# EB Product Support Service Desk
# User Guide

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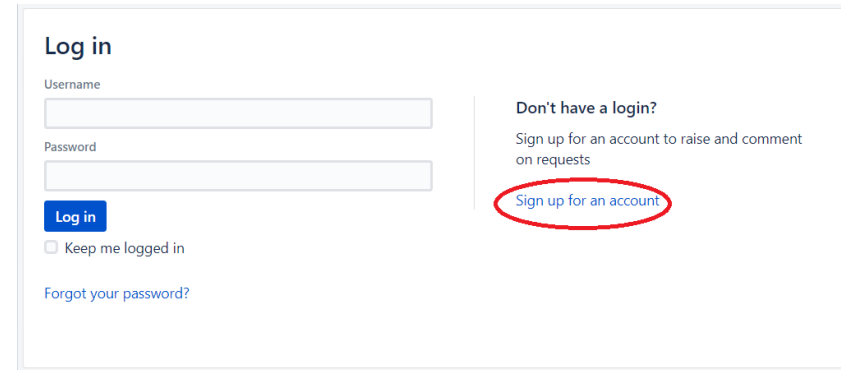❏ Features of the tool

# How to activate a User Account

❑ Navigate to EB's product support page 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 EB 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 **EB 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.
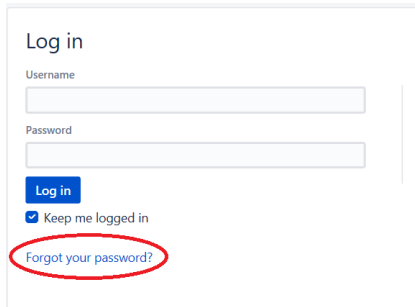 Enter your full name and password and then click the **Save and continue** button to activate the account.

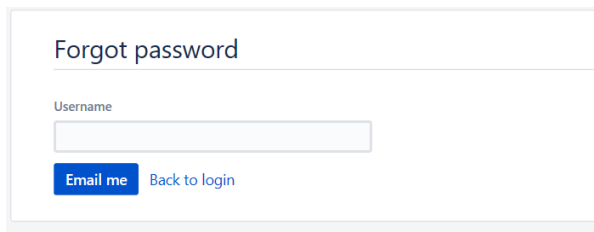❑ If you did not receive the sign up link from **EB product support**

 ✓ 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'.

# How to reset a Password

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



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



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

❑ 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.

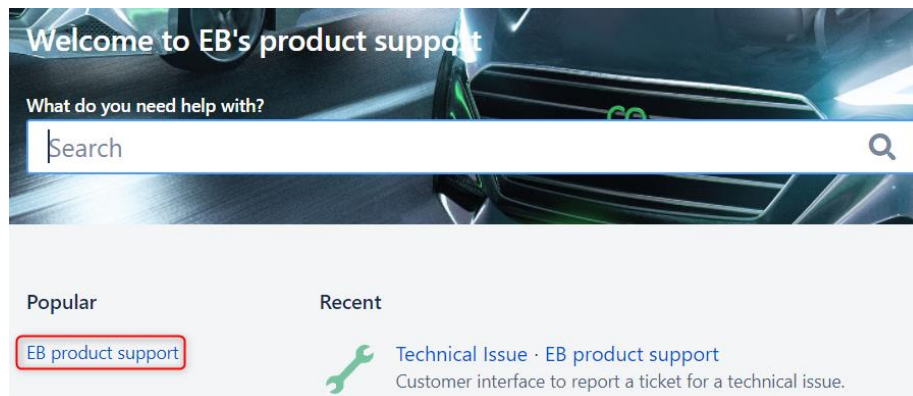❑ EB product support has 4 different categories to raise a support ticket for different product lines.

EB support portal
**EB product support**

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

**What do you need help with?**

| Search | 🔍 |

🔧 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 **EB product support** which takes you to the EB support portal.

Welcome to EB's product support

**What do you need help with?**

| Search | 🔍 |

**Popular**

EB product support

**Recent**

🔧 Technical Issue · EB product support
Customer interface to report a ticket for a technical issue.

# Create support ticket for Technical Issue

❑ When you click <u>Technical Issue</u> , 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 EB 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

EB support portal / EB product support

**Licensing**

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

ProductLine / Product

| EB tresos ▾ | None ▲ |

Offer number / Order number / D

Region

None

First Name *(optional)*

Last Name

None
EB tresos
EB tresos AutoCore & Safety
EB tresos AutoCore OS & Safety OS
EB tresos Studio
EB tresos OsekCore & ProOSEK

❑ 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.
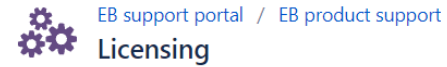
| None |
| --- |
| None |
| Single User |
| Single User Eval |
| Floating |
| Floating Eval |
| Dongled via Wibu |
| License unknown |

❑ Click the create button to create the ticket.

❑ You receive an e-mail from EB product support with the ticket ID.

❑ You can also gather the ticket details from your account.

