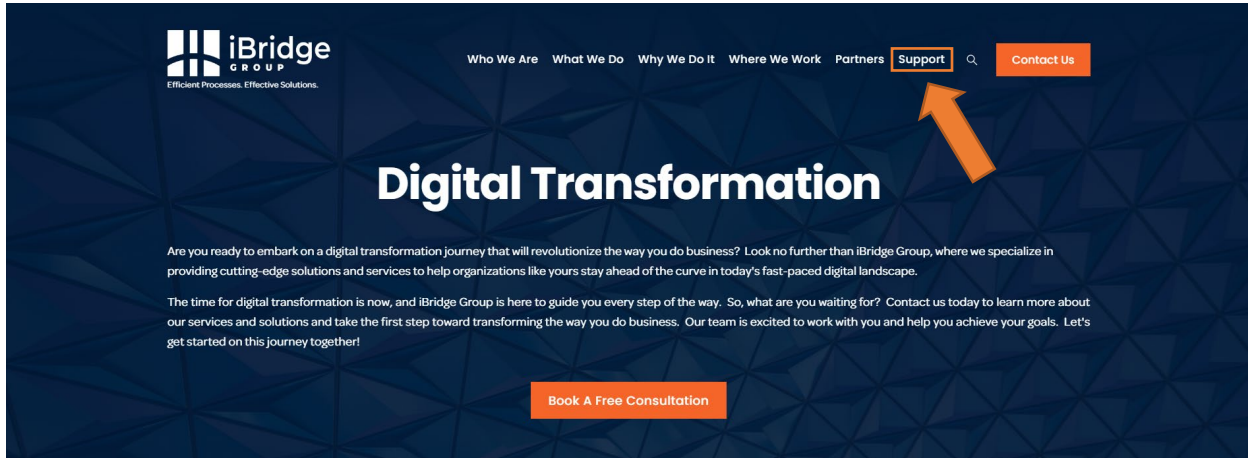


# Creating an iBridge Group Support Case Ticket

## Logging in to iBridge Group Support System

1. From the [ibridgegroup.com](http://ibridgegroup.com) website click on **“Support”**



2. On the support center page click on the **“Support Login”** under Customer



## SUPPORT CENTER

### Getting Reliable Assistance

iBridge Group offers world-class support to help customers fully leverage the value of their investment. With an Extended Service Agreement (ESA), iBridge offers varying levels of technical support, which can be made available around the clock (24 hours a day, 7 days a week) at customer locations or remotely based on a contract to help customers quickly and easily use, manage, and troubleshoot products and solutions.

### Online Support Center

iBridge Group provides online support as an efficient method to submit and track support and maintenance tickets to

#### Customer

- [Support Login](#)

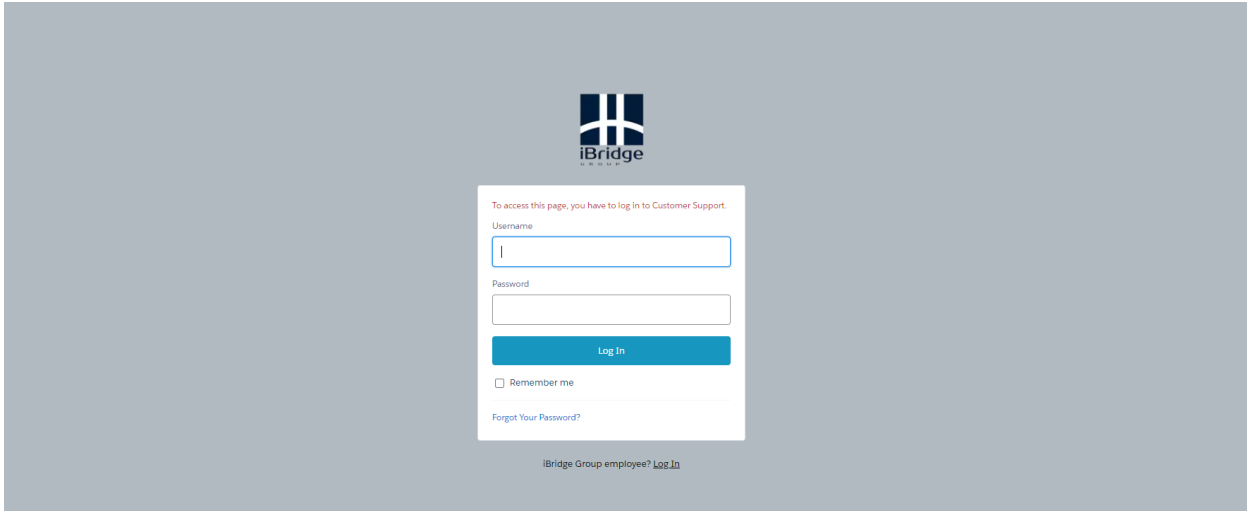
#### Employee

- [Tech Support Login](#)

