

# Support Center

## User Guide

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EN

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**Your feedback is important to us!**

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# 1 Introduction

The Uptempo support organization is very concerned with providing you with the best possible assistance in resolving your questions and challenges. Therefore, we have replaced the current contact form for creating a support request with a support center. For optimal support during the transition to our support center, we would like to inform you about changed features and processes in this guide.

Our support center offers you many advantages:

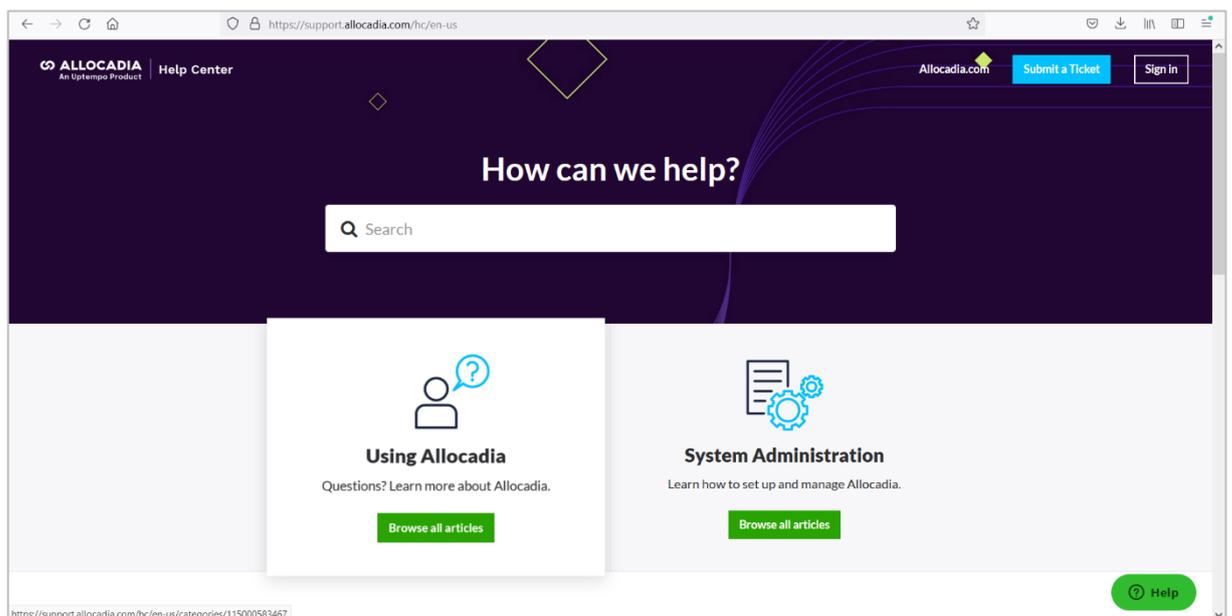
- You will get an overview of all created requests: your own, those you have been copied into, and any others that have been created for your organization.
- You can communicate with us in the request, for example, provide more information or ask questions.
- You can check the status of the request or other information at any time.

## 2 First Login: Create Password

To create a support request, you must always be logged into the system. Ideally, we have already created the necessary user for you. However, if this is not the case, we would like to ask you to contact our support by phone. Normally, we have already provided you with your current company e-mail address.

For a first login please proceed as follows:

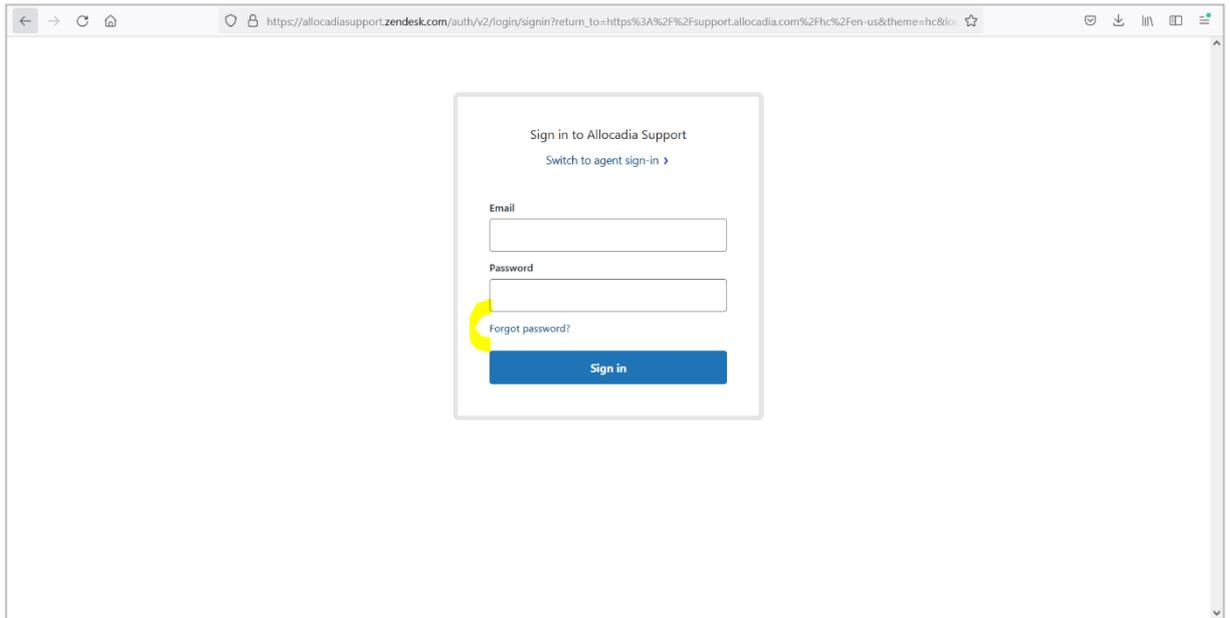
1. Call the following page: <https://support.allocadia.com>



