# Quad InfoTech Inc.

**Self-Service Portal Guide**

# Contents

## Creating an Account

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| **Step 1:** Go to the Quad Infotech Website [(quadinfotech.com)](quadinfotech.com) |  |
| **Step 2:** Click on sign up to create a new user account |  |

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| **Step 3:** Select "Send Link" to get a verified sign-up link to access the portal | **Sign up**<br><br>Sign up to view or comment on Customer Care requests.<br><br>For security, we'll send a private sign up link.<br><br>Email<br><br>**Send link**<br><br>Already have an account? Log in |
| **Step 4**. You will receive a notification requesting that you check your email for your personalized sign-up link. | **Check your email**<br><br>We sent an email to bob@xyz.com. Click the link in the email to finish signing up.<br><br>Resend |

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| **Step 5:** Click on the link from your email to login to Quad's Self-service portal. | Finish signing up to Quad Infotech Support  Inbox x<br><br>Quad Infotech Support <jira@qinfotechx.atlassian.net>  7:56 PM (1 minute ago)<br>to me<br><br>Almost done!<br><br>Follow the link below to finish signing up to Quad Infotech Support. For security, don't share this link with anyone.<br><br>**Sign up**<br><br>QUAD<br><br>Powered by Jira Service Management |
| **Step 6:** Enter your name and password then click sign up | Sign up<br><br>Email address<br>bob@xyz.com<br><br>Full name<br>Sandy<br><br>Choose a password<br>••••••••  👁<br>_____ Fair<br><br>By clicking *Sign up*, you agree to the Privacy Policy and this Notice and Disclaimer.<br><br>**Sign up** |
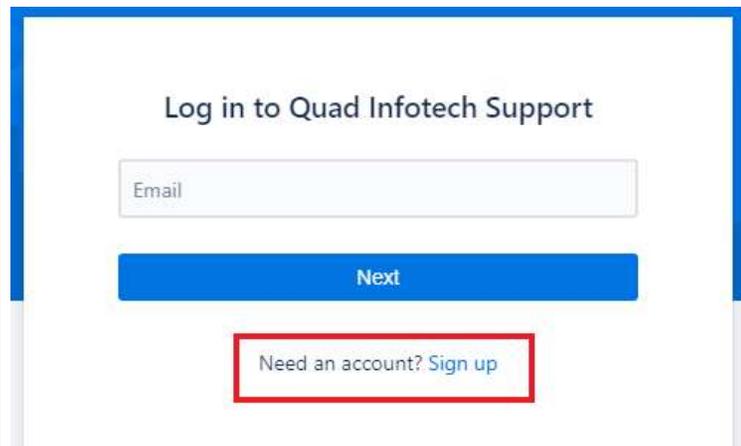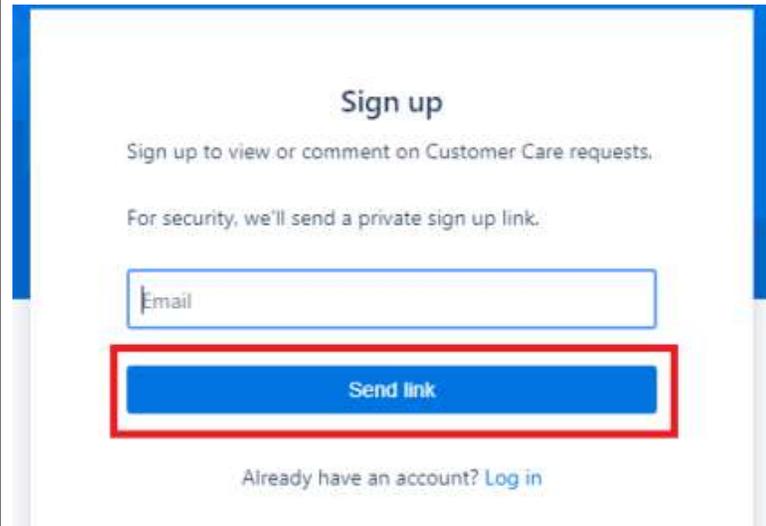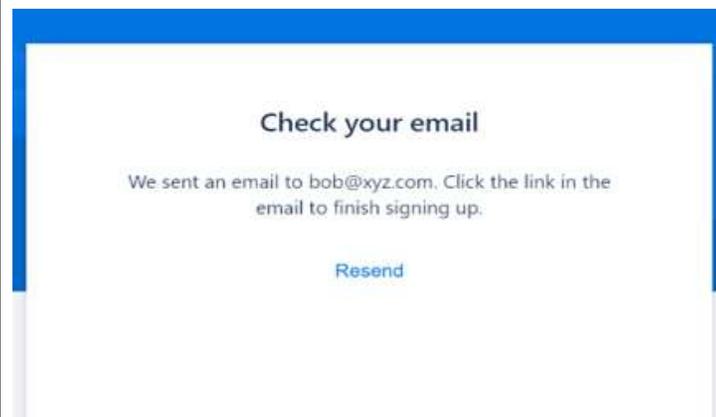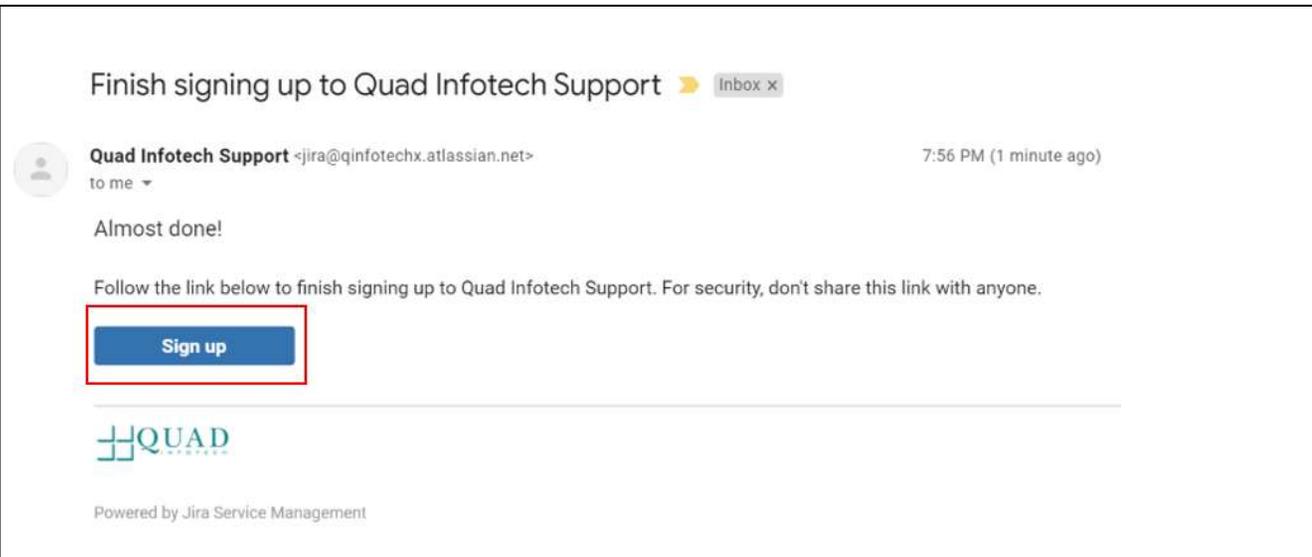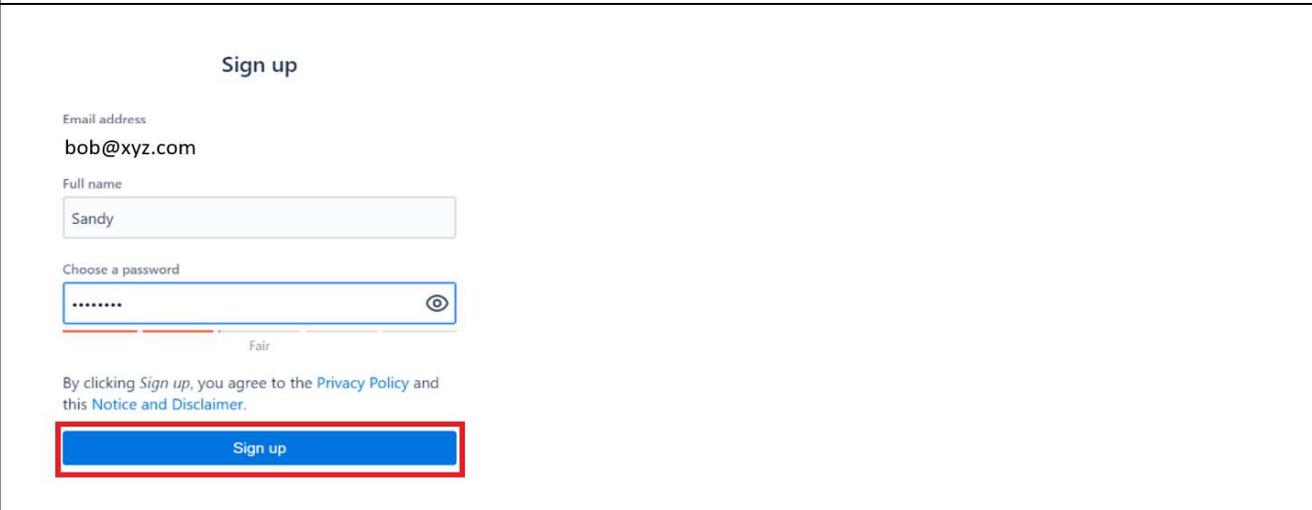
## Logging in

