

Quik Series Support System

How To

Contents

Customer: How to raise a support ticket?	2
Option 1: Via QSS Portal	2
Option 2: Directly emailing support@quikseries.com	4
Customer: How to respond to a support ticket?	5
Option 1: Via QSS Portal	5
Option 2: Directly replying to the corresponding email received from support@quikseries.com about the enquiry	7
Email notifications	7

Customer: How to raise a support ticket?

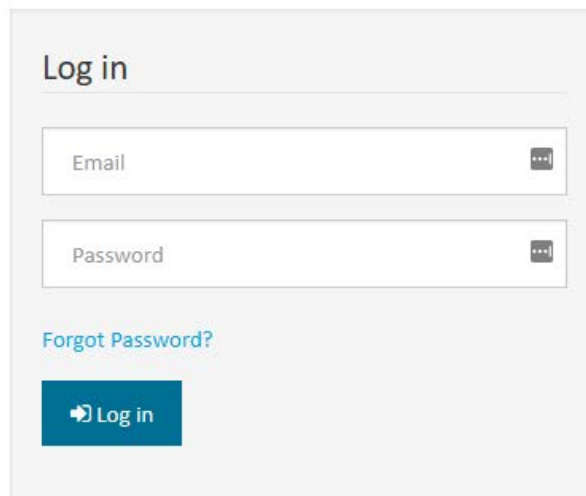
There are two ways to raise a support ticket:

1. Via QSS Portal
2. Directly emailing support@quikseries.com

Next, will explore how you request support for each option.

Option 1: Via QSS Portal

1. Login to QSS Portal from <https://portal.quikseries.com>
2. Enter your Email and Password as shown below

The image shows a login form titled "Log in" in a light gray box. The form contains two input fields: "Email" and "Password", each with a small eye icon to its right. Below the password field is a link that says "Forgot Password?". At the bottom of the form is a blue button with a white arrow icon and the text "Log in".

3. Once you login successfully, click on **Support** as shown below:

QSS PORTAL Home Software Updates Buy Software Support Company Product English Demo

Welcome to QSS

QSS Portal Functions

Company Buy Software Software Updates Support Product

Manage your company details and company contacts
Renew and purchase QuikSeries software
View and download all QuikSeries software installers and update files
Contact us directly with any support requests
View information about your

- 4. You can either view list of open tickets by clicking **View Tickets** icon, or click on **Create Ticket** to create a new support ticket. For this case, we click **Create Ticket**.

QSS PORTAL Home Software Updates Buy Software Support

Support

View Tickets Create Ticket

View the list of open tickets Raise a support ticket

5. Next, you can describe the support ticket you are raising for, by filling up the required fields as shown below. Here are the list of fields and their definition:

- **Subject** – short description about the support ticket
- **Support Type**
 - General – any general support enquiries
 - Licensing – any support enquiries to do with licensing renewals or purchasing new licenses
- **Details** – long description about the support ticket
- **Attachments** - Optionally you can attach a file to help us resolve the issue quicker.

Create a ticket

Please fill in the form below to contact us

Subject*

Support Type*

Details*

Attachments

Once you finish filling up the form, click **Create** button to create a new support ticket. You should receive an acknowledged email from us that a new support ticket has been created.

Option 2: Directly emailing support@quikseries.com

To create a new support ticket using our support@quikseries.com email, just compose a new email from your email tool such as Outlook and send it to support@quikseries.com. In your email subject and body, please explain the enquiry and attach a file if applicable.

Once you send the email, you should receive an acknowledged email from us that a new support ticket has been created.

Customer: How to respond to a support ticket?

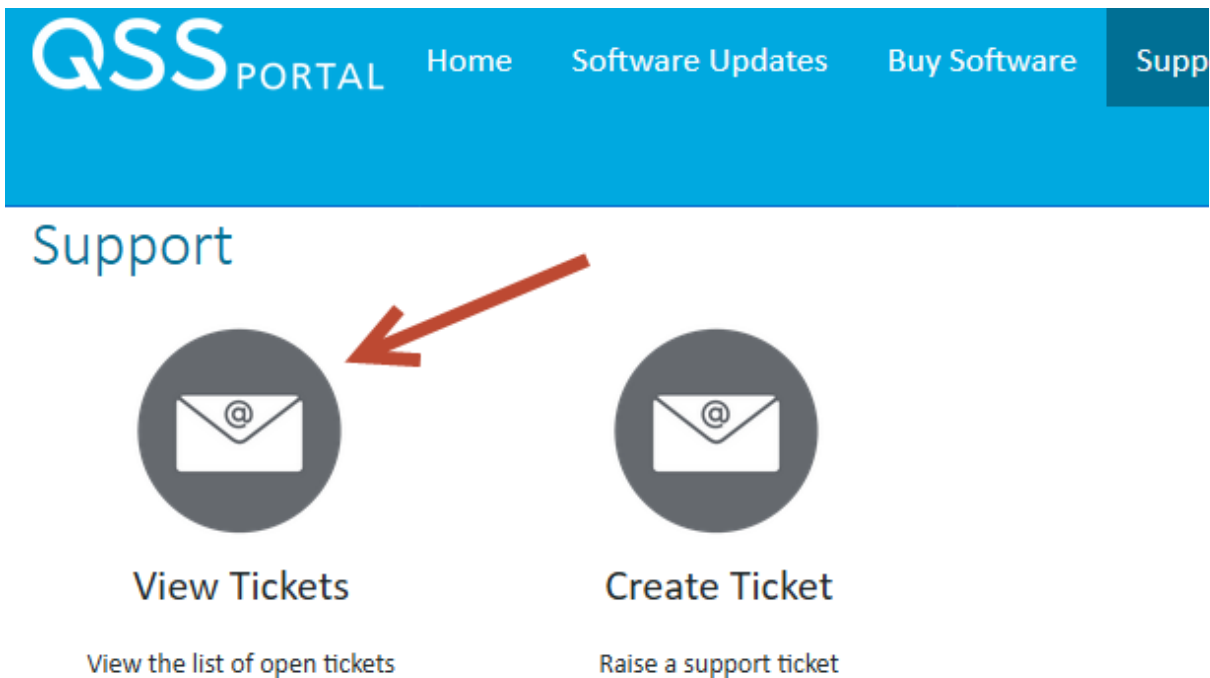
There are two ways to respond to a support ticket:

1. Via QSS Portal
2. Directly replying to the corresponding email received from support@quikseries.com about the enquiry

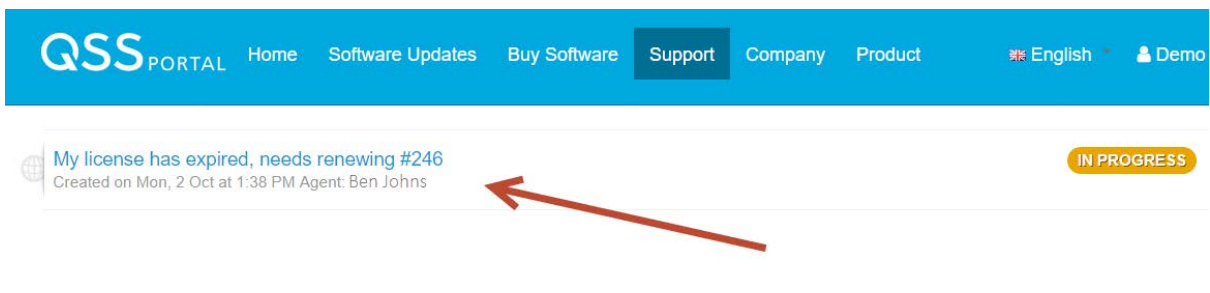
Next, will explore how you respond to a support ticket for each option.

