Product Support Portal Overview for Sitation Clients

Contents

[Overview](#)

[Submitting and Corresponding on Tickets](#)

- [How to submit a Product Support ticket](#)
- [Corresponding on Tickets](#)

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

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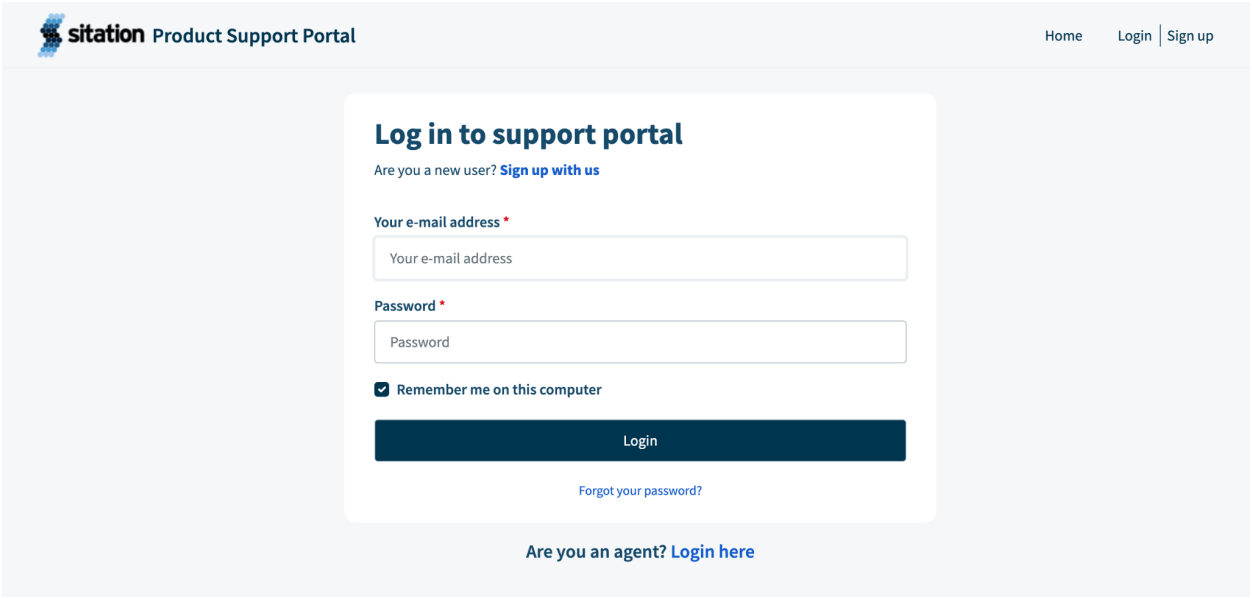
Submitting and Corresponding on Tickets

How to submit a Product Support ticket

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



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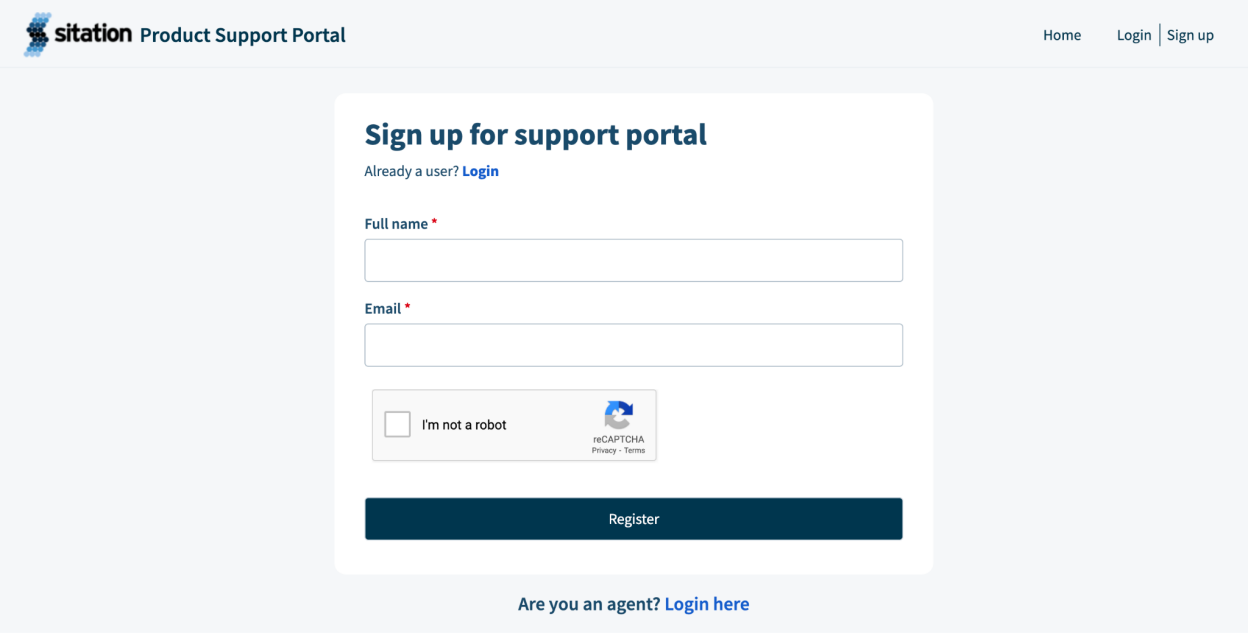
2. If you are a new user, click the link **Sign up with us** and submit the form to register.



