



Collaboard Support Desk

USER MANUAL



Title: Collaboard Support Desk usage

Abstract:

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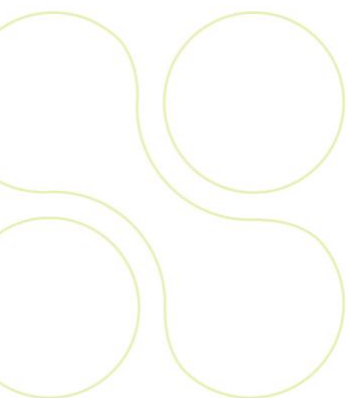
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Introduction

Purpose of the document

This documents how to use the Collaboard support desk in order to submit Technical issues or questions.

Prerequisites


- A valid Azure user account defined in AAD. In case you do not have an account please request it to IBV. They will create an account for you.

Accessing the Collaboard support landing page

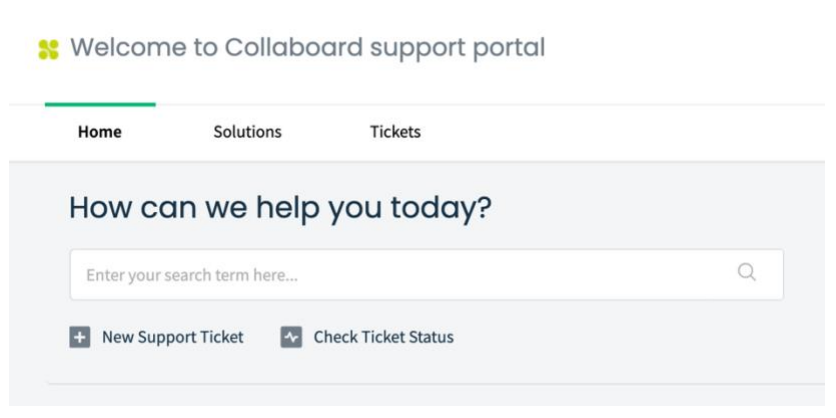
<https://support.collaboard.app/support/login>

First time login to the Collaboard support

In case this is your first time to login to the Collaboard support, you must have a valid account that can be requested to IBV. After you have received a valid account, you must register yourself in this portal using the following steps:

Step	Description	Commands
1.	Open a web browsers and connect to the URL	https://support.collaboard.app/support/login
2.	Click on "Are you aa customer ?" Login here link	 Are you a customer? Login here
3.	You will be requested to enter your Azure credentials	



Step	Description	Commands
4.	<p>After successful login , you will be able to create a new Ticket or check an existing ticket.</p> <p>Click on “New Support Ticket” to open a new ticket</p>	 <p>The screenshot shows the Collaboard support portal. At the top, it says "Welcome to Collaboard support portal". Below this is a navigation bar with "Home", "Solutions", and "Tickets". Under "Home", there is a section titled "How can we help you today?" with a search bar labeled "Enter your search term here...". Below the search bar are two buttons: "+ New Support Ticket" and "Check Ticket Status".</p>
5.	<p>Enter information about your technical question or issue.</p>	<p>Enter the details of the ticket :</p> <p>Requestor : fill-in your email address</p> <p>Subject : Provide a brief description of your question or issue</p> <p>Description : Provide more detailed information about your question or issue</p> <p>Examples of details that are useful</p> <ul style="list-style-type: none"> - Environment - Impact - Severity - Where is the problem located ? E.g. login issue - Can you provide any error message or screenshot ?