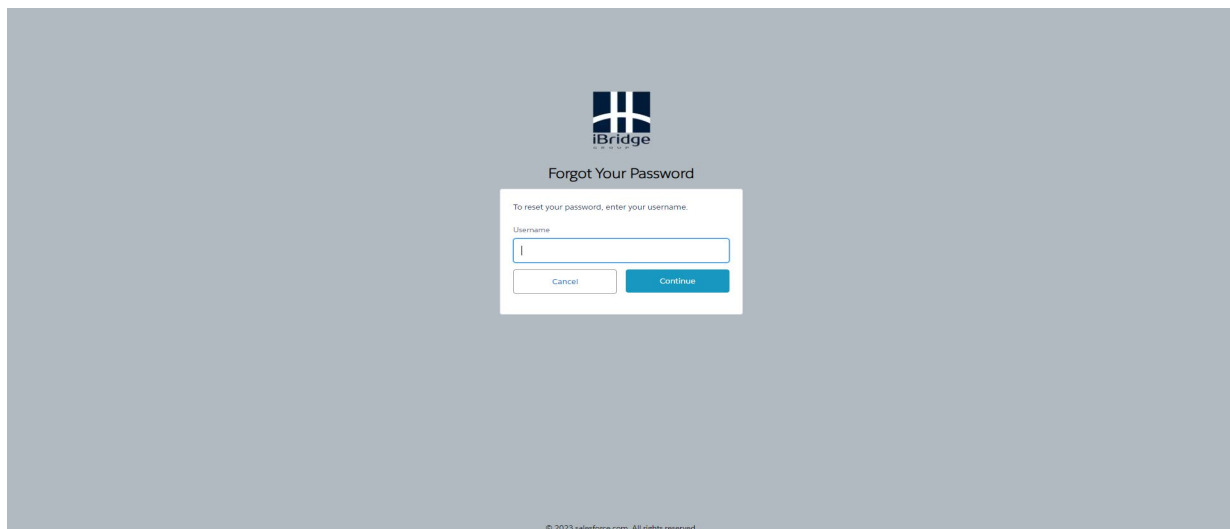
Customer Support & Issue Tracking  
Instructions below

3. Once on the login screen, login in with your account information.

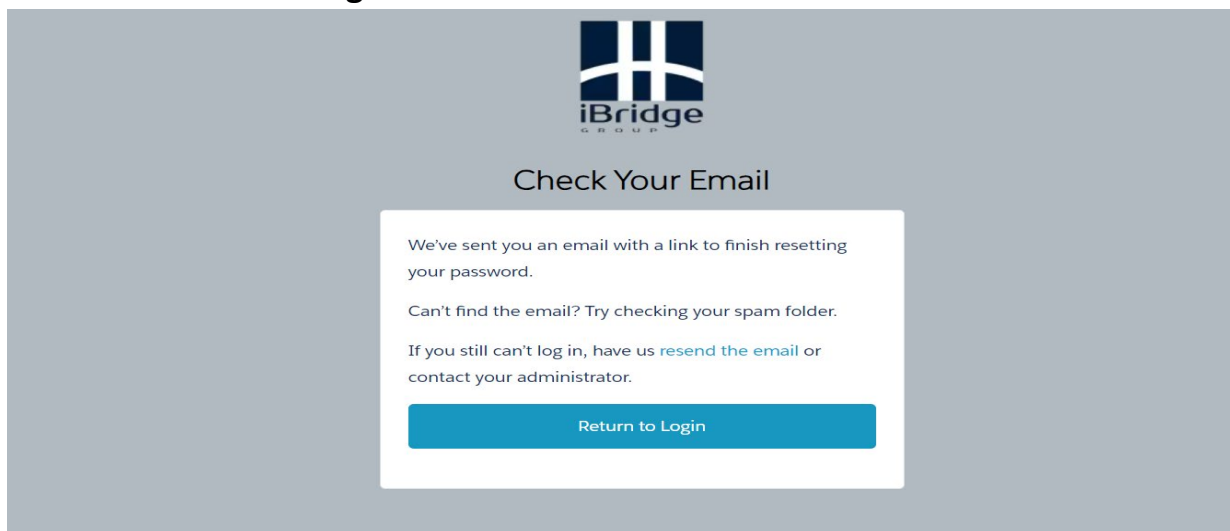
**Please note:** If you have not created a password, or the email that was sent with your credentials has been misplaced, lost, or expired, then, click on **“Forgot Your Password”**



