GUIDE TECHNOLOGIES

Driving Digital Success

How To Use

GUIDE TECHNOLOGIES

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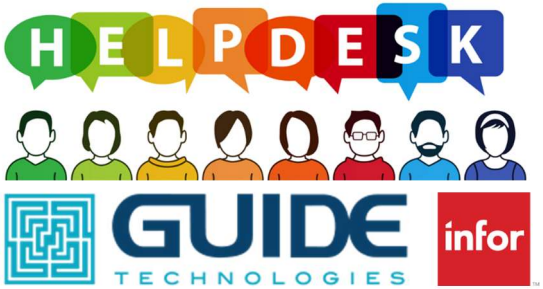
With the Guide Technologies Helpdesk You Can:

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

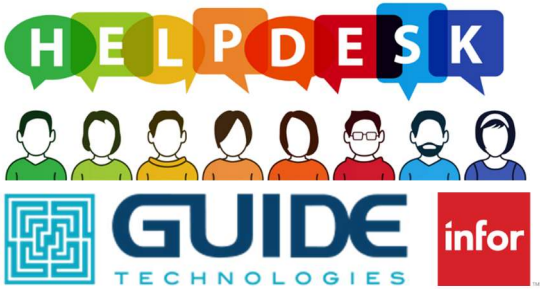
https://guidetechnologies.com/support



Log In to the Helpdesk Portal

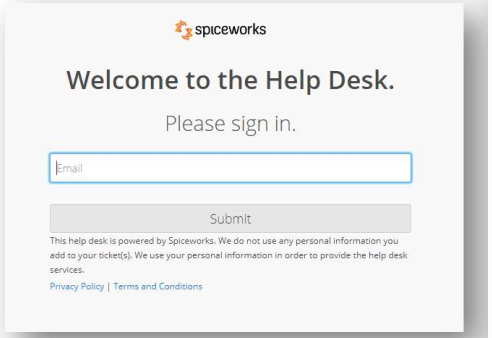
- CSI Customers Visit: https://guidetech.on.spiceworks.com/portal
- XA Customers Visit: https://guidetechxa.on.spiceworks.com/portal
- Enter your work email address
- Complete the Image ReCaptcha
- You will receive an email with a secure link to access the Helpdesk portal

https://guidetechnologies.com/support

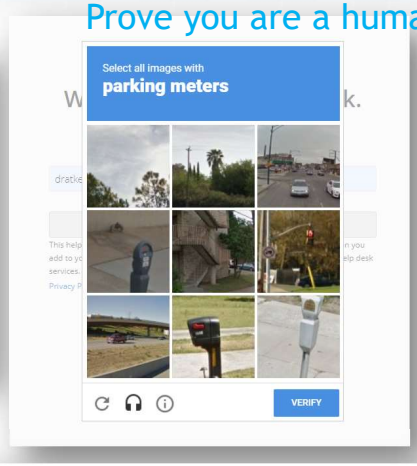


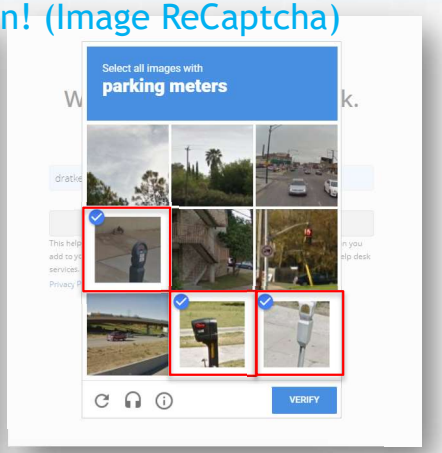
Log In to the Helpdesk Portal

Enter your email address:

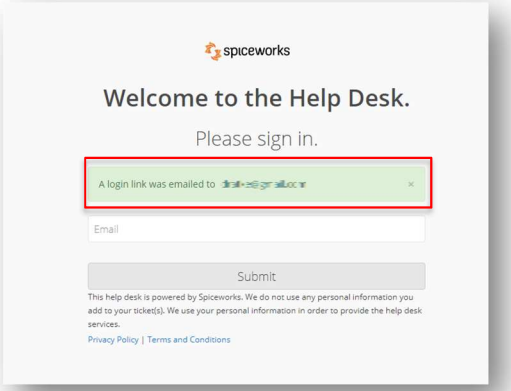


Prove you are a human! (Image ReCaptcha)





Check your email



Click the link

https://guidetechnologies.com/support

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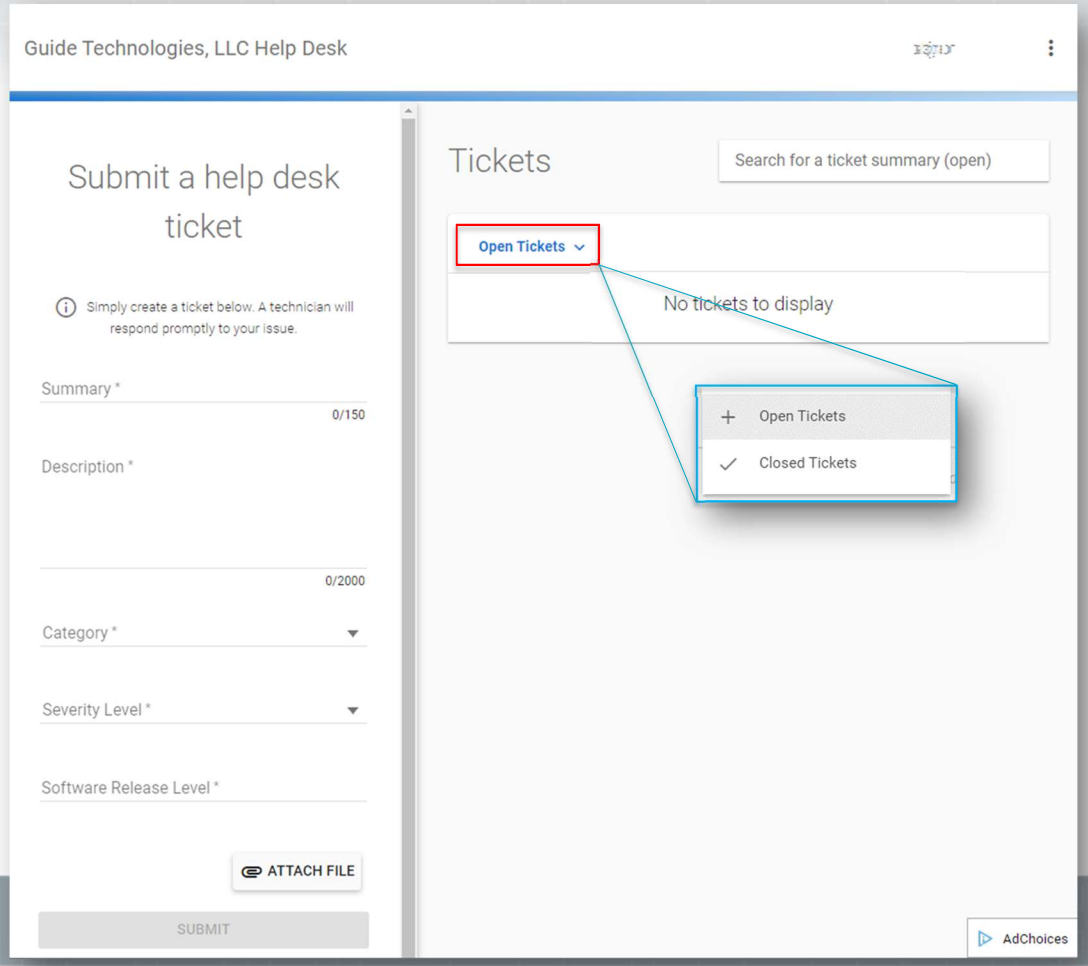
The Portal Interface

Create a New Ticket



Log-off

Search Tickets

Manage Your Tickets

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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)

