

# Elektrobit Product Support User Guide



Elektrobit



- ❑ How to activate a user account
- ❑ How to reset a password
- ❑ How to get help with login problems
- ❑ Different categories of support tickets
- ❑ Create support ticket for
  - ✓ *Technical issue*
  - ✓ *Licensing*
  - ✓ *Sales*
  - ✓ *Improvement/Proposal*
- ❑ Features of the tool



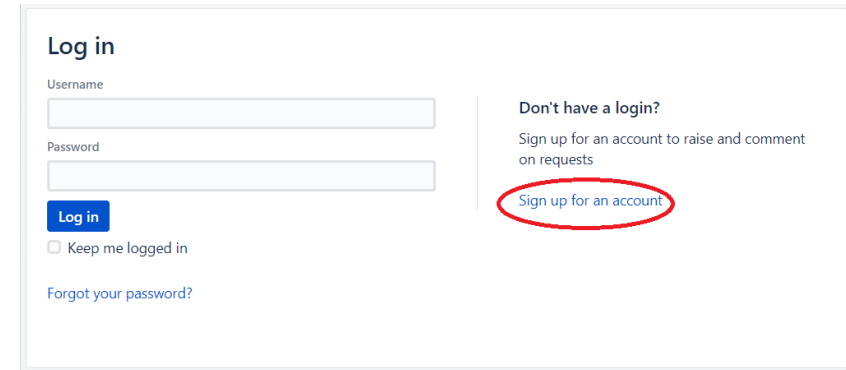
- ❑ Navigate to Elektrobit's product support page [www.elektrobit.com/support](https://www.elektrobit.com/support) and click on the **Go to our support portal** button.
- ❑ Alternatively open the link <https://support.elektrobit.com/servicedesk/customer/portal/1> in any browser to navigate to the Elektrobit support portal.

- ❑ Click **Sign up for an account**

- ✓ Enter your office e-mail address and captcha to sign up.

- ❑ You receive an e-mail to the given e-mail address from **Elektrobit product support** with a private sign up link.

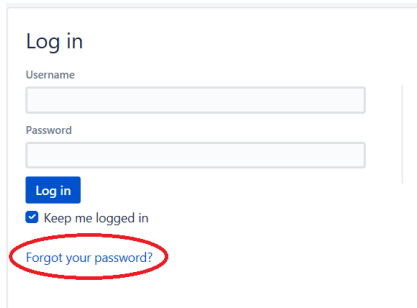
- ✓ Click on the **Sign Up** button.
  - ✓ The Sign Up link takes you to another page. The username is same as the registered e-mail address. Enter your full name and password and then click the **Save and continue** button to activate the account.



- ❑ If you did not receive the sign up link from **Elektrobit product support**

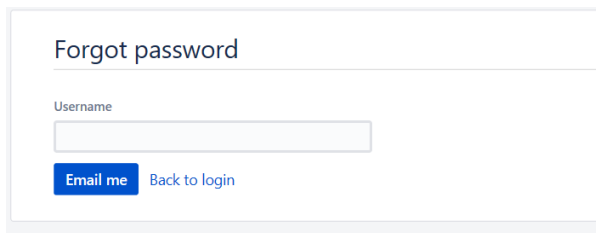
- ✓ Check your spam folder
  - ✓ Contact your IT service department to check if our e-mail ID is blocked
  - ✓ Contact us using the hotline number. Please refer to 'How to get help with login problems'.

- ❑ If you forgot the password, click **Forgot your password** from the login page.



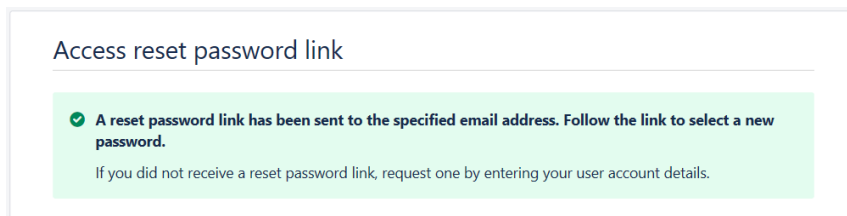
The screenshot shows a login form titled "Log in". It contains two input fields: "Username" and "Password". Below the "Password" field is a blue "Log in" button. Underneath the button is a checked checkbox labeled "Keep me logged in". At the bottom of the form, the text "Forgot your password?" is circled in red.