- a. Enter your username which is your email address that is in Salesforce and click on **“Continue.”**



- b. You will receive a message to Check Your Email (see below). Click on **“Return to Login”**



- c. Go to your email and you should see an email from iBridge Customer Support (Customer.support@ibridgegroup.com). An example has been provided below.
- d. Click on the link within the email.

### (Example)

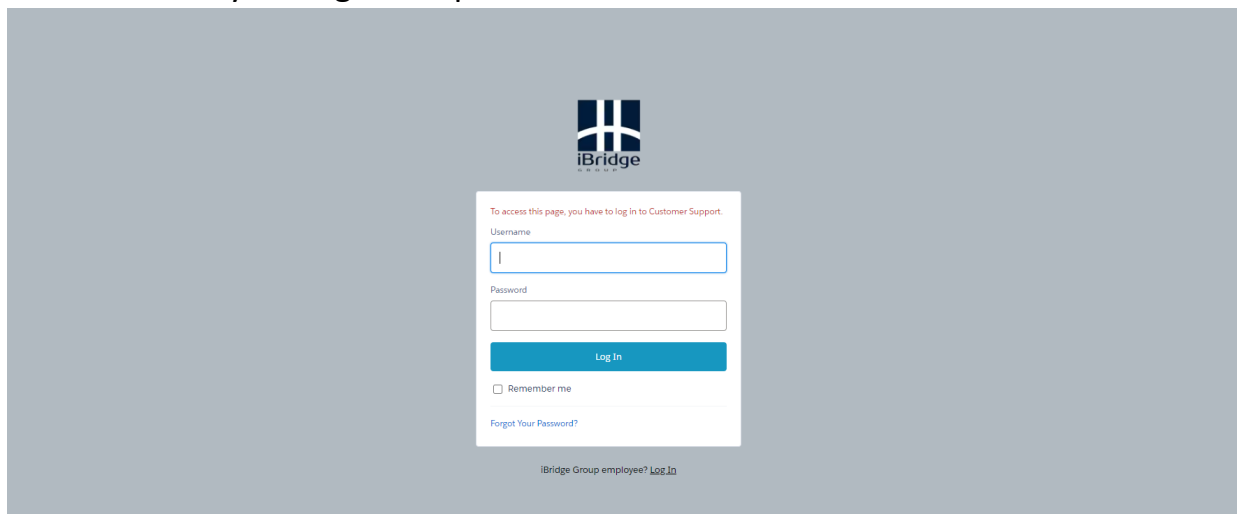
Your password has been reset for Customer Support. Go to:

[https://ibridgegroup.my.site.com/customersupport/secur/forgotpassword.jsp?r=00DDn000000H32H005Dn0000086LjJCjwKMwoPMDBERG4wMDAwMDBIMzJIEg8wMkdEbjAwMDAwMEQ5WW8aDzAwNURuMDAwMDA4NkxqShi4yr2mljESEluEoj1LINd0wDn2BX8fHg0aDKgJ5EAQE3sGDomcMii5tBqQmtZ1XJ54Eb-qHO-VFkw90axfa1R7JvSaQDz\\_TN\\_KcLhiOX9agPc7ck2YFf74S68pelyt4bP&display=page&fpot=5ca59f13-338d-4ec9-b4b5-0fb3c06cfa9afe43e81c-362d-4c71-8a24-7e5902091dfb](https://ibridgegroup.my.site.com/customersupport/secur/forgotpassword.jsp?r=00DDn000000H32H005Dn0000086LjJCjwKMwoPMDBERG4wMDAwMDBIMzJIEg8wMkdEbjAwMDAwMEQ5WW8aDzAwNURuMDAwMDA4NkxqShi4yr2mljESEluEoj1LINd0wDn2BX8fHg0aDKgJ5EAQE3sGDomcMii5tBqQmtZ1XJ54Eb-qHO-VFkw90axfa1R7JvSaQDz_TN_KcLhiOX9agPc7ck2YFf74S68pelyt4bP&display=page&fpot=5ca59f13-338d-4ec9-b4b5-0fb3c06cfa9afe43e81c-362d-4c71-8a24-7e5902091dfb)