*Entry page new support system*

2. Click *Login*.

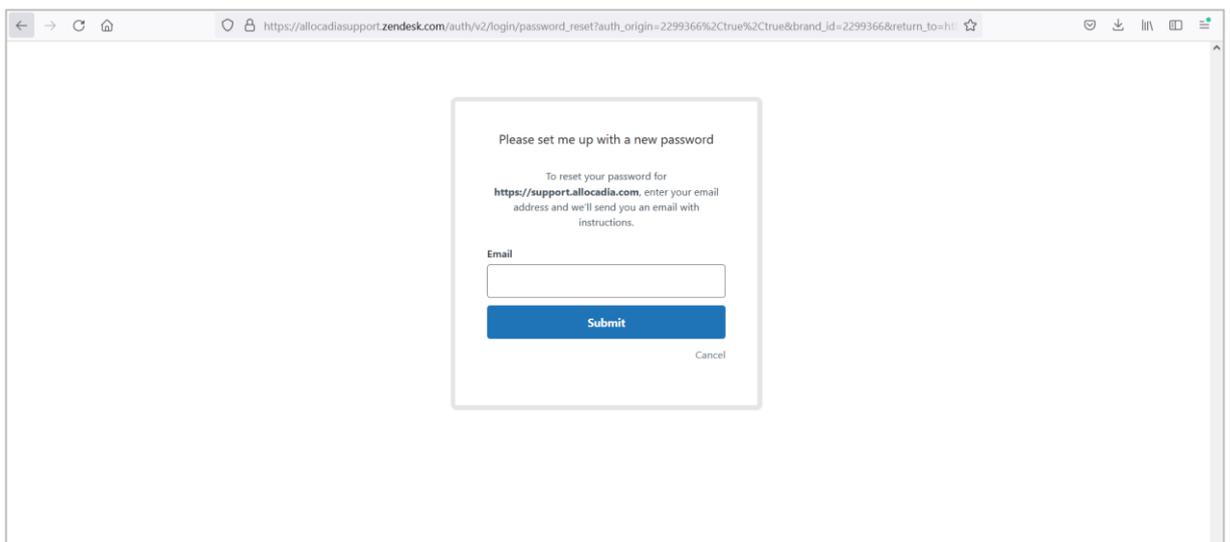
The following dialog is displayed.



### Login screen

3. Click *Forgot my password*.

The following dialog is displayed:



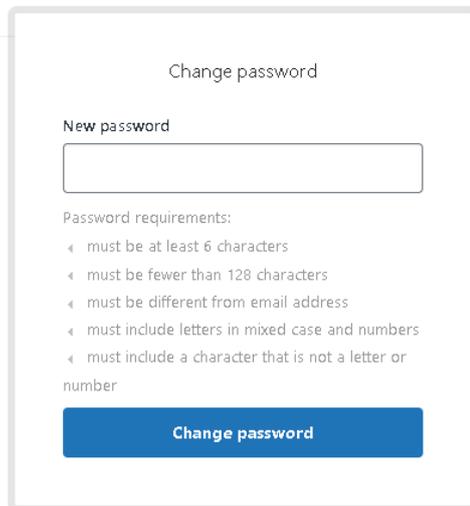
### Password reset

4. Enter your e-mail address and click *Submit*.

You will then receive an e-mail with an Internet link.

