

# Online Help Desk User Instructions



**"Helping You DO Business Better!"**

## Introduction

Custom Design db offers our clients free membership to access their most important information. We want to serve you to the best of our ability in order to foster and maintain a long lasting business to business relationship with you. One of the ways we offer our clients service with excellence is our online Help Desk. When you have become a client of CDDb, you should receive a membership welcome email with your membership username and password. Once you receive this information, you can use the instructions below to submit a Help Desk item. To maximize the Help Desk experience, please read all of the instructions listed below. Thank you for choosing CDDb for your Information Technology needs!

## Logging in to the membership area

Using any internet connected computer or web enabled and connected device and any web browser go to:  
[www.customdesigndb.com/home.aspx](http://www.customdesigndb.com/home.aspx)



Home

**CUSTOM DESIGN DB**

*We help you DO business BETTER!*

Toll Free 800-430-2621

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### Custom Design db offers ...



#### QUALITY AND EFFICIENT SOLUTIONS

Do you have a software, database, or web solution in mind? Are you concerned about obtaining a quality solution that is capable of meeting your needs and affordable long term?

Custom Design db provides and supports providing quality automation and efficiency solutions around the world. Our applications are created for each client to fulfill specific needs, goals, and expectations. Services can include any combination of networking, software solutions, web solutions, databases, marketing, franchising, consulting, and maintenance. With a team of highly skilled professionals, Custom Design db

#### MEASURABLE SOLUTIONS

Are you interested in solutions that in which you can truly measure the return on your investment?


With over 20 years of experience, we help business of every size and various stages. We provide measurable solutions. We provide references and samples to let the proof stand on it's own.

#### COMPLETE SOLUTIONS

Do you need a solution without hidden fees? Do you need a solution that covers all the aspects of the project?

Then, click on the Members link in the upper right corner of the web page menu.

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Members Only.

You are important to us and we mean it!

My Account	<a href="#">Free Help Desk</a>	Billing
My Documents	Training Tools	Newsletter
My Uploads	Schedule an Appointment	CDDDB Team Info

**Not a member yet? Join now.**

Do you need a long-term technology partner who is looking out for you?

Custom Design would like to add you to our long and growing list of happy customers. We invite you to fill out our Contact Us form and let us know what you are interested in. We will take the time to listen, validate, and work to earn your trust.

Once you are a member at CDdb, we will provide online access to your documents, uploads, free help desk, training tools, appointments, billing, newsletters, discounts and more.

Custom Design db is ready to help you today!

**Already a member? Login**

USERNAME:


PASSWORD:

[CLICK HERE TO LOGIN](#)

Login using the Username and Password fields and then click on the link "CLICK HERE TO LOGIN."

Once you have logged in you will see the links of the Members Only sections that are available to you. Click on the Free Help Desk Link.

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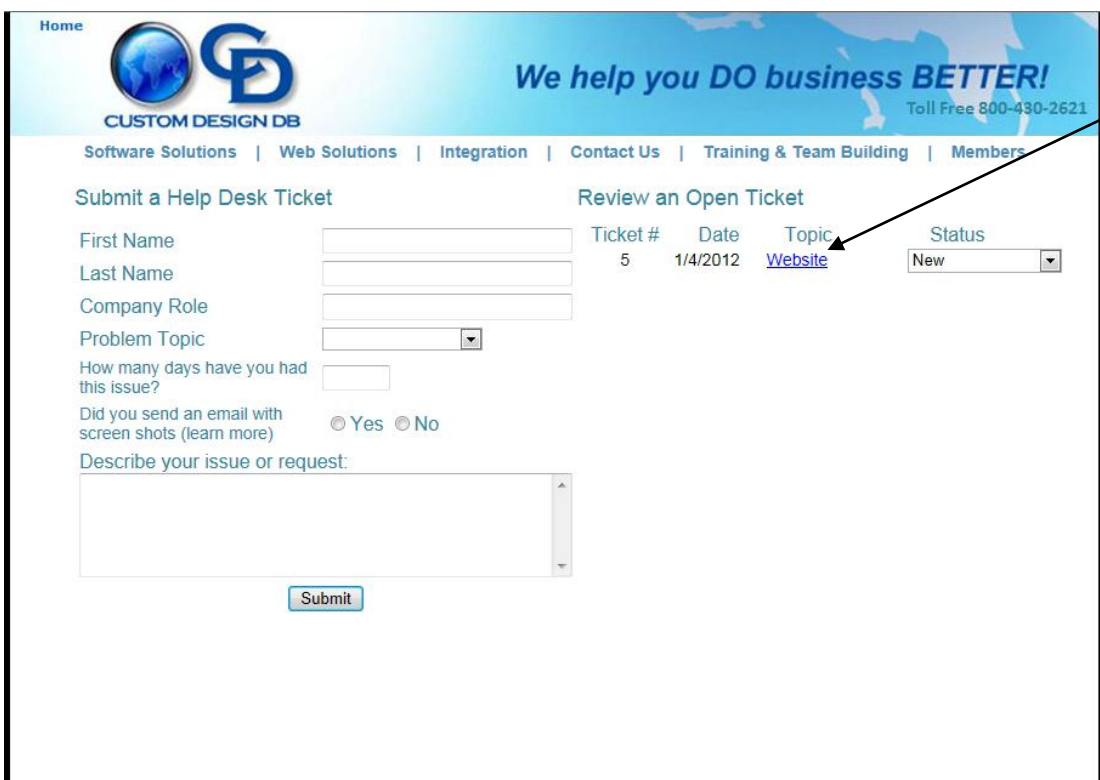
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**Submit a Help Desk Ticket**