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| **Step 1:** Go to the Quad Infotech Website [(quadinfotech.com).](quadinfotech.com) |  |
| **Step 2:** Select Customer Login on the top right side of the screen. |  |

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| **Step 3:** Select "Create a Ticket" |  |
| **Step 4:** Enter the email address that you registered and click Next |  |
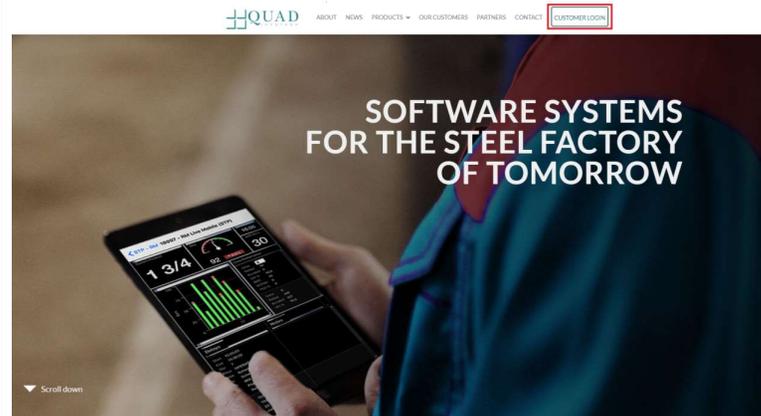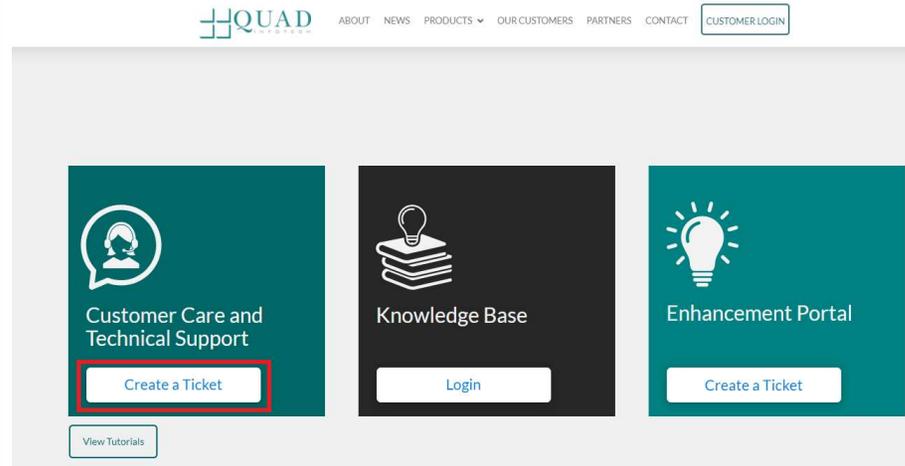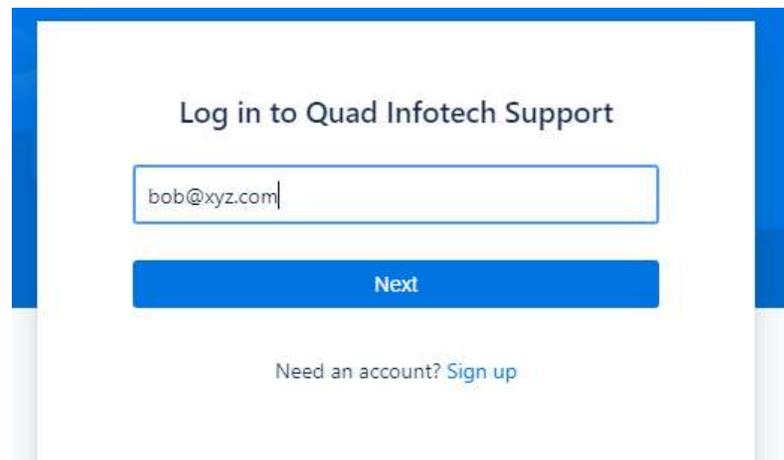
**Step 5:** Enter the password you created and click Log In
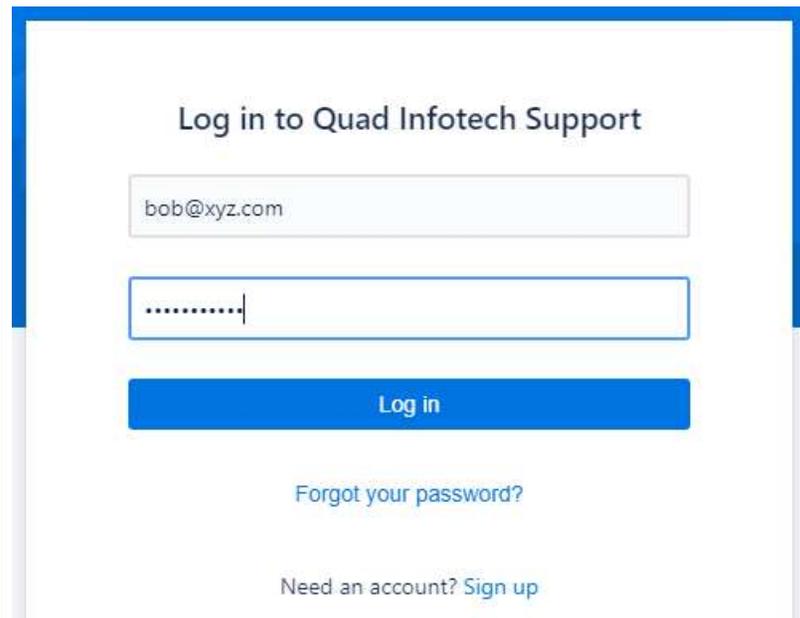
Log in to Quad Infotech Support