5. Open the link in the browser.

The following dialog is displayed:



Change password

New password

Password requirements:

- ◀ must be at least 6 characters
- ◀ must be fewer than 128 characters
- ◀ must be different from email address
- ◀ must include letters in mixed case and numbers
- ◀ must include a character that is not a letter or number

**Change password**

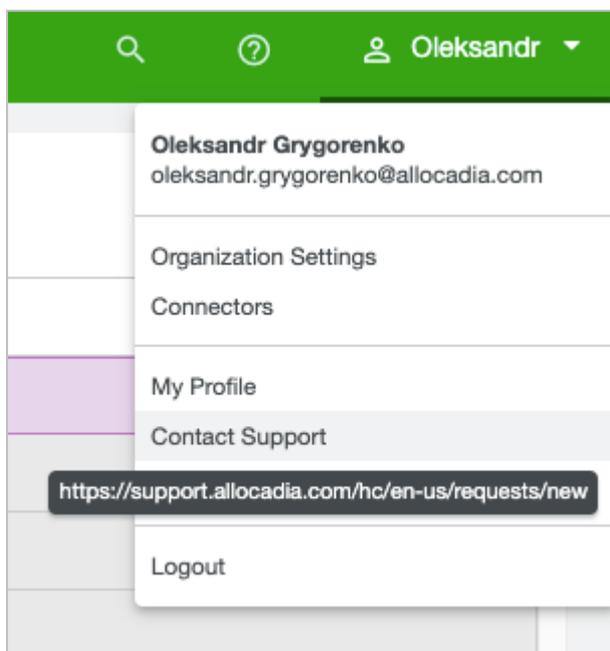
*Enter new password*

6. Enter your password following the displayed rules. Confirm the password in the following dialog.

You have set your password and logged in for the first time.

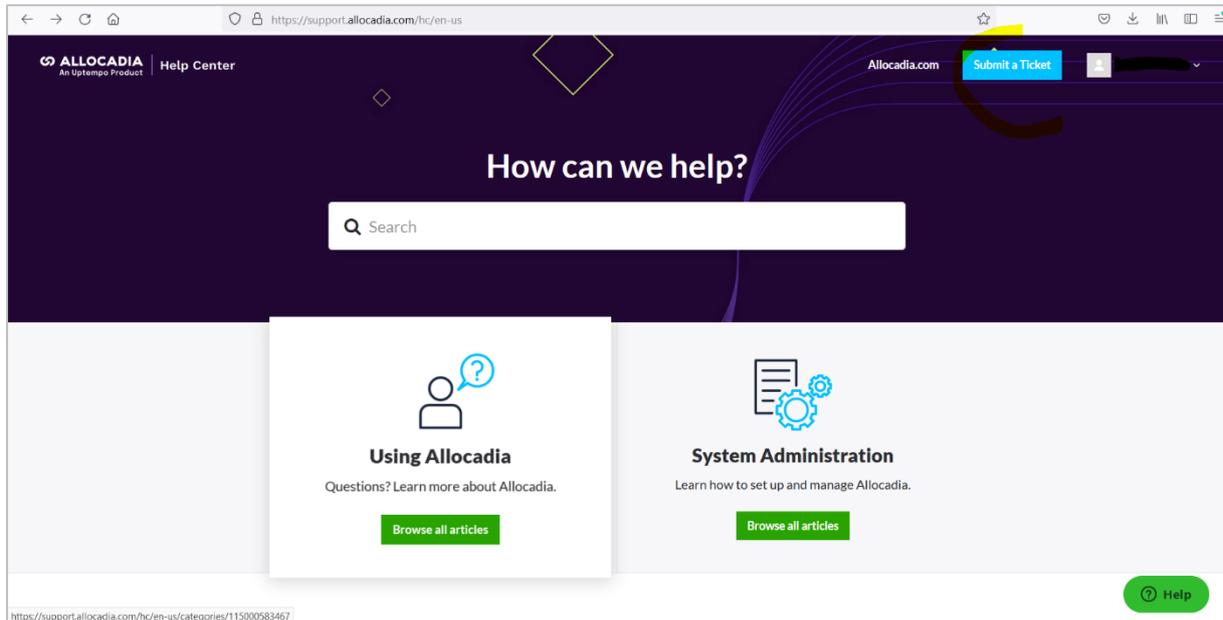
If you or your colleagues are having trouble logging in or have not received an access email, please contact your CSM.

Alternatively you can also reach the <https://support.allocadia.com> login via the link in the product like shown here:



## 3 After Login

After login the following page is displayed:



*View after login*

In chapter 3.1 **Fehler! Verweisquelle konnte nicht gefunden werden.**, you will learn how to manage your access data.

