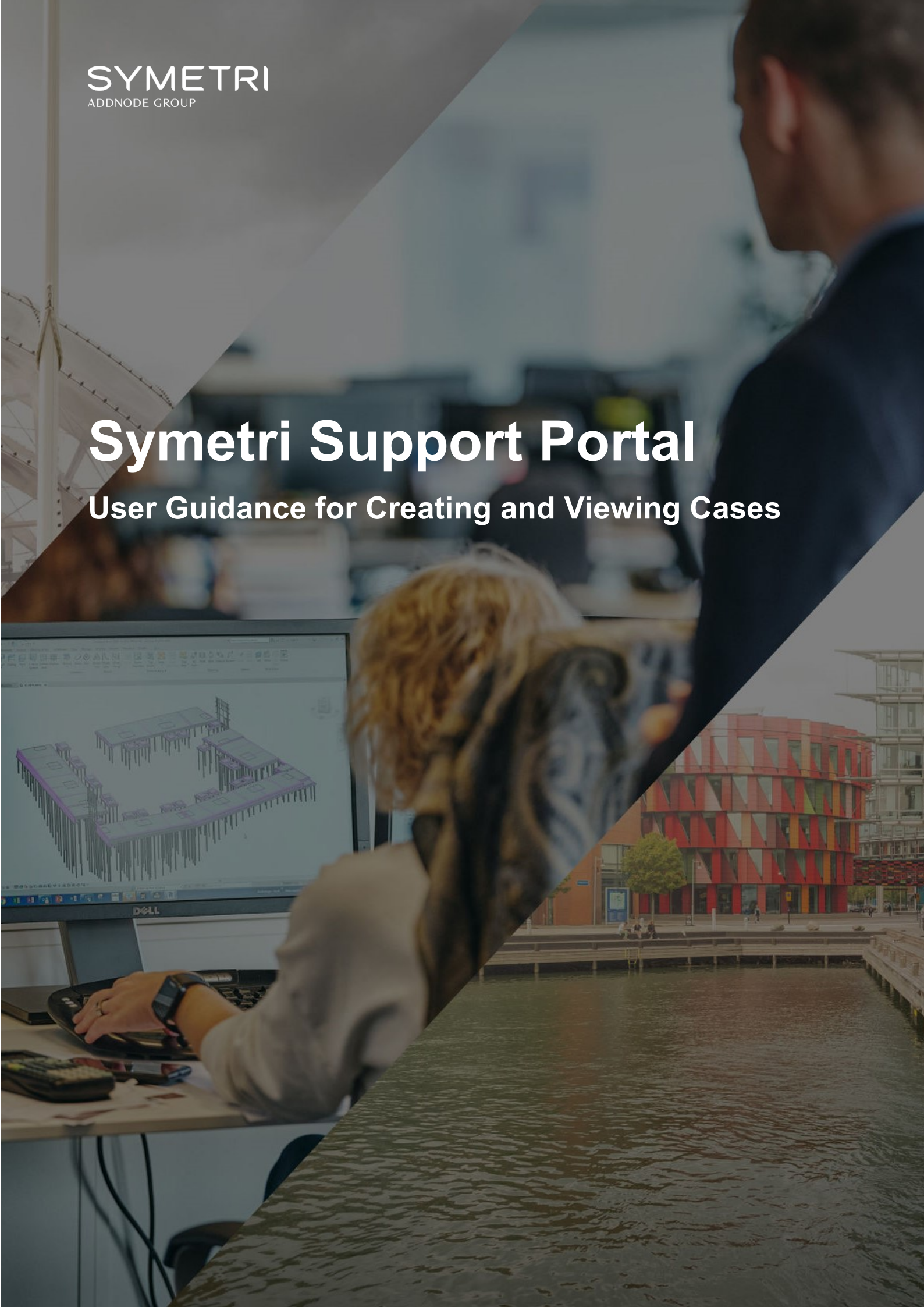
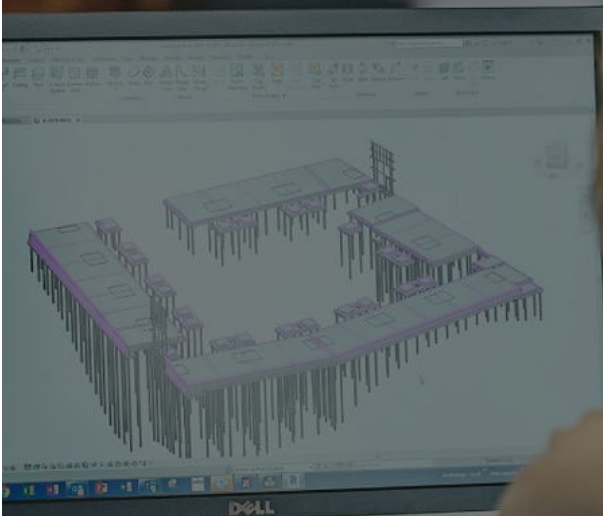


