

LogicNets Support Portal User Manual

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1.0 Introduction

This manual describes how to report problems and ask questions by using the LogicNets support portal that has been provided to your group. LogicNets asks you to fill in specific details concerning identified system issues or open questions so our technical team is best able to help you.

2.0 Request a New Account

To request a new account contact your LogicNets point of contact. You can also request a new account for a colleague by selecting "Request a new account" from the Support Portal home page and entering your colleague's name and email address. Please remember to use only your company-provided email addresses, as the Support Portal sends notifications and updates based on this address.

What can we help you with?

 **Request a new account**
Request a new account for the support portal ▼

Request a new account for an internal system

Raise this request on behalf of *

 noreply@logicnets.com (noreply@logicnets.com) ✕ ▼

Your full name *

Please enter your full name

Your email address *

Please enter your company email address

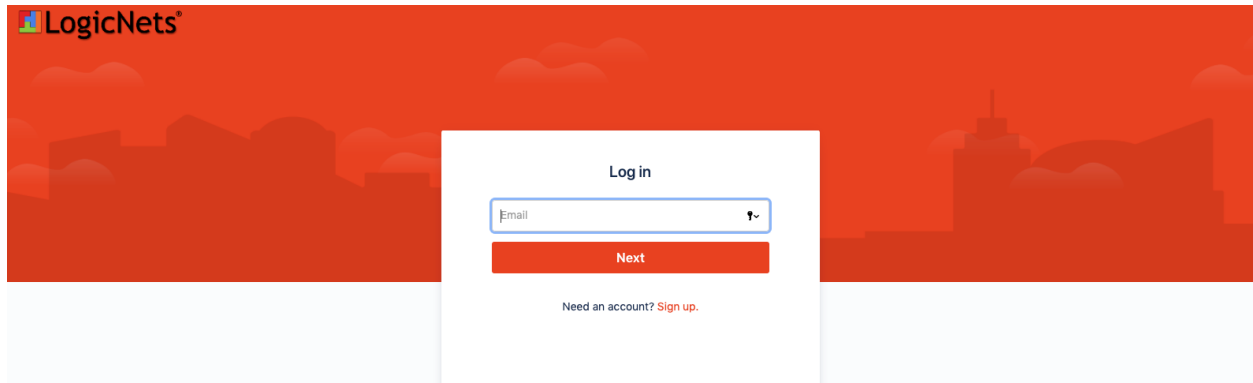
Share with *

 Share with LN DevTeam ▼

SendCancel

3.0 Log in to the Support Portal

Using the URL LogicNets provided you to the Support Portal, go to the portal login page. The URL will look something like this: *https://<company name>support.logicnets.com*. And the login screen looks like this:



Each user has his own account, based on their company email address and a password. LogicNets does not provide a password for a user's first login. Simply click "Forgot your password?" and you will receive an email that allows you to set/reset your password.

Once you have logged in to the Support Portal, you will see the portal home screen, where you can choose between:

- Reporting a production problem
- Requesting a change
- Asking a support question
- Requesting a new account for a colleague
- Looking at all (outstanding) requests entered by you and/or your colleagues



TEMPLATE SUPPORT PROJECT

Welcome! You can raise a request from the options provided.
Tickets in "Waiting for Customer" status for more than 30 days with no activity will be closed.
Customers can re-open these tickets at any time, as necessary.

Quick guide to SEVERITY (refer to contract for full LogicNets Support SLA)
SEV1 = PRODUCTION version of runtime/published systems is down and preventing end-user access/productivity
SEV2 = PRODUCTION issue on one or more important features impacting end-user productivity. Workaround available and system is up
SEV3 = Other issues on PROD/TEST/DEV environments, operations are sustainable without modification required on current release
SEV4= Information (e.g modelling recommendations?) and enhancement requests

We appreciate your efforts to categorize defects appropriately.

What can we help you with?