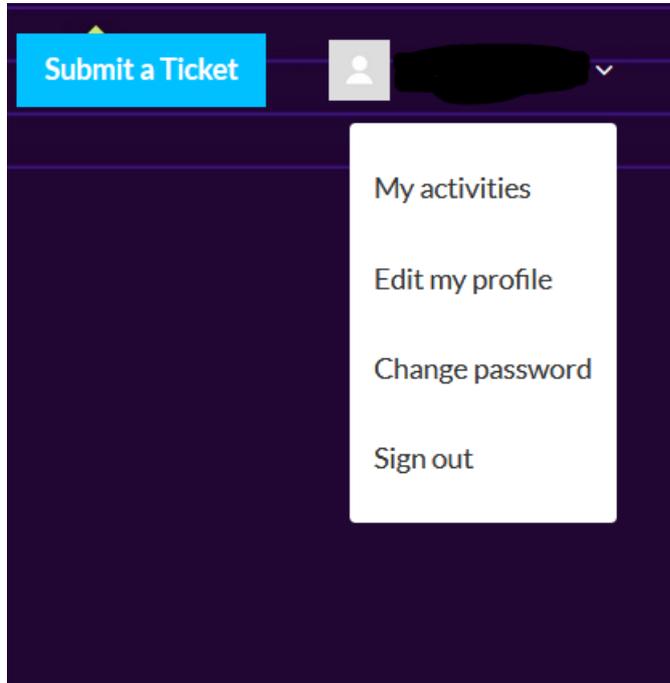
If you are logged in, you can use the button available on the top right to create a new request. For more information, please refer to the chapter 0 and 3.3.

Chapter 3.4 explains how to comment on the requests and thus share information with us.

If you are a member of an agency or a partner that creates requests for multiple clients, please note chapter 4.

## 3.1 Manage your access data

When you are logged in, you have access to the following personal data:



### Change profile

In your profile you can edit the displayed name and your e-mail address and also store a profile picture and your phone number.

Edit my profile ×

**Name**

**Profile photo (optional)**



**Email**

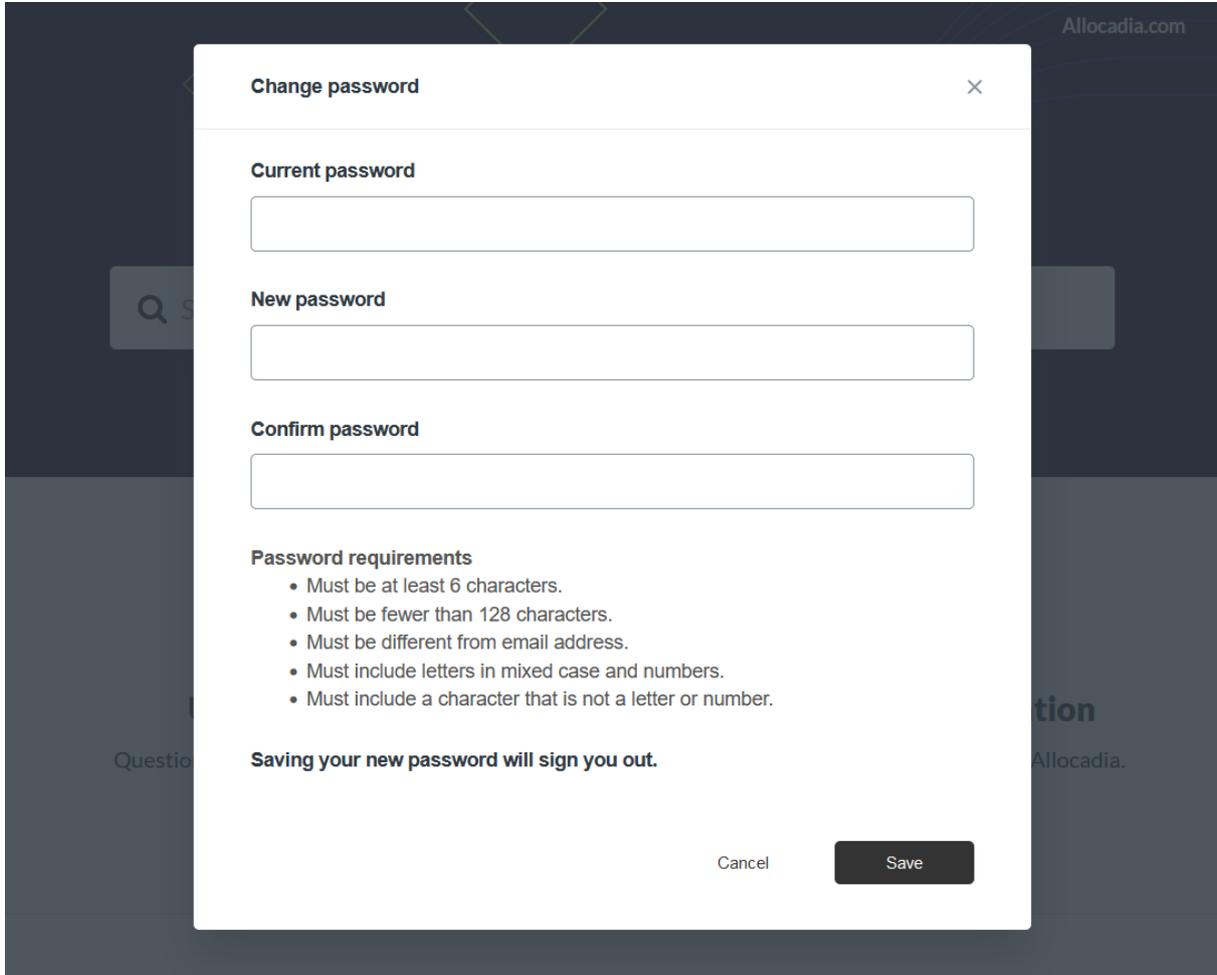
**Phone (optional)**

## Requests

Under > *Your name* > *Requests* you can reach all requests you have access to. Note the chapter 3.3 **Fehler! Verweisquelle konnte nicht gefunden werden..**

## Change password

Under > *Your Name* > *Change Password* you can change your password. Enter your previous password and your new password. Confirm the new password.