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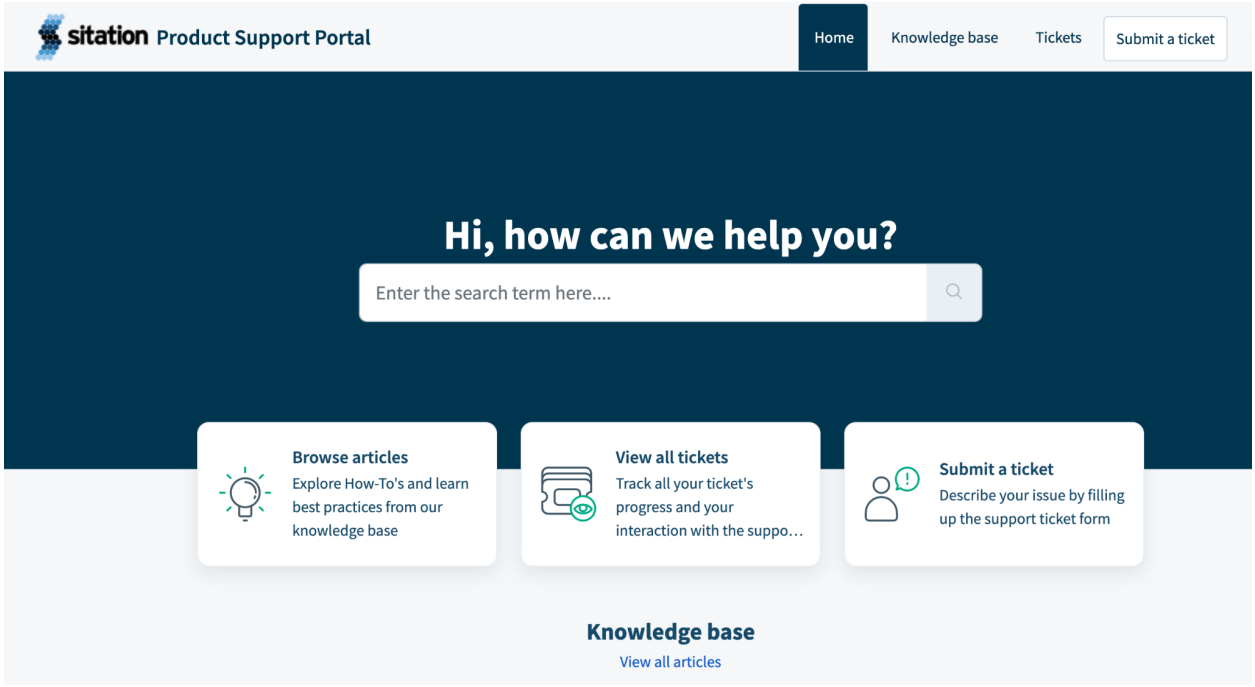
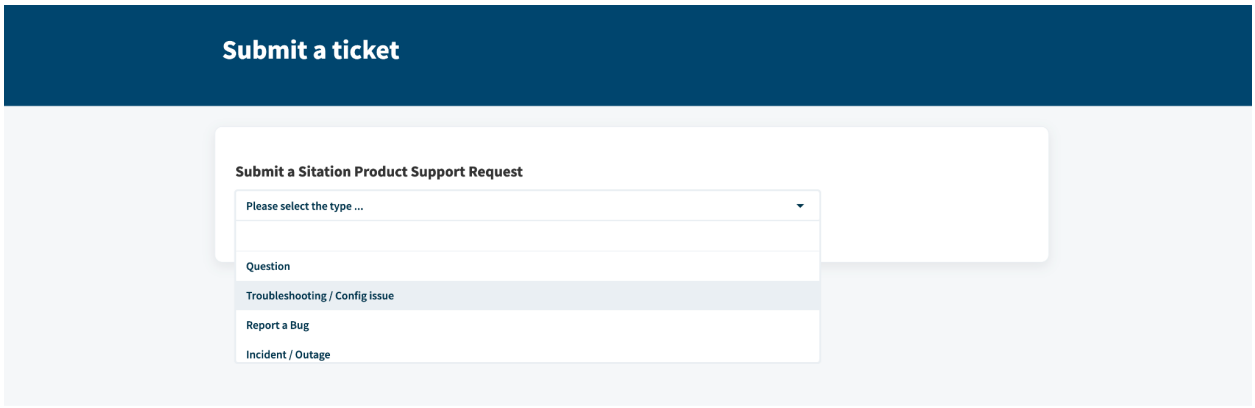
3. Once logged in, click the **Submit a ticket** button:



4. Select the **Type**.



5. 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.

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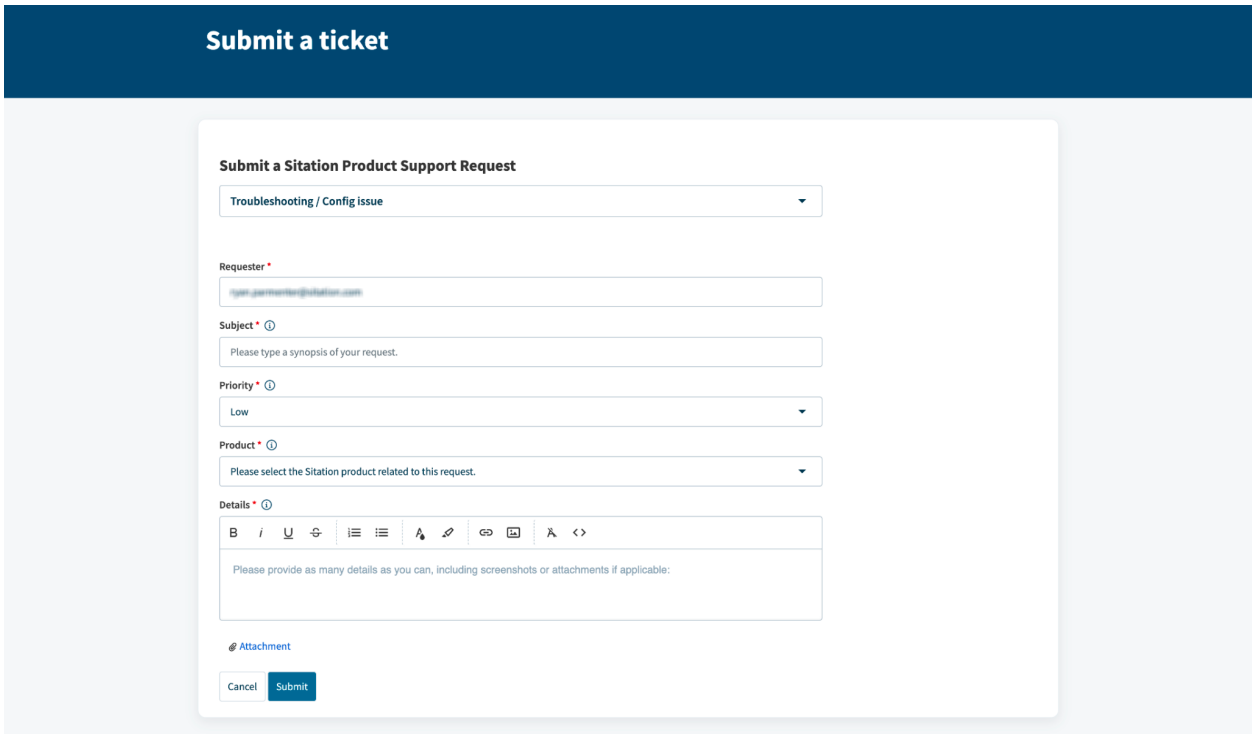

