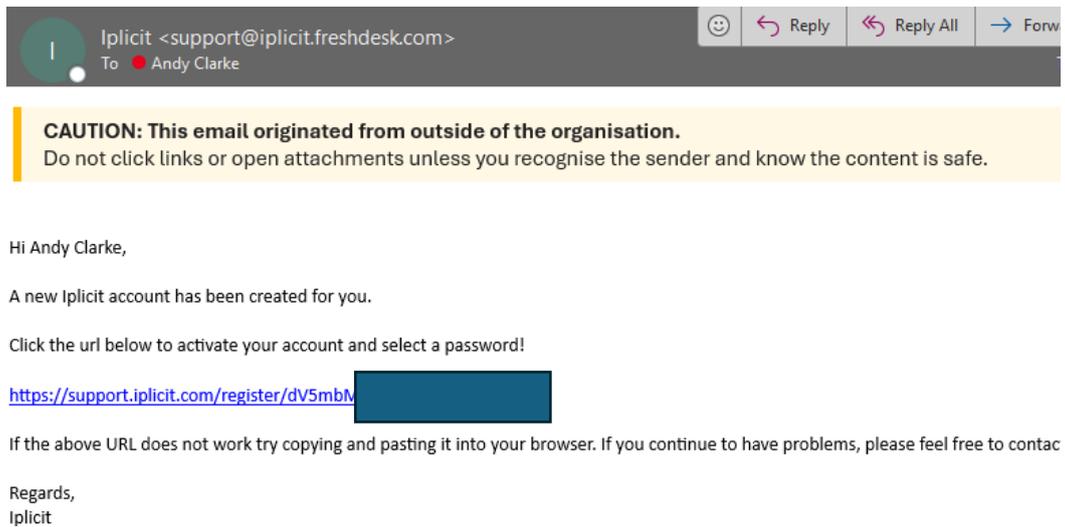


## Welcome to our new Customer Support Portal

### 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



The screenshot shows an email header from IPLICIT <support@iplicit.freshdesk.com> to Andy Clarke. Below the header is a yellow caution box with the text: "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." The main body of the email contains the following text: "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 [redacted] 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"

Hi Andy Clarke,

A new IPLICIT account has been created for you.

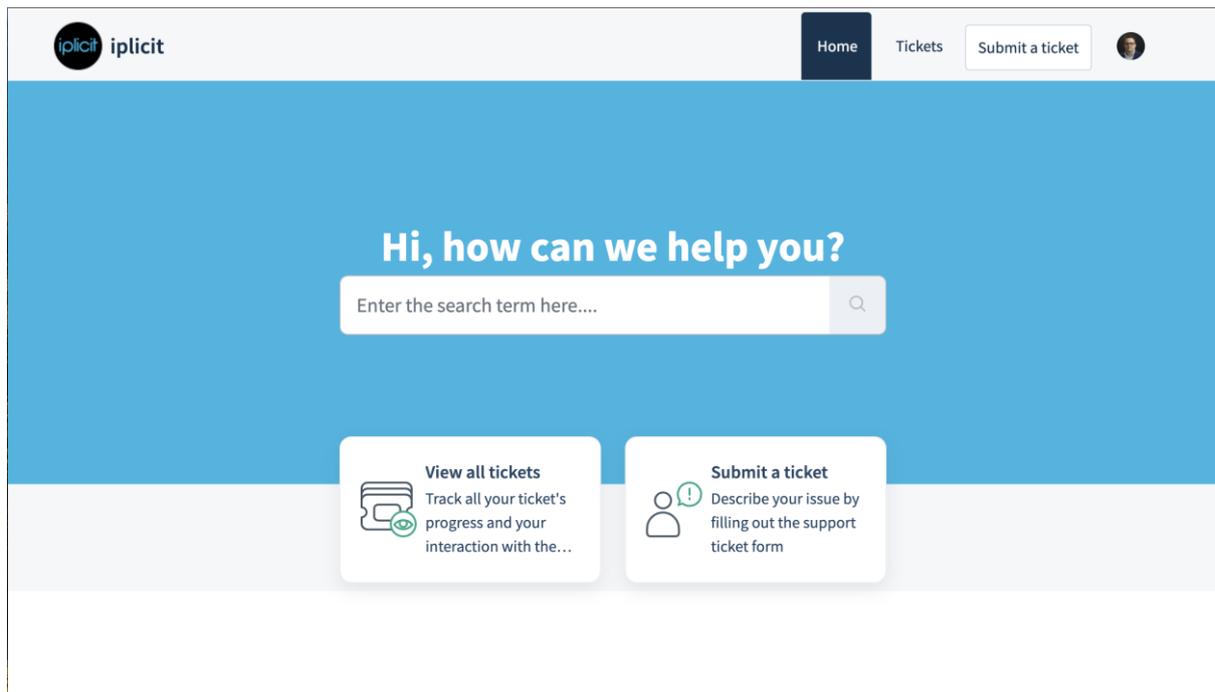
Click the url below to activate your account and select a password!