Thanks,  
iBridge Group

iBridge Group | LinkedIn | Twitter | Facebook  
iBridge Group, Inc.  
8860 Business Park Drive, Suite 100  
Austin, TX 78759  
<https://ibridgegroup.com>

- e. At this point, you should be at the login screen of the Support system.  
Enter your login and password.



To access this page, you have to log in to Customer Support.

Username

Password

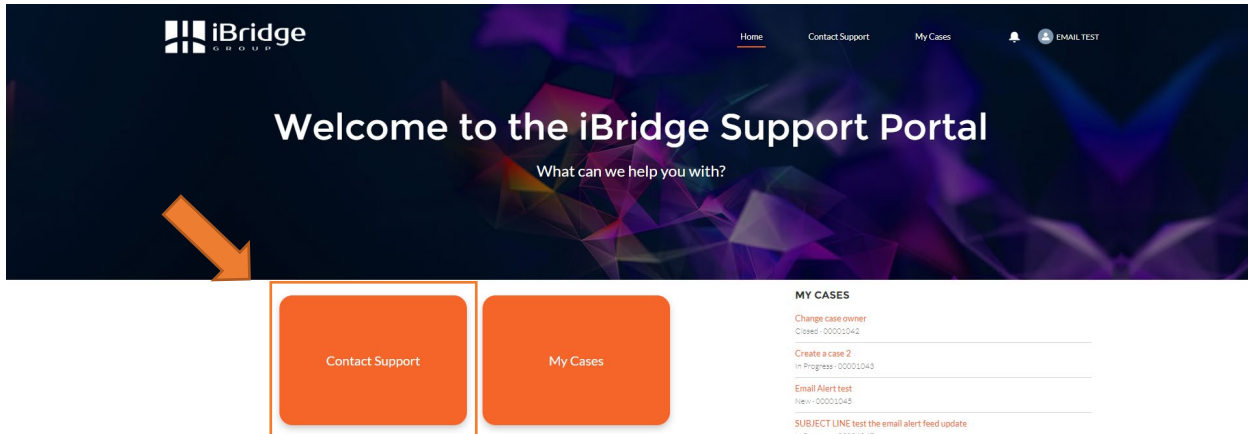
Remember me

[Forgot Your Password?](#)

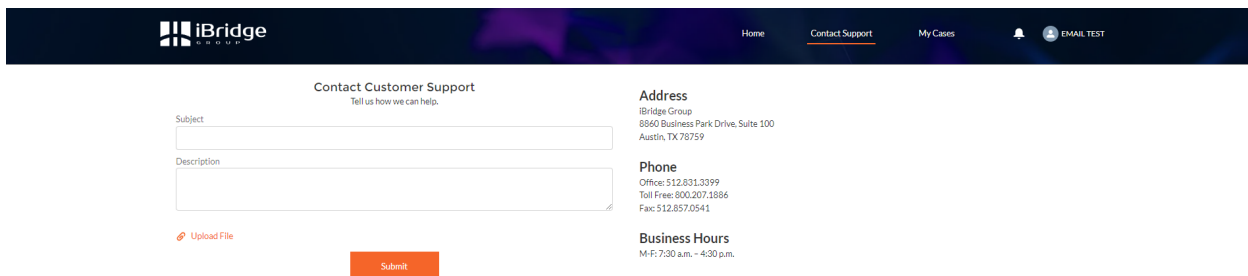
[iBridge Group employee? Log In](#)

