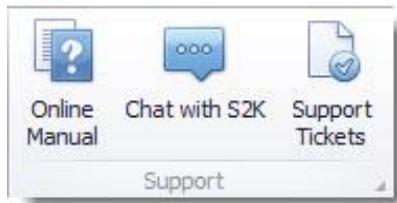


## How to Use the New S2K Support Ticket System

In the main toolbar you'll find the SUPPORT section, pictured below.



You will still be able to view closed tickets from the previous support system by clicking the **Support Tickets** icon.

When you click on the **Chat with S2K** icon the Series2K Support Center window will pop up, pictured below. This window offers links to assist you in finding solutions. You can search the system for solutions by using key terms (Ex: Invoice, Reconciliation, Inventory, Handheld, etc.).

help.series2k.com/support/home

# The Series2K Support Center

Welcome Login

Home Solutions Forums

## How can we help you today?

Enter your search term here... **SEARCH**

[+ New support ticket](#)  
[Check ticket status](#)

### Knowledge base

#### S2K Accounting

test (0)

#### S2k

Price Book Menu And Management (2)  
[Price Book Menu](#)  
[Price Book Management](#)

Prices Will Not Update (1)  
[Top 5 Reasons Why Prices Won't Send To T...](#)

#### FAQ (3)

[Navigating the New Version of S2K](#)  
[Changing To The Classic View](#)  
[Accessing the Online User Manual](#)

#### Inventory Public (1)

[Inventory will not load](#)

#### Hand Held Issues and Use (3)

[Hand Held Scanner Training](#)  
[Basic Troubleshooting For S2K Handhelds](#)  
[Common Hand Held Issues and Solutions](#)

#### Missing Data (2)

[My Data Didn't Come In For Yesterday](#)  
[Manually Entering In Data For Missing Day](#)

#### Error Messages (3)

[Error When Trying To Attach A Document To...](#)  
[A Program Running On This Computer Is Try...](#)  
[Application Error](#)

#### S2k Online Manual (1)

[S2K Manual](#)

[Live Support](#)

### **For first time users:**

You will need to create and activate a support account using an active email address.

You can create an account at the same time you create your first support ticket.

### [Creating a Support Ticket](#)

To create a new ticket click the **" + New Support Ticket "** link at the top of the window as shown in the picture below.

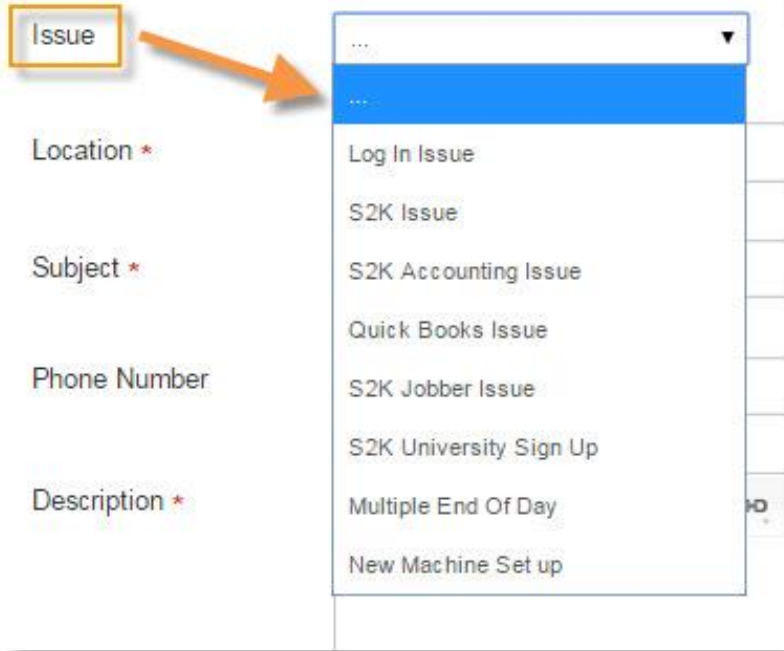


You will be asked to enter your name, number and email address so we have the info we need to connect with you.

Pictured below is the blank ticket document you will need to fill-in before submitting to S2K.

