



Quad InfoTech Inc.

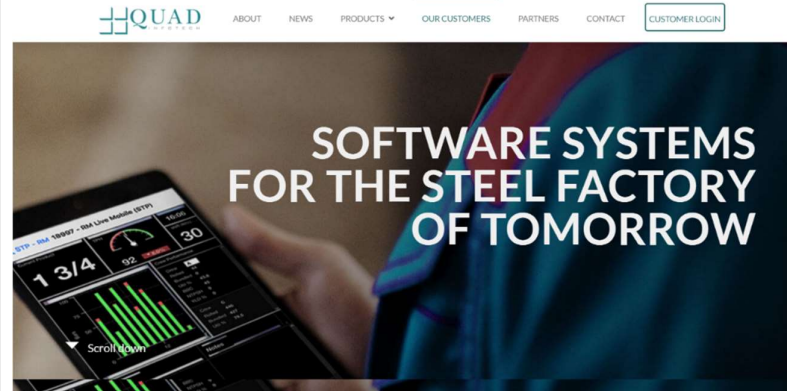
Self-Service Portal Guide

Contents

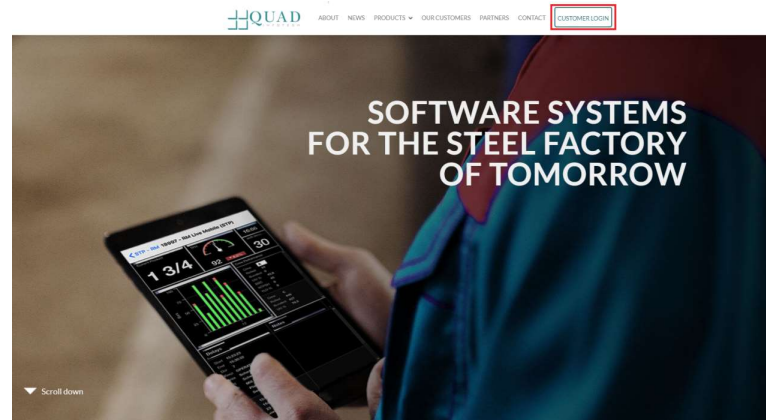
Logging in	3
Creating An Incident/Technical Support Ticket	6

Logging in

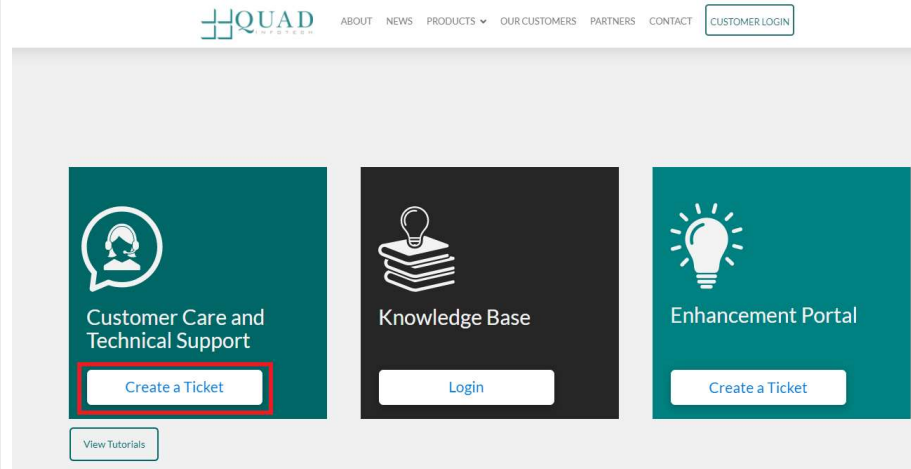
Step 1: Go to the Quad Infotech Website (quadinfotech.com).



