

# Artmotion Support Portal

## Guide to how to use the customer support portal

### 1 Introduction

We have been hard at work improving your customer support experience. We launched a new support portal on March 5<sup>th</sup>, 2018. Thanks to customer feedback, we have redesigned the Support Portal – it is easier to use and comes with loads of new features!

What has changed? In addition to the new look and feel, here is a glimpse of a few new features:

- Personal login to ensure an accurate authorization process
- Optimized and streamlined support ticket submission
- New ticketing dashboard that gives you greater visibility into support requests

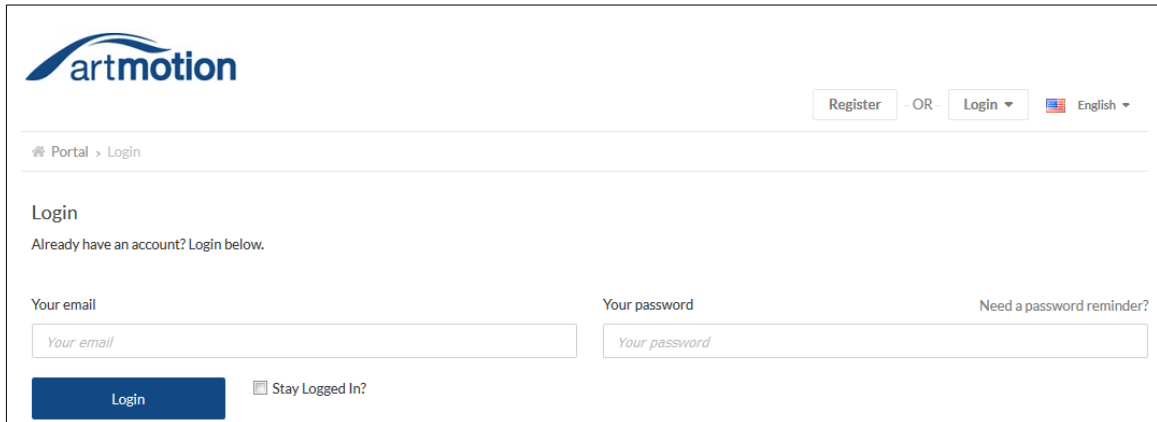
This document will help you to manage your tickets in our customer portal.

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## 2 Login

Login URL: <https://support.artmotion.ch>



The screenshot shows the Artmotion login page. At the top left is the Artmotion logo. To the right are buttons for 'Register', '- OR -', and 'Login'. Further right is a language selector showing 'English'. Below this is a breadcrumb trail: 'Portal > Login'. The main heading is 'Login', followed by the text 'Already have an account? Login below.'. There are two input fields: 'Your email' with a placeholder 'Your email' and 'Your password' with a placeholder 'Your password'. Above the password field is a link 'Need a password reminder?'. Below the email field is a blue 'Login' button. To the right of the button is a checkbox labeled 'Stay Logged In?'.

*If you forgot your password you can click the link “Need a password reminder?” above the password field and follow the instructions there.*

### 3 Create a new Ticket

- 1 Name
- 2 Email Address
- 3 Meaningful subject of your Ticket
- 4 Choose a Ticket category with the help of the following table:

Service Prozess	Description
Incident Management	Select this service for malfunctions, errors or failures in applications or infrastructures
Change Management	Select this service for adjustments or changes to the infrastructure. Or, if you want new users or permissions adjustments
Service Request Management	Service requests are activities related to the IT infrastructure, but they do not represent any changes. They can e.g. the request for a restore, password reset, technical information, start and stop services, delete log files, etc.