**SYMETRI**

ADDNODE GROUP

# Symetri Support Portal

User Guidance for Creating and Viewing Cases



# User Guidance for the Symetri Support Portal

The Symetri Support Portal can be accessed via a web browser using the following link:

<https://support.symetri.com/>

## **First-time user**

Your username is your company email address.

Type this in the **Username** box and click on ***Forgot your Password.***

Enter your registered company email address.

You will receive an email, follow the instructions to set your password.

Once the password has been successfully reset you will be able to Sign in.

## **To log in**

Log in using your company email and the chosen password:

The screenshot shows the top navigation bar of the Symetri Support Portal. On the left is the Symetri logo (ADDNODE GROUP). On the right are links for 'My Support' and 'Sign in'. Below the navigation bar is a 'Sign in' heading. The sign-in form includes a label '\* Username' with a text input field containing 'You Company Email', a label '\* Password' with an empty text input field, a checkbox for 'Remember me', and two buttons: 'Sign in' and 'Forgot your password?'. A link for 'Privacy policy' is located below the buttons.

**Viewing cases**

Once logged into the portal, you are presented with the page listing all your open cases:

The screenshot shows the SYMETRI support portal interface. At the top, there is a navigation bar with the SYMETRI logo and 'ADDNODE GROUP' on the left, and 'Create Case', 'My Support', and 'Your Name' on the right. Below the navigation bar, the breadcrumb 'Home > Support' is visible. The main heading is 'Support'. Below the heading, there is a section for 'My Open Cases' with a search bar and an 'Open a New Case' button. A table lists two open cases:

Case Number	Case Title	Type	Origin	Customer	Status Reason	Created On
CAS-XXXXXX-XXXXXX	AV not updating	Configuration	Web	Your Company Name	Solution Offered	9/28/2020 12:55 PM
CAS-XXXXXX-XXXXXX	Please assist with printer	Request	Phone	Your Company Name	Open (In Progress)	9/28/2020 12:47 PM

**Create a Case**

Click on **Create Case** or **Open a New case**

This screenshot is similar to the previous one but highlights the 'Open a New Case' button. A blue arrow points from the text 'Click to create a new case' to the button.

The following screen with be presented:

Home > Support > Open a New Case

## Open a New Case

**Title \***

**Case Type \***

**Product Type \***

**Version \***

**Description \***

If you have a screen shot or document relating to the issue you are logging, attach here.

Attach a file  No file chosen

Complete the following mandatory fields:

**Title:** Summary of the issue you are experiencing (like the subject line in an email).

**Case Type:** Select the description of the issue you are experiencing:

- Request
- Configuration
- Enhancement
- How-to
- Installation & Licensing
- Troubleshooting
- Development
- Problem
- Question

**Product type:** A list of applications and hardware to select from.

**Version:** Type the version of the application you have selected, if you are unsure of the version number, please type N/A.

**Description:** Please give more information of the issue you are experiencing (like the body of an email). Be descriptive as possible, the more information you can provide will ensure a better understanding of the query/issue and a quicker resolution.

**Attach a file:** Attach a screen shot or document you wish to share regarding the issue you are experiencing.

Click **Submit** once you have completed the form or click **Cancel** if you do not wish to proceed with logging the case.

Once the case has been submitted it will now automatically appear in the **My Open Cases** lists.

If you have any questions or issues relating to the Symetri Support Portal, then please contact a member of the support team on 0345 370 1400 or email [support@symetri.co.uk](mailto:support@symetri.co.uk).