



# Quad InfoTech Inc.

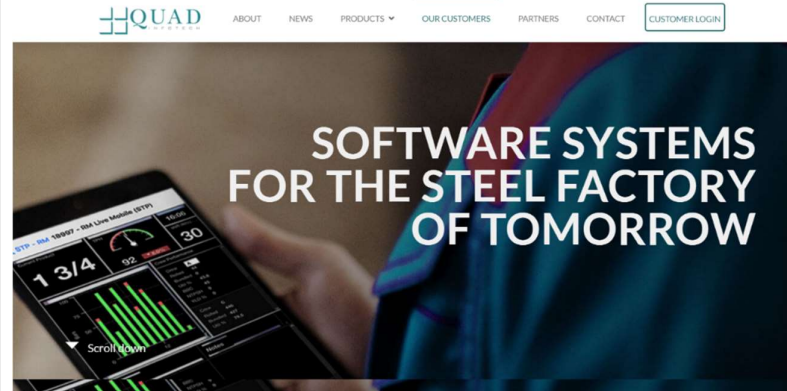
Self-Service Portal Guide

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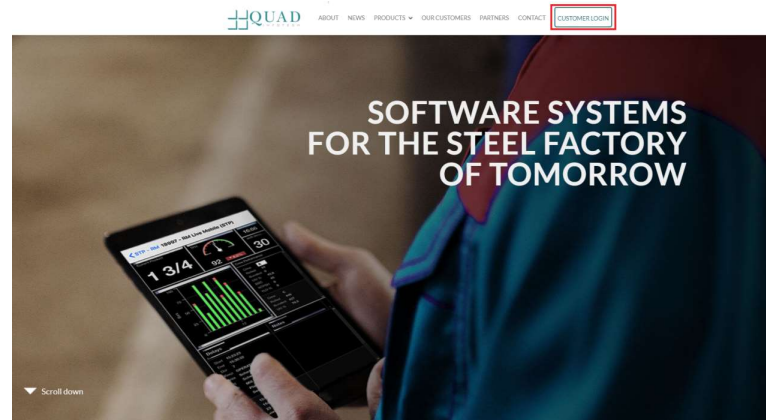
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## Logging in

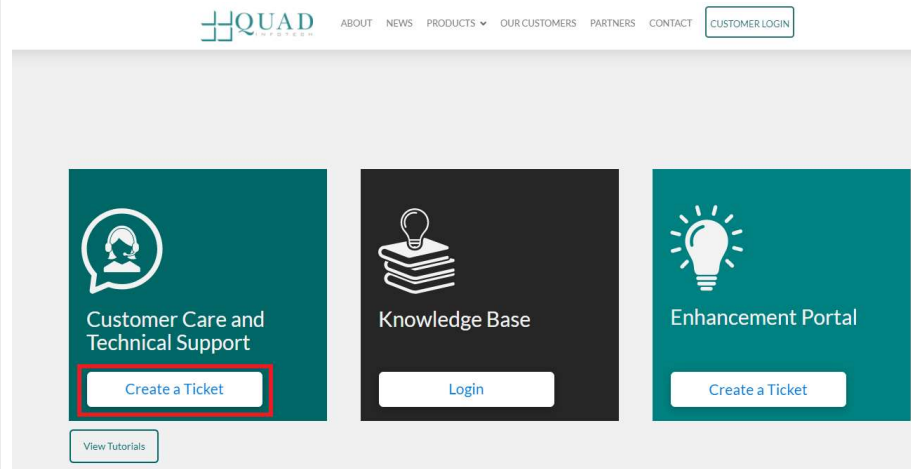
**Step 1:** Go to the Quad Infotech Website ([quadinfotech.com](http://quadinfotech.com)).



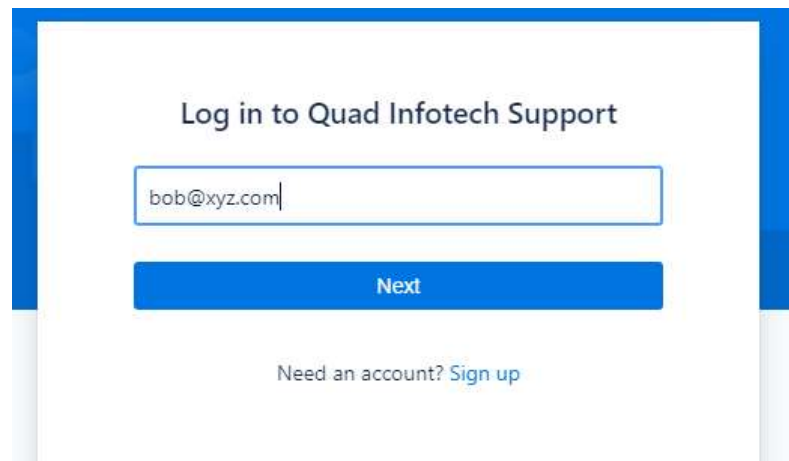
**Step 2:** Select Customer Login on the top right side of the screen.



