APS Networks Support Portal

Introduction

This guide provides guidance and remarks concerning the APS Networks® own support portal.

An access to the APS Networks® Support Portal is granted to all the customers of APS Networks®. Every member of the APS Networks® Support Portal can create support tickets in the portal to e.g. ask for help in installation of our switches or to report features that do not seem to work correctly. It is also possible to add attachments, e.g. screenshots.

If you want to build or install our switches yourself, you can follow the steps mentioned in our Knowledge Base or an open discussion in our community.

Portal User Profiles

There are two types of users in the support portal: standard users and admin users. Users in these two profiles have the following permissions in the portal:

A standard portal user can

- create new tickets, see and update their own tickets,
- see changes on their own tickets made by other users, and
- add comments or attachments to their own tickets.

An admin user can

- create new tickets,
- see and update all the tickets of their own company, and
- add comments or attachments to all the tickets of their own company.

The portal user profile is always defined for each user separately.

Logging in to the Portal

Once the credentials for the portal are activated, you will receive an email for setting up your account. The user name is always the user's email address.

If the user forgets their password, they can reset the password by clicking the **Forgot password?** Reset your Password on the login page of the portal.

Creating a New Support Ticket
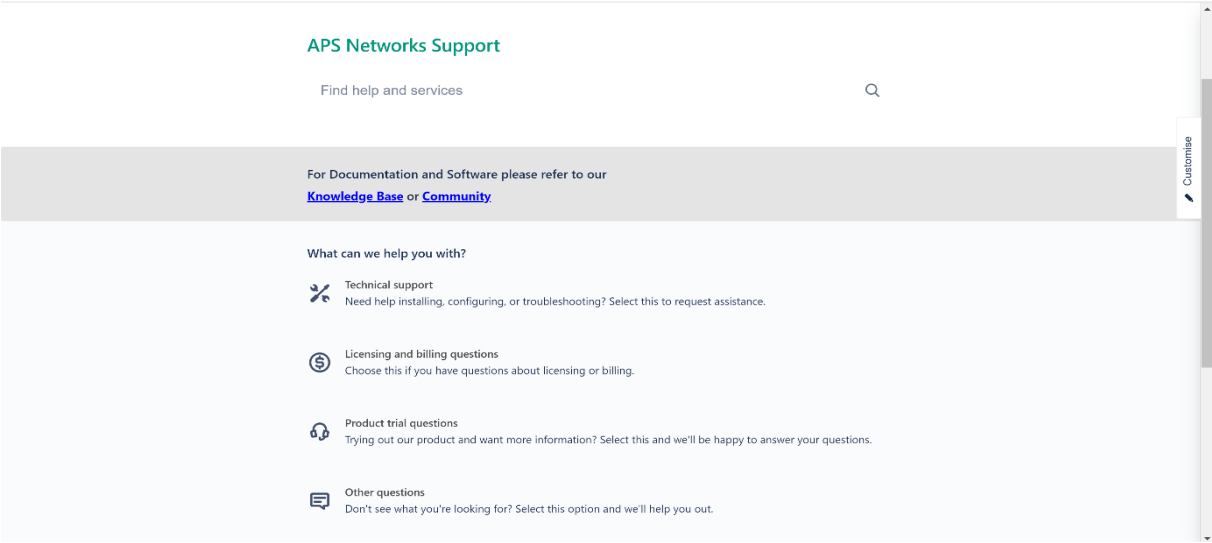
The picture above represents an example of the home page in the portal. Users can create new support tickets by clicking the **Technical Support** button of this view.

A new ticket needs a summary (title) and a description, and the users will also need to determine **components or products and attachment** if required.
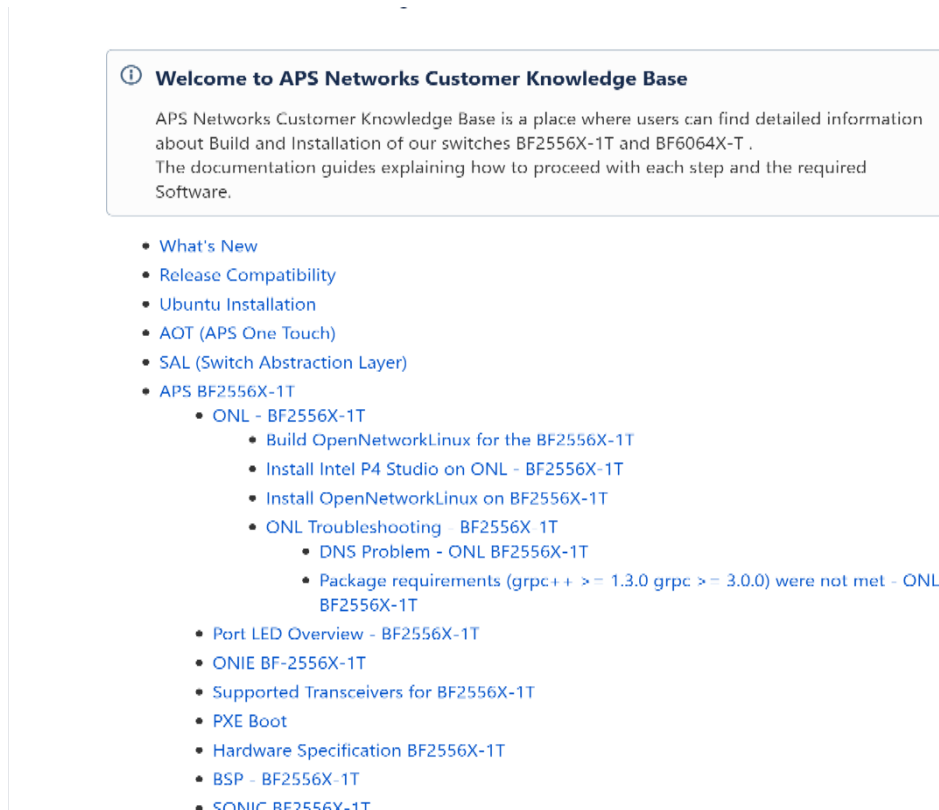
The user can also add attachments in the **Attachment** field. These could be e.g. documents or screenshots concerning a work order or support matter.

