



**1010DATA**

MORE POWER TO YOU

# 1010data Support Portal

Frequently Asked Questions



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## WHAT IS THE 1010DATA SUPPORT PORTAL?

The Support Portal is a unified place to manage your cases online.

Our new self-service platform will make it easy to:

- Create new support requests
- Check on the status of cases
- Update cases including additional descriptions and priority levels
- Export your tickets
- Search the Knowledge Base for self-help articles

## HOW DOES MY INTERACTION WITH 1010DATA SUPPORT CHANGE?

Submitting a case to 1010data support has not changed. You can continue to:

- **Email** [support@1010data.com](mailto:support@1010data.com), which will still create a ticket for you in our Support Portal - but you will now be able to log into the Portal and view that ticket's status.
- **Submit tickets when logged into a 1010data session** by clicking 'Help → Support.' New versions of the platform (prod-9.60+) will also include an updated support form and a link to launch the Support Portal from your session.

With the new Support Portal, you can now:

- **Submit tickets within the portal** by clicking the 'Create New Ticket' button. Creating a ticket here provides you with the ability to set ticket properties and see article suggestions before submitting your case.

## HOW DO I ACCESS THE 1010DATA SUPPORT PORTAL?

You can log into the Support Portal by entering in your 1010data username and password at the following link: <https://support.1010data.com>



The screenshot shows the 1010data Support Portal login interface. At the top is the 1010DATA logo. Below it is a white box titled "1010data Support Portal" containing a "Username" field, a "Password" field, and a red "Login" button.

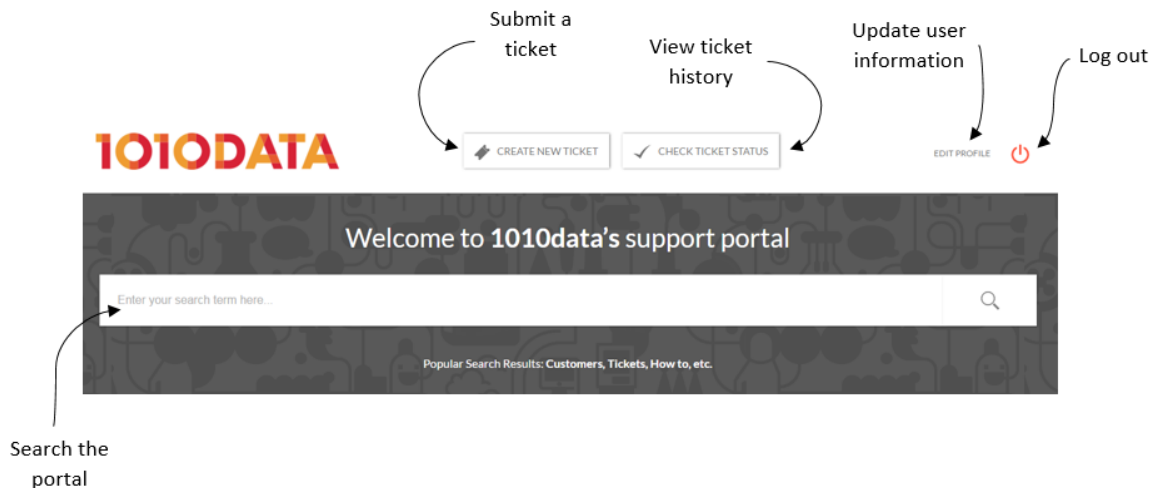
During our roll out, you will also be able to access the Support Portal via the buttons in an Announcement posted on your 1010data **Start Page**:

### ***Announcing 1010data's New Support Portal!***

You may submit a ticket via email or by clicking here: [Submit Support Request](#)

You can launch into our support portal by clicking here: [Launch Support Portal](#)

Once logged in, please refer to the **Homepage Guide** below when navigating the portal:



The screenshot shows the 1010data Support Portal homepage. At the top left is the 1010DATA logo. Below it is a dark grey header with the text "Welcome to 1010data's support portal". Underneath is a search bar with the placeholder text "Enter your search term here..." and a magnifying glass icon. Below the search bar, it says "Popular Search Results: Customers, Tickets, How to, etc.". To the right of the search bar are four buttons: "CREATE NEW TICKET", "CHECK TICKET STATUS", "EDIT PROFILE", and a power icon. Arrows point from the buttons to labels: "Submit a ticket" points to "CREATE NEW TICKET", "View ticket history" points to "CHECK TICKET STATUS", "Update user information" points to "EDIT PROFILE", and "Log out" points to the power icon. An arrow points from the search bar to the label "Search the portal".



## HOW CAN I CHECK MY TICKET'S STATUS?

You can view your ticket status and history by clicking the **Check Ticket Status** button at the top of the portal homepage (see [Homepage Guide](#)). Once here, you can filter by ticket status, sort and export your tickets.

## CAN I SUBMIT NEW TICKETS IN THE PORTAL?

Yes! Once logged into the Portal, you can submit a new ticket and check the status of any existing ones. To submit a new ticket, click on the **Create New Ticket** button at the top of the portal homepage (see [Homepage Guide](#)).

## WHAT "TYPE" SHOULD I DEFINE MY NEW TICKET AS?

Use the following definitions to determine which **Type** your ticket should be labeled as:

Type	Description
Inquiry	General 1010data questions
Feature Request	Requests for new functionality or a change to existing functionality
Bug Report	1010data platform or other products not working as expected
Incident	Significant issues with 1010data
Service Request	Customer-directed or requested activities
Other	Requests directed to relevant teams

## HOW DO I CHANGE MY USER INFORMATION?

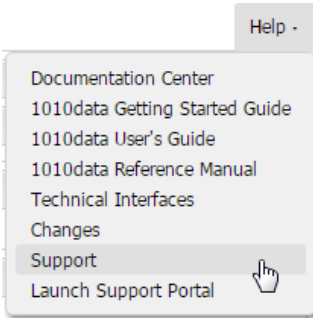
User information can be modified by clicking the **Edit Profile** link in the upper right corner of the portal homepage (see [Homepage Guide](#)). On the **Manage your profile** screen, you can update sections including your phone number, time zone, title, and profile image. The Support Portal Profile is separate from the user information stored in the 1010data platform such as name and e-mail.



# HOW DO I SUBMIT A TICKET FROM MY 1010DATA SESSION?

## ALL VERSIONS

In all versions of the platform, the actions remain the same - to submit a ticket from your session, click **Help** in the top right corner, followed by **Support**.



Note: Clicking **Help** → **Launch Support Portal** will open the portal in a new browser tab (available in prod-9.60+)

You can also submit a ticket via the button in an Announcement posted on your 1010data Start Page (see [Start Page](#)).

***Announcing 1010data's New Support Portal!***

You may submit a ticket via email or by clicking here: [Submit Support Request](#)

You can launch into our support portal by clicking here: [Launch Support Portal](#)

Clicking **Submit Support Request** will launch the updated form on the next page.



## NEWER VERSIONS (PROD-9.60+)

In newer versions of the platform, clicking **Help** → **Support** will open an updated support form. The new form provides all of the same options as the new ticket form in the portal, with the added functionality of taking a screenshot of your 1010data session.

The screenshot shows a web form titled "Help & Support". At the top, there is a close button (X) and the title. Below the title is a text input field containing the email address "dave.guidice@1010data.com". Underneath is a "Subject" field with a red asterisk indicating it is required. A rich text editor follows, with icons for bold (B), italic (I), underline (U), bulleted list, numbered list, link, unlink, and a refresh icon. Below the editor are two dropdown menus: "Type" with a three-dot menu icon and "Priority" with "Low" selected. A "Submit" button is located at the bottom right of the form.

Note: For versions prior to prod-9.60, the original form will be displayed.

## WHO SHOULD I CONTACT FOR ADDITIONAL QUESTIONS?

Please contact [support@1010data.com](mailto:support@1010data.com).