



Product Support Portal Overview for Sitation Clients

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Overview

Sitation clients may use the Sitation Product Support Portal to manage support requests related to Sitation products.

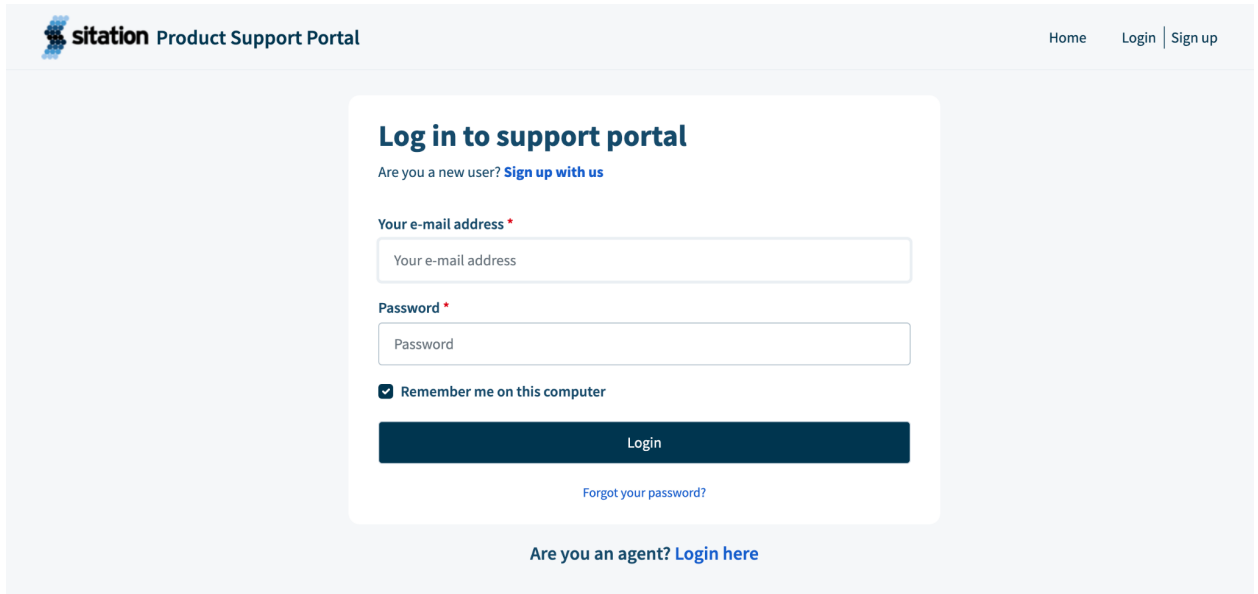
Tickets can be submitted for the following types of issues:

- Troubleshooting / Configuration challenges
- Feature Requests
- Bugs
- Incidents / Outages
- Questions regarding Knowledge Base content
- Sales / Licensing requests
- Consultation requests or referrals to other Sitation departments