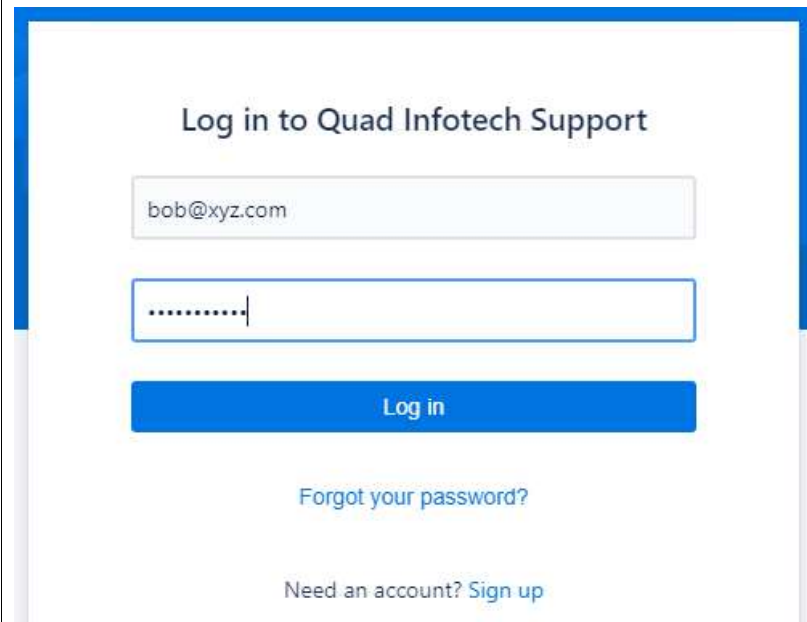
**Step 3: Select "Create a Ticket"**



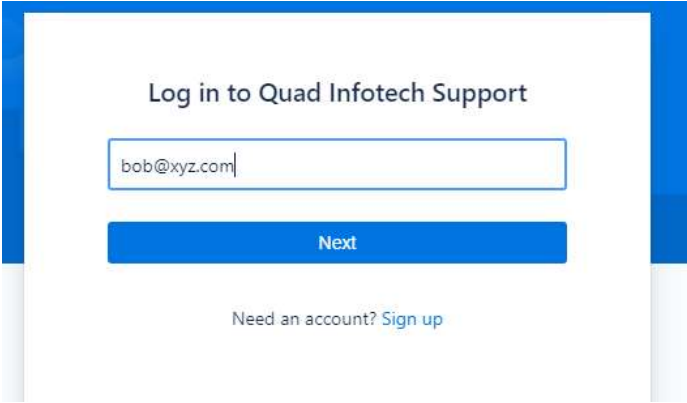
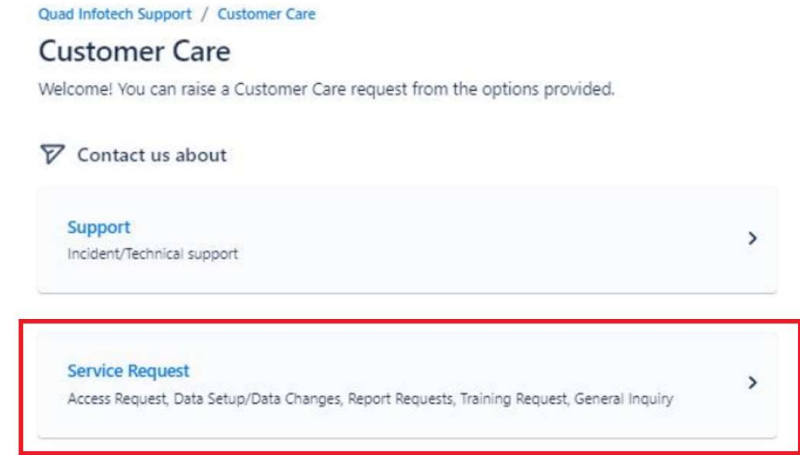
**Step 4: Enter the email address that you registered and click Next**



**Step 5:** Enter the password you created and click Log In

A screenshot of the login page for Quad Infotech Support. The page has a white background with a blue border. At the top, it says 'Log in to Quad Infotech Support'. Below that is a text input field containing 'bob@xyz.com'. Underneath is a password input field with a masked password '.....'. A blue 'Log in' button is centered below the fields. At the bottom, there are two links: 'Forgot your password?' and 'Need an account? Sign up'.

## Creating A Service Request

<p><b>Step 1:</b> Log in our Self-Service Portal</p>	
<p><b>Step 2:</b> Select Service Request</p>	

**Step 3:** Select the request that is appropriate for your needs

[Quad Infotech Support](#) / [Customer Care](#)

## Customer Care

Welcome! You can raise a Customer Care request from the options provided.

Contact us about

Service Request

What can we help you with?



### [Access Request](#)

Request for access to Quad Knowledge Base.



### [Data Setup/Data Changes](#)

Request for data setup or data updates/changes (rate changes, mass updates)



### [Report Requests](#)

Apex Reports (new, updates/changes).



### [Training Request](#)

Request for training.



### [General Inquiry](#)

Any other form of inquiry.

**Step 4:** Complete the form with the relevant information detailing your request. Once completed, select **Send** at the bottom of the form to submit the ticket.

Screenshot(s)

Drag and drop files, paste screenshots, or browse

Browse

A picture equals 1000 words. A screenshot equals 10 emails. . Please provide the screenshot for the entire screen and DO NOT partially snip the screen. The full snapshot of the screen can provide information to our team members that initially do Show more...

IT/Incident Ticket Number

Enter your IT/Incident ticket number if you have one, e.g. Service Now.

Responsibility \*

Send Cancel

**Step 5:** Once you have submitted your ticket, you will receive an email indicating that a new ticket has been generated, and you can use the link provided in the email to track the status of that issue.

CC-15842 Test #3 - Please Ignore

Customer Care <jira@qinfotechx.atlassian.net>

If there are problems with how this message is displayed, click here to view it in a web browser.

Just confirming that we got your request. We're on it.

[View request](#)

[Turn off this request's notifications](#)

This is shared with

Quad Infotech Help Desk