bob@xyz.com

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Log in

Forgot your password?

Need an account? Sign up

## Creating An Incident/Technical Support Ticket

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| **Step 1:** Log in our Self-Service Portal | Log in to Quad Infotech Support<br><br>bob@xyz.com<br><br>Next<br><br>Need an account? Sign up |
| **Step 2.** Select Support | Quad Infotech Support / Customer Care<br><br>**Customer Care**<br>Welcome! You can raise a Customer Care request from the options provided.<br><br>▽ Contact us about<br><br>Support<br>Incident/Technical support　　　　　　　　　　❯<br><br>Service Request<br>Access Request, Data Setup/Data Changes, Report Requests, Training Request, General Inquiry　❯ |
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| **Step 3:** Click on "Incident/Technical support" to submit a ticket. | Quad Infotech Support / Customer Care<br><br>**Customer Care**<br>Welcome! You can raise a Customer Care request from the options provided.<br><br>What can we help you with?<br><br>**Incident/Technical support**<br>Need help configuring, or troubleshooting? Select this to request assistance. |
| **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. | Screenshot(s)<br><br>Drag and drop files, paste screenshots, or browse<br>Browse<br><br>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<br>Show more...<br><br>IT/Incident Ticket Number<br><br>Enter your IT/Incident ticket number if you have one, e.g. Service Now.<br><br>Responsibility*<br><br>Send    Cancel |