## Creating a Case Ticket

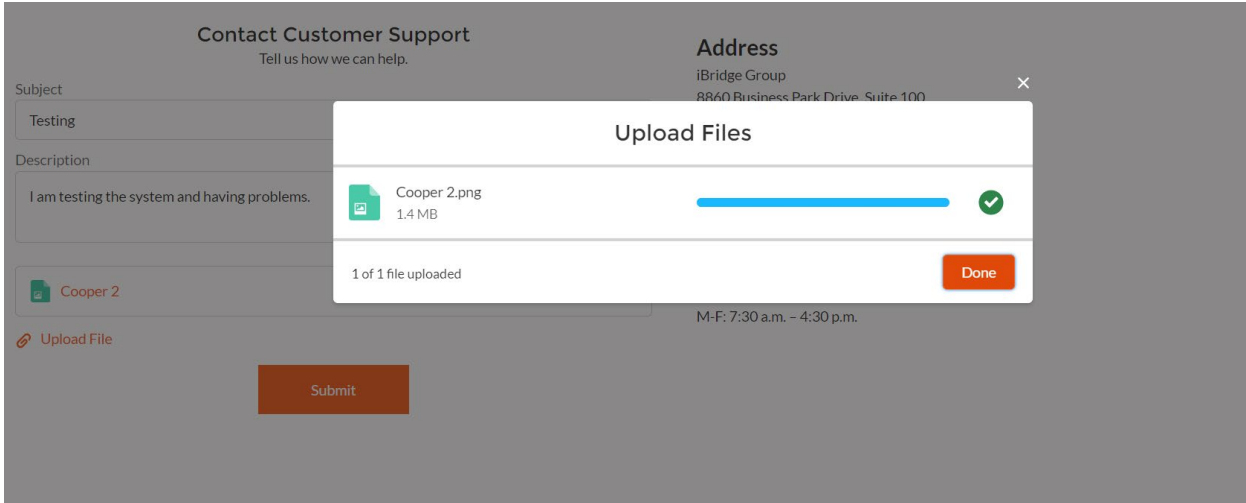
4. On the support site, click on the “**Contact Support**” button



5. Enter the requested information: a subject, and a description of the case. Optionally, a file can be attached by clicking on Upload a file.



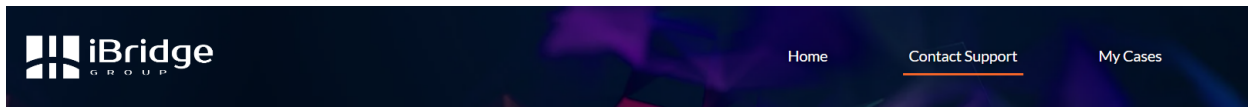
Example of a file being attached. Click on Done once the file has been uploaded.



The screenshot shows a contact support form titled "Contact Customer Support" with the subtitle "Tell us how we can help." The form has fields for "Subject" (containing "Testing"), "Description" (containing "I am testing the system and having problems."), and "Address" (containing "iBridge Group, 8860 Business Park Drive, Suite 100"). A modal window titled "Upload Files" is open, showing a file named "Cooper 2.png" (1.4 MB) with a progress bar and a green checkmark. Below the file, it says "1 of 1 file uploaded" and has a "Done" button. The form also has an "Upload File" button and a "Submit" button. Business hours "M-F: 7:30 a.m. - 4:30 p.m." are listed at the bottom right.

6. Click **“Submit”**

7. A new window will appear, notifying you that a case was created. A summary of the ticket will be provided along with a Case Number.



Your case was created.

We'll get back to you soon.

#### Case summary

Subject: Testing  
Description: I am testing the system and having problems.  
Case Number: **00001054**

#### Address

iBridge Group  
8860 Business Park Drive, Suite 100  
Austin, TX 78759

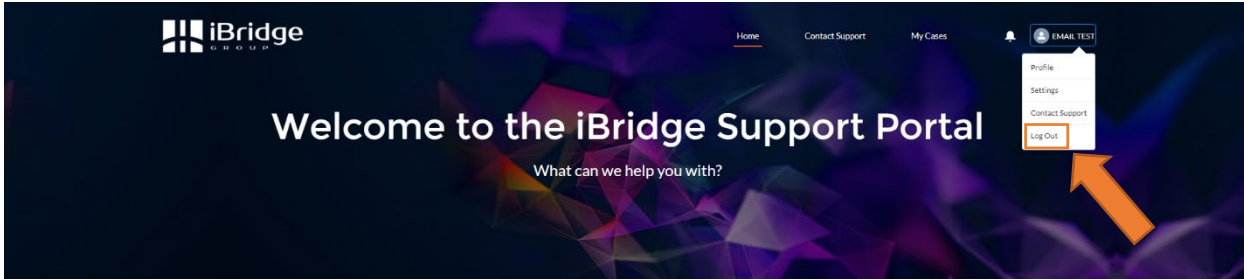
#### Phone

Office: 512.831.3399  
Toll Free: 800.207.1886  
Fax: 512.857.0541

#### Business Hours

M-F: 7:30 a.m. - 4:30 p.m.