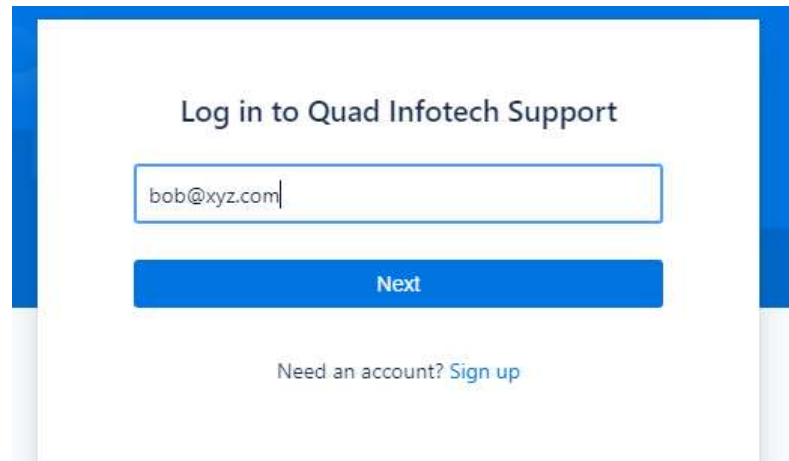
Step 2: Select Customer Login on the top right side of the screen.



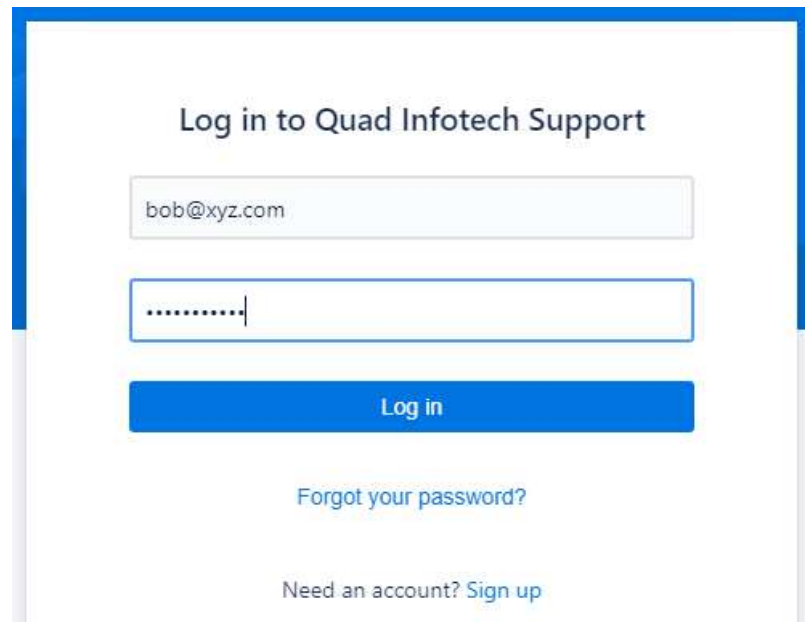
Step 3: Select "Create a Ticket"



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 this are two input fields: the first contains the email address "bob@xyz.com" and the second contains a masked password ".....". A blue "Log in" button is positioned below the password field. At the bottom of the form area, there are two links: "Forgot your password?" and "Need an account? Sign up".

Log in to Quad Infotech Support

bob@xyz.com

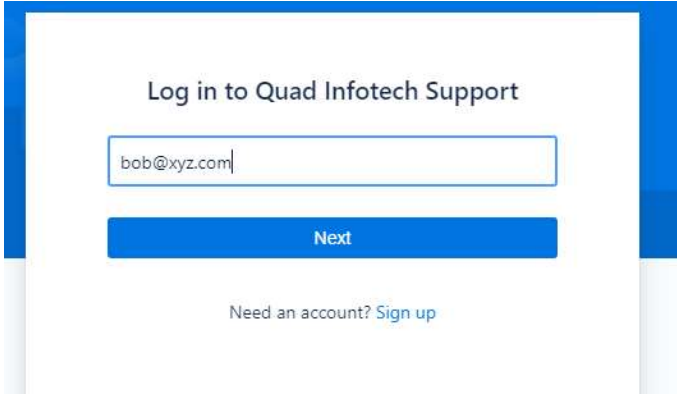
.....