Option 1: Via QSS Portal

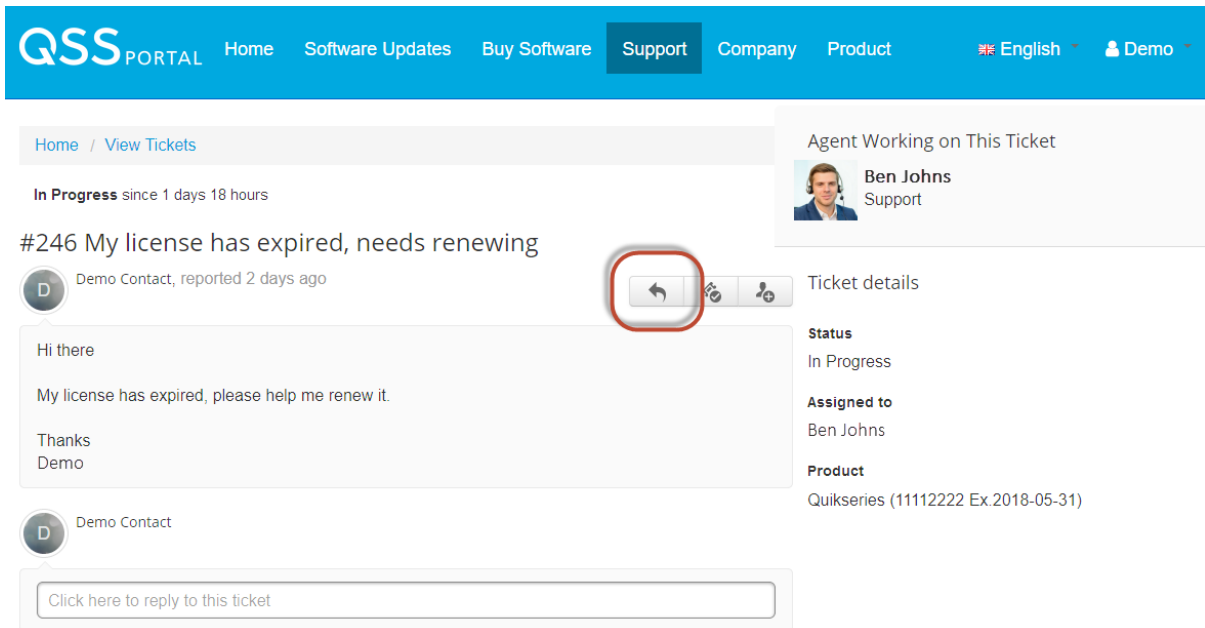
1. Login to QSS Portal from <https://portal.quikseries.com>
2. Enter your Email and Password
3. Once you login successfully, click on **Support**
4. Click **View Tickets** to list open tickets as shown below





5. Click on the specific ticket to view the support ticket as shown below:



- On the ticket details page, you will be able to respond to the ticket by just clicking the Reply icon as shown below:



- On the same page, there are other features listed below:

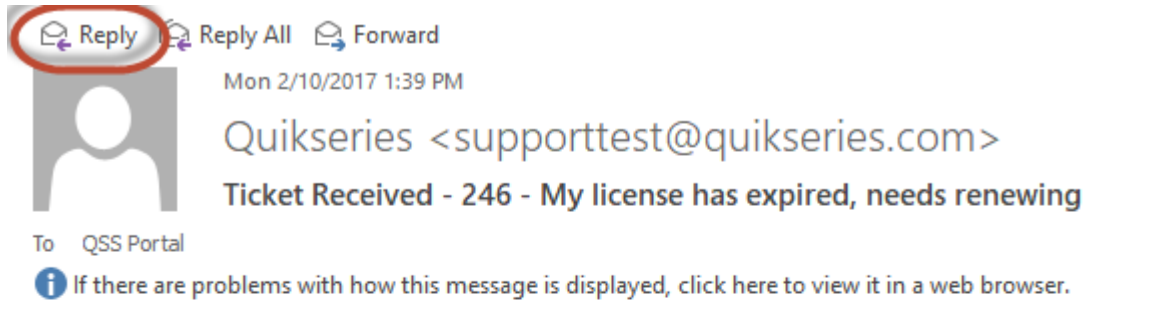
Status	Definition
	Mark the ticket closed if you are happy with the outcome of the support ticket
	Add or remove emails that need to be copied when a notification for this ticket is sent.
Product	The support ticket is regarding General Support or Software you are using
Status	There are 5 different statuses and are defined below:

Status	Definition
In Progress	A new ticket has been created, waiting for Agent to respond
Pending	Ticket is pending, agent is still working
Awaiting your Reply	Agent has responded and waiting on your reply
Resolved	Ticket has been resolved
Closed	Ticket has been closed

Option 2: Directly replying to the corresponding email received from support@quikseries.com about the enquiry

From your email tool such as Outlook in this case, you will receive different type of email notifications as per [Email Notifications](#) section (read below).

When you receive these types of notification, for your convenience you can reply to the email and the email will be automatically attach to the specific ticket number as shown an example below:



Dear Demo Contact,

Your request 246 My license has expired, needs renewing is accepted.

One of our agents will be in touch with you shortly to help you with your request.

To view the status of the ticket or add comments, please visit <https://support.quikseries.com/helpdesk/tickets/246>

Thank you for your patience.

Sincerely,
Quikseries Support Team

Same time, you can also upload attachments to the email. The size limit is up to 15 MB.

Email notifications

The system sends automated emails to your email on the following cases:

- Acknowledgement when a new Ticket is created
- Agent replies to the ticket
- Agent resolves the ticket
- Agent closes the ticket