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| **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<br><br>CC  Customer Care <jira@qinfotechx.atlassian.net><br><br>ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.<br><br>Just confirming that we got your request. We're on it.<br><br>View request ·<br><br>Turn off this request's notifications<br><br>This is shared with ▮▮▮▮▮▮▮▮<br><br>Quad Infotech Help Desk |
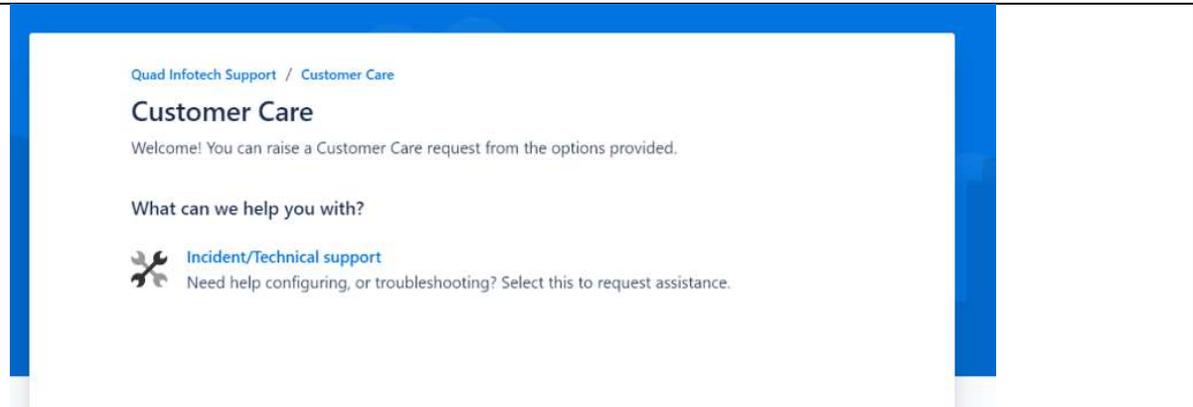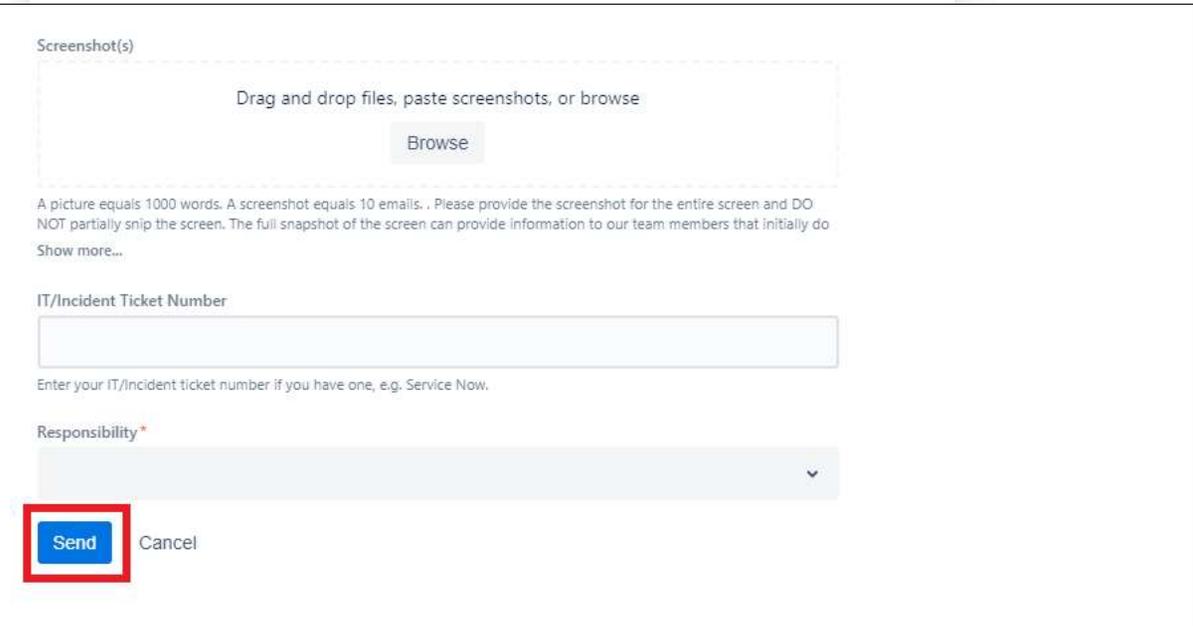
## Creating A Service Request
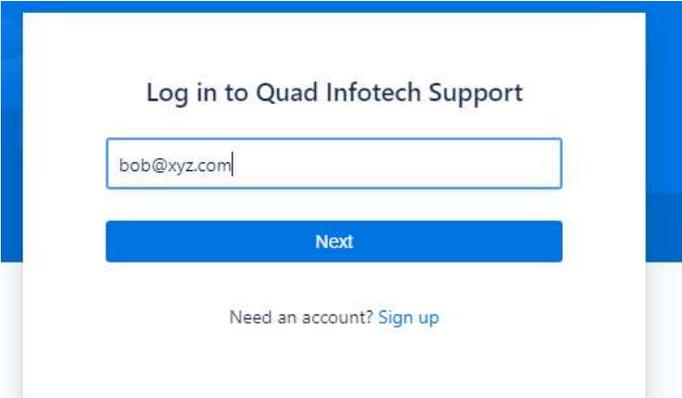
| **Step 1:** Log in our Self-Service Portal |  |
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| **Step 2:** Select Service Request |  |