First Name

Last Name

Company Role

Problem Topic

How many days have you had this issue?

Did you send an email with screen shots (learn more) ☐ Yes ☐ No

Describe your issue or request:

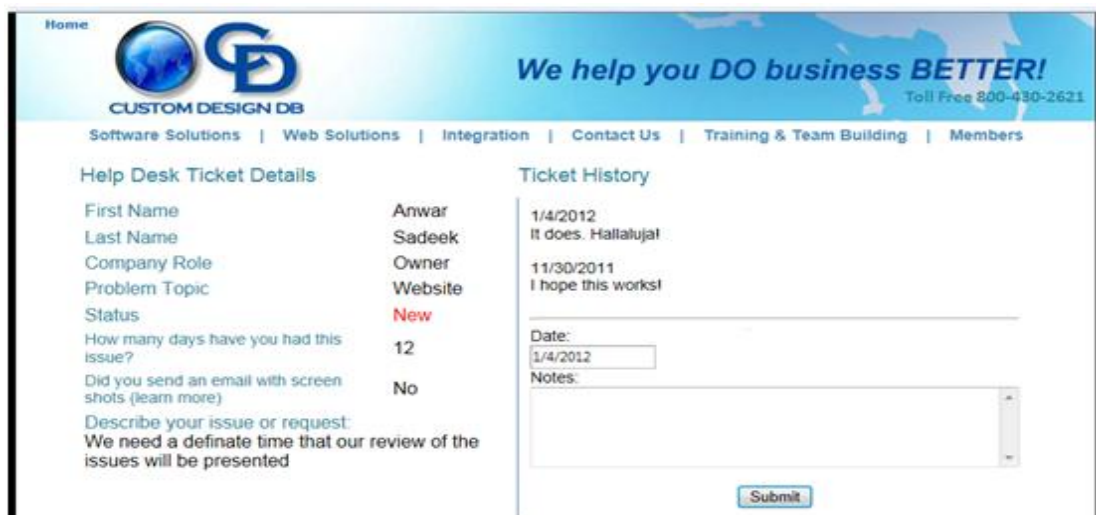
**Review an Open Ticket**

Ticket #	Date	Topic	Status
5	1/4/2012	<a href="#">Website</a>	New

In the Help Desk area there are two sections: Submit a Help Desk Ticket and Review an Open Ticket.

To Submit a Help Desk Ticket correctly you must do all of the following:

1. Fill out every field requested to include: Your First Name, Last Name, Your role in the company you logged in for, the topic for your problem, the number of days the issue has existed, if you sent screen shots of the issue that has occurred, and a full description of the request for help.
  2. If the Help Desk allows you the attachment feature, you can upload a screen shot from the Help Desk Screen. If not, email a screen shot to [info@customdesigndb.com](mailto:info@customdesigndb.com) and reference the ticket number. (The ticket number is shown under the review an Open Ticket section of the screen.) You must submit screen shots to ensure the information needed is provided.
  3. DO NOT USE THE HELP DESK TO request general or project information or to be contacted, use our Contact Us form for a better turnaround time and tracking for these types of request.
- To Review an Open ticket you will start off by clicking on the Topic to link to the ticket you want to review.



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**Help Desk Ticket Details**

First Name	Anwar
Last Name	Sadeek
Company Role	Owner
Problem Topic	Website
Status	New
How many days have you had this issue?	12
Did you send an email with screen shots (learn more)	No
Describe your issue or request: We need a definite time that our review of the issues will be presented	

**Ticket History**

Date:	1/4/2012
Notes:	It does. Hallalujah!
Date:	11/30/2011
Notes:	I hope this works!

On the left side you will see the information about the ticket you submitted. On the right side you will see the history of what the dialoged between you and the Help Desk Team.

To submit a comment or question or to reply to comment or question; simply enter the Notes and press the submit button.

You will see the status of your ticket change in red.

#### Conclusion

Custom Design db is constantly striving to serve each and every client better. If you need additional types of support or training, you can contact us toll free at 800-430-2621 to discuss support options. Custom Design db will provide a response within 24 hours of your submitted Help Desk Ticket. If you provide all of the needed information you will have a better response. We invite your comments in our Contact Us Link. We will do everything we can to make your customer experience as positive as possible.