<https://support.iplicit.com/register/dV5mbM> [redacted]

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 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:

### Log in to support portal

Are you a new user? [Sign up with us](#)

**Your e-mail address \***

  
**Password \***

Remember me on this computer

**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         

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

How do I create a bulk payment #29776  
Created on Tue, 6 Aug at 11:42 AM - via Portal

Open

Export Tickets

Friday 5pm test #29389  
Created on Fri, 26 Jul at 5:09 PM - via Portal

This ticket has been Closed

Sort by

Date Created

Test 2 #26062  
Created on Wed, 24 Apr at 12:54 PM - via Portal

This ticket has been Closed

Status

All Tickets

Test issue with the portal #26061  
Created on Wed, 24 Apr at 12:49 PM - via Portal

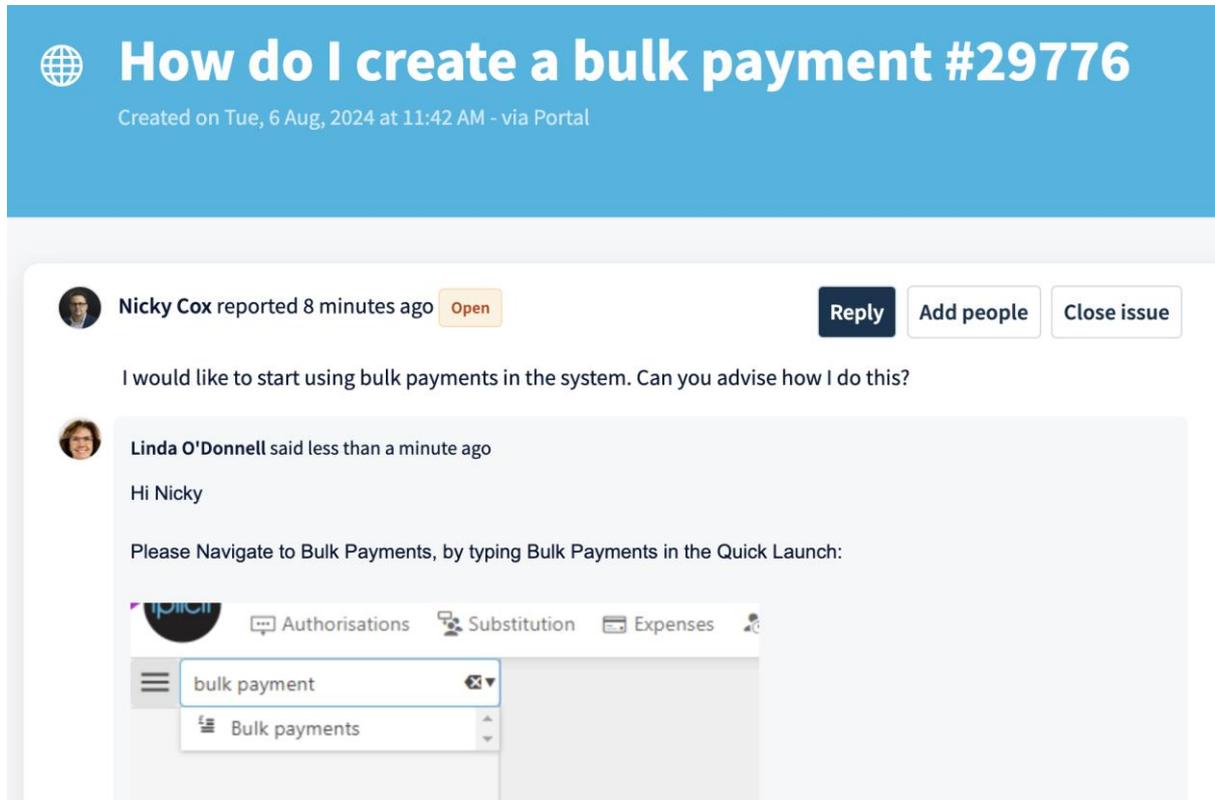
This ticket has been Closed

Company

Any

### Ticket detail

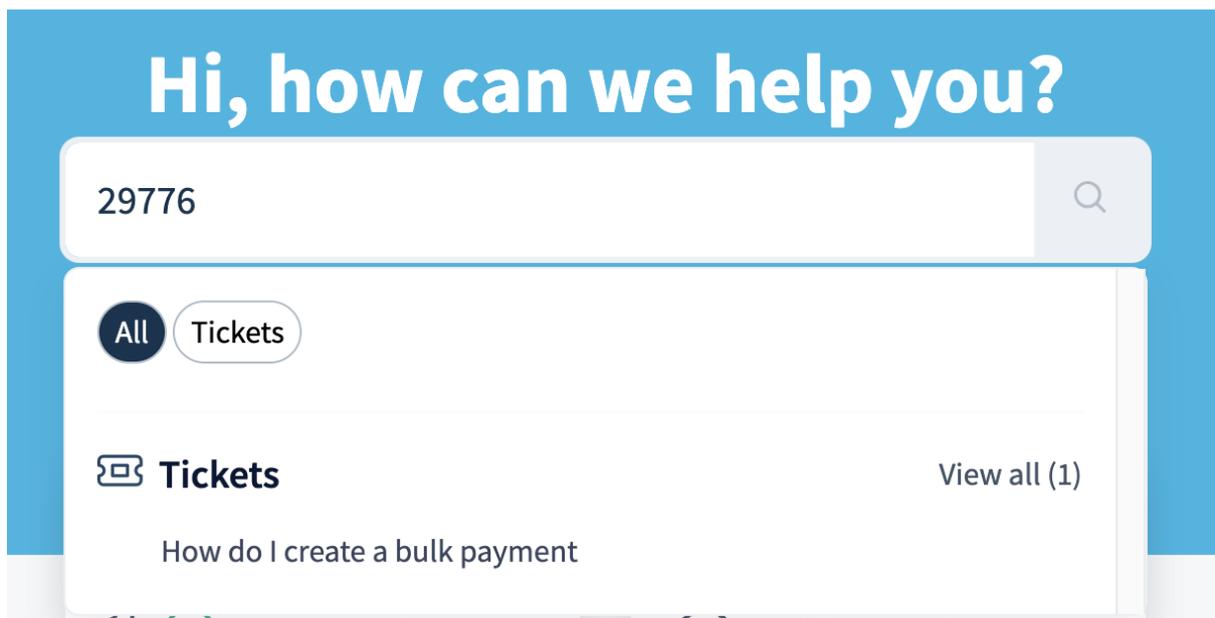
You can click on a ticket and see the conversation history between you and the Support agent.



The screenshot shows a support ticket interface. At the top, a blue header contains a globe icon, the title "How do I create a bulk payment #29776", and the creation date "Created on Tue, 6 Aug, 2024 at 11:42 AM - via Portal". Below the header, the ticket details show "Nicky Cox reported 8 minutes ago" with an "Open" status. Action buttons for "Reply", "Add people", and "Close issue" are visible. The main content area shows a message from Nicky Cox: "I would like to start using bulk payments in the system. Can you advise how I do this?". A response from Linda O'Donnell follows: "Hi Nicky", "Please Navigate to Bulk Payments, by typing Bulk Payments in the Quick Launch:", and a screenshot of a software interface. The screenshot shows a search bar with "bulk payment" entered, and a dropdown menu with "Bulk payments" selected. Other menu items like "Authorisations", "Substitution", and "Expenses" are also visible.

### Search for a ticket

You can search for specific tickets or keywords.



The screenshot shows a search interface with a blue header containing the text "Hi, how can we help you?". Below the header is a search bar with the number "29776" entered and a search icon. Underneath the search bar are two filter buttons: "All" (selected) and "Tickets". Below the filters, there is a section titled "Tickets" with a "View all (1)" link. The search results show a single ticket titled "How do I create a bulk payment".