**Change password** ×

**Current password**

**New password**

**Confirm password**

**Password requirements**

- Must be at least 6 characters.
- Must be fewer than 128 characters.
- Must be different from email address.
- Must include letters in mixed case and numbers.
- Must include a character that is not a letter or number.

**Saving your new password will sign you out.**

Cancel Save

If you have forgotten your password, change it using the *Forgot password* function in the login dialog, see chapter 2.

## 3.2 Submit Request

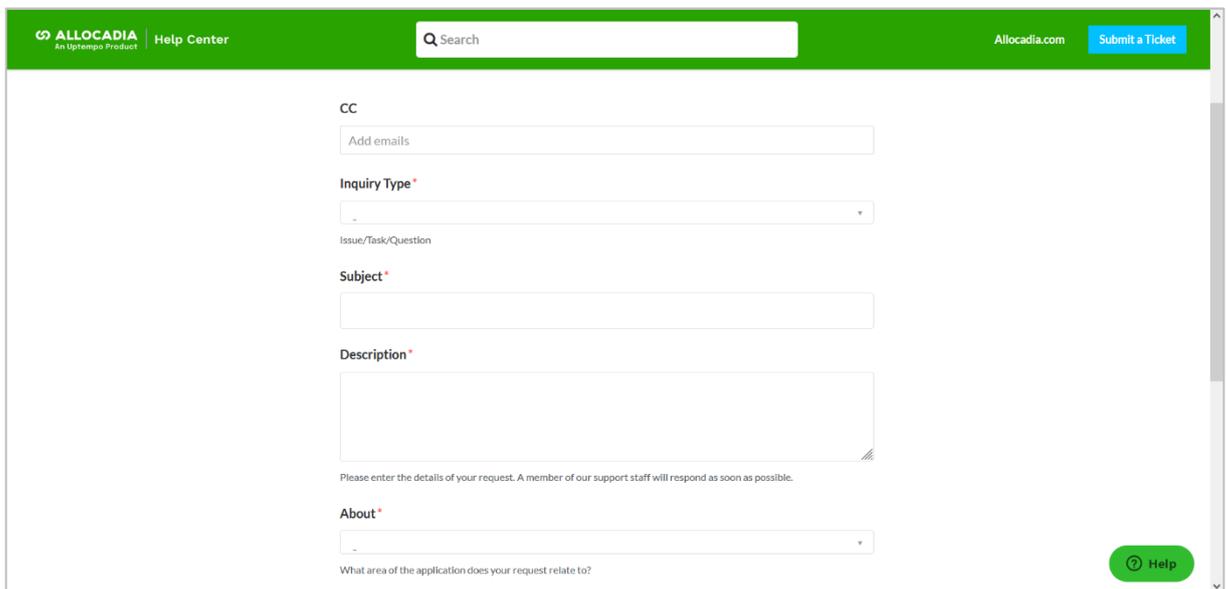
To submit a request, you must be logged in. After filling out all mandatory fields, the support request can be successfully submitted to the system.

### Note

For a quick and high-quality processing of your request by our support staff, we need a detailed description of the problem. Our goal is to reproduce the error as quickly as possible and then provide timely troubleshooting. Therefore, we recommend that you provide us with a comprehensive and accurate reproduction list of the individual steps and other information according to the form.

1. Click *Create Request*, either in the header or after logging in on the home page.

The following page is displayed:



The screenshot shows the 'Submit a Ticket' form in the Allocadia Help Center. The form is titled 'Submit a Ticket' and is located in the top right corner of the page. The form includes the following fields:

- CC:** A text input field labeled 'Add emails'.
- Inquiry Type:** A dropdown menu with a downward arrow.
- Issue/Task/Question:** A text input field.
- Subject:** A text input field with a red asterisk indicating it is mandatory.
- Description:** A large text area with a red asterisk indicating it is mandatory.
- About:** A dropdown menu with a red asterisk indicating it is mandatory.

Below the 'Description' field, there is a note: 'Please enter the details of your request. A member of our support staff will respond as soon as possible.' At the bottom right of the form, there is a green 'Help' button with a question mark icon.

