

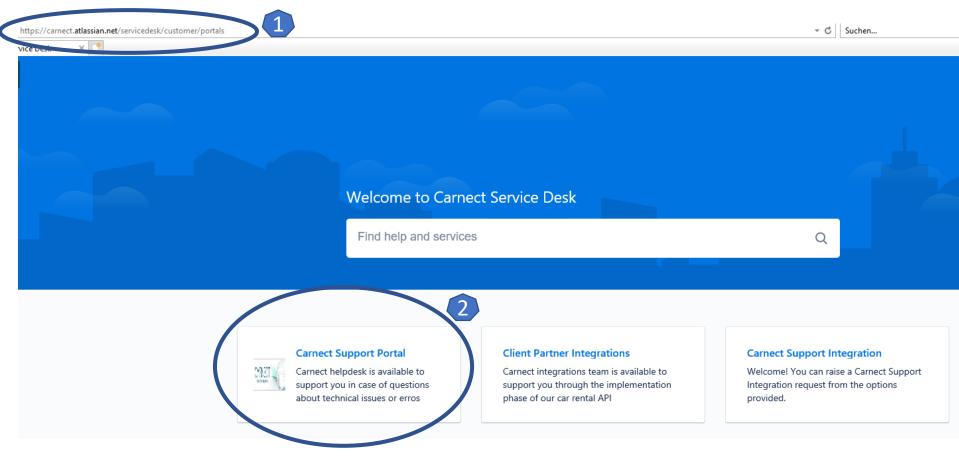
How do I create a heldesk ticket after product launch?

#### Introduction



- You have successfully launched our car rental product on your sales channel and have a technical or product-related question? We are kindly at your disposal via our Carnect service desk.
- Please use the login data provided to you (you can also find them in your "Carnect\_KeyFacts" document) and create your request in our portal.

# Choose the right channel



1

Log into the service desk portal:

https://carnect.atlassian.net/servicedesk/customer/portals

2

Only use "Carnect Support Portal" to create a ticket for our helpdesk team! This way we can ensure you get our best support! Don't use the other 2 options – they are for other purposes!

## Create a ticket – Step 1

#### Tutorial Helpdesk Video

https://youtu.be/nptniKnbn4c

Carnect Portal / Carnect Support Portal



Carnect Support Portal

Welcome! You can raise a customer support request.

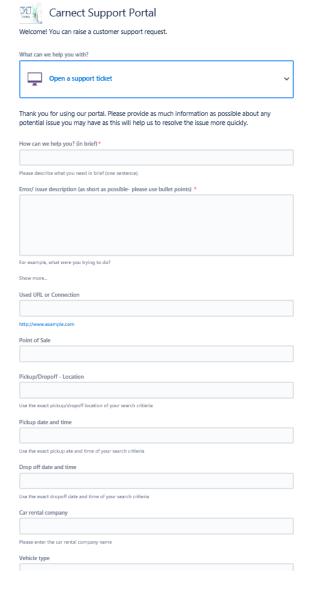
What can we help you with?





Click here to open a new support ticket!

### Create a ticket – Step 2





Please fill in all necessary information in the ticket. One of our helpdesk team members will reply to you!