- ❑ Provide your email ID and then click **Email me**.



The screenshot shows a form titled "Forgot password". It contains a single input field labeled "Username". Below the input field are two buttons: a blue "Email me" button and a blue "Back to login" button.

- ❑ A reset password link will be sent to the specified e-mail address to reset the password.



The screenshot shows a message box titled "Access reset password link". Inside the box, there is a green checkmark icon followed by the text: "A reset password link has been sent to the specified email address. Follow the link to select a new password." Below this text, it says: "If you did not receive a reset password link, request one by entering your user account details."

- ❑ For any login issue with the customer portal, contact us using the hotline number.  
Please navigate to <https://www.elektrobit.com/support/> to find the support hotline details.

- ❑ Elektrobit product support has 4 different categories to raise a support ticket for different product lines.

[Elektrobit support portal](#)

## Elektrobit product support

Welcome! You can raise a product support request from the options provided.

What do you need help with?



### Technical Issue

Customer interface to report a ticket for a technical issue.



### Licensing

Customer interface to report a ticket for a licensing issue.



### Sales

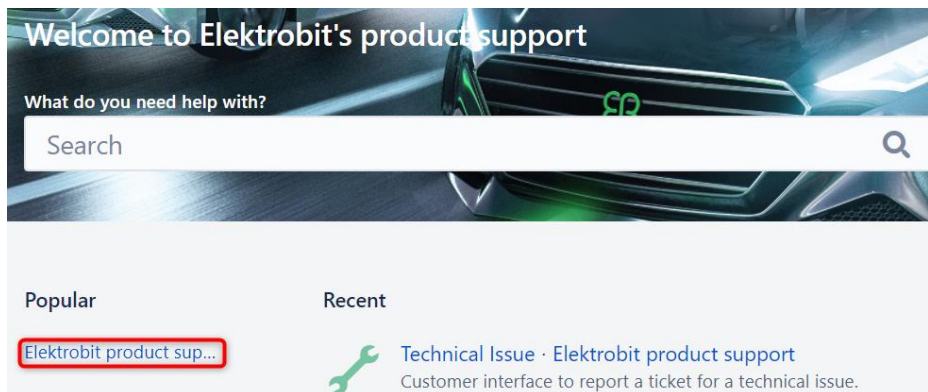
Customer interface to report a ticket for a sales issue.



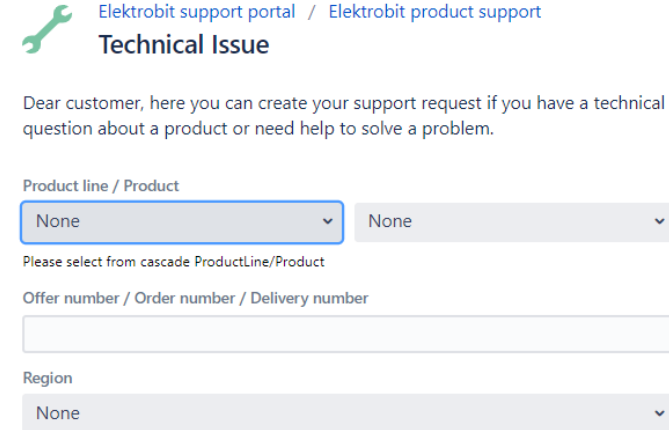
### Improvement/Proposal

Customer interface to report a ticket for improvements of products, solutions, services, and anything else.

- ❑ If you were routed to the Help Center, click on **Elektrobit product support** which takes you to the Elektrobit support portal.