8. Once a ticket is created, you can log out at this point by going to your name which is located at the top right-hand corner. Click on our name, and a drop-down menu will appear. Select Log out. Or you can View and Update Existing tickets which is the next section.



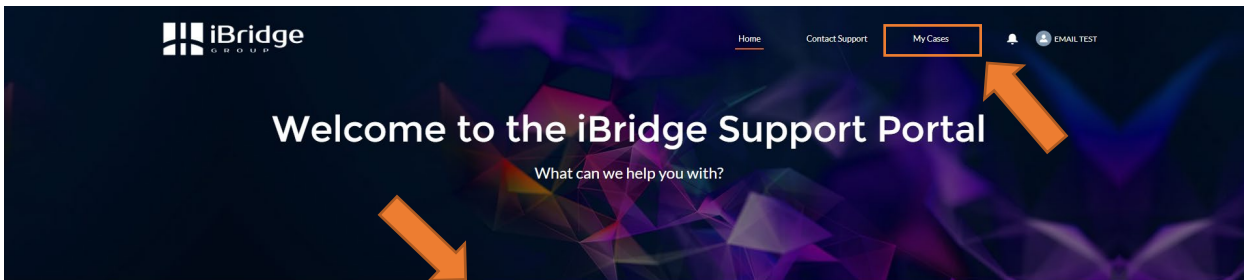
**MY CASES**

|   |
|---|
| Change case owner                             |
| Closed - 00001042                             |
| Create a case 2                               |
| In Progress - 00001043                        |
| Email Alert test                              |
| New - 00001045                                |
| SUBJECT LINE test the email alert feed update |
| In Progress - 00001047                        |
| NEW TEST CASE                                 |
| New - 00001048                                |

[View All](#)

## Viewing and Updating a Ticket

9. To view support tickets, click on “**My Cases**” either from the navigation bar at the top or from the button on the main page.

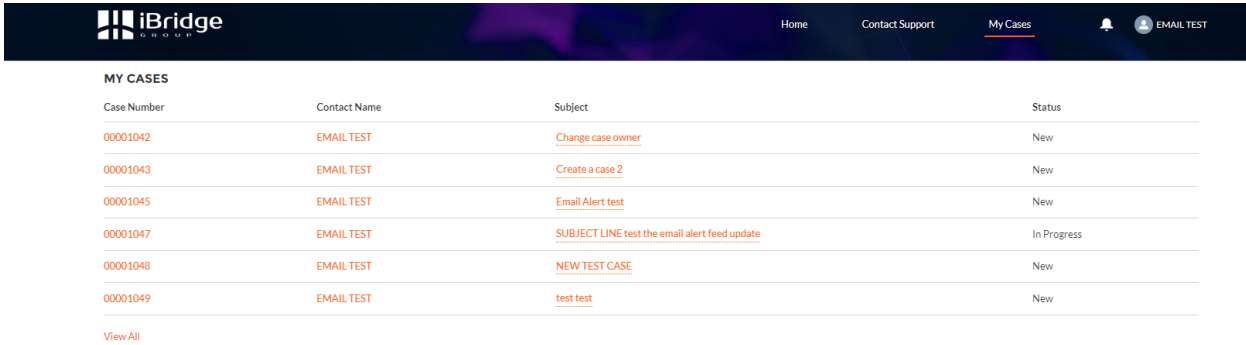


**MY CASES**

|   |
|---|
| Change case owner                             |
| Closed - 00001042                             |
| Create a case 2                               |
| In Progress - 00001043                        |
| Email Alert test                              |
| New - 00001045                                |
| SUBJECT LINE test the email alert feed update |
| In Progress - 00001047                        |
| NEW TEST CASE                                 |
| New - 00001048                                |

[View All](#)

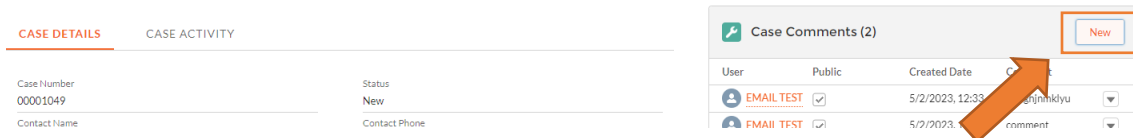
10. From here, click on the case number you wish to view.