- 5 Add additional recipients with a “,” separator
- 6 Explanation of the problem in detail

Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name \*  Email  [Manage Your Email Addresses >](#)

Subject \*

Category \*

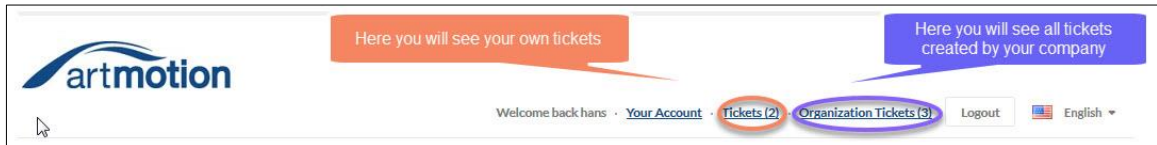
Cc

Message \*

## 4 Overview your Tickets

**Your Ticket:** Here you will see your own tickets

**Organization Tickets:** Here you will see all tickets created by your company



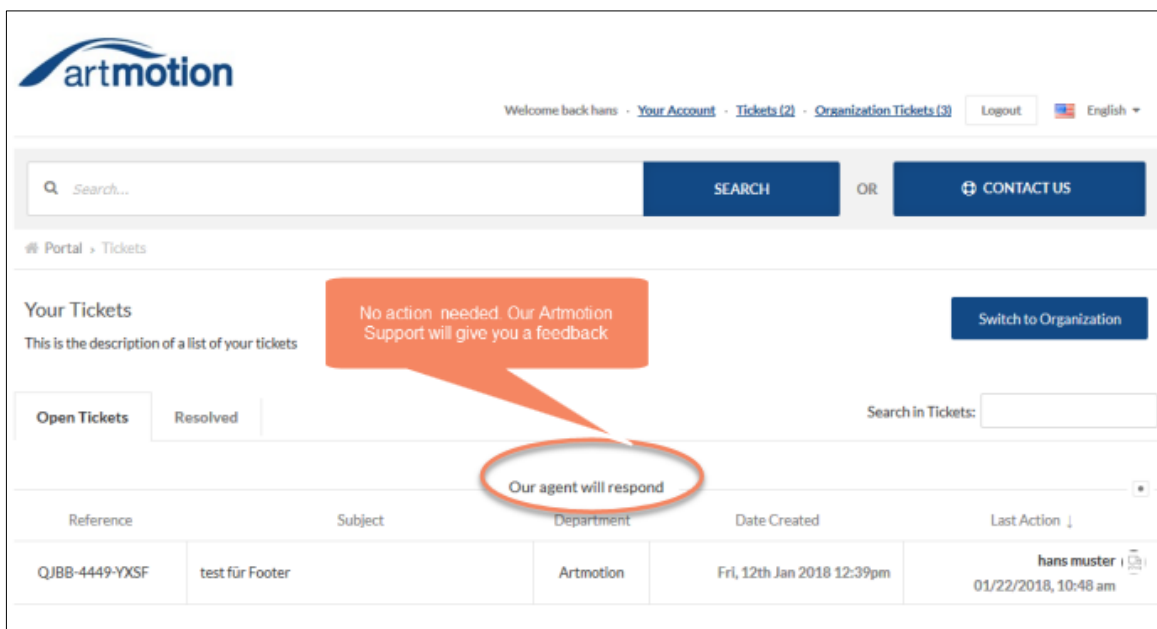
## 5 Ticket Status

To keep things simple for you, the following three different status are available:

- Our agent will respond
- You need to respond
- Resolved

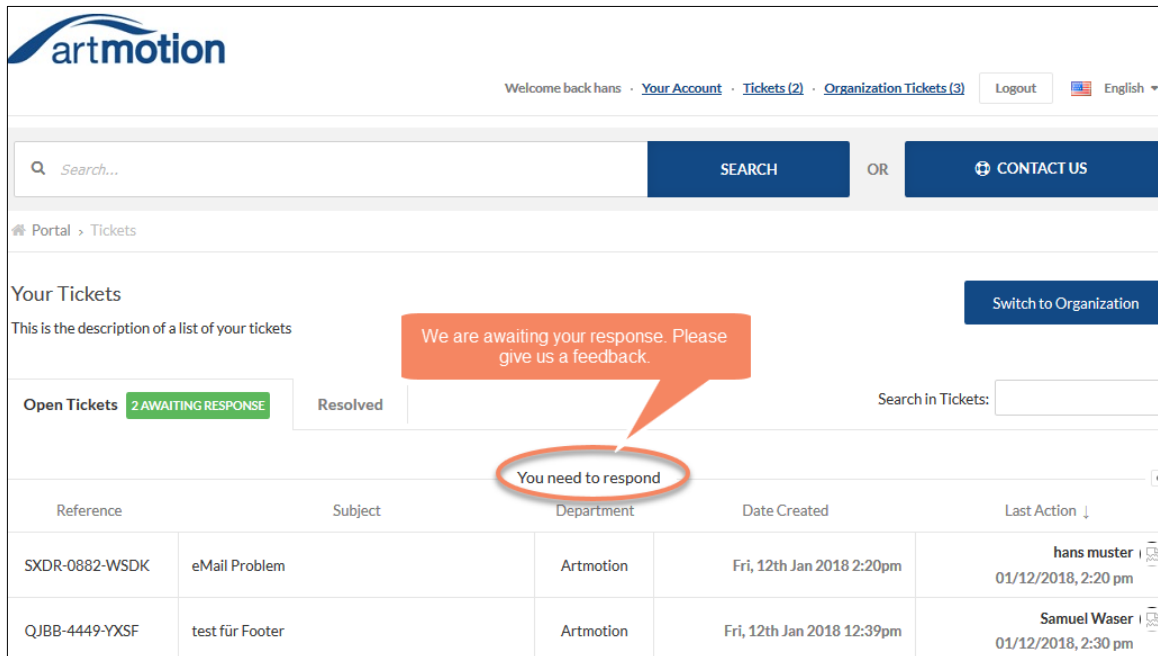
### 5.1 Our agent will respond

No action needed. Our Artmotion Support will give you a feedback



## 5.2 You need to respond

We are awaiting your response. Please give us a feedback how we can provide you with further assistance. This section is marked with a green label to get your attention.



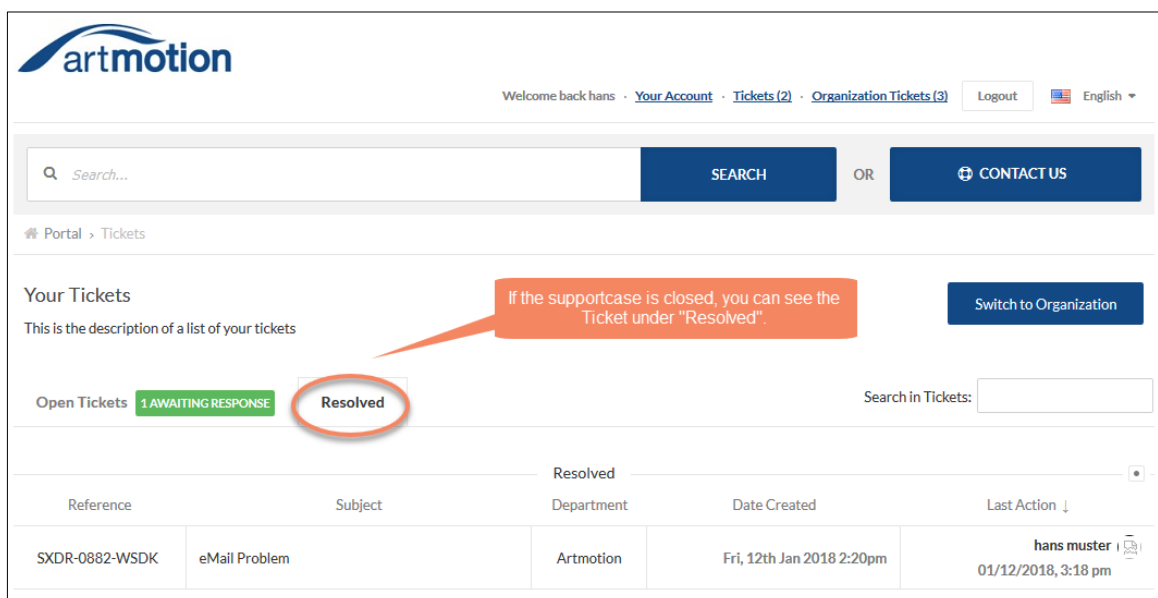
The screenshot shows the Artmotion support portal interface. At the top, there is a navigation bar with the Artmotion logo, a welcome message for 'hans', and links for 'Your Account', 'Tickets (2)', and 'Organization Tickets (3)'. There are also 'Logout' and 'English' options. Below this is a search bar and a 'CONTACT US' button. The main content area is titled 'Your Tickets' and includes a 'Switch to Organization' button. A green label indicates '2 AWAITING RESPONSE'. A callout box points to a ticket with the status 'You need to respond'. Below this is a table of tickets.