Log in

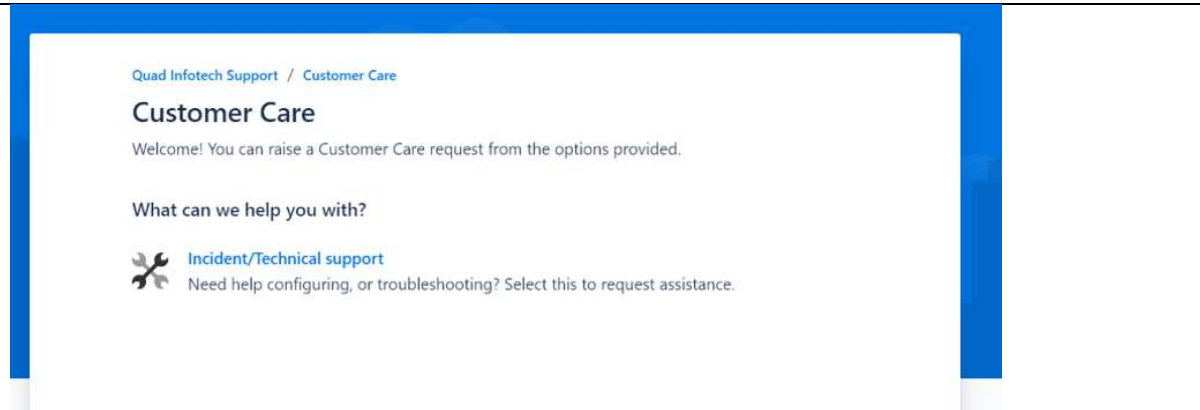
[Forgot your password?](#)

Need an account? [Sign up](#)

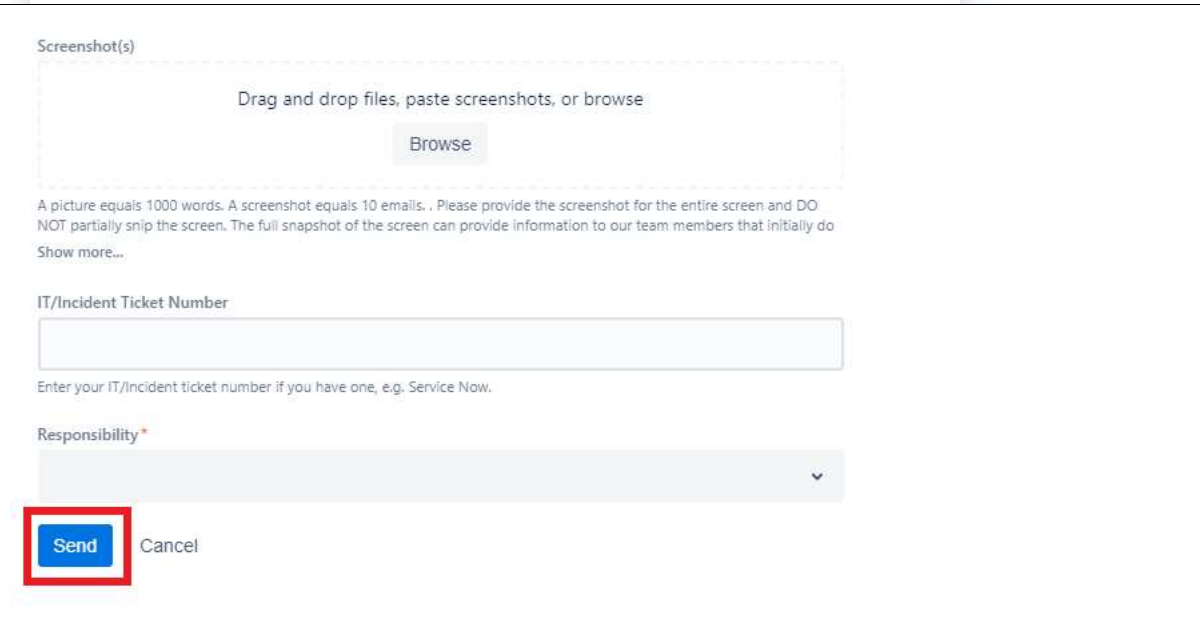
Creating An Incident/Technical Support Ticket

Step 1: Log in our Self-Service Portal	
Step 2. Select Support	<p>Quad Infotech Support / Customer Care</p> <h3>Customer Care</h3> <p>Welcome! You can raise a Customer Care request from the options provided.</p> <p>☑ Contact us about</p> <ul style="list-style-type: none">Support Incident/Technical support >Service Request Access Request, Data Setup/Data Changes, Report Requests, Training Request, General Inquiry >

Step 3: Click on “Incident/Technical support” to submit a ticket.



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




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 [redacted]

Quad Infotech Help Desk