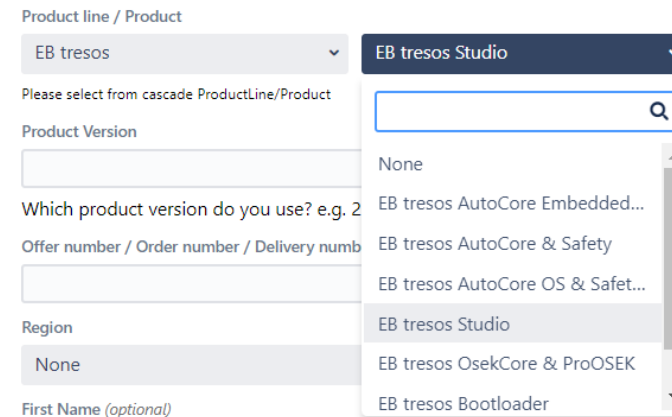
- ❑ When you click [Technical Issue](#), you will be navigated to this page



- ❑ Then select the product line from the dropdown and choose the product.

For example:

EB tresos Studio is a product of the EB tresos product line



## ☐ ProductLine / Product

- ✓ Product line and relevant product should be selected from drop down

## ☐ Offer number / Order number / Delivery number

- ✓ Offer number
- ✓ Order number - starts with “QU” or “A”
- ✓ Delivery number

## ☐ After selecting the product, please provide product specific details like Product Version, Product Target/Derivate etc.

## ☐ Please also fill in the remaining mandatory parameters e.g. Region, Name, Company name, Summary, Description etc. Additionally you can attach the error logs, test results, configuration files etc.

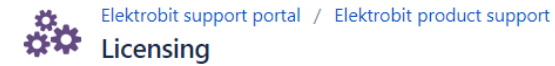
## ☐ Click the ‘create’ button to create the ticket.

## ☐ You receive an e-mail from Elektrobit product support with the ticket ID.

## ☐ You can also gather the ticket details from your account.



❑ When you click on [Licensing](#), you will be navigated to this page



Dear customer, here you can create your support request if you have questions about your license or need help to solve a license problem. [Licensing](#)

Product line / Product

None ▼ None ▼

Please select from cascade ProductLine/Product

Offer number / Order number / Delivery number

Region

None ▼

❑ Then select the product line from the dropdown and choose the product.

For example:

EB tresos Studio is a product of the EB tresos product line

Product line / Product

EB tresos ▼ EB tresos Studio ▼

Please select from cascade ProductLine/Product

Product Version

License type tresos (optional)

None

Please select the license type you are using

Offer number / Order number / Delivery number

Region

None ▼

None

EB tresos AutoCore Embedded...

EB tresos AutoCore & Safety

EB tresos AutoCore OS & Safet...

EB tresos Studio

EB tresos OsekCore & ProOSEK

EB tresos Bootloader

## ☐ ProductLine / Product

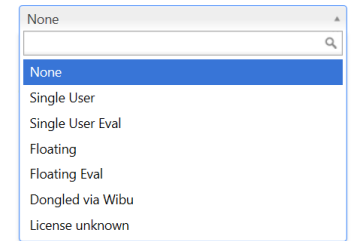
- ✓ Product line and relevant Product should be selected from drop down

## ☐ Offer number / Order number / Delivery number

- ✓ Offer number
- ✓ Order number - Starts with “**QU**” or “**A**”
- ✓ Delivery number

## ☐ After selecting the product, please provide product specific details like Product Version, License type etc.

## ☐ Please also fill in the remaining mandatory parameters e.g. Region, Name, Company name, Summary, Description etc. Additionally you can attach the error logs, test results, configuration files etc.