Reference	Subject	Department	Date Created	Last Action ↓
SXDR-0882-WSDK	eMail Problem	Artmotion	Fri, 12th Jan 2018 2:20pm	hans muster   01/12/2018, 2:20 pm
QJBB-4449-YXSF	test für Footer	Artmotion	Fri, 12th Jan 2018 12:39pm	Samuel Waser   01/12/2018, 2:30 pm

## 5.3 Resolved

If the supportcase is closed, you can see the Ticket under “Resolved”

You can reopen a solved Ticket once you clicked on it.



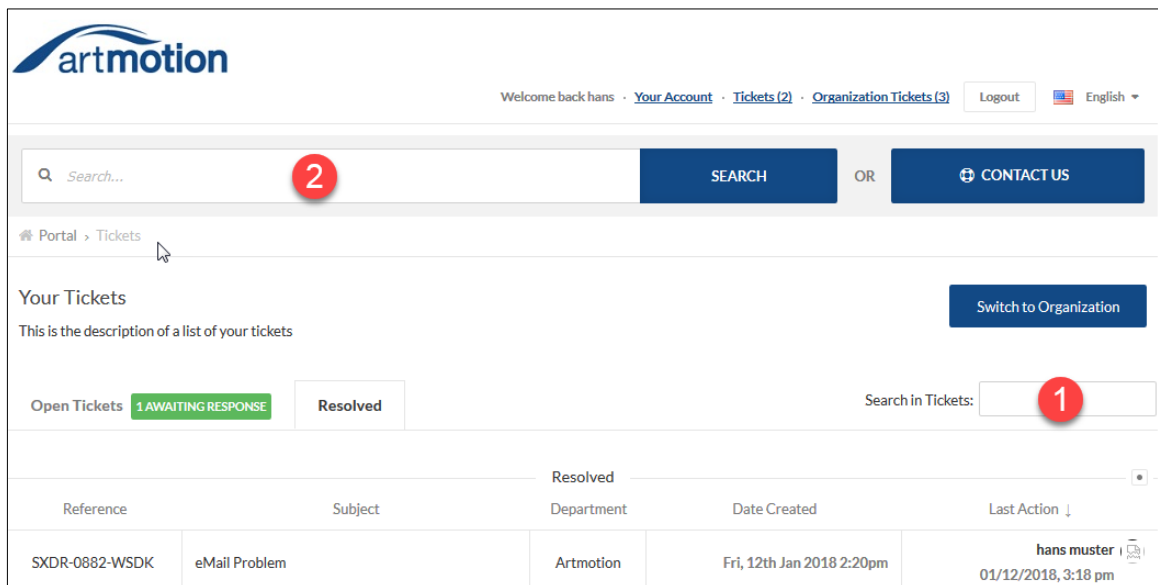
The screenshot shows the Artmotion support portal interface, similar to the previous one. The navigation bar and search bar are the same. In the 'Your Tickets' section, a green label indicates '1 AWAITING RESPONSE'. A callout box points to a ticket with the status 'Resolved'. Below this is a table of tickets.

Reference	Subject	Department	Date Created	Last Action ↓
SXDR-0882-WSDK	eMail Problem	Artmotion	Fri, 12th Jan 2018 2:20pm	hans muster   01/12/2018, 3:18 pm

## 6 Search for Tickets

There are two different search fields:

- 1 The search result will include all Tickets
- 2 The search result will include only your current "Awaiting Response" Tickets



Welcome back hans · [Your Account](#) · [Tickets \(2\)](#) · [Organization Tickets \(3\)](#) [Logout](#) [English](#)

Search... **2** **SEARCH** OR **CONTACT US**

Portal > Tickets

Your Tickets [Switch to Organization](#)

