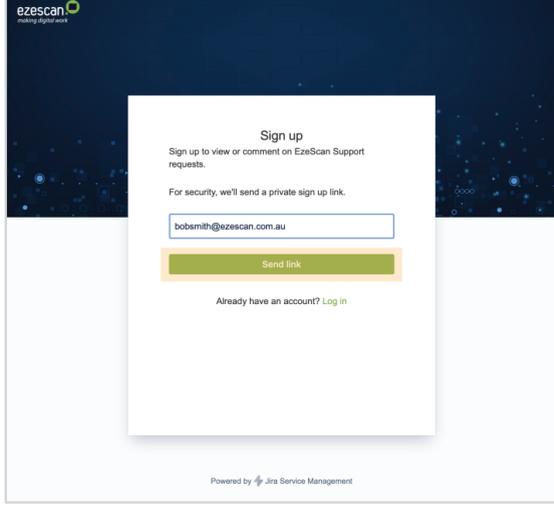
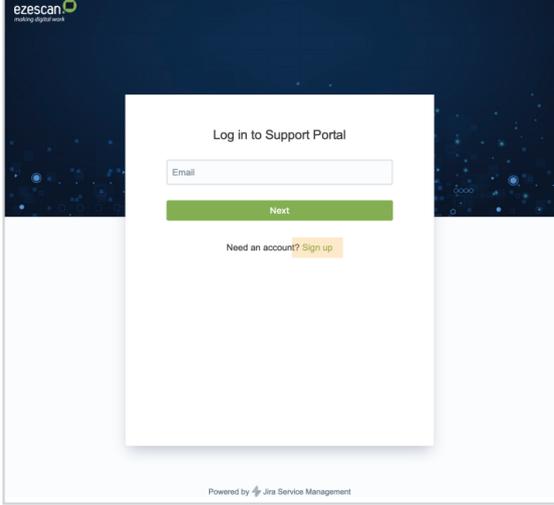


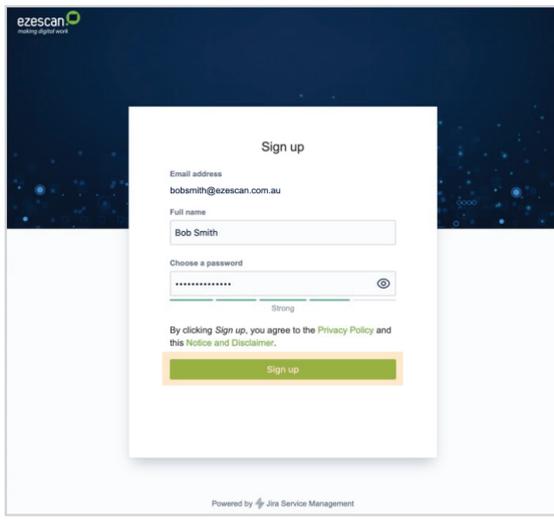
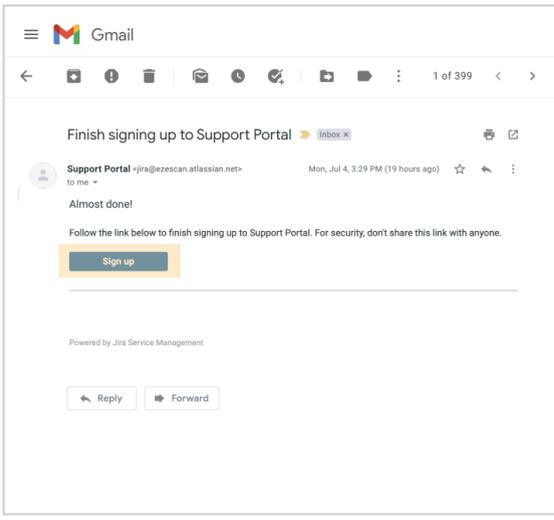
Support Portal Instructions

To create an account...



1 Go to the link <https://ezescan.atlassian.net/servicedesk/> and select the 'sign up' button

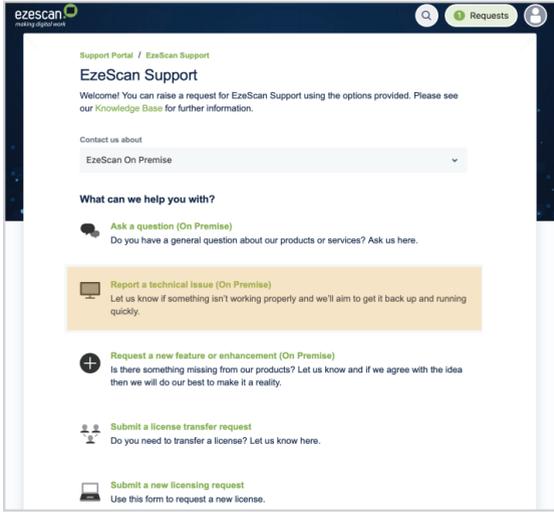
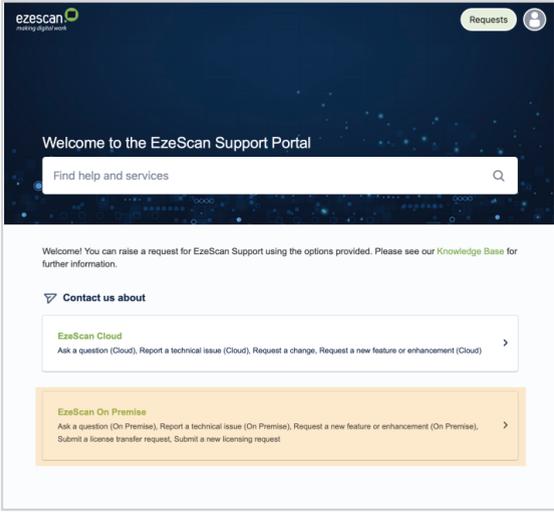
2 Enter your email address and select 'send link'.



