

**Collaboard Support Desk**

USER Manual

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Index

[Introduction 3](#_Toc87888367)

[Purpose of the document 3](#_Toc87888368)

[Prerequisites 3](#_Toc87888369)

[Accessing the Collaboard support landing page 3](#_Toc87888370)

[First time login to the Collaboard support 3](#_Toc87888371)

# 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** |
| --- | --- | --- |
|  | Open a web browers and connect to the URL | <https://support.collaboard.app/support/login> |
|  | Click on “Are you aa customer ?” Login here link | **Graphical user interface  Description automatically generated with medium confidence** |
|  | You will be requested to enter your Azure credentials |  |
|  | After successful login , you will be able to create a new Ticket or check an existing ticket.  Click on “New Support Ticket” to open a new ticket | Graphical user interface, text, application  Description automatically generated |
|  | Enter information about your technical question or issue. | Enter the details of the ticket :      Requestor :  fill-in your email address      Subject : Provide a brief description of your question or issue      Description :  Provide more detailed information about your question or issue      Examples of details that are useful        - Environment        - Impact        - Severity        - Where is the problem located ? E.g. login issue        - Can you provide any error message or screenshot ? |