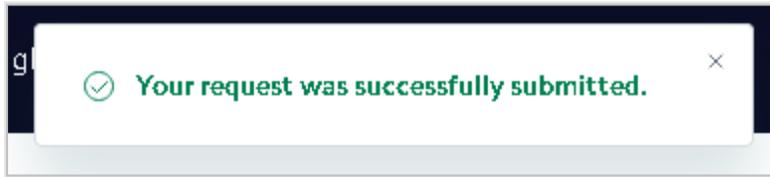
### Submit request

2. Fill in the provided fields, pay attention to the mandatory fields marked with \*..

**Note:** For a quick and high-quality processing of your request by our support staff, we need a detailed description of the problem. Therefore, please also edit the optional fields if possible.

3. If needed, attach any number of documents to your request that will help solve the problem.
4. Click *Submit* to complete the request.

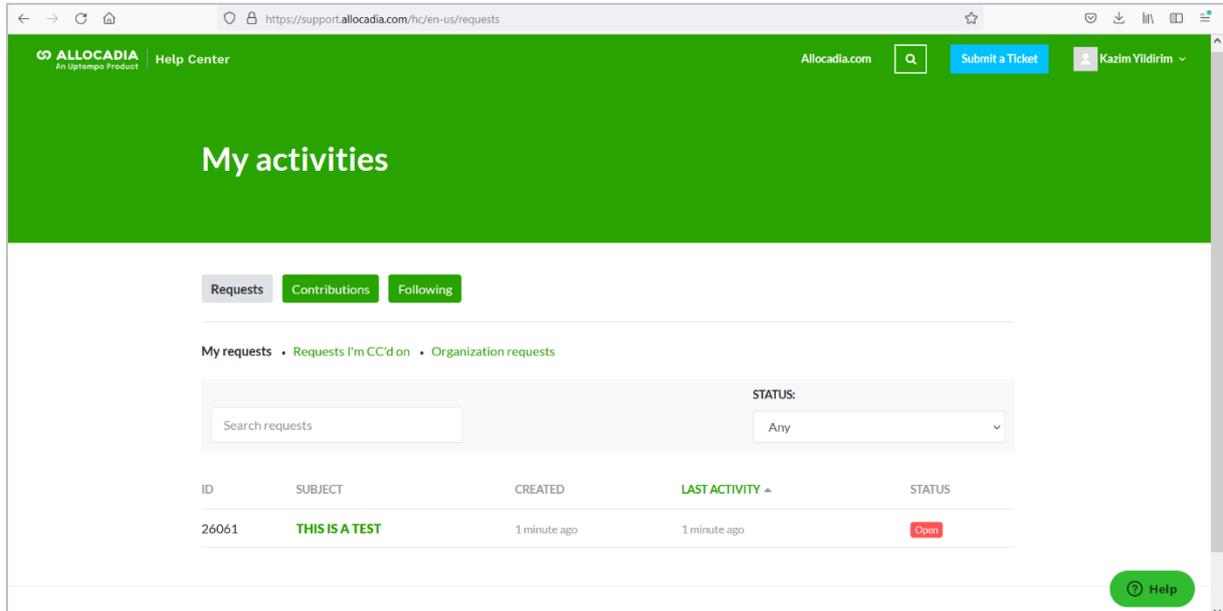
After successful creation the following message is displayed:



You are directly in the created request.

### 3.3 Search Request

To get an overview of all ongoing requests, click View requests. The *My Activities* page is displayed:



#### *My Activities*

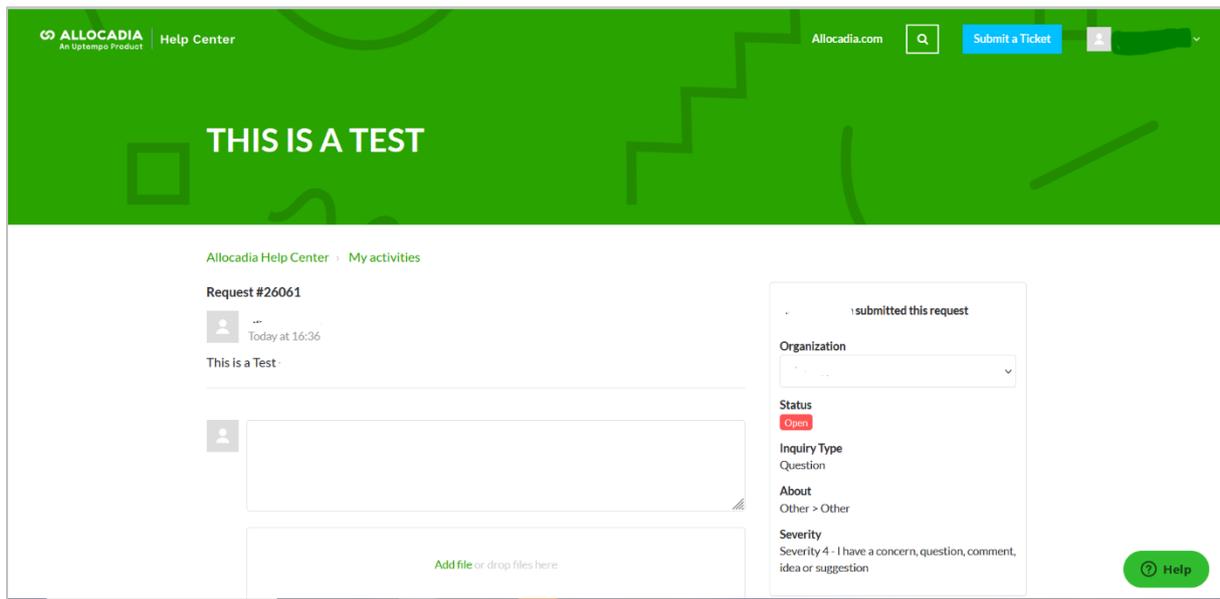
Via the tabs you can differentiate according to the following requests:

- Your own requests
- Requests where you are included in copy
- Requests from your colleagues

This overview of support tickets allows you to view all your tickets with the essential information. It makes no difference whether you have created the tickets yourself or another colleague from the same organization. All tickets can be viewed by all employees of an organization. It is not possible to change this view in the system.

First select one of the tabs to get a list of the corresponding tickets. Once many tickets have been created, you can search them by keywords on the respective tab or filter them by status (*Any, Open, Awaiting your reply, Solved*).

You open the request by clicking on the subject to get further details. Due to the clear structuring of the page, you will see the essential information on the right side, which has been deposited by you while entering the request. In the left area of the screen you will first see the error description and in the following the communication that took place.



At this point you have the possibility to contact the support staff and comment on the tickets, see also chapter 3.4 .

### 3.4 Comment Request

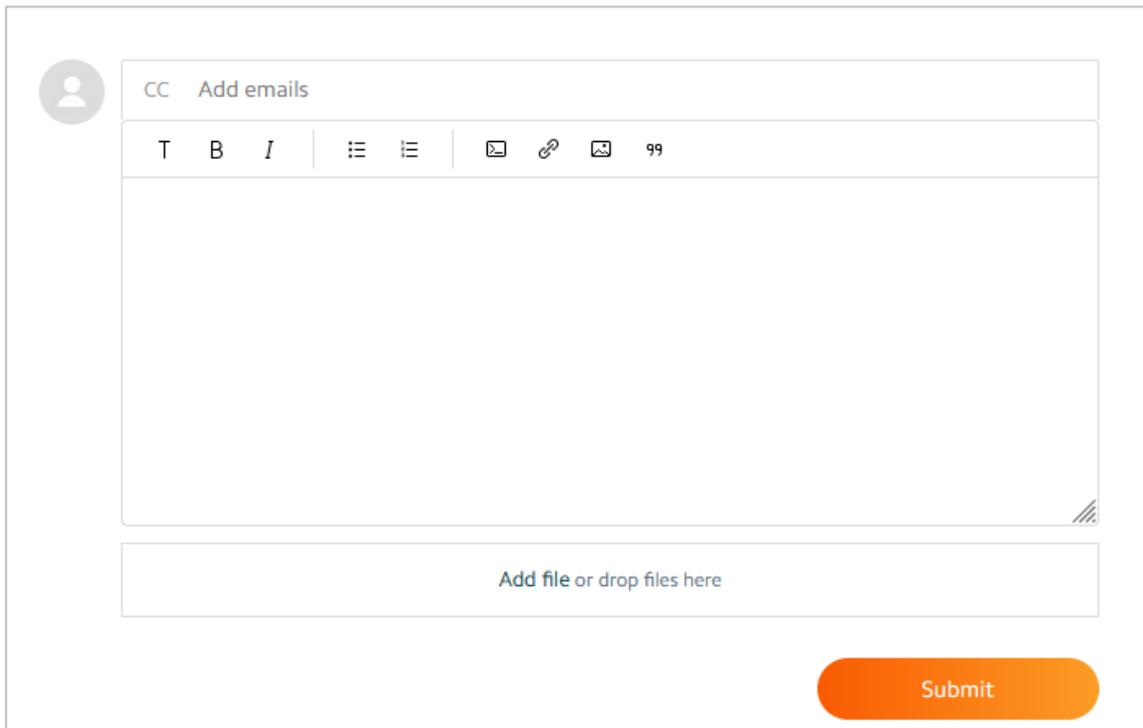
To comment on a request, proceed as follows:

1. Search for the query you want to comment. Please refer to chapter 3.3 .
2. Click on the subject.

The request is opened.

3. Click *Contribute to the conversation*.

The following dialog opens:



4. If you want to invite more people to the conversation, enter their e-mail addresses in the CC field.
5. Enter your information in the field below. Use the formatting option to structure and present the information in the best possible way.
6. If you want to attach a file:
  - Click *Add File* and follow the instructions provided by your operating system.
  - Drag and drop the file onto the file drop area.
7. Click *Submit*.

