



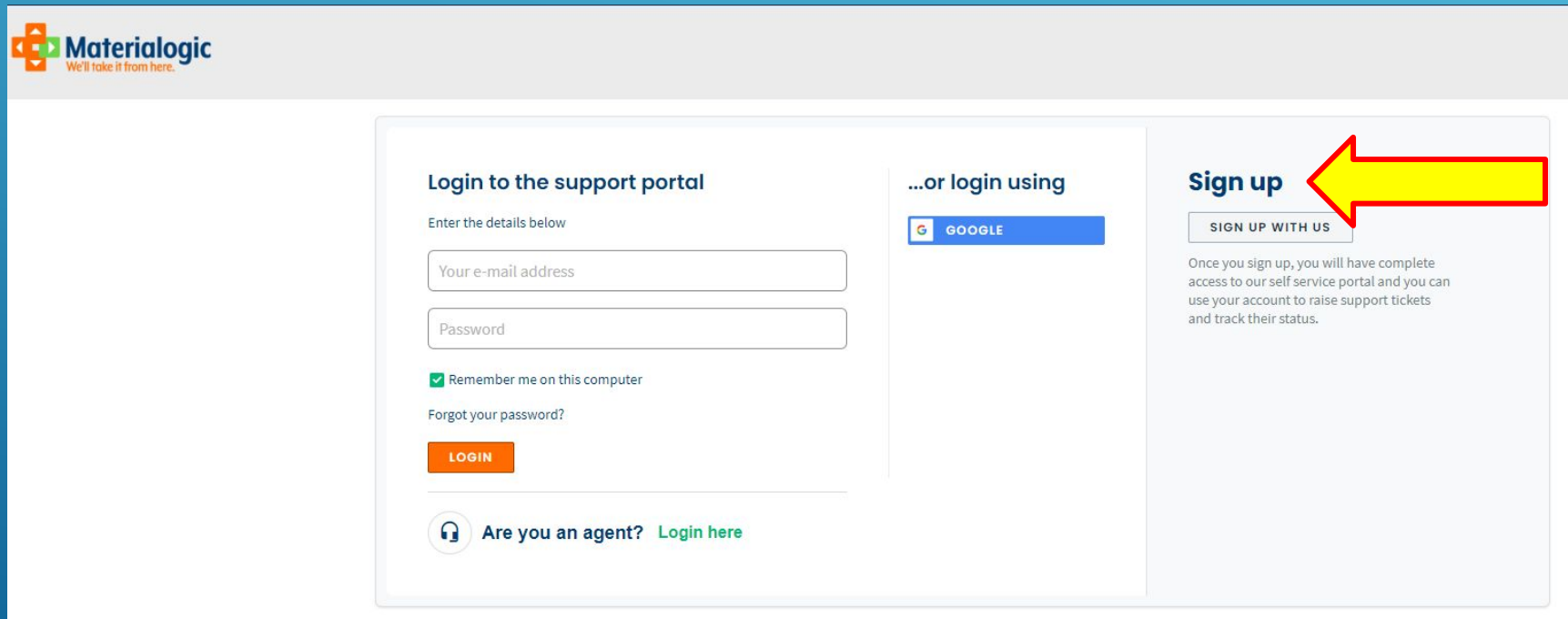
Materialogic

We'll take it from here.

FRESHDESK CLIENT SUPPORT PORTAL
INSTRUCTIONS

CREATING AN ACCOUNT IN THE SUPPORT PORTAL

- ▶ To set up an account in Freshdesk, click on the following link <http://support.materiallogic.com> or copy and paste into your browser.
- ▶ Select **Sign Up**



The screenshot shows the Materiallogic support portal interface. At the top left is the Materiallogic logo with the tagline "We'll take it from here." Below the logo, there are three main sections:

- Login to the support portal:** This section prompts users to "Enter the details below" and includes input fields for "Your e-mail address" and "Password". It also features a checked checkbox for "Remember me on this computer", a link for "Forgot your password?", and an orange "LOGIN" button.
- ...or login using:** This section offers a "GOOGLE" login option with a blue button.
- Sign up:** This section is highlighted with a yellow arrow. It features a "SIGN UP WITH US" button and a paragraph explaining that signing up provides complete access to the self-service portal and allows users to raise support tickets and track their status.

At the bottom left, there is a headset icon and the text "Are you an agent? [Login here](#)".

- ▶ Enter first and last name
- ▶ Email address
- ▶ Complete the captcha security portion
- ▶ Click **register**



Sign up for your Your Support Team account

Full name *

Email *

I'm not a robot

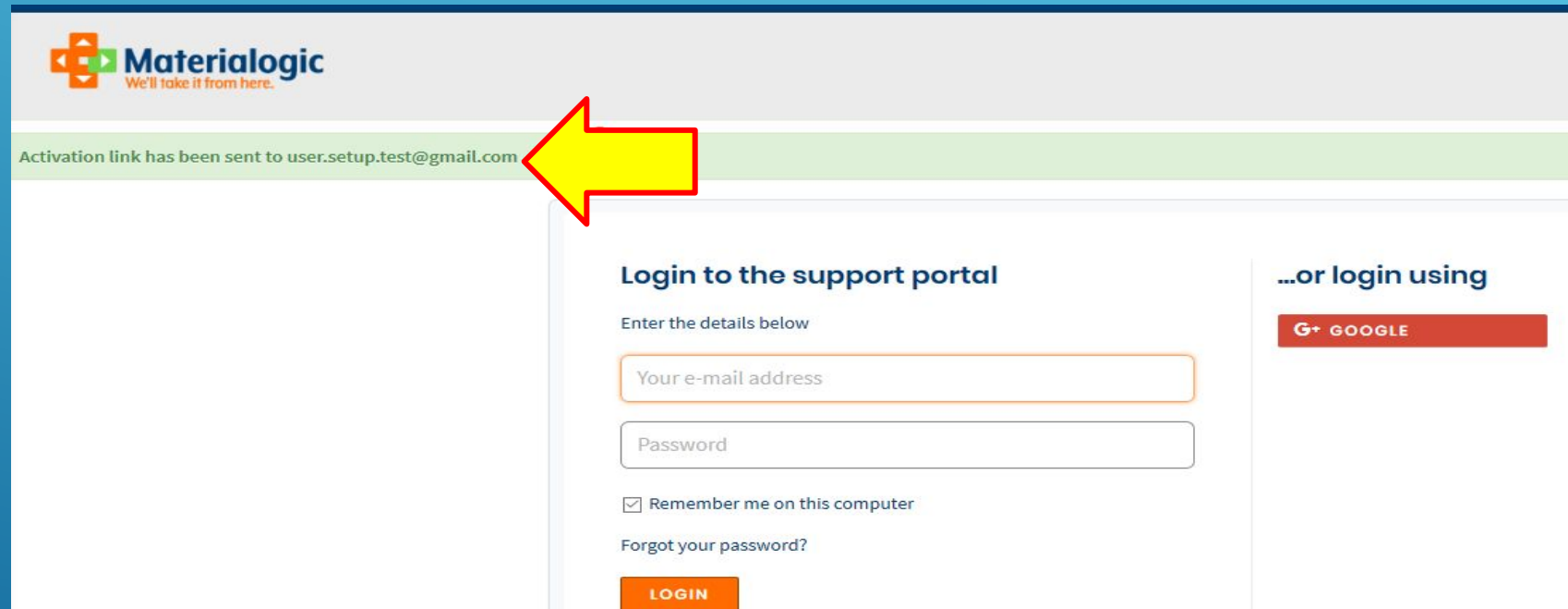


reCAPTCHA
Privacy - Terms

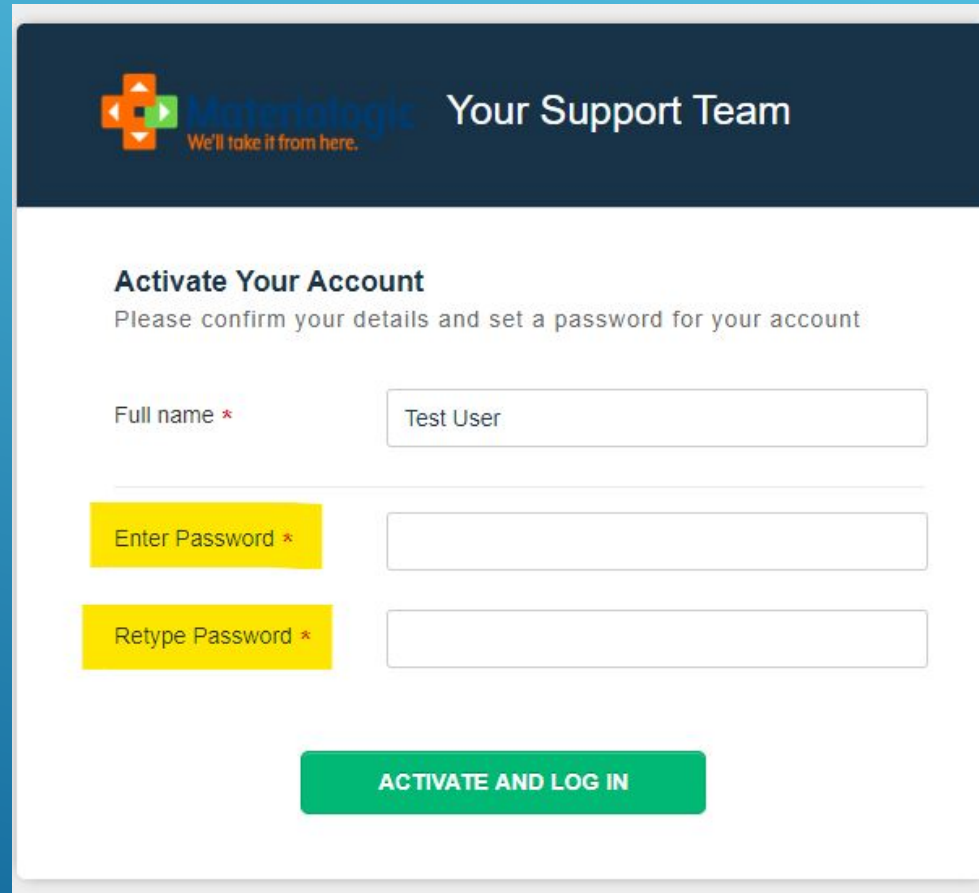
REGISTER

CANCEL

- ▶ A banner will pop up across the top of the screen, indicating registration was successful.
- ▶ An activation link will be sent to the email address provided.



- ▶ Follow the link in the email to create a secure password.
- ▶ Select **activate and log in**.



The screenshot shows a web page for account activation. At the top, there is a dark blue header with the Materialogic logo (an orange cross with a green square in the center) and the text "Materialogic Your Support Team" and "We'll take it from here." Below the header, the main content area is white. It features the heading "Activate Your Account" and the instruction "Please confirm your details and set a password for your account". There are three input fields: "Full name *" with the value "Test User", "Enter Password *" (highlighted in yellow), and "Retype Password *" (highlighted in yellow). A green button labeled "ACTIVATE AND LOG IN" is positioned at the bottom of the form.

Materialogic Your Support Team
We'll take it from here.

Activate Your Account

Please confirm your details and set a password for your account

Full name *

Enter Password *

Retype Password *

ACTIVATE AND LOG IN

- ▶ You will then be directed to the home page. From here you can:
 - ▶ Create support tickets
 - ▶ Check the status of tickets
 - ▶ Browse our knowledge base

Materialogic
We'll take it from here.

Home Solutions Forums

How can we help you today?

[New Support Ticket](#) [Check Ticket Status](#)

Enter your search term here...

Your account has been activated.

Knowledge base

General

FAQ (5)

- Terminology Index
- Order Statuses in InfoPlus
- Order Sources in InfoPlus
- Where to Find Your Data in InfoPlus
- Helpful Information - InfoPlus

Shipping & Receiving Documentation (1)

- Receiving Guidelines

Knowledge Base

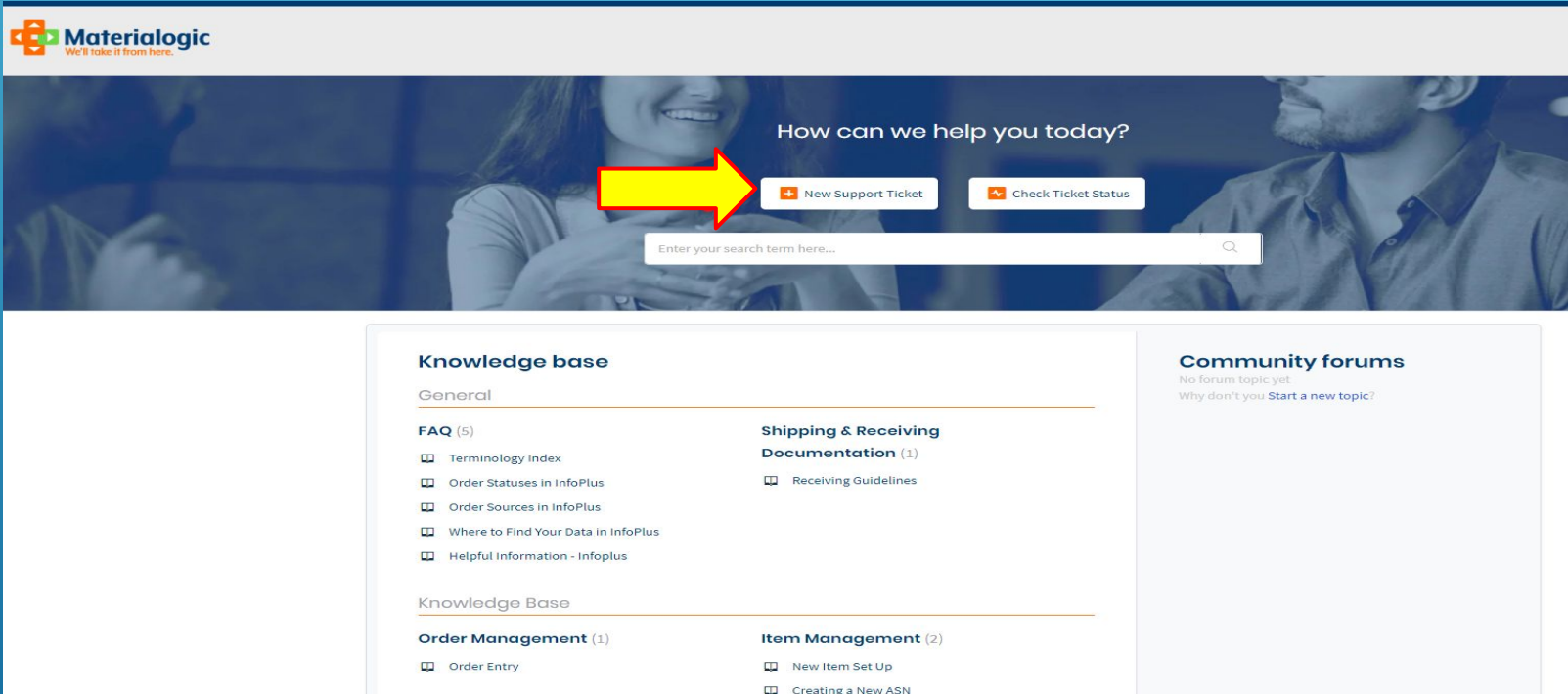
Order Management (1) **Item Management (2)**

Community forums

No forum topic yet.
Why don't you [Start a new topic?](#)

SUBMITTING A SUPPORT TICKET

- ▶ After signing in to Freshdesk, click on **new support ticket**



- ▶ Complete all of the required fields that are marked with a red asterisk.
- ▶ Refer to the guide in the right hand side of the screen to help determine the priority level of your support ticket.
- ▶ Attachments such as spreadsheets, purchase orders, screenshots of errors, etc., may be added using the attach file feature.
- ▶ Once all details and attachments have been set up, click the submit button.

The screenshot shows the Materialogic 'Submit a ticket' form. The form includes fields for Customer Email, What do you need help with?, Related to, Customer Priority, and Description. A '+ Attach a file' button is located below the description field. At the bottom of the form are 'SUBMIT' and 'CANCEL' buttons. To the right of the form is a yellow box titled 'Explanation of ticket priorities:' which lists four priority levels: Low, Medium, High, and Urgent, each with a brief description and response time.

Materialogic
We'll take it from here.

Submit a ticket

Customer Email *

Add cc

What do you need help with? *

Related to *

Customer Priority *

Description *

B *I* U | | |

+ Attach a file

SUBMIT **CANCEL**

Explanation of ticket priorities:

Low:
No Business Impact: Use for a question, comment, or a non-impacting issue. Response time is within 1 business day.

Medium:
Minimal Business Impact: Use to report a non-critical question or problem. Response time is within 8 hours.

High:
Significant Business Impact: Use for a major issue that severely impacts business, although you are still able to do work in a limited capacity. Response time is within 4 business hours.

Urgent:
Critical Business Impact: Use for a catastrophic issue that prevents business operations with no procedural workaround. Response time is within 1 hour.

- ▶ Once the ticket has been submitted, you will receive a confirmation email from an agent, letting you know your ticket has been received and is being reviewed.
- ▶ Responses will be sent to the email address provided.

For questions email
support@materiallogic.freshdesk.com

A decorative graphic consisting of several parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.