This is the description of a list of your tickets

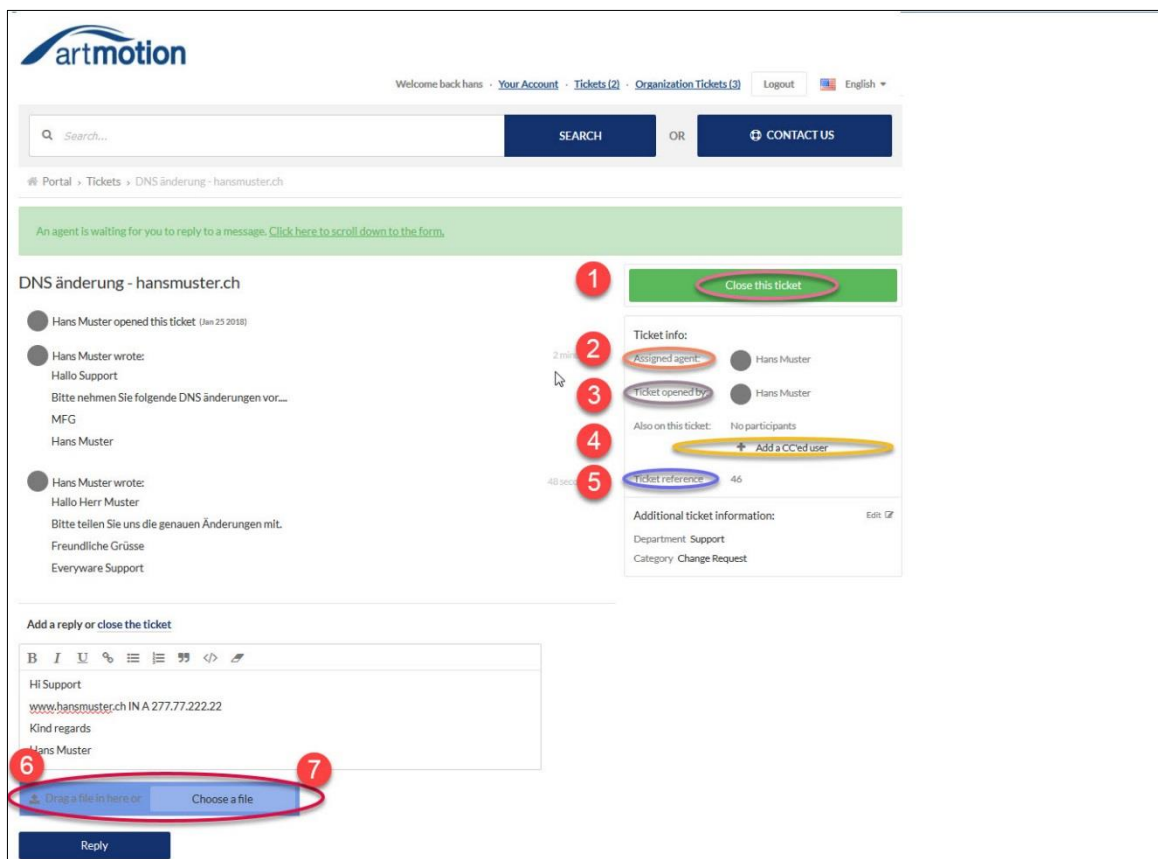
Open Tickets **1 Awaiting Response** Resolved Search in Tickets: **1**

Reference	Subject	Department	Date Created	Last Action ↓
SXDR-0882-WSDK	eMail Problem	Artmotion	Fri, 12th Jan 2018 2:20pm	<b>hans muster</b>   01/12/2018, 3:18 pm

## 7 Edit your Ticket

### Options to edit the ticket

- 1 You can close the ticket
- 2 Assigned employee, who is responsible for the ticket
- 3 Ticket was created by which user
- 4 Multiple CC addresses can be added
- 5 Ticket number
- 6 A file can be dragged into the text box and will be integrated into the text
- 7 A file can be added as an attachment