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. DALS 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

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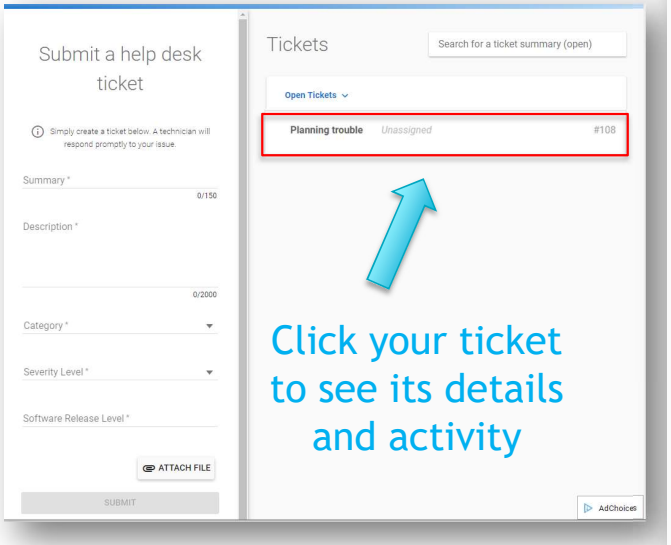
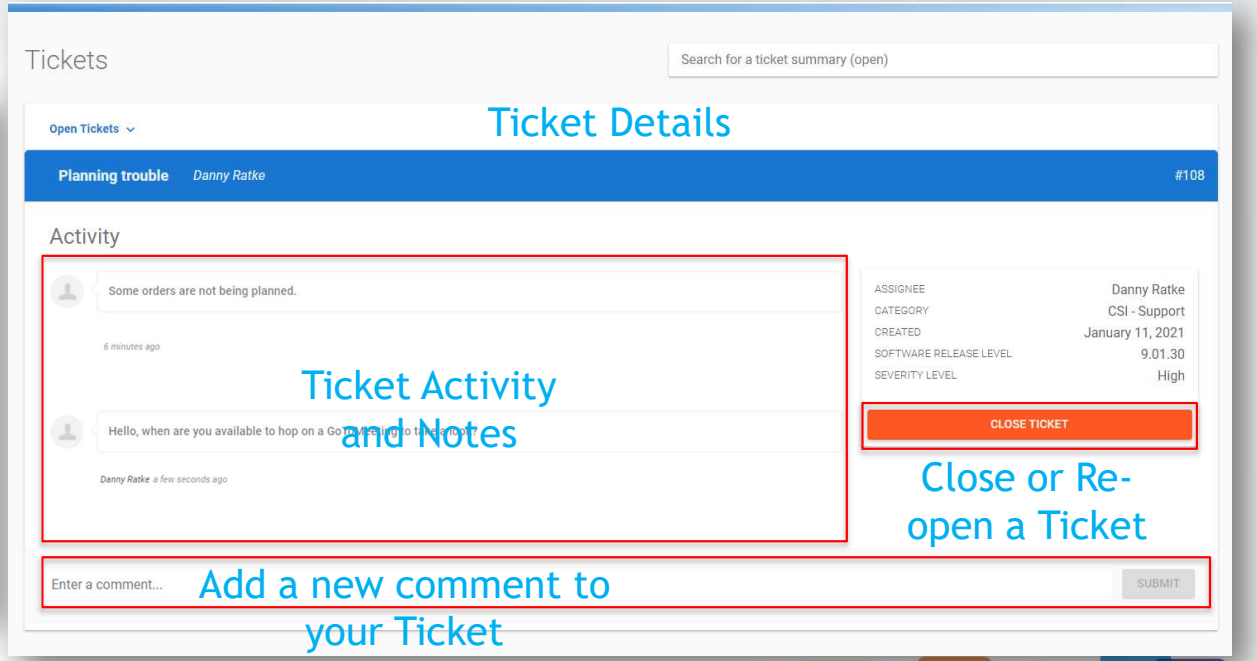
Manage Your Tickets





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Thank You for Using

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