



Driving Digital Success

How To Use



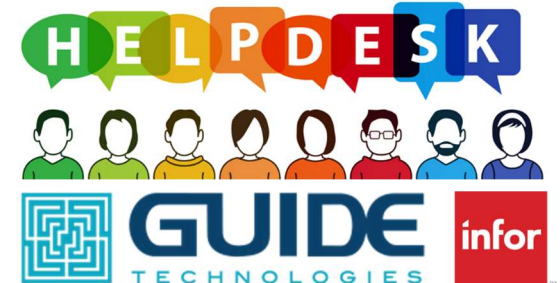
Powered by
 spiceworks



With the Guide Technologies Helpdesk You Can:

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

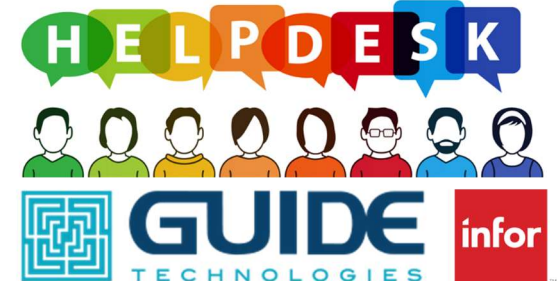
<https://guidetechnologies.com/support>



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:

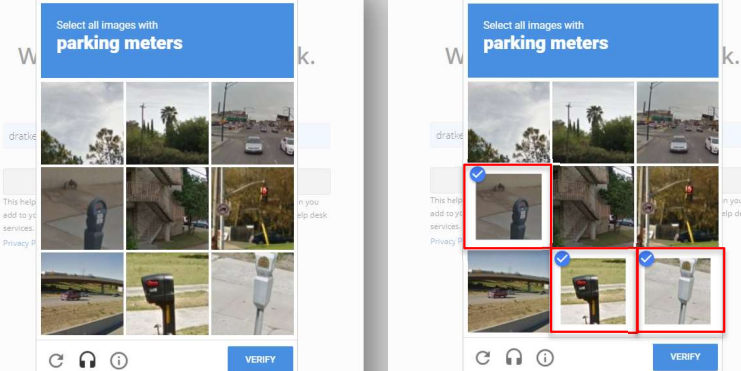


Welcome to the Help Desk.

Please sign in.

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.
Privacy Policy | Terms and Conditions


Prove you are a human! (Image ReCaptcha)



Select all images with parking meters

VERIFY

Check your email



Welcome to the Help Desk.

Please sign in.

A login link was emailed to [support@guidetechnologies.com](#)

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.
Privacy Policy | Terms and Conditions

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

Click the link

Hello, !

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

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

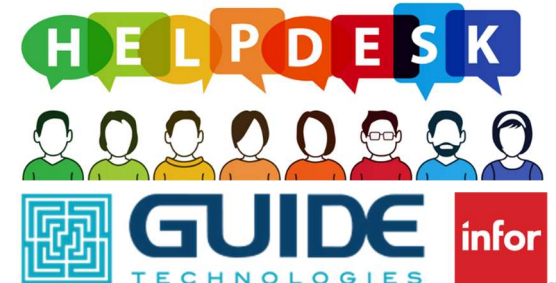
The above invitation link is valid for only a short period of time so please login quickly.

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

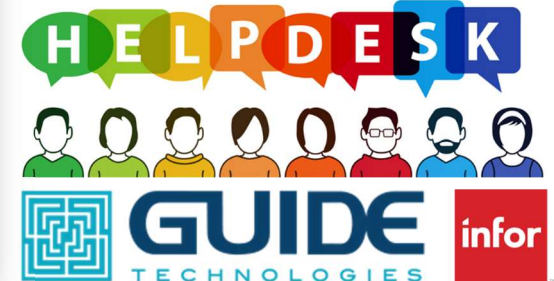
✓ Closed Tickets

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

* = Required Field

When ready, click 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



GUIDE
TECHNOLOGIES



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

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 ▾

Planning trouble

Danny Ratke

#108

Ticket Details

Activity

Some orders are not being planned.

6 minutes ago

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

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

The image shows the branding for the helpdesk system. At the top is the 'HELPDESK' logo, where each letter is inside a colorful speech bubble. Below this is a row of eight stylized human icons in various colors. At the bottom are two logos: 'GUIDE TECHNOLOGIES' with a blue square icon containing a white geometric pattern, and the 'infor' logo in white text on a red square background.



Driving Digital Success

Thank You for Using



Powered by
 spiceworks