You have commented on the request. You will receive an e-mail notification after each communication. If you reply to this e-mail (please do not change the subject), your reply will be automatically assigned to the ticket and will also appear in the ticket history.

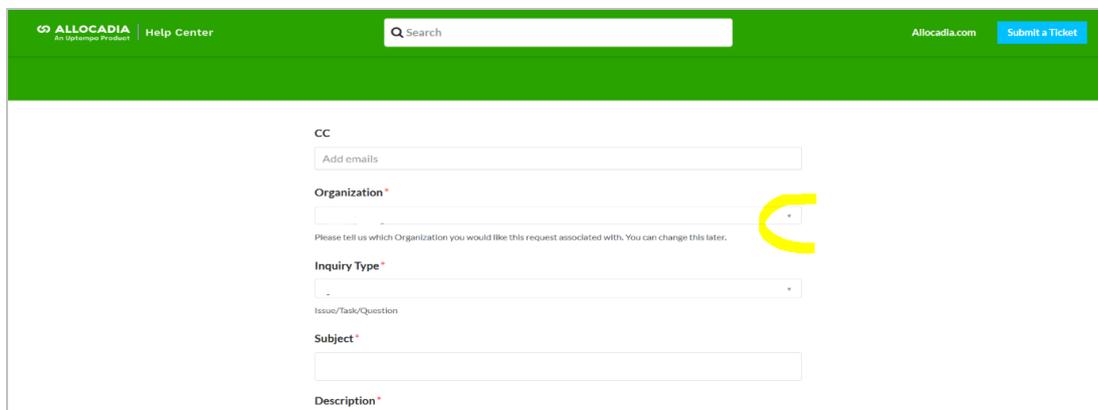
## 4 Agencies

There are cases where individual users serve multiple end-user companies. This is regularly the case with employees of agencies. In this case, we offer the possibility in our support center to select the right company when creating a request as well as when managing the requests.

Our support staff will assign the appropriate organization to you. If you need to make any changes in the assignment of organizations, please contact the support center with an appropriate message, we will be happy to do it for you.

If you are assigned to more than one organization as an agency employee, the user interface will change in the following places:

### When Creating a Ticket



ALLOCADIA | Help Center

Search

Allocadia.com Submit a Ticket

CC

Add emails

Organization \*

Please tell us which Organization you would like this request associated with. You can change this later.

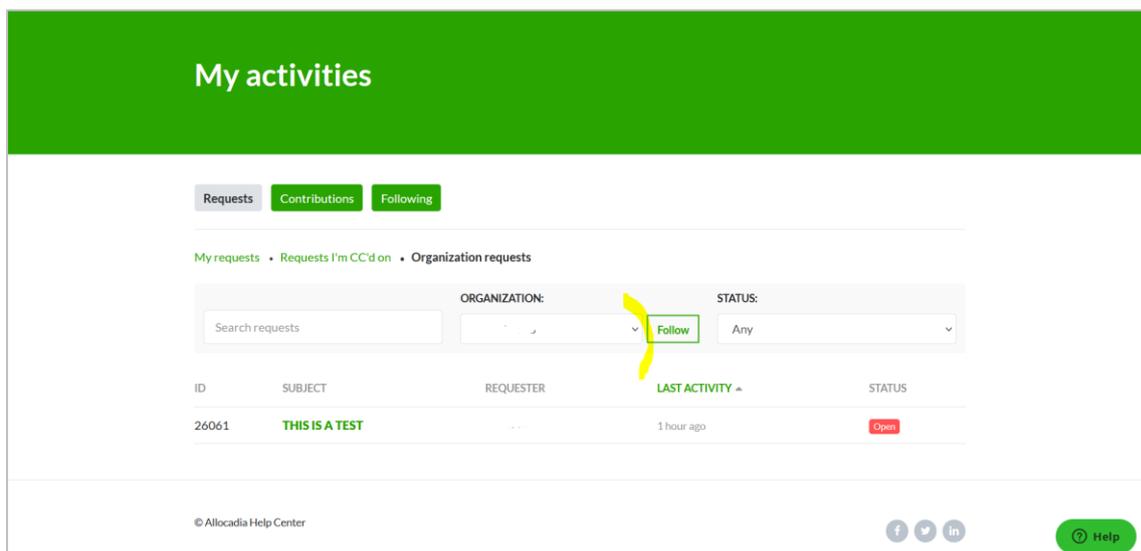
Inquiry Type \*

Issue/Task/Question

Subject \*

Description \*

### In the Activity Overview



My activities

Requests Contributions Following

My requests • Requests I'm CC'd on • Organization requests

Search requests

ORGANIZATION: Follow

STATUS: Any

ID	SUBJECT	REQUESTER	LAST ACTIVITY	STATUS
26061	THIS IS A TEST	...	1 hour ago	Open

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f t in Help

## 5 Questions

If you have any questions or issues, please contact your CSM.