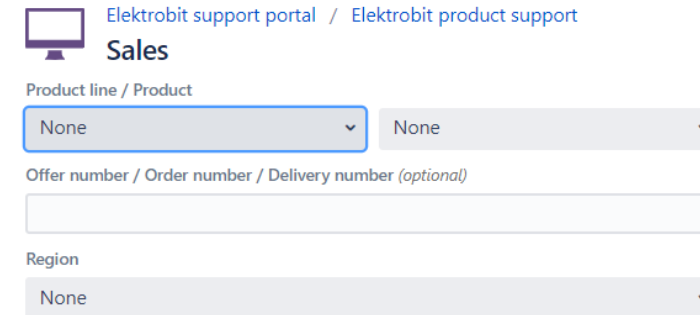


## ☐ Click the create button to create the ticket.

## ☐ You receive an e-mail from Elektrobit product support with the ticket ID.

## ☐ You can also gather the ticket details from your account.

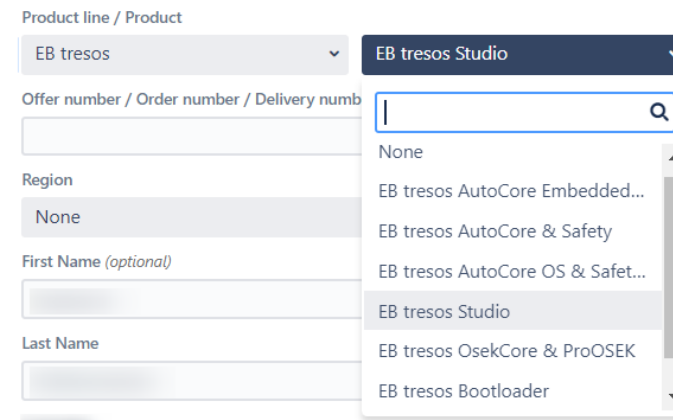
❑ When you click [Sales](#), you will be navigated to this page



❑ Then select the product line from the dropdown and choose the product.

For example:

EB tresos Studio is a product of the EB tresos product line



## ☐ ProductLine / Product

- ✓ Product line and relevant Product should be selected from drop down

## ☐ Offer number / Order number / Delivery number

- ✓ Offer number
- ✓ Order number - Starts with "QU" or "A"
- ✓ Delivery number

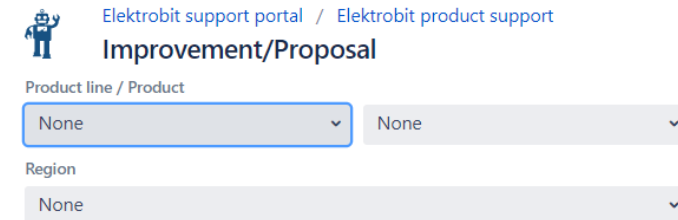
## ☐ Please fill in all mandatory parameters e.g. Region, Name, Company name, Summary, Description etc. Additionally you can attach documents, screenshots or similar if any.

## ☐ Click the create button to create the ticket.

## ☐ You receive an e-mail from Elektrobit product support with the ticket ID.

## ☐ You can also gather the ticket details from your account.

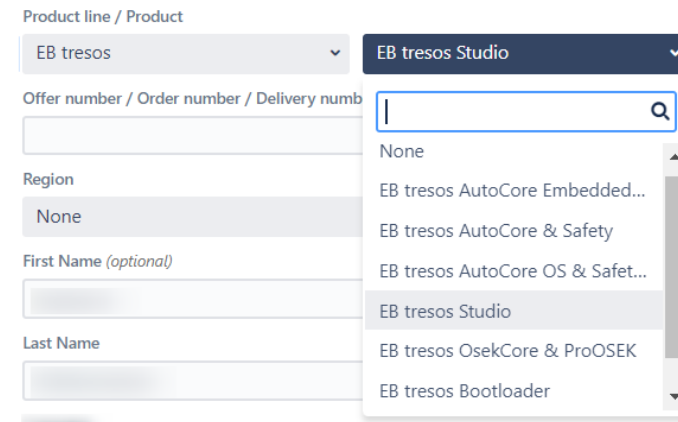
❑ When you click [Improvement/Proposal](#), you will be navigated to this page



❑ Then select the product line from the dropdown and choose the product.

