



# New Support Portal

## User instructions

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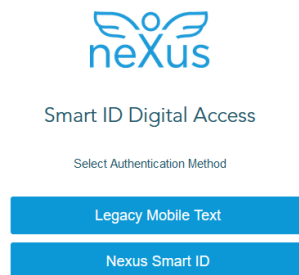
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# 1 Open and manage tickets in the Nexus Support Portal

## 1.1 Login to the Support Portal with SmartID

Your credentials are sent by email from us. The emails contain your username (email address) and a QR code you will need to activate a profile in SmartID. Below are the steps to login using this method:

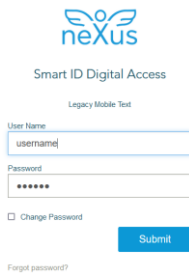
- If you don't have the Nexus SmartID app, you can download it for free at the Appstore or Google Play.
- Scan the QR code you got in the email we sent you
- Follow the instructions to create a profile and save it
- Type "support.nexusgroup.com" in your browser
- Choose authentication method as SmartID:



- Type the username you got in the email we sent you and click Submit
- Authenticate in your mobile phone in the SmartID app when you get the push up notice from the app
- You will be redirected to the support portal

### 1.1.1 Login using legacy option

- To login with legacy option if you don't have access to a mobile or to SmartID please contact support and we will activate legacy for you
- You can then use legacy to login with username, password and a one-time password sent to your email or mobile phone.



Smart ID Digital Access  
Legacy Mobile Text

User Name  
username

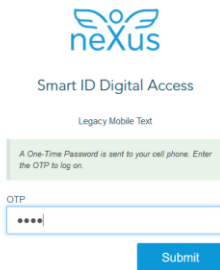
Password  
\*\*\*\*\*

Change Password

Submit

Forgot password?

- Enter your username and password, click “Submit”. An OTP will be sent to you via email or text
- Enter the OTP in the next screen:



Smart ID Digital Access  
Legacy Mobile Text

A One-Time Password is sent to your cell phone. Enter the OTP to log on.

OTP  
\*\*\*\*

Submit

### 1.1.1.1 Activate SmartID for future login for you who have Legacy activated

If you want to use SmartID you can activate it by choosing “Nexus SmartID” and then choosing “New mobile device”

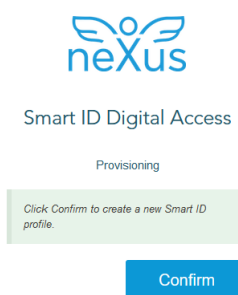


Smart ID Digital Access  
Nexus Smart ID

User Name  
|

Submit

Forgot PIN code?  
New mobile device?



Smart ID Digital Access  
Provisioning

Click Confirm to create a new Smart ID profile.

Confirm

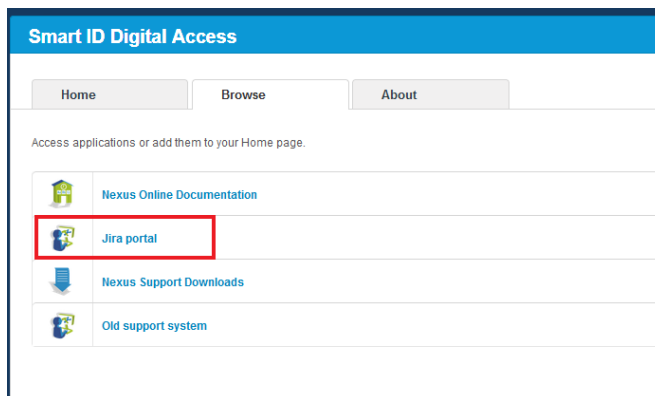
- Click “Confirm”
- Open SmartID in your mobile and click on the scan QR code button, then scan the QR code you see on the screen:



- Follow the instructions in the app. Now click on “Authenticate” and you will be logged in to the portal.

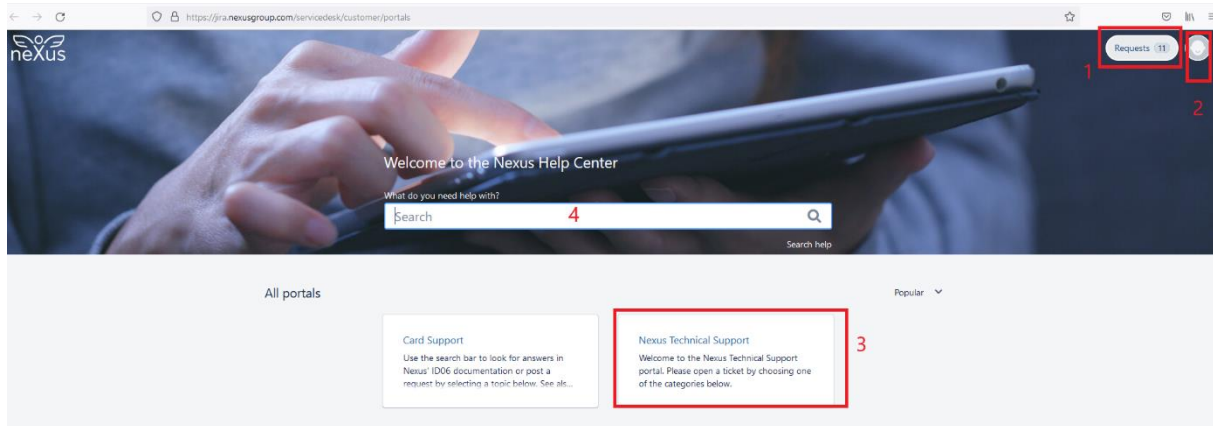
## 1.2 In the support portal

Choose “Jira portal” in the next window:





## 1.3 In the Jira support portal (the Helpdesk)



- 1- Click here to see all the requests (tickets) you have created, or to see all the tickets from your company
- 2- You can see and edit your profile here, as well as changing the language of the portal.
- 3- Click here to open a ticket
- 4- You can search the knowledge base here, for the moment quite empty but the more tickets registered in the system the more answers you will find here

### 1.3.1 Open a ticket


To open a ticket, click on "Nexus Technical Support"

Nexus Help Center

## Nexus Technical Support

Welcome to the Nexus Technical Support portal. Please open a ticket by choosing one of the categories below.

What do you need help with?

### Software support

Problem solving



### Hardware support

Printer and encoder issues



### Other questions

All kinds of requests



### Support Account

Need an account or have problems with the existing account?



### License

For questions regarding licenses

#### 1.3.1.1 The alternatives are:

- Software or hardware support
- Support account (new-current but not working)
- License (renew, new, test etc.)
- And any other question that doesn't fit any of the other categories.



### 1.3.1.2 Choose one of the alternatives and you will see the ticket creation form, below an example for software support:



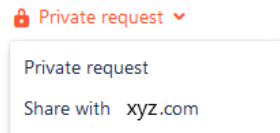
The screenshot shows the 'Software support' form in the Nexus Help Center. The form includes the following fields and options, each with a red number indicating a step:

- 1. **Partner Assist (optional)**: A checkbox labeled 'YES'.
- 2. **Summary**: A text input field.
- 3. **Priority**: A dropdown menu currently showing 'Severity C'.
- 4. **Product name**: A dropdown menu currently showing 'None'.
- 5. **Product Version**: A text input field.
- 6. **Description**: A rich text editor with a toolbar containing options like bold, italic, link, and list.
- 7. **Attachment (optional)**: A dashed box containing the text 'Drag and drop files, paste screenshots, or browse'.
- 8. **Contract (optional)**: A dropdown menu with the placeholder text 'Search for an object'.
- 9. **Private request**: A checkbox with a lock icon and a dropdown arrow.
- 10. **Create** and **Cancel** buttons.

1. If you are a partner and want help with an ongoing project, please check this box
2. Please write a summary that reflects the issue in general terms (i.e. use “card printing laminates on the wrong side” instead of “card printing issue”)
3. Choose the severity:
  - A For critical/blockers,
  - B For major issues
  - C For minor or cosmetic issues.
4. Please select the product from the list
5. Write the product version in this field
6. Add a description- you can be very detailed here, with the error message, what you were doing/trying to do, the expected behavior and the result. Tell us if this has worked before and doesn't work anymore, or if this is something you've never tried, and if there have been any changes in the system or network or environment.
7. Add logs, screenshots, and any other file you think will help with the case.
8. If you know what contract it is that this issue corresponds to, pick it here, this is not obligatory and we at support can set that for you.

9. In Jira you have the possibility to see the tickets from your company and the ones you opened.

Depending on what you need, you can select the following:

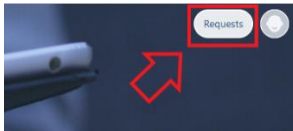


- Private request: only visible to yourself
- Share with (your company domain): to share this ticket with the rest of your company's contacts

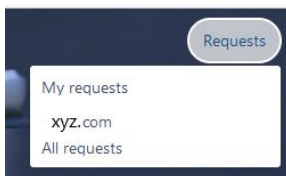
10. Click on "Create" to send the ticket. You will get an email with a confirmation with a ticket number, and you will see it in the ticket list as well.

### 1.3.2 See your tickets and your company's tickets

On the upper right corner, you can see the "Requests" button. Click on it.



The choices you have are:



- See your own tickets (My requests)
- Your company's tickets (your domain)
- Or a list with both options.

Choose of these options, in this example we chose "My requests":

### 1.3.2.1 My requests

Nexus Help Center

Requests

Open requests	1	Created by me	2	Any request type	3	Search 4 requests	Q
Type	Reference	Summary	Service project	Status	Requester		
	TECHSUP-75	This the summary	Nexus Technical Support	WAITING FOR SUPPORT	[X]		
	TECHSUP-72	Demo ticket	Nexus Technical Support	CLOSED	[X]		

1. Filter by status- open, close, or both
2. Filter tickets created by you, your company or where you are a participant but not the requester
3. Filter by type of ticket- if you have opened tickets in any of the existing categories, you will be able to choose that here
4. Here you search for tickets using numbers, description, etc.

**Below the filter you see the following columns:**


- The type of ticket (will depend on what category you chose, see 1.3.1.1),
- The ticket number (reference),
- The summary,
- The project (for support it will always be Nexus Technical Support),
- The status of the ticket
- And finally, the name of the person who opened it.

### 1.3.3 Replying to your ticket



You can reply or add more information in two ways, via the portal or via email.

#### 1.3.3.1 Portal


Click on the ticket you want to respond to. You will see the following screen:


 [Nexus Help Center](#) / [Nexus Technical Support](#) / [TECHSUP-75](#)

### This the summary

 Comment on this request... **1** 


**WAITING FOR CUSTOMER** **2**

 Don't notify me

 Share **3**






#### Activity

Your request status changed to **Waiting for Customer.** 15/Feb/22 10:42 **LATEST** **4**

 **Pamela Kiewitt Fuentes** 15/Feb/22 10:42  
answering the customer

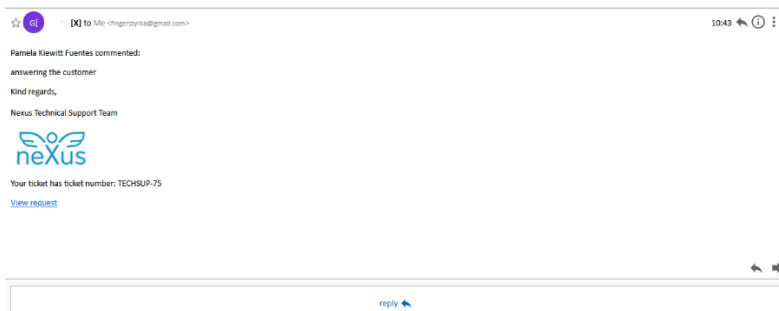
Your request status changed to **Waiting for support.** 14/Feb/22 12:00

**Shared with**

-  Creator [X]
-  Pamela Kiewitt Fuentes
-  Mohamed Touhafi
-  Martin Ottesen
-  Jens Lagerberg

1. Click here to add your text, you will get a button to add any extra files you need to upload as well
2. This shows the status of the ticket, "Waiting for customer" means support have answered and are waiting for your reply.
3. You can use this option to add more people to the ticket. Please note this is valid only for the people from your company who have a login to the portal.
4. This shows when the last activity in the ticket was recorded. Below you can see the latest comment in the ticket.

### 1.3.3.2 Email

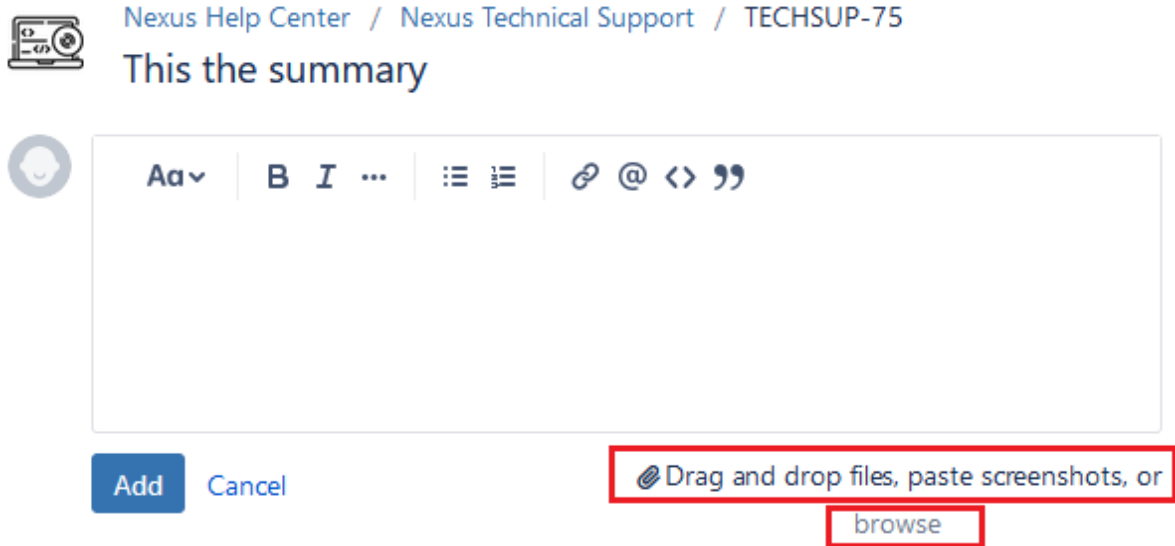


This is the way our answers look in your email. You can just hit reply to answer us and add any files needed as an attachment in the email.

Click on "View request" to be sent to the portal.

### 1.3.4 Adding files to the ticket in the portal

Click on the comment field, you will see the following screen:



Now you can either drag and drop files into the comment field or choose to browse files in your computer.

Uploading will take a couple of seconds, afterwards press “Add”.

If you have any questions or remarks, please contact us: [support@nexusgroup.com](mailto:support@nexusgroup.com)