

HubSpot Customer Portal Registration and Raise Support Ticket
Snic Solutions

Table of Contents

1	Introduction.....	4
2	Customer Portal Registration	5
3	How to create a support ticket.....	6
4	General Ticket Submission Guidelines:.....	8

1 Introduction

This document explains the steps on:

- a. How to register on Snic's HubSpot Support portal.
- b. How to raise support ticket on the portal

Once you have successfully registered, you will gain access to a range of features and benefits offered through your customer portal including:

- Effortless ticket submission and tracking.
- Real-time updates on the status of your support requests.
- Improved communication channels with our support team.
- Knowledge base resources for self-service assistance.
- Insights and reporting capabilities for better ticket management.

We are confident that this ticketing tool will simplify your support experience and help us provide even better service to you.

Should you encounter any issues during the registration process or have any questions, our support team is ready to assist you. Please feel free to reach out to us at itsupport@snicsolutions.com or visit our support portal at snicsolutions.com/support.

2 Customer Portal Registration

If you are a current customer, then you must have received registration email. If not, contact the above-mentioned email address to receive a registration email.

Please follow the below steps to complete your registration:

1. In the registration email click on the "Register" button or link to set up a password to sign in.
2. Create a secure password.
3. Click on the "Save Password" button to finalize your registration. Figure 1 is for reference.



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Welcome!

Set up your password to sign in and see the content you now have access to.

Email*

mahendra.patil@snicsolutions.com

Password* [Show password](#)

Password

Password must be at least 8 characters long and include lower and uppercase letters, a number, and a symbol

Confirm Password* [Show password](#)

Confirm Password

In order to provide you the content requested, we need to store and process your personal data. If you consent to us storing your personal data for this purpose, please tick the checkbox below.

I agree to allow Snic Solutions to store and process my personal data.

Save password

Figure 1 : The customer portal login screen

After finalising your registration you will be able to access customer support portal.

3 How to create a support ticket

The below steps must be followed to create a support ticket on the portal.

- 1 To go to customer portal, use this link <https://snicsolutions.com/help?offset=0>
- 2 Click on 'File a Support Ticket', refer Figure 2.

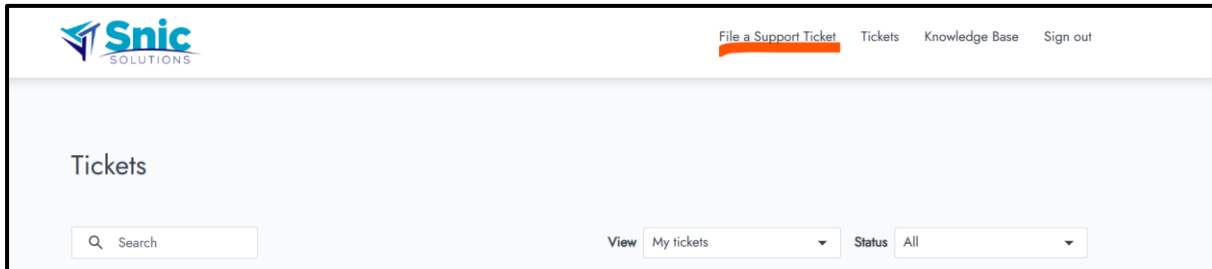


Figure 2 : Customer portal dashboard

- 3 A support ticket form opens, refer Figure 3 and Figure 4 as example. In this form, fill the required details. Provide all possible information e.g., steps to replicate the issue, steps followed which led to the error or issue, screenshot of error message/s, backup of the configuration, datapoints to focus on the issue, etc, to solve the support case quickly.

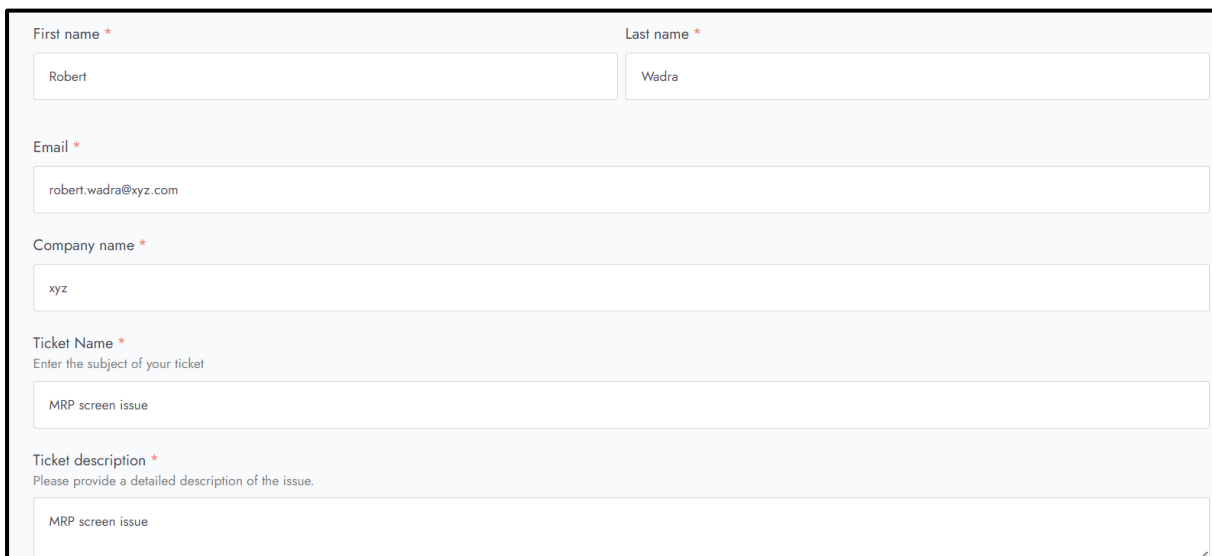


Figure 3 : Support ticket form

Priority

Low

How long has the issue been going on?

2 days

Were there any administrative or software changes made before the issue started occurring?
Please describe any administrative or software changes made before the issue started occurring.

NA

Additional Email ID
Please provide the additional email ID for the person who will be helping with the resolution of this issue.

File upload
 No file chosen

Snic Solutions is committed to protecting and respecting your privacy, and we'll only use your personal information to administer your account and to provide the products and services you requested from us. From time to time, we would like to contact you about our products and services, as well as other content that may be of interest to you. If you consent to us contacting you for this purpose, please tick below to say how you would like us to contact you:

I agree to receive other communications from SNic Solutions.

You may unsubscribe from these communications at any time. For more information on how to unsubscribe, our privacy practices, and how we are committed to protecting and respecting your privacy, please review our Privacy Policy.

By clicking submit below, you consent to allow SNic Solutions to store and process the personal information submitted above to provide you the content requested.

Figure 4 : Support ticket form (contd.)

- 4 Read the privacy statement and select box "I agree to receive other communication from SNic Solutions.
- 5 Click on Submit button.
- 6 Based on the SLA in the support contract, our support representative will contact the person who has raised the ticket.

4 General Ticket Submission Guidelines:

- A brief but descriptive title that summarizes the issue or request. This should give a quick overview of what the ticket is about.
- A clear and detailed explanation of the issue or request. This section should provide enough information for the person assigned to the ticket to understand the problem and take appropriate action.
- Provide clear steps to reproduce the issue to ease root cause analysis and faster resolution.
- Attach backup configuration files to speed up issue resolution.
- If there are more than 1 configuration(s), kindly make sure proper details and configuration backups are provided.
- Include relevant screenshots or error messages to provide visual context for the issue.
- Provide detailed information about any recent changes or updates that may be related to the reported issue.
- Specify ticket priority based on severity and impact on production usage for efficient prioritization.
- Encourage users to follow up on their tickets regularly for prompt updates and closure confirmation.

End of Document