❑ When you click <u>Sales</u>, 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
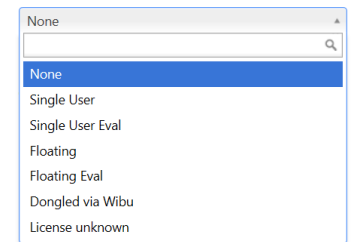   ✓ Order number     - Starts with "QU" or "A"
   ✓ Delivery number

❏ 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.
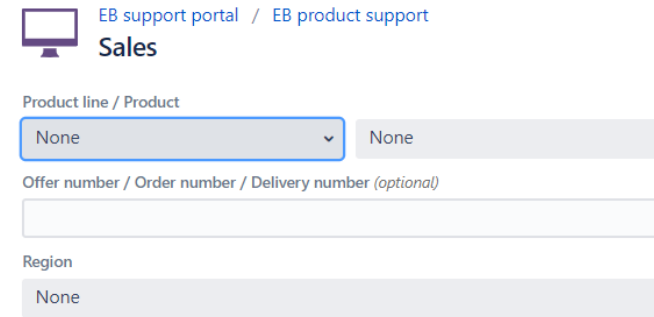
❏ Click the create button to create the ticket.

❏ You receive an e-mail from EB product support with the ticket ID.

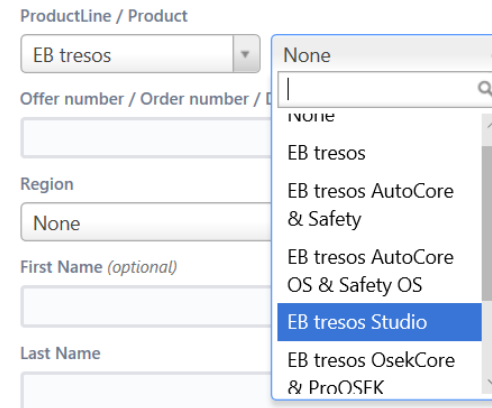❏ You can also gather the ticket details from your account.

# Create support ticket for Improvement/Proposal

❑ When you click Improvement/Proposal, you will be navigated  to this page

EB support portal  /  EB product support

## Improvement/Proposal
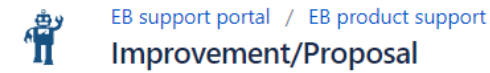
**Product line / Product**

| None | ▾ | None | ▾ |

**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

**ProductLine / Product**

| EB tresos | ▾ | None | ▴ |

🔍

**Offer number / Order number / [**

None

EB tresos

EB tresos AutoCore & Safety

EB tresos AutoCore OS & Safety OS

**EB tresos Studio**

EB tresos OsekCore & ProOSEK

**Region**

None

**First Name** *(optional)*

**Last Name**

❑ 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.
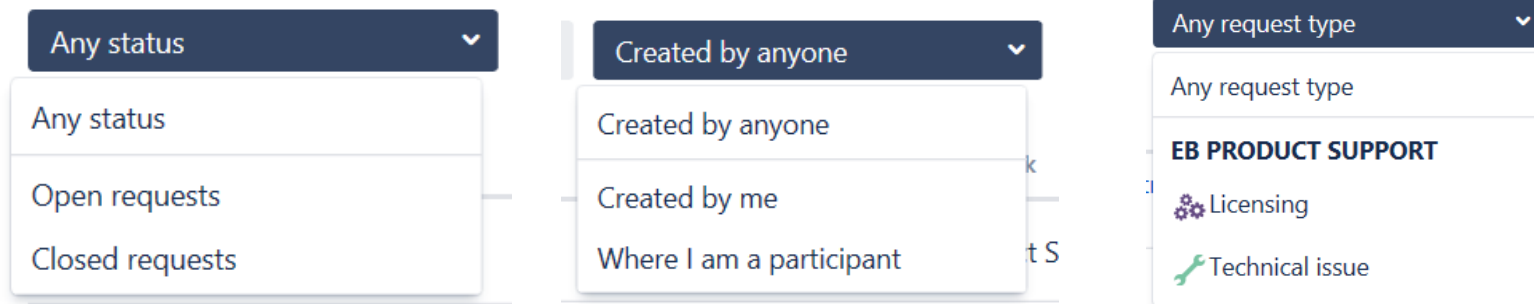
❑ Click the create button to create the ticket.

❑ You receive an e-mail from EB 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 EB product support team, e-mail based communication is not supported.
Instead customers and EB product support communicate by commenting the respective support ticket. Automatic e-mails will be sent to the customer as soon as EB 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

| Any status |
| --- |
| Any status |
| Open requests |
| Closed requests |

| Created by anyone |
| --- |
| Created by anyone |
| Created by me |
| Where I am a participant |

| Any request type |
| --- |
| Any request type |
| **EB PRODUCT SUPPORT** |
| ⚙ Licensing |
| 🔧 Technical issue |

# Get in touch!

sales@elektrobit.com
www.elektrobit.com

EB
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