For example:

EB tresos Studio is a product of the EB tresos product line





## ☐ ProductLine / Product

✓ Product line and relevant Product should be selected from drop down

☐ Please fill in all mandatory parameters e.g. Region, Name, Company name, Summary, Description etc.  
Additionally the customer can attach the files, screenshots or similar if any.

☐ Click the create button to create the ticket.

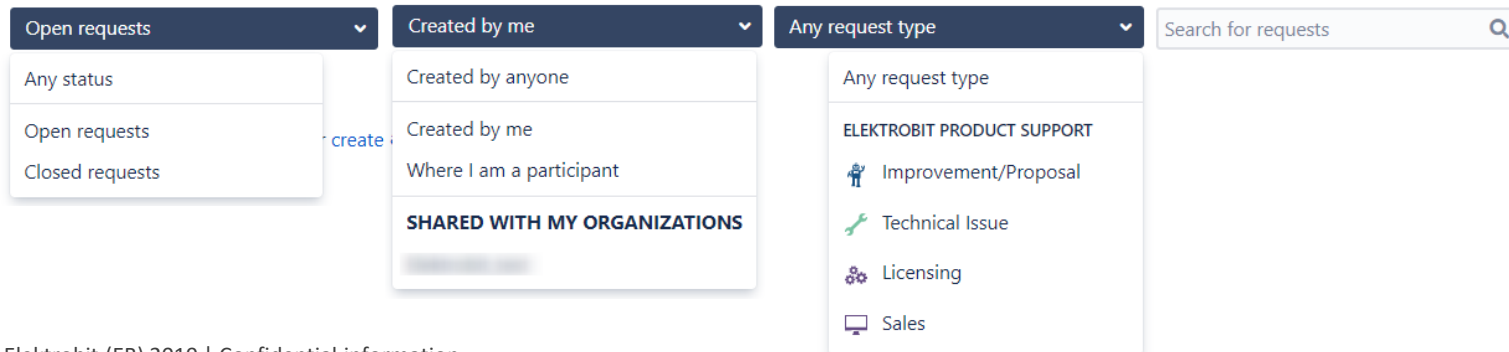
☐ You receive an e-mail from Elektrobit product support with the ticket ID.

☐ You can also see the ticket details from your account.

- ❑ Through the customer account, customers can see all their created requests.
- ❑ In order to establish the communication between customers and the Elektrobit product support team, e-mail based communication is not supported.  
Instead customers and Elektrobit product support communicate by commenting the respective support ticket. Automatic e-mails will be sent to the customer as soon as Elektrobit product support commented (or changed) the support ticket to indicate the change.
- ❑ There is an option to attach files in the ticket's comment section.
- ❑ When a comment is added, concerned parties will be notified by an e-mail.
- ❑ Exchanged information will be stored in the customer portal forever in the respective support ticket.
- ❑ The basic information (e.g. First Name, Last Name, Company, Department, Phone) needs to be filled manually only once. From the next login all the basic information will be auto populated, when a new request is created. The user will also have a provision to change these auto populated basic information if required.
- ❑ Customers can filter the tickets with different options

[Elektrobit support portal](#)

## Requests



The screenshot displays the 'Requests' section of the Elektrobit support portal. It features three filter dropdown menus and a search bar. The first dropdown, 'Open requests', is expanded to show 'Any status', 'Open requests', and 'Closed requests'. The second dropdown, 'Created by me', is expanded to show 'Created by anyone', 'Created by me', 'Where I am a participant', and a section titled 'SHARED WITH MY ORGANIZATIONS'. The third dropdown, 'Any request type', is expanded to show 'Any request type', 'ELEKTROBIT PRODUCT SUPPORT', 'Improvement/Proposal', 'Technical Issue', 'Licensing', and 'Sales'. A search bar with the placeholder text 'Search for requests' and a magnifying glass icon is located to the right of the dropdowns.

# Get in touch!



Elektrobit

[sales@elektrobit.com](mailto:sales@elektrobit.com)  
[www.elektrobit.com](http://www.elektrobit.com)