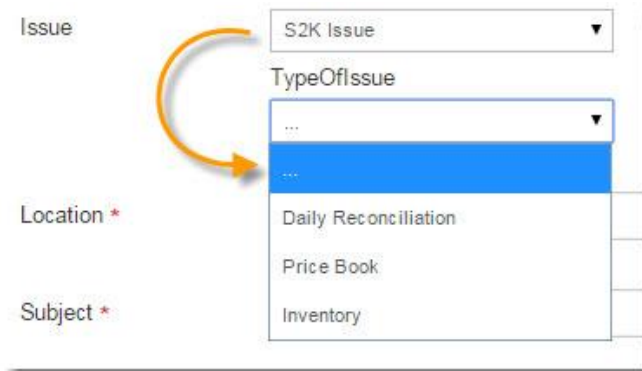
Start by entering your email address next to the line that says **Requester**. Make sure to use an active email account that you have access to. This will be the email address you use to log in to the S2K support center in the future. After entering your email address you will be prompted to enter your name as shown in the screen below.

Choose the nature of your **Issue**:



A screenshot of a form with several fields: 'Issue', 'Location \*', 'Subject \*', 'Phone Number', and 'Description \*'. The 'Issue' field is highlighted with a yellow box, and an orange arrow points to a dropdown menu that is open. The dropdown menu lists several options: '...', '...', 'Log In Issue', 'S2K Issue', 'S2K Accounting Issue', 'Quick Books Issue', 'S2K Jobber Issue', 'S2K University Sign Up', 'Multiple End Of Day', and 'New Machine Set up'. The second '...' option is highlighted in blue.

And **Type of Issue**, as prompted:



A screenshot of a form with fields: 'Issue', 'Location \*', and 'Subject \*'. The 'Issue' field contains 'S2K Issue'. Below it, the 'TypeOfIssue' field is highlighted with a yellow box, and an orange arrow points to a dropdown menu that is open. The dropdown menu lists several options: '...', '...', 'Daily Reconciliation', 'Price Book', and 'Inventory'. The second '...' option is highlighted in blue.

And **Item** in that area, as prompted:

Issue → S2K Issue ▼  
 TypeOfIssue  
 Daily Reconciliation ▼  
 Item  
 ... ▼  
 ...  
 Location \*  
 Receipts  
 Sales  
 Subject \*  
 Fuel

In the **Location** field enter your company database name located on the top and bottom of your S2K webpage (as pictured below).

The screenshot shows the S2K BackOffice interface. At the top, the browser address bar displays 'Home Page - S2K BackOffice \*\*S2kOilCO Premier Edition - Build 2.1.0.512'. The 'S2kOilCO' text is highlighted with an orange box. Below the navigation bar, there are various tool icons for 'Stock Level', 'Stock Finder', 'S2K Client Monitor', 'Quick Add Item', 'Quick Price Change', 'Fuel Invoices', 'NonFuel Invoices', 'Report List', 'Favorite Reports', 'Barcode Printing', and 'Report List'. A 'Quick Launch' section is also visible. Below the interface is a photograph of a hand holding a tablet displaying a 'Daily Reconciliation' table with columns for 'Date', 'Item', 'Units', 'Price', 'Total', 'Status', and 'Margin'. An orange arrow points from the 'S2kOilCO' text in the top bar to the 'S2kOilCO' text in the bottom status bar. At the bottom of the tablet photo, there is a 'Start Dashboard' button and a text box that says '[Click photo for details] S2K.Mobile is available for final beta. Try it free for 3 months'. The bottom status bar of the tablet photo shows 'admin' and 'S2kOilCO'.

In the Subject field include the specific topic of your question or obstacle.

The next line asks for a phone number. You will want to provide your best contact phone number at the time of creating your ticket.

The phone number you enter will be the same phone number the support team will use to contact you regarding your issue.






Location *	S2kOilCO
Subject *	Small description of the issue
Phone Number	Best phone number to reach you

In the **description** box, enter in the details of your ticket. Provide the support team with as much detail as possible. The more information you provide the more efficiently the s2k support team can assist in your matter. If you want to attach a file to your ticket, for example a screenshot or an invoice, you can click the link, "**Attach a file**" located below the reply window (pictured below).

You may be prompted to enter a **captcha**, (pictured below). Just enter the numbers or phase you see in the image provided.

Then click the **Submit** button when you've completed your support ticket.

Description \*

**B** *I* U     

Provide the support team with as much detail as possible as to what the issue is, how you arrived at the issue and what you've attempted since you ran into the problem.

The more information the S2K support team has the faster they can determine where you started, what happened in the process, and how to proceed from there.

[Attach a file](#)

To verify you are human, please type the given scrambled letters



**Submit**


Cancel

**For first time users:**

An email will be sent to the email address you provided on your ticket to activate your account and setup a password:

- 1- Click on the link provided in the email
- 2- Activate your account by entering your full name, password and confirm password and click **Activate and Login**.