6. Click the **Submit** button.

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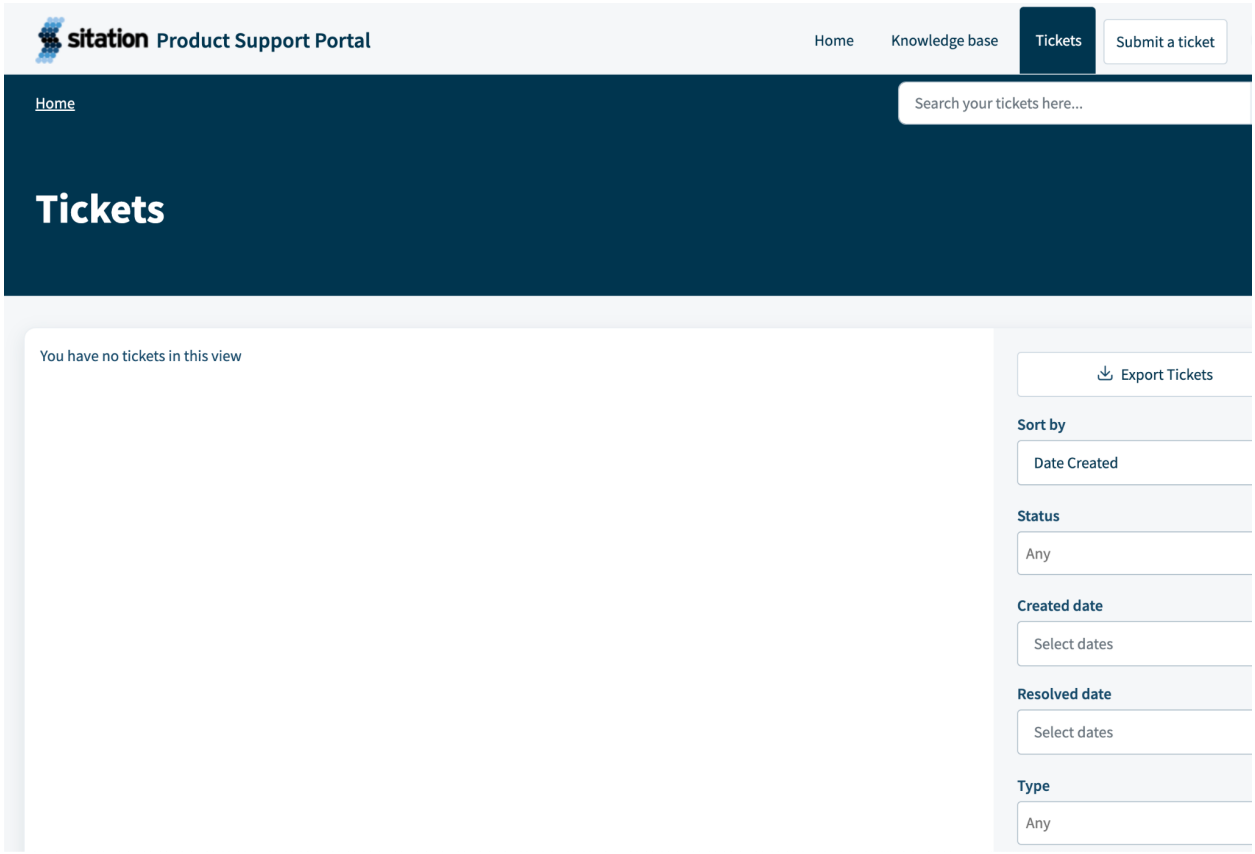
Corresponding on Tickets

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:



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

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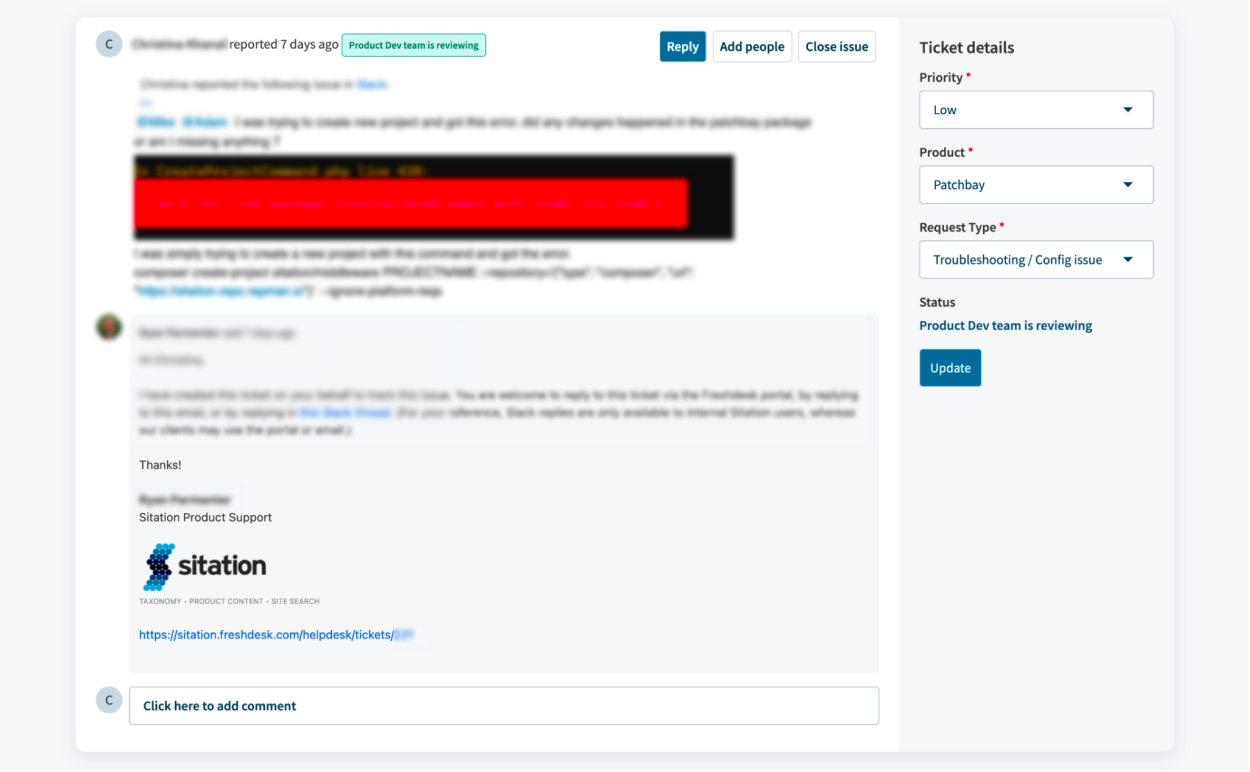
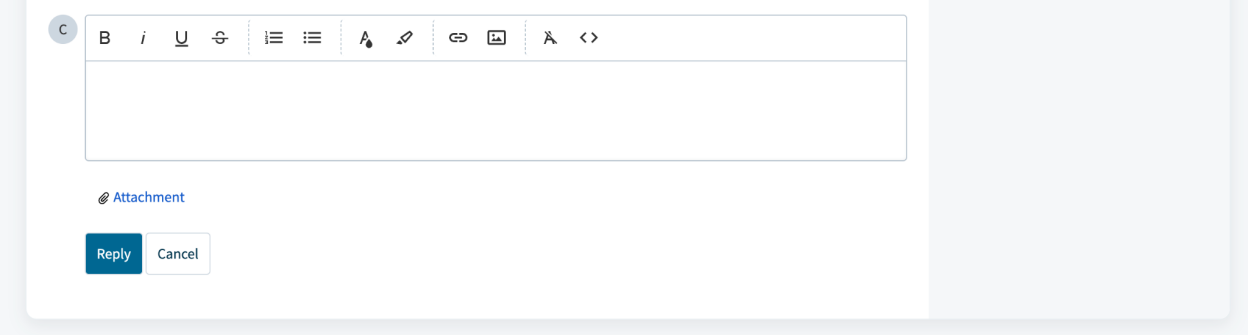


3. To reply on the ticket, either click the **Reply** button at the top of the ticket, or enter text in the field labeled **Click here to add comment.**



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

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