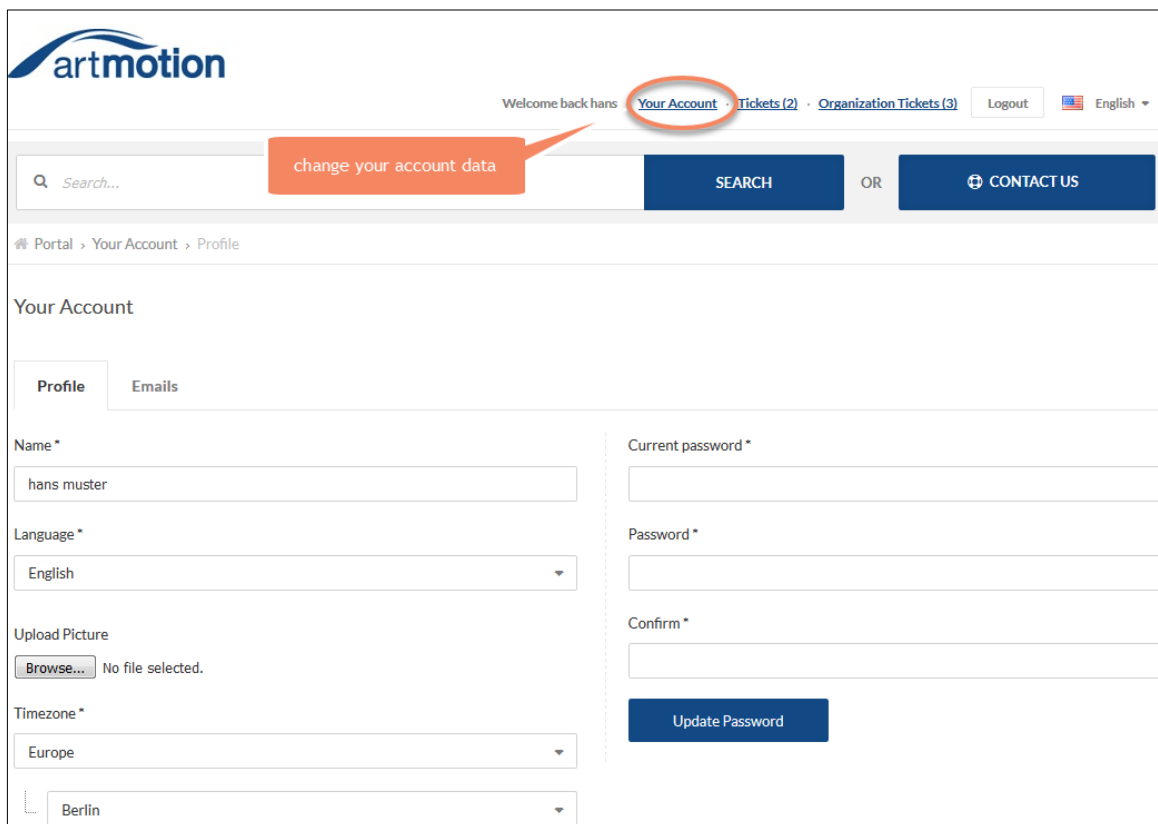
The screenshot displays the Artmotion support portal interface for a ticket titled "DNS änderung - hansmuster.ch". The interface includes a search bar, a navigation menu, and a main content area. The main content area is divided into two columns. The left column shows the ticket history, including messages from Hans Muster. The right column shows the ticket details, including the assigned agent, ticket opened by, and ticket reference. The "Close this ticket" button is highlighted with a red circle and the number 1. The "Assigned agent" and "Ticket opened by" fields are highlighted with red circles and the numbers 2 and 3 respectively. The "Add a CC'ed user" button is highlighted with a yellow circle and the number 4. The "Ticket reference" field is highlighted with a blue circle and the number 5. The "Add a reply or close the ticket" section at the bottom shows a text input field with a file upload button highlighted with a red circle and the number 6, and a "Choose a file" button highlighted with a red circle and the number 7.

## 8 Change your Account data


You can customize your profile when hitting the link “Your Account”.

From here you can

- change your name
- set your default language
- set your own profile picture
- change your password
- add additional Email addresses  
(notifications from tickets will not be sent to this account automatically)



artmotion

Welcome back hans [Your Account](#) · [Tickets \(2\)](#) · [Organization Tickets \(3\)](#) Logout  English ▾

Search...  OR

Portal > Your Account > Profile

### Your Account

**Profile** | Emails

Name \*

Language \*

Upload Picture  
 No file selected.

Timezone \*

Current password \*

Password \*

Confirm \*