**Production problem**

Report a problem, incident, or system outage

**Change Request**

Request for new or modified LogicNets functionality

**Support request**

Ask a question

**Request a new account**

Request a new account for the support portal

4.0 Report a Production Problem

When you encounter a problem with your LogicNets system use the Support Portal to report the issue. To help LogicNets solve your problem as quickly as possible please fill in all required information, including steps how to reproduce the problem, the version number of your system, any configuration details, and screen shots if available.

Based on your support contract and agreed-upon response times, please fill in the business impact, so the LogicNets team can determine the urgency of your issue.

What can we help you with?



Production problem

Report a problem, incident, or system outage



Raise this request on behalf of *



noreply@logicnets.com (noreply@logicnets.com)



Problem summary *

Add a summary/short description of the issue

Business impact *

How does this problem impact your business to help us understand the severity?

Severity *

SEV3 (Moderate)



What is the severity of your problem according to the defined severity levels?

Description *

Add a more detailed description of the issue.

Reproduction *

What steps should we take to reproduce the issue (to speed up finding a solution)?

Attachment

Drag and drop files, paste screenshots, or browse

[Browse](#)

Upload attachments like screen shots and log files to help determine the cause of the problem.

LogicNets version *


▼

Which version of LogicNets are you using?

Configuration *


Which system and software versions are you using (browser, operating system)?

First Occurrence *

e.g. 20/Jun/19 

When did this problem first occur?

Share with *

 Share with LN DevTeam ▼

[Send](#) [Cancel](#)

5.0 Request New or Modified Functionality

If there is new functionality or changes to existing functionality you would like in the Designer or in your LogicNets-based applications, you can submit a request using the Support Portal. The LogicNets team will evaluate your request and determine if the change is possible, if there is a charge required for this change, and when the LogicNets team can schedule the work into the development calendar.

What can we help you with?



Change Request

Request for new or modified LogicNets functionality



Raise this request on behalf of *



noreply@logicnets.com (noreply@logicnets.com)



Summary *

Summary / short description of your request

Description *

More detailed description of your request

Reproduction

If your request relates to a certain situation, how can that be reproduced?

Attachment

Drag and drop files, paste screenshots, or browse

Browse

You can upload attachments like screen shots and log files to illustrate your request

LogicNets version *

Which version of LogicNets are you using?

Configuration *

Which versions are you using? (browser, operating system)

Share with *

 Share with LN DevTeam

Send

Cancel

6.0 Ask a Support Question

You can use the Support Portal to ask a general question about (or request help with) LogicNets functionality. To do this select "Support request" from the portal home page.

What can we help you with?



Support request

Ask a question



Raise this request on behalf of *



noreply@logicnets.com (noreply@logicnets.com)



Summary *

Summary / short description of your question

Description *

More detailed description of your question

Reproduction

If your question relates to a certain situation, how can that be reproduced?

Attachment

Drag and drop files, paste screenshots, or browse

[Browse](#)

You can upload attachments like screen shots and log files to illustrate your question

LogicNets version *

Which version of LogicNets are you using?

Configuration *

Which software and versions are you using? (browser, operating system)