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| **Step 3:** Select the request that is appropriate for your needs | Quad Infotech Support / Customer Care<br><br>**Customer Care**<br><br>Welcome! You can raise a Customer Care request from the options provided.<br><br>Contact us about<br><br>Service Request ⌄<br><br>**What can we help you with?**<br><br>🔑 **Access Request**<br>Request for access to Quad Knowledge Base.<br><br>📄 **Data Setup/Data Changes**<br>Request for data setup or data updates/changes (rate changes, mass updates)<br><br>📄 **Report Requests**<br>Apex Reports (new, updates/changes).<br><br>👥 **Training Request**<br>Request for training.<br><br>🖥 **General Inquiry**<br>Any other form of inquiry. |

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| **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)<br><br>Drag and drop files, paste screenshots, or browse<br><br>Browse<br><br>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<br>Show more...<br><br>IT/Incident Ticket Number<br><br>Enter your IT/Incident ticket number if you have one, e.g. Service Now.<br><br>Responsibility *<br><br>Send    Cancel |
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## Viewing A Ticket
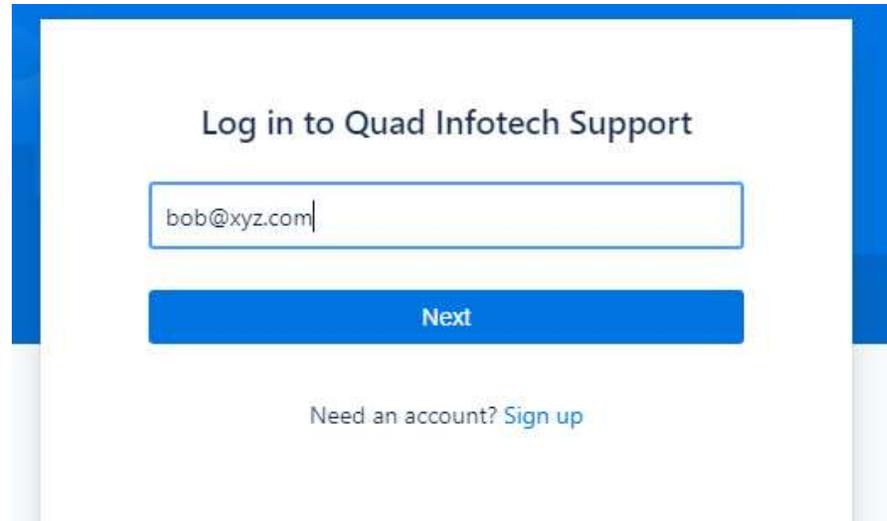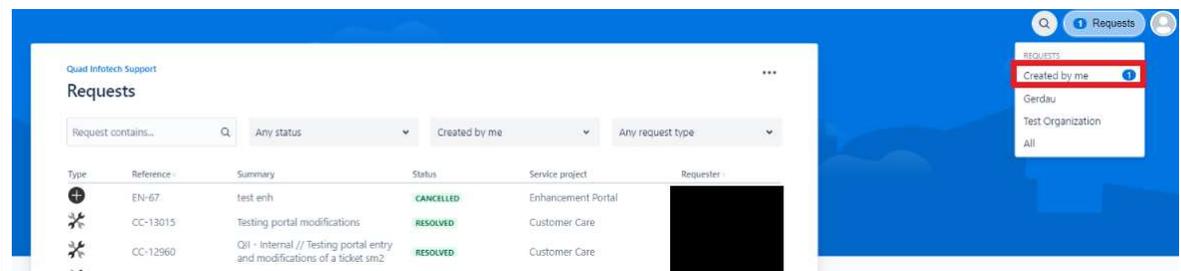
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| **Step 1:** Log in our Self-Service Portal |  |
| **Step 2:** Select Requests - "Created by me" on the top right corner of the screen. |  |

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| **Step 3:** Select the ticket that you would like more detail on. |  |