| Case Number              | Contact Name               | Subject   | Status      |
|--------------------------|----------------------------|---|-------------|
| <a href="#">00001042</a> | <a href="#">EMAIL TEST</a> | <a href="#">Change case owner</a>                             | New         |
| <a href="#">00001043</a> | <a href="#">EMAIL TEST</a> | <a href="#">Create a case 2</a>                               | New         |
| <a href="#">00001045</a> | <a href="#">EMAIL TEST</a> | <a href="#">Email Alert test</a>                              | New         |
| <a href="#">00001047</a> | <a href="#">EMAIL TEST</a> | <a href="#">SUBJECT LINE test the email alert feed update</a> | In Progress |
| <a href="#">00001048</a> | <a href="#">EMAIL TEST</a> | <a href="#">NEW TEST CASE</a>                                 | New         |
| <a href="#">00001049</a> | <a href="#">EMAIL TEST</a> | <a href="#">test test</a>                                     | New         |

[View All](#)

11. To update a ticket, click on **“New”** in the Case Comment section.



**CASE DETAILS**    CASE ACTIVITY

Case Number: 00001049    Status: New  
Contact Name:    Contact Phone:

**Case Comments (2)**    **New**

| User                       | Public                              | Created Date    | Comment                 |
|----------------------------|-------------------------------------|-----------------|-------------------------|
| <a href="#">EMAIL TEST</a> | <input checked="" type="checkbox"/> | 5/2/2023, 12:33 | <a href="#">Comment</a> |
| <a href="#">EMAIL TEST</a> | <input checked="" type="checkbox"/> | 5/2/2023, 3:00  | <a href="#">Comment</a> |

12. Input the comment and click on **“Save.”**



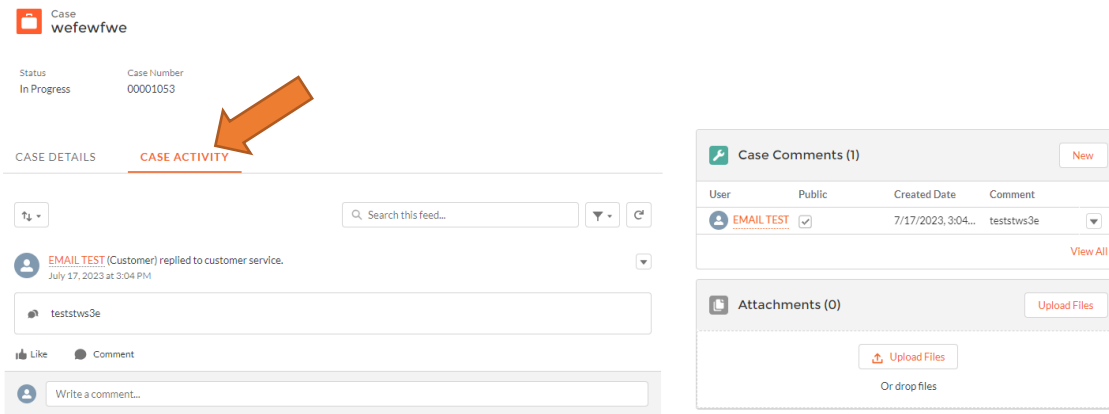
**New Case Comment**

**Information**

\* Body

Public

13. Click on “**Case Activity**” to see updates, emails, and activity that has been added to your case. This is all the history of your case.



Case  
wefewfwe

Status: In Progress  
Case Number: 00001053

CASE DETAILS **CASE ACTIVITY**

Search this feed...

**EMAIL TEST** (Customer) replied to customer service.  
July 17, 2023 at 3:04 PM

teststws3e

Like Comment

Write a comment...

**Case Comments (1)** [New](#)

| User              | Public                              | Created Date       | Comment    |
|-------------------|-------------------------------------|--------------------|------------|
| <b>EMAIL TEST</b> | <input checked="" type="checkbox"/> | 7/17/2023, 3:04... | teststws3e |

[View All](#)

**Attachments (0)** [Upload Files](#)

[Upload Files](#)  
Or drop files

14. Once you have updated your ticket, you can log out at this point by going to your name, which is located at the top right-hand corner (review Step 8 again). Click on your name, and a drop-down menu will appear. Select Log out.