Submitting and Corresponding on Tickets

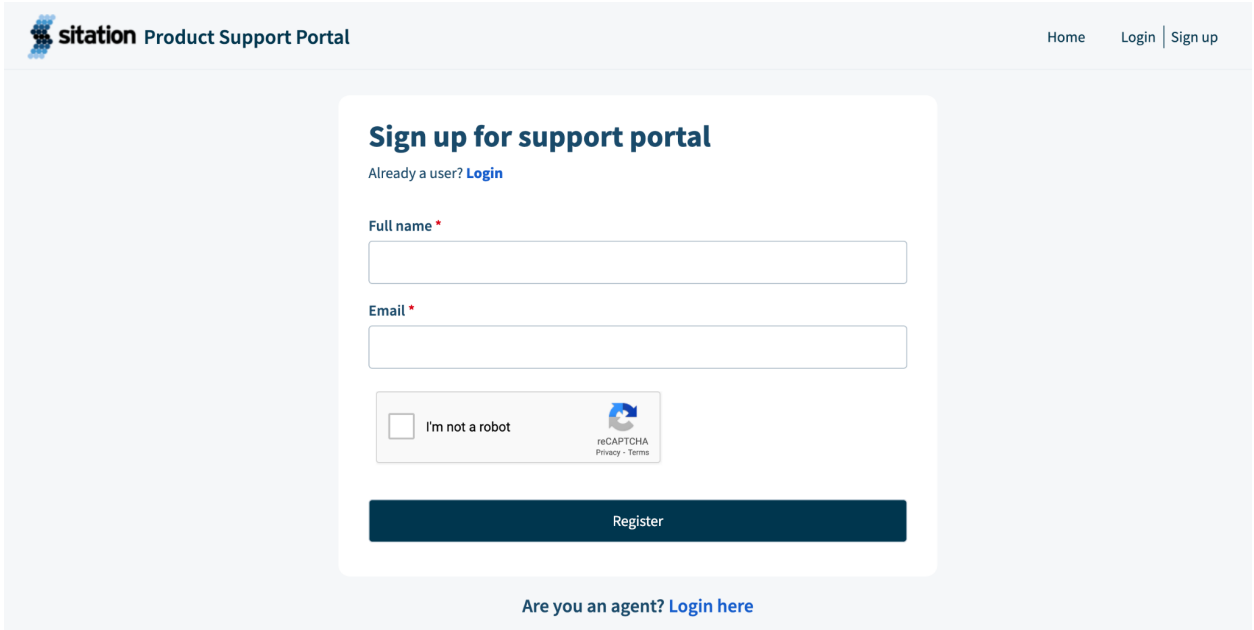
How to submit a Product Support ticket

1. Log into the Freshdesk portal at sitiation.freshdesk.com.



The screenshot shows the login page for the Sitation Product Support Portal. The page has a light blue header with the Sitation logo and the text "Product Support Portal" on the left, and navigation links for "Home", "Login", and "Sign up" on the right. The main content area is a white box with a dark blue border. Inside this box, the heading "Log in to support portal" is displayed in bold. Below the heading, there is a link "Are you a new user? Sign up with us". The form contains two input fields: "Your e-mail address" and "Password", both with red asterisks indicating they are required. Below the password field is a checkbox labeled "Remember me on this computer" which is checked. A dark blue "Login" button is positioned below the checkbox. At the bottom of the form, there is a link "Forgot your password?". Below the form box, there is a link "Are you an agent? Login here".

- If you are a new user, click the link **Sign up with us** and submit the form to register.

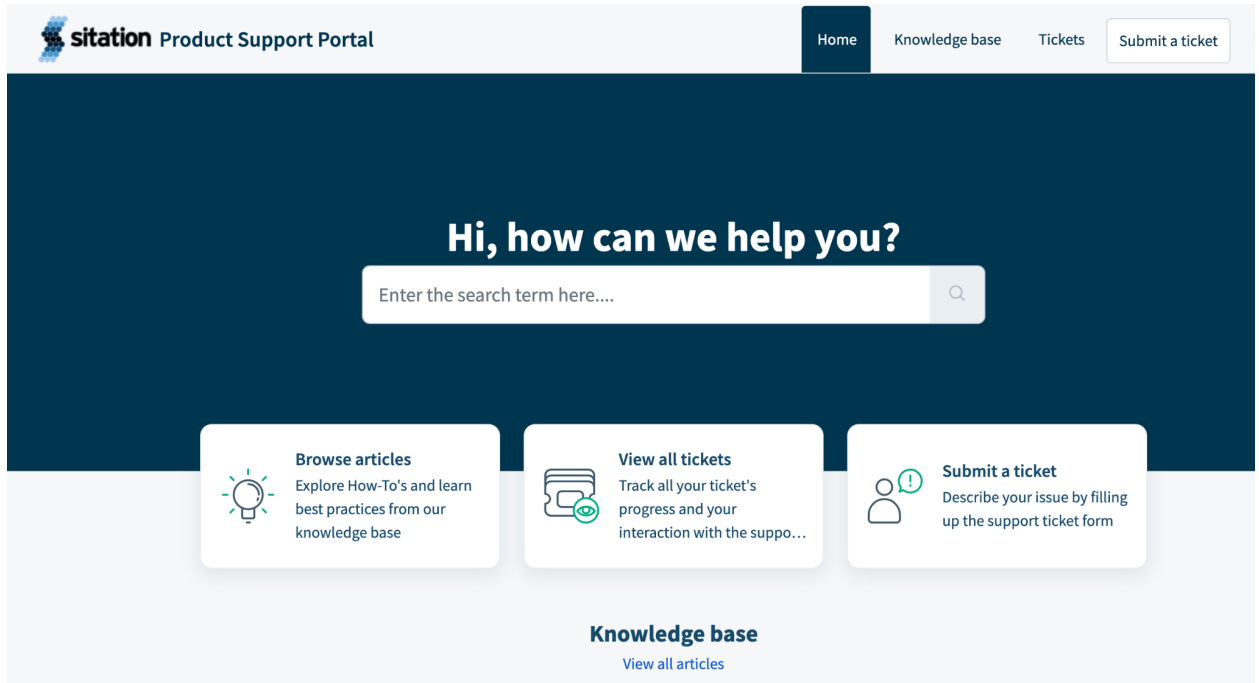


The screenshot shows the 'Sign up for support portal' form on the Sitation Product Support Portal. The page header includes the Sitation logo and 'Product Support Portal' on the left, and navigation links for 'Home', 'Login', and 'Sign up' on the right. The form itself is centered and contains the following elements:

- Sign up for support portal** (Section Header)
- Already a user? [Login](#)
- Full name *** (Text label above a text input field)
- Email *** (Text label above a text input field)
- I'm not a robot (Checkbox and text label)
- reCAPTCHA logo and links for [Privacy](#) and [Terms](#)
- Register** (Dark blue button)

Below the form, there is a link: [Are you an agent? Login here](#)

- Once logged in, click the **Submit a ticket** button:



sitation Product Support Portal

Home Knowledge base Tickets **Submit a ticket**

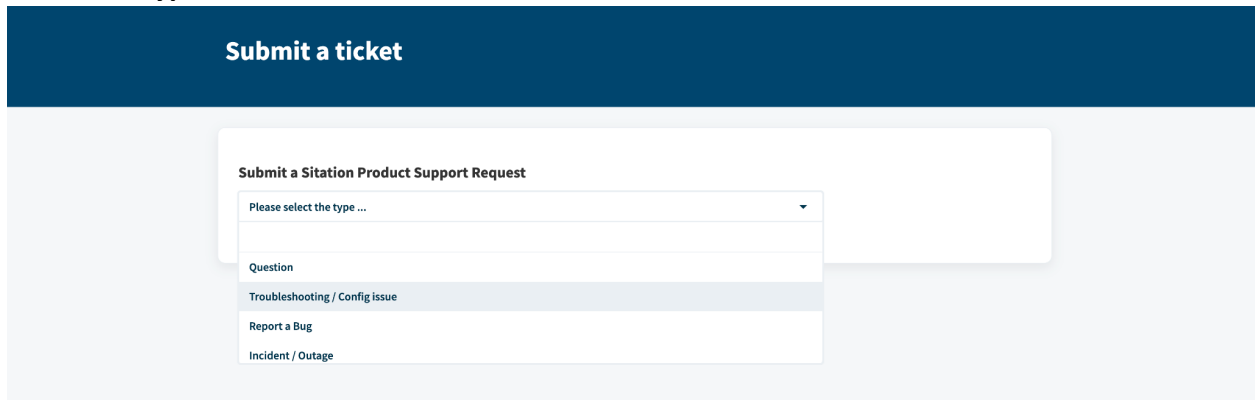
Hi, how can we help you?

Enter the search term here....

- Browse articles**
Explore How-To's and learn best practices from our knowledge base
- View all tickets**
Track all your ticket's progress and your interaction with the suppo...
- Submit a ticket**
Describe your issue by filling up the support ticket form

Knowledge base
[View all articles](#)

- Select the **Type**.



Submit a ticket

Submit a Sitation Product Support Request

Please select the type ...

- Question
- Troubleshooting / Config issue**
- Report a Bug
- Incident / Outage

- Your email address will be pre-populated in the **Requester** field. Please complete the form and be as specific as possible, including screenshots or attachments as appropriate.

Submit a ticket

Submit a Sitation Product Support Request

Troubleshooting / Config issue

Requester *
tjper_sasmanager@sitation.com

Subject * ⓘ
Please type a synopsis of your request.

Priority * ⓘ
Low

Product * ⓘ
Please select the Sitation product related to this request.

Details * ⓘ

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Please provide as many details as you can, including screenshots or attachments if applicable:

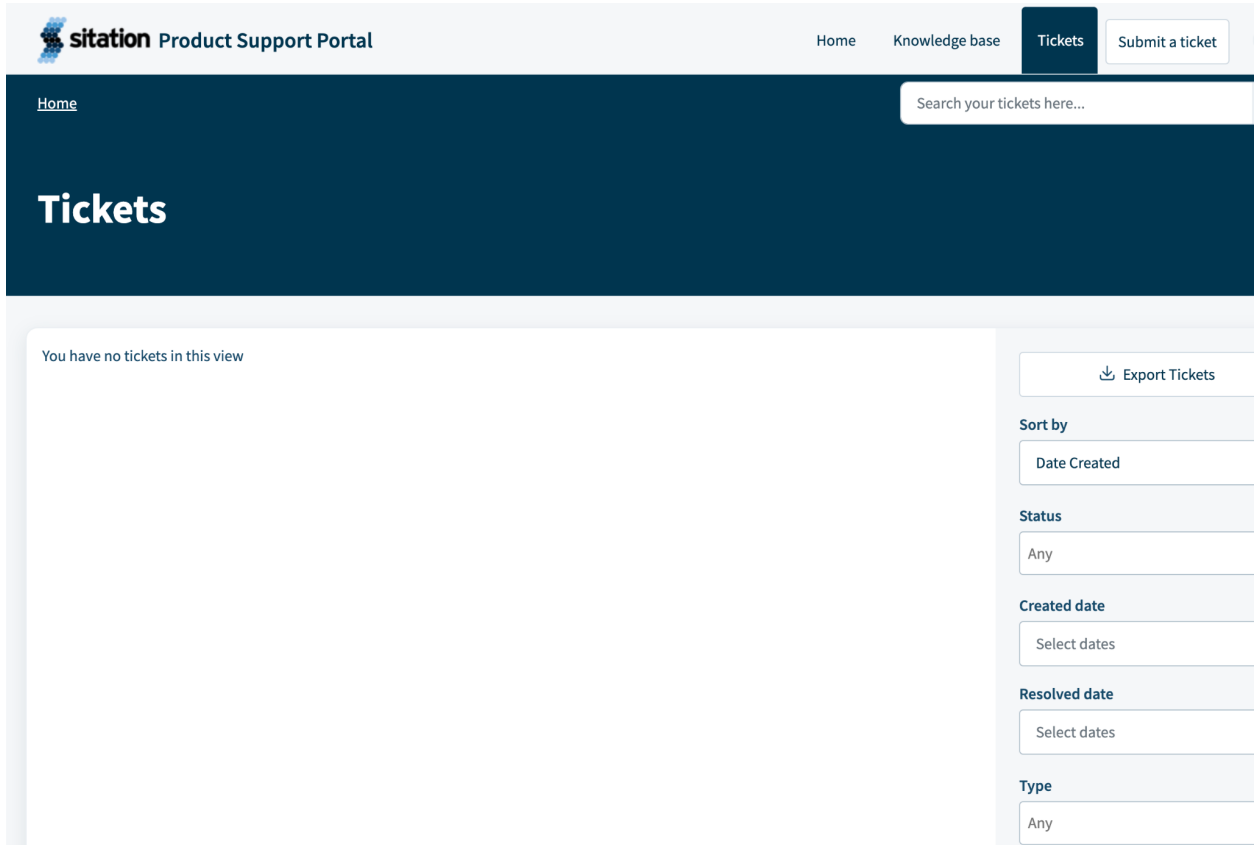
📎 Attachment

Cancel **Submit**

6. Click the **Submit** button.

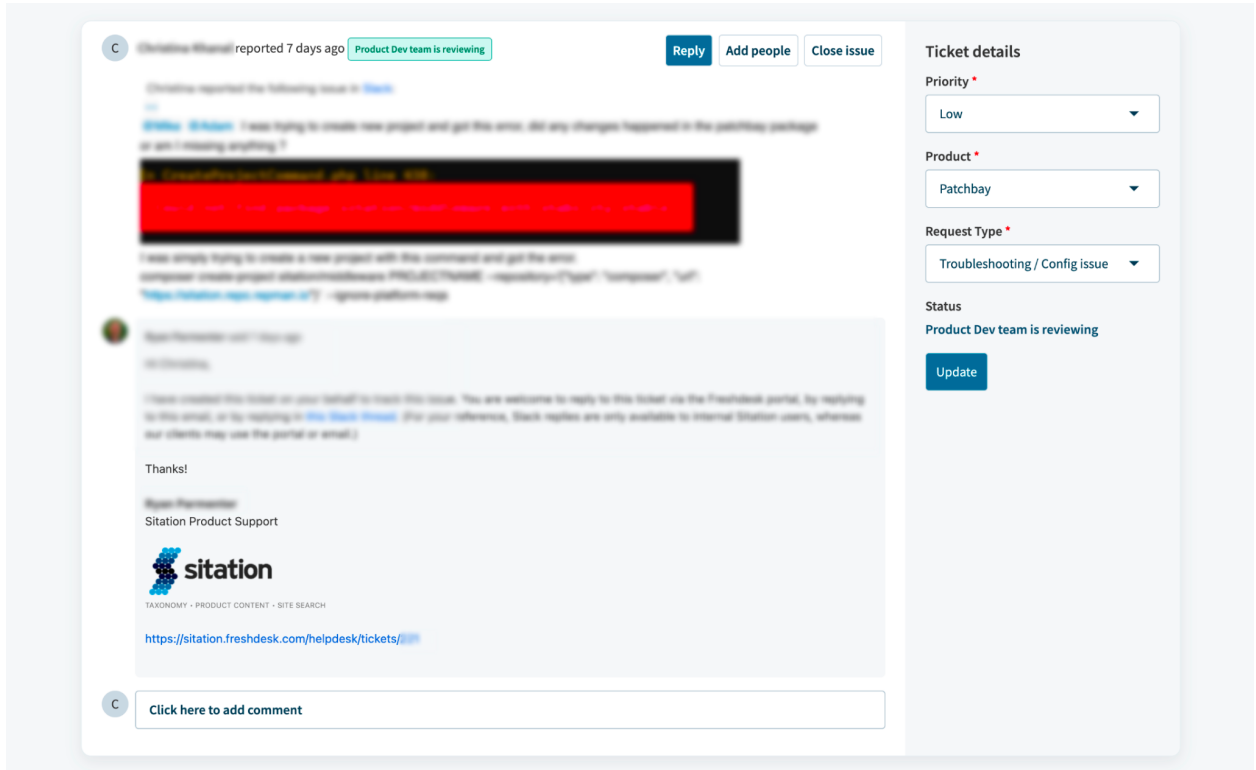
Corresponding on Tickets

1. Once your ticket is submitted, you can view and reply to open tickets by selecting the **Tickets** tab from the top menu. You can use filters to limit the types of tickets you would like to see listed:

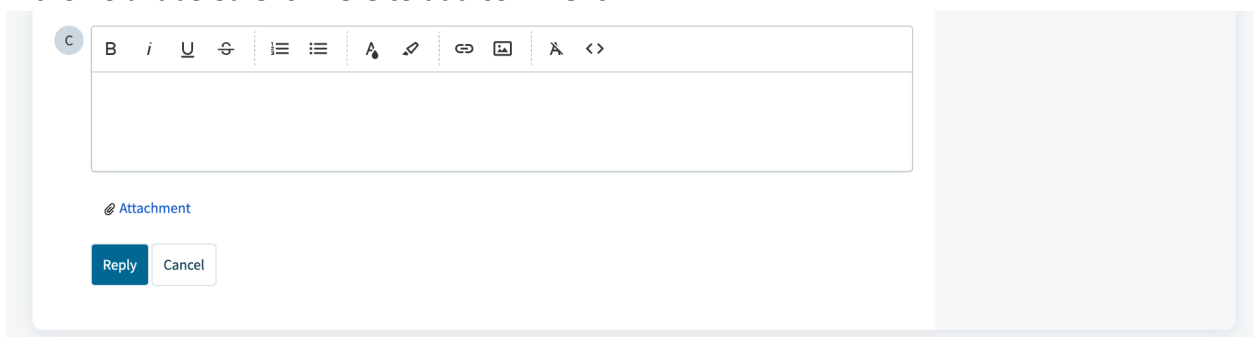


The screenshot shows the Sitation Product Support Portal interface. At the top, there is a navigation bar with the Sitation logo, the text "Product Support Portal", and links for "Home", "Knowledge base", "Tickets" (which is highlighted), and "Submit a ticket". Below the navigation bar is a dark blue header with the word "Tickets" in white. A search bar on the right of the header contains the text "Search your tickets here...". The main content area is light gray and contains the message "You have no tickets in this view". On the right side of the main content area, there is a sidebar with several filter options: "Export Tickets" (with a download icon), "Sort by" (with a dropdown menu showing "Date Created"), "Status" (with a dropdown menu showing "Any"), "Created date" (with a "Select dates" input), "Resolved date" (with a "Select dates" input), and "Type" (with a dropdown menu showing "Any").

2. When you have selected a ticket, you will be able to see the following ticket details:
 - **Status**
 - **Priority**
 - **Product** (the Sitation product related to the request)
 - **Request Type**
 - History of communication



3. To reply on the ticket, either click the **Reply** button at the top of the ticket, or enter text in the field labeled **Click here to add comment**.



4. Paste or insert any screenshots, add any relevant attachments, and then click the **Reply** button beneath the form.