



Support Desk

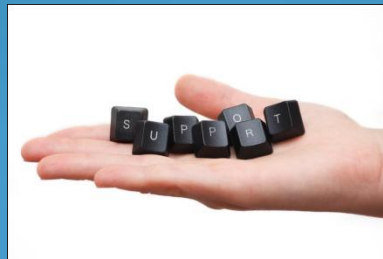
A Great Way To Get The Help You Need

Let's Get Started!

Our support system is designed to make your life a lot easier! You'll have your own, personal help desk which tracks all of your requests and staff responses ticket by ticket.

Whether at your desktop or on the go, you can access the support desk anywhere, anytime with our mobile interface. Knowledge articles to help you troubleshoot common problems or questions are also at your fingertips whenever you need them.

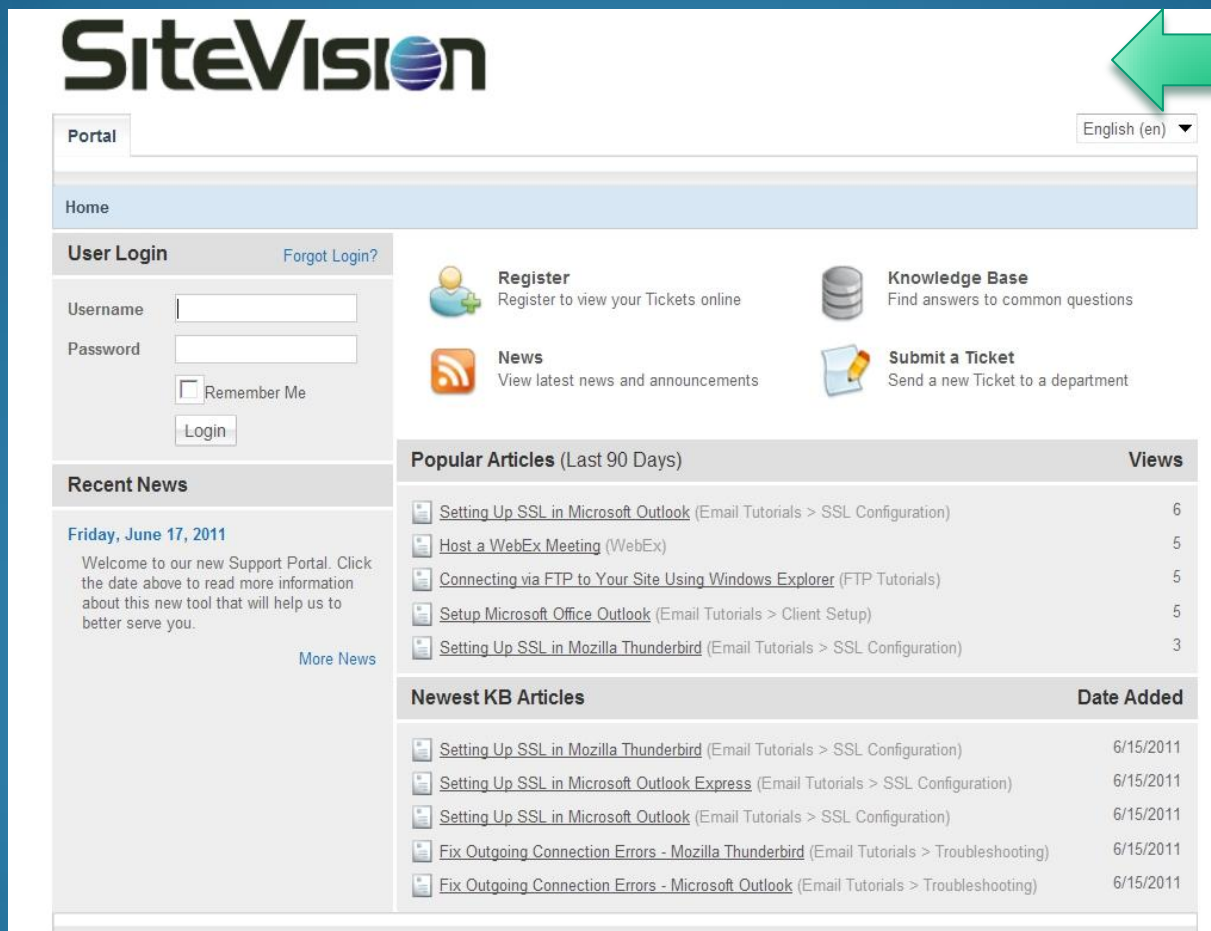
It's quick and easy to set up your personal help portal. So let's get started!



SiteVision Support Desk

When you visit SiteVision, you will see a **support tab**.

Click to enter, and this is what you'll see:



The screenshot shows the SiteVision Support Desk interface. At the top left is the SiteVision logo. In the top right corner, there is a language dropdown menu set to "English (en)", with a green arrow pointing to it. Below the logo is a "Portal" tab. The main content area is divided into several sections:

- User Login:** Includes fields for Username and Password, a "Remember Me" checkbox, and a "Login" button. A "Forgot Login?" link is also present.
- Register:** A button with a plus icon and the text "Register to view your Tickets online".
- Knowledge Base:** A button with a database icon and the text "Find answers to common questions".
- News:** A button with an RSS icon and the text "View latest news and announcements".
- Submit a Ticket:** A button with a ticket icon and the text "Send a new Ticket to a department".

Below these are two tables:

