



Driving Digital Success

How To Use



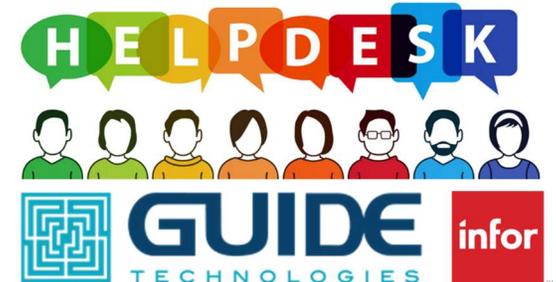
Powered by
 spiceworks



With the Guide Technologies Helpdesk You Can:

- Create and manage requests for support
- View ticket status
- Add comments
- Attach files

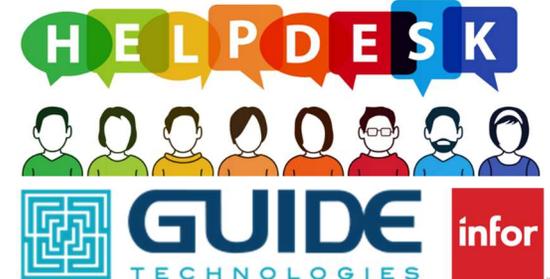
<https://guidetechnologies.com/support>



Log In to the Helpdesk Portal

- CSI Customers Visit:
<https://guidetech.on.spiceworks.com/portal>
- XA Customers Visit:
<https://guidetechxa.on.spiceworks.com/portal>
- Enter your work email address
- Complete the Image ReCaptcha
- You will receive an email with a secure link to access the Helpdesk portal

<https://guidetechnologies.com/support>



Log In to the Helpdesk Portal

Enter your email address:

The sign-in page features the Spiceworks logo at the top left. Below it, the text reads "Welcome to the Help Desk. Please sign in." There is an input field for "Email" and a "Submit" button. At the bottom, there is a small disclaimer: "This help desk is powered by Spiceworks. We do not use any personal information you add to your ticket(s). We use your personal information in order to provide the help desk services." followed by links for "Privacy Policy" and "Terms and Conditions".

Prove you are a human! (Image ReCaptcha)

The ReCaptcha page shows a 3x3 grid of images with the instruction "Select all images with parking meters". The first image shows a street scene with a parking meter. The second image shows a close-up of a parking meter. The third image shows a parking meter in a field. The fourth image shows a parking meter in a field. The fifth image shows a parking meter in a field. The sixth image shows a parking meter in a field. The seventh image shows a parking meter in a field. The eighth image shows a parking meter in a field. The ninth image shows a parking meter in a field. There are "VERIFY" and "RECAPTCHA" buttons at the bottom.

Check your email

The sign-in page is identical to the first one, but with a green success message box that says "A login link was emailed to [email address]". The "Email" input field is empty, and the "Submit" button is visible.

From: "Guide Technologies, LLC Help Desk" <support@guidetechnologies.com>
Date: January 11, 2021 at 10:47:51 AM EST
To: [email address]
Subject: Login to your help desk portal

Click the link

Hello, [email address]!

You've been invited to login into the portal of Guide Technologies, LLC Help Desk.

[Click this link to login to the portal](#)

The above invitation link is valid for only a short period of time so please login quickly.

Thank you!

Why did you receive this email? Glad you asked! We're using the Spiceworks IT help desk to track technical issues and get all your IT requests sorted in a snap. Have a concern? Just reply to this email, and we'll be in touch. Thanks!

This help desk is powered by Spiceworks. We do not use any personal information you add to your ticket(s). We use your personal information in order to provide the help desk services. [Terms of Use](#) | [Privacy Policy](#)

<https://guidetechnologies.com/support>



The Portal Interface

Create a New Ticket



Guide Technologies, LLC Help Desk

Submit a help desk ticket

Simply create a ticket below. A technician will respond promptly to your issue.

Summary * 0/150

Description * 0/2000

Category *

Severity Level *

Software Release Level *

ATTACH FILE

SUBMIT

Tickets

Search for a ticket summary (open)

Open Tickets ▾

No tickets to display

- + Open Tickets
- ✓ Closed Tickets

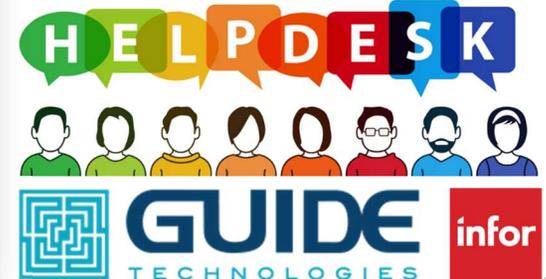
AdChoices

Log-off

Search Tickets

Manage Your Tickets

<https://guidetechnologies.com/support>



Creating a New Ticket

Category Options

- Development Request
- Licensing Request
- Support Request

Environment Type

- Demo
- Production
- Pilot
- Development

Deployment Type

- Cloud (Saas)
- Hosted (Single-Tenant)
- On-Premise

Severity Level

- High
- Medium
- Low
- Critical (System Down)

SUMMARY *
Planning Trouble 16/150

DESCRIPTION *
Some future orders are not being planned 40/2000

CATEGORY *
Support Request ▼

PRODUCT LINE *
APS/MRP ▼

ENVIRONMENT TYPE *
Production ▼

CONFIGURATION OR SITE NAME *
EXAMPLE

CUSTOMER INTERNAL REFERENCE NUMBER OR PROJECT (IF YOU HAVE ONE)
Your internal help desk ticket #

INFOR INCIDENT NUMBER (IF YOU HAVE ONE)
Your Infor Incident #

DEPLOYMENT TYPE *
On-Premise ▼

SEVERITY LEVEL *
Medium ▼

Upload files up to 10 MB

ATTACH FILE

SUBMIT

1. Enter a brief summary of your request
2. Describe the trouble you are having. Include any error codes or messages, if available
3. Select a ticket category that describes the nature of your request
4. Select the Infor or Guide Product Line for which you need support
5. Select an Environment Type
6. Enter your Site or Configuration Name (i.e. DAL5 or FF)
7. Enter your internal reference number, if available
8. Enter your Infor incident number for this issue, if available
9. Select a Deployment Type
10. Select a severity level for your ticket. Please use Critical (System Down) only if your application is down/offline for all users

[Create New Ticket](#)

* = Required Field

When ready, click Submit



Manage Your Tickets

Submit a help desk ticket

Simply create a ticket below. A technician will respond promptly to your issue.

Summary * 0/150

Description * 0/2000

Category *

Severity Level *

Software Release Level *

ATTACH FILE

SUBMIT

AdChoices

Tickets

Search for a ticket summary (open)

Open Tickets ▾

Planning trouble Unassigned #108



Click your ticket to see its details and activity

Tickets

Search for a ticket summary (open)

Open Tickets ▾

Ticket Details

Planning trouble Danny Ratke #108

Activity

Some orders are not being planned.

6 minutes ago

Hello, when are you available to hop on a GoTo meeting to discuss...

Danny Ratke a few seconds ago

ASSIGNEE Danny Ratke
CATEGORY CSI - Support
CREATED January 11, 2021
SOFTWARE RELEASE LEVEL 9.01.30
SEVERITY LEVEL High

CLOSE TICKET

Close or Re-open a Ticket

Enter a comment... Add a new comment to your Ticket

SUBMIT





Driving Digital Success

Thank You for Using



Powered by
 spiceworks

