #29776</div><div>Created on Tue, 6 Aug at 11:42 AM - via Portal</div></div><div><div>Open</div></div></div><div><div><div>🌐 Friday 5pm test #29389</div><div>Created on Fri, 26 Jul at 5:09 PM - via Portal</div></div><div><div>This ticket has been Closed</div></div></div><div><div><div>🌐 Test 2 #26062</div><div>Created on Wed, 24 Apr at 12:54 PM - via Portal</div></div><div><div>This ticket has been Closed</div></div></div><div><div><div>🌐 Test issue with the portal #26061</div><div>Created on Wed, 24 Apr at 12:49 PM - via Portal</div></div><div><div>This ticket has been Closed</div></div></div></div>	<div><div>Export Tickets</div><div><div>Sort by</div><div>Date Created▼</div><div>Status</div><div>All Tickets▼</div><div>Company</div><div>Any</div></div></div>	


## Ticket detail

You can click on a ticket and see the conversation history between you and the Support agent.




# How do I create a bulk payment #29776

Created on Tue, 6 Aug, 2024 at 11:42 AM - via Portal

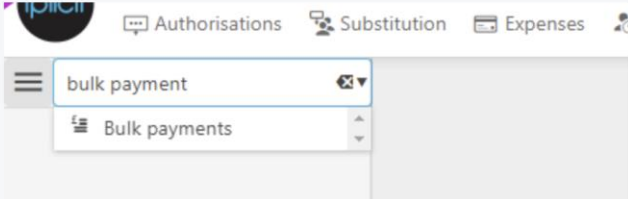
 Nicky Cox reported 8 minutes ago OpenReplyAdd peopleClose issue

I would like to start using bulk payments in the system. Can you advise how I do this?

 Linda O'Donnell said less than a minute ago

Hi Nicky


Please Navigate to Bulk Payments, by typing Bulk Payments in the Quick Launch:



## Search for a ticket


You can search for specific tickets or keywords.

# Hi, how can we help you?



All

Tickets

 Tickets

View all (1)

How do I create a bulk payment