3 Check your email for an email from Support Portal (jira@ezescan.atlassian.net). Click the 'Sign Up' button.

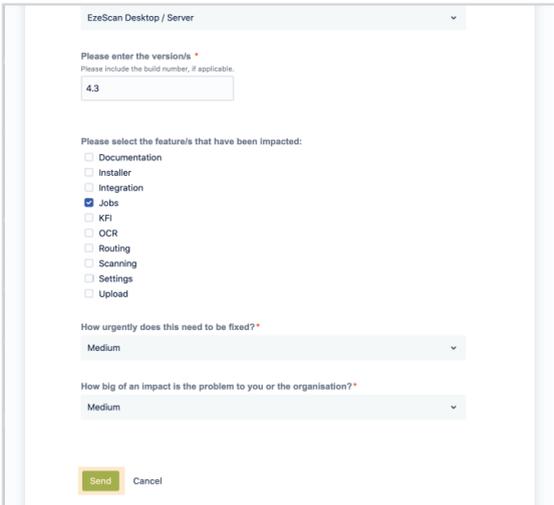
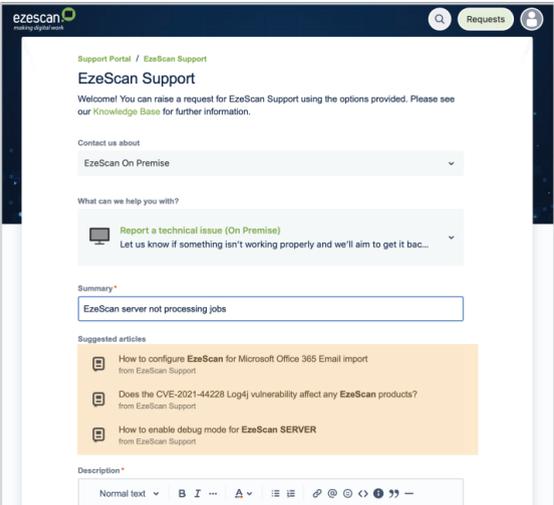
4 Enter your full name and a password before selecting the 'Sign up' button to create your account.

For support or to report a technical issue...



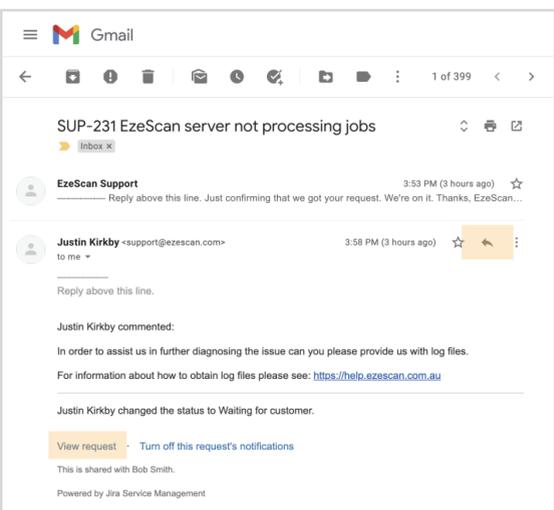
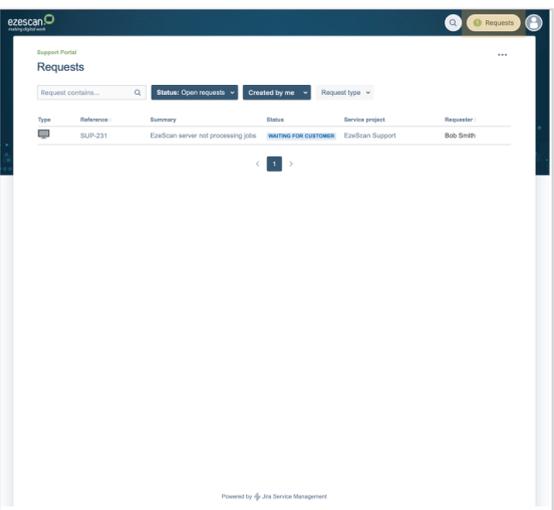
5 Select the product that you would like to ask a question about; EzeScan Cloud or On Premise.

6 Select the task you would like help with 'report a technical issue'.



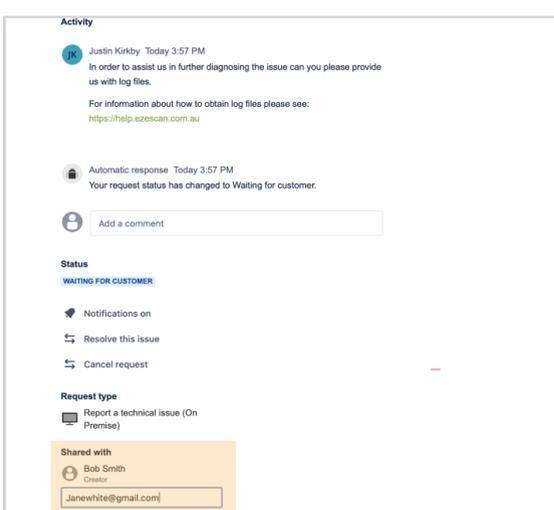
7 Fill out the form regarding your issue. Suggested articles will appear from our knowledge base.

8 Select the 'send' button to log the case with our support team.



9 Your case will be visible under the 'requests' tab

10 You will be notified by email when a support engineer actions your case. You can reply directly to this email or via the case.



11 Share the case with your colleagues by entering their email address.