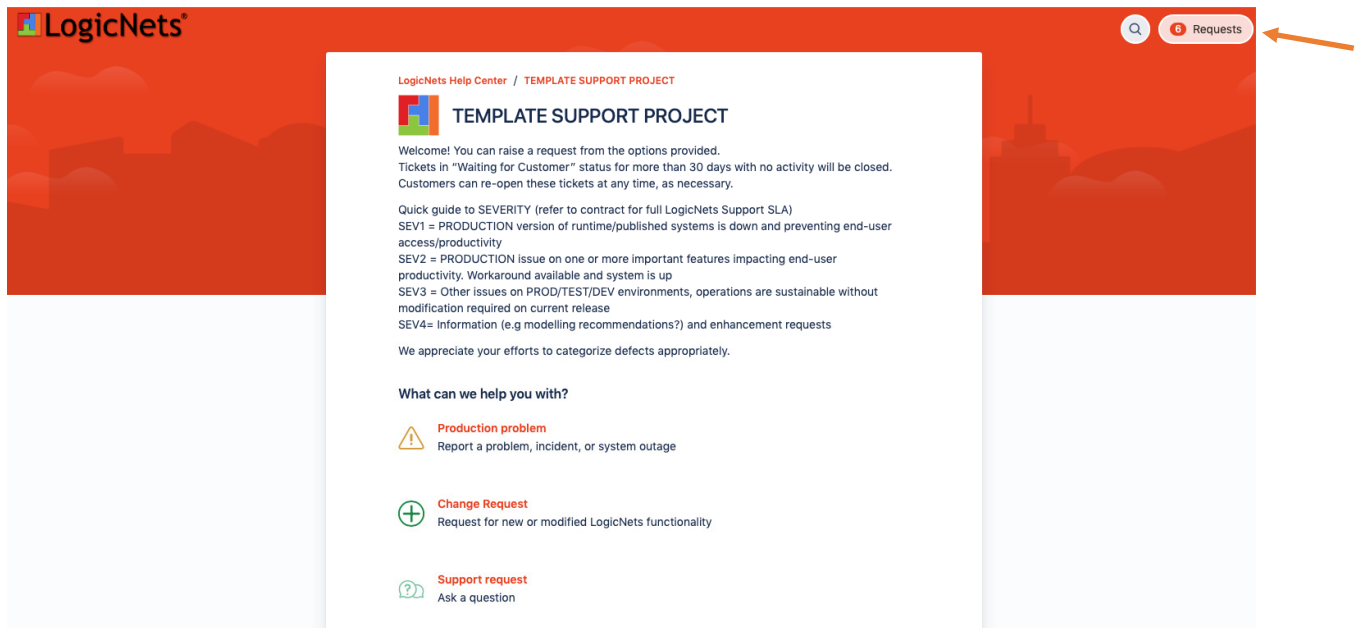
Share with *

[Share with LN DevTeam](#)

[Send](#) [Cancel](#)

7.0 Review Your Requests

You can retrieve an overview from the portal of all of your requests/tickets. To do this click "Requests" at the top-right-side of the main screen of the support portal.



The portal will display your filter options, which include the following:

- Text in the request/ticket
- Status
- Who created the request/ticket
- Type of request (Production problem, New account, Support request)

The system will display a list of requests based on the filters provided. You can view the details of the ticket by clicking on it.

8.0 Status of a Ticket

Your ticket can be in one of following states:

- *Support Ticket Logged.* This indicates that your new ticket has been received successfully via the support portal.
- *Waiting for Support.* This indicates that LogicNets has started working on the ticket.
- *Waiting for Customer.* This indicates that LogicNets is awaiting further information from you to continue working on the ticket.
- *Resolved.* This indicates that the ticket has been resolved.

9.0 Update the Status of a Ticket or Comment on Its Status

There are times that you will want to update the status of your ticket; for example, if the issue has been successfully resolved. To update a ticket's status click the ticket to select it. On the right side of the screen you will see the following options:

- *Resolve this issue.* This indicates that the problem has been resolved or your request has been answered to your satisfaction and the ticket can be closed.
- *Respond to support.* This indicates that you want to add a comment or message to the ticket for the LogicNets support team.

WAITING FOR CUSTOMER

 **Don't notify me**

 **Share**

 **Resolve this issue**

 **Respond to support**

10.0 Reopen a Request or Ticket

In the Support Portal you are able to reopen a previously closed ticket. To do so, filter the list of requests by "Closed requests" and select the one you want to reopen. On the right side of the screen, click the "Reopen issue" option. Enter any updates you would like to make in the ticket.

RESOLVED

 Don't notify me

 Share

 Reopen issue

11.0 Modify Your Profile or Log Out

On the right side of the main screen of the support portal, you will see your avatar or picture. By clicking on it, you can select the option to modify your profile/personal information or you can select the option to log out.