For each ticket you submit you will receive a confirmation email, this will include a URL to access the ticket from your web browser (Pictured below). You have the capability to view current and archived tickets in S2K or in your main web browser.

 **support@s2k.freshdesk.com**  
to me v

Dear ~~Misquines~~,

We would like to let you know that we have received your request and a ticket has been created. A support representative will be reviewing your request and will send you a personal response. (usually within 1 hour).

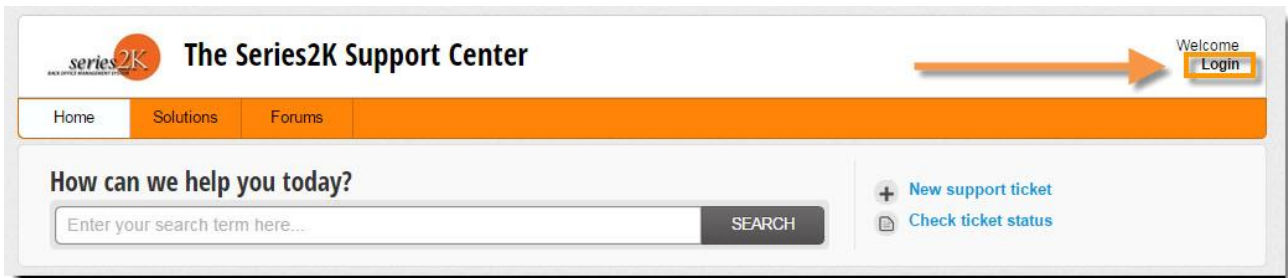
To view the status of the ticket or add comments, please visit  
<http://help.series2k.com/helpdesk/tickets/230>

Thank you for your patience.

Sincerely,  
The Series2K Support Center Support Team

## Check Ticket Status

Once you've created an account with the S2K Support Center you can Login and view, edit, and reply to your active tickets as well as view closed tickets. To login to your Support Center. Click on the **Support Tickets** button in the S2K navigation tool bar and once it loads, click **Login** (pictured below).



Enter your **email address** and **password**:

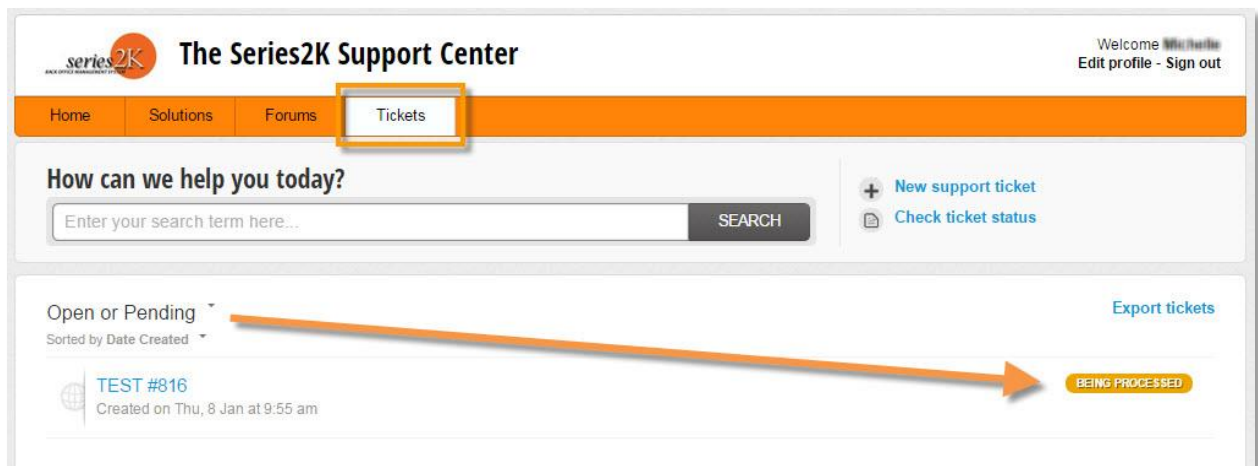




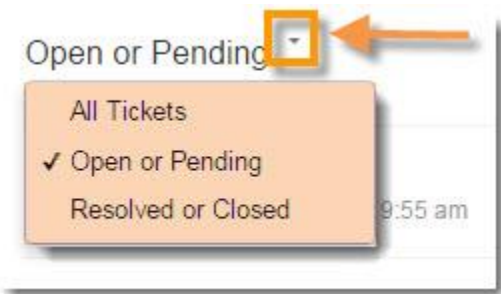
Then click the **Check Ticket Status** from the main page (pictured below):



You will be directed to the **Tickets** section where you will be able to view your tickets (pictured below).