The ticket is submitted with the **Sent** button.
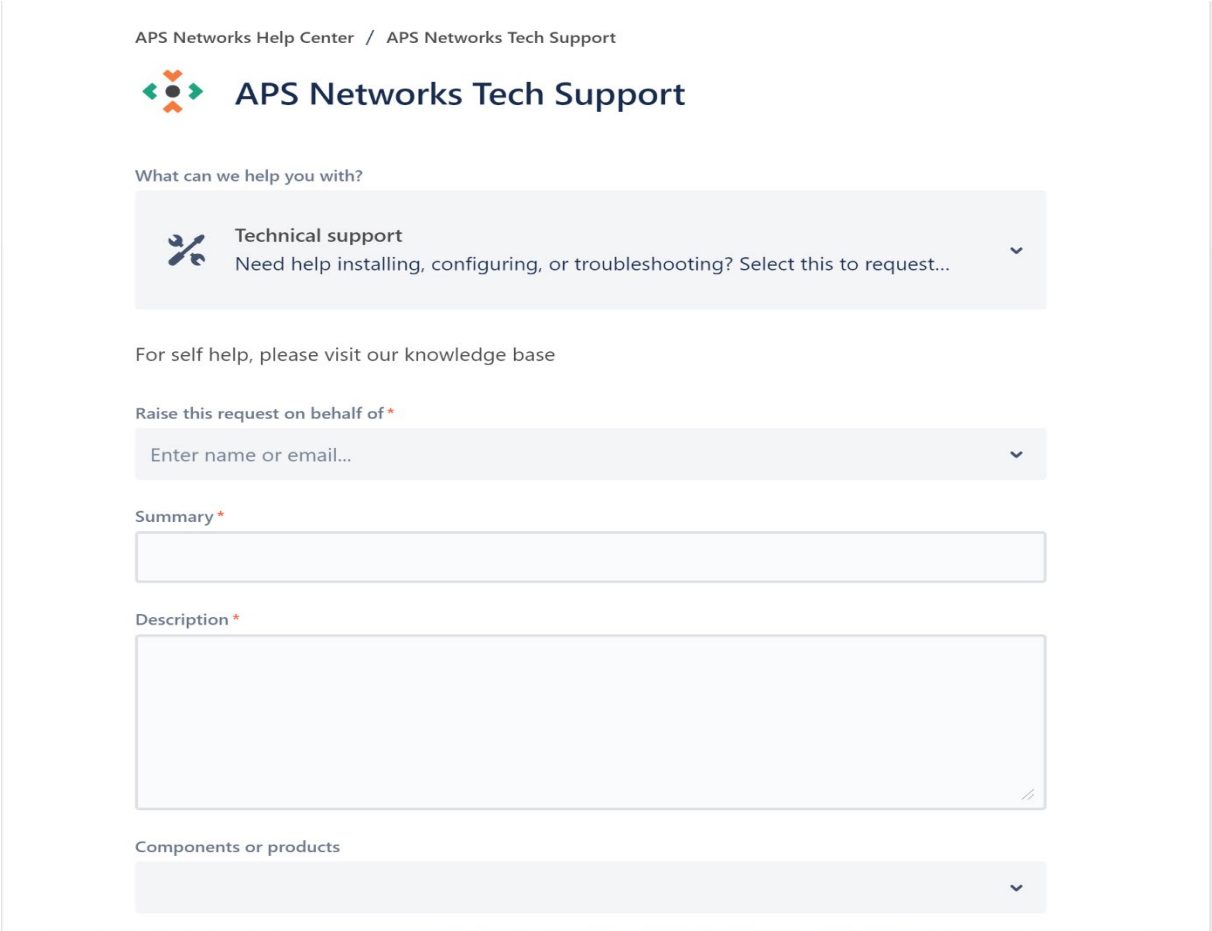
Self Help

If the user wants to build or install our switches on his own, he can refer to our Knowledge Base by clicking on the link shown on our Support Portal. The below picture shows how our Knowledge Base looks like.
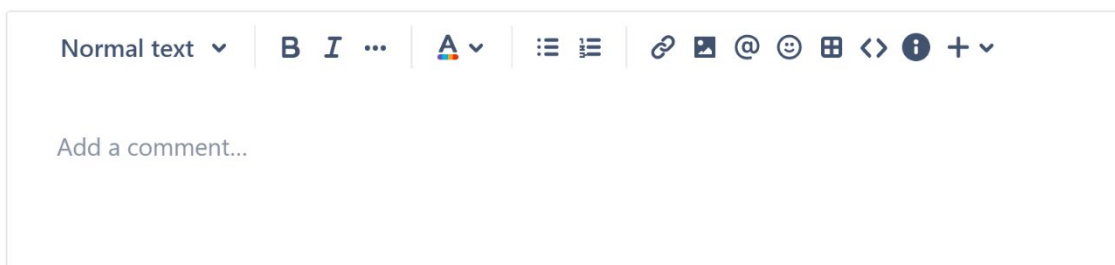

Commenting on a Ticket

After submitting a support ticket, the communication about the matter is continued by commenting on the tickets. By commenting, both the client and the APS Networks® Support Team can discuss the matter, ask and provide more information. The comments can be read and added at the ticket's page (see the picture below). The comments are listed in order of creation and the newest one is shown at the bottom.