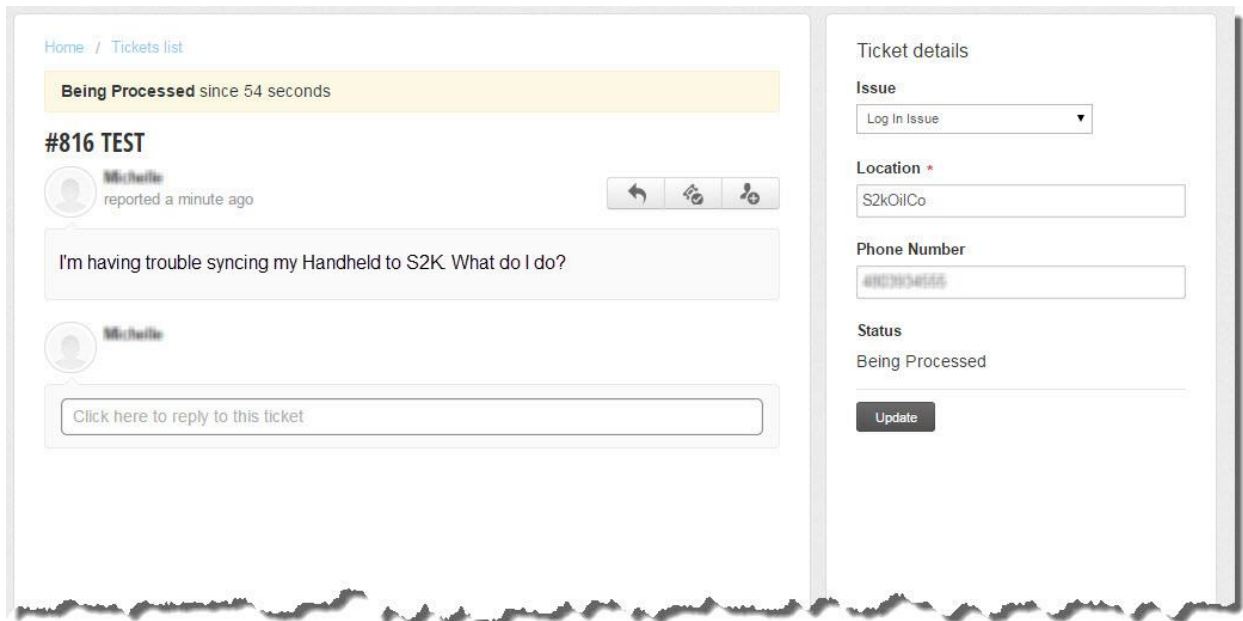
In the picture above your view is limited to seeing only open tickets. You can change viewable tickets by clicking the down arrow of the sorting feature (pictured below).



If you change the view to **All Tickets** then your screen will display both open and closed tickets in order with most the recent ticket at the top (pictured below).







If you want to view or edit an open ticket click on the ticket you wish to view and the details will open in another window (pictured below)




Home / Tickets list







Being Processed since 54 seconds

### #816 TEST

 Michelle reported 2 minutes ago   

I'm having trouble syncing my Handheld to S2K What do I do?

 Michelle

**B** *I* U      

If you add information to your ticket you can include it here. You can also reply to an agent helping you with your matter.

When you're done, click the **Reply** button below.

[Attach a file](#)

**Reply** Cancel

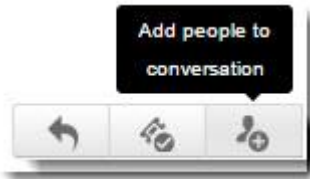
You can also reply by clicking the Reply button next to the open ticket (pictured below).



If you are able to solve the problem on your own before your ticket is complete, you have the ability to close your ticket (pictured below).



If you would like to add people to the ticket so that they can be involved in matter as well, you can include them by using the button pictured below.

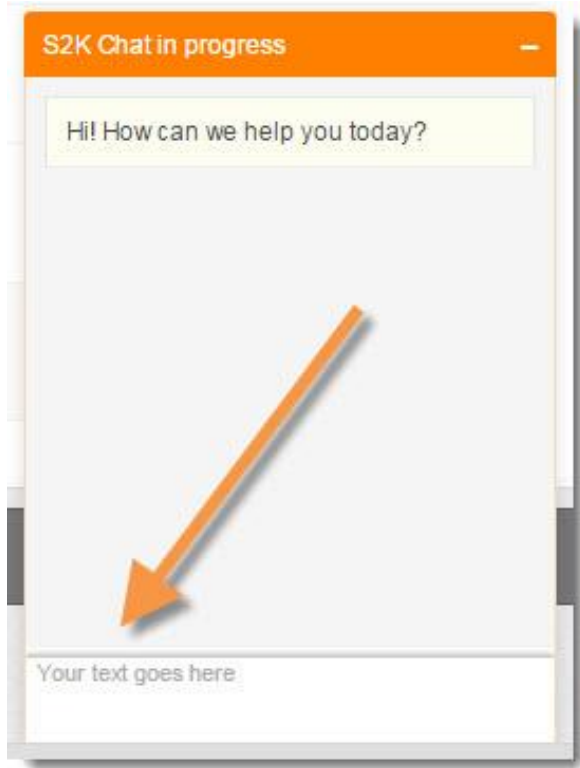


## [Online Chat](#)

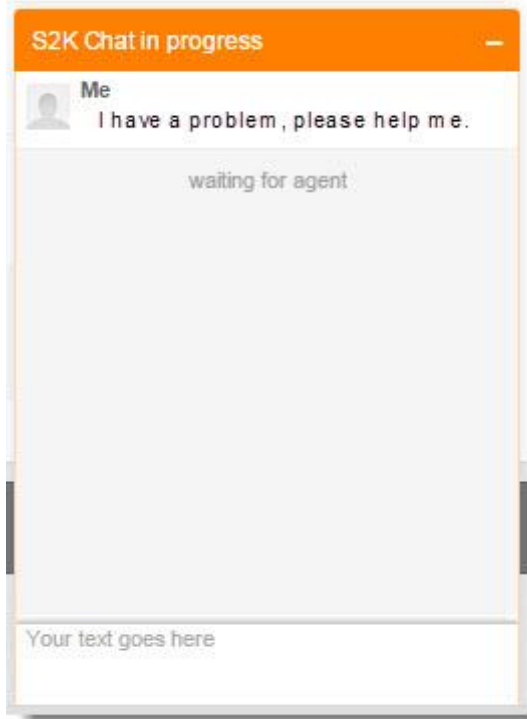
Login to the support center, and click the **Live Support** toggle link at the bottom of the screen (pictured below).

A screenshot of the "The Series2K Support Center" website. The page has a white header with the "series2K" logo on the left and "Welcome Mike Smith" with "Edit profile - Sign out" on the right. Below the header is an orange navigation bar with "Home", "Solutions", "Forums", and "Tickets" tabs. The main content area has a search bar with the text "How can we help you today?" and a "SEARCH" button. To the right of the search bar are two links: "+ New support ticket" and "Check ticket status". Below the search bar, there are dropdown menus for "Open or Pending" and "Sorted by Date Created". The text "You don't have any tickets in current view" is displayed. At the bottom of the page, there is a dark grey footer with "Home - Solutions - Forums - Tickets" on the left and "Cookie policy" on the right. In the bottom right corner, there is an orange button with the text "Live Support!" and a speech bubble icon. An orange arrow points from the "Check ticket status" link area down to the "Live Support!" button.

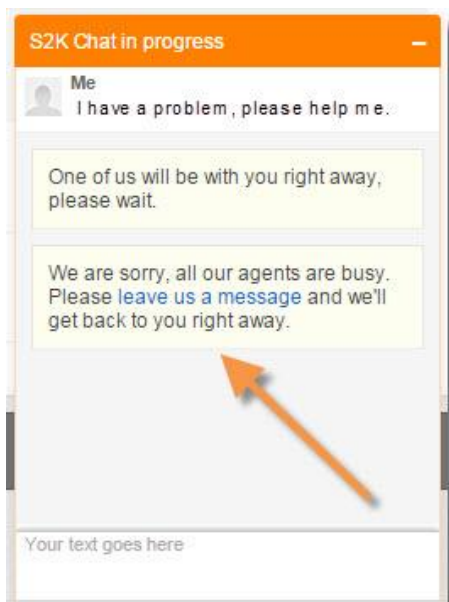
A small messenger window will appear. Type your issue into the space provided (pictured below).



Click Enter on your keyboard when you are done entering your text. Your message will send and inform you to wait for an agent to reply (pictured below).



If there is no available agent to chat with you within 2min you will be prompted to leave a message or create a ticket, this will put you in line to receive assistance with the next available agent.



When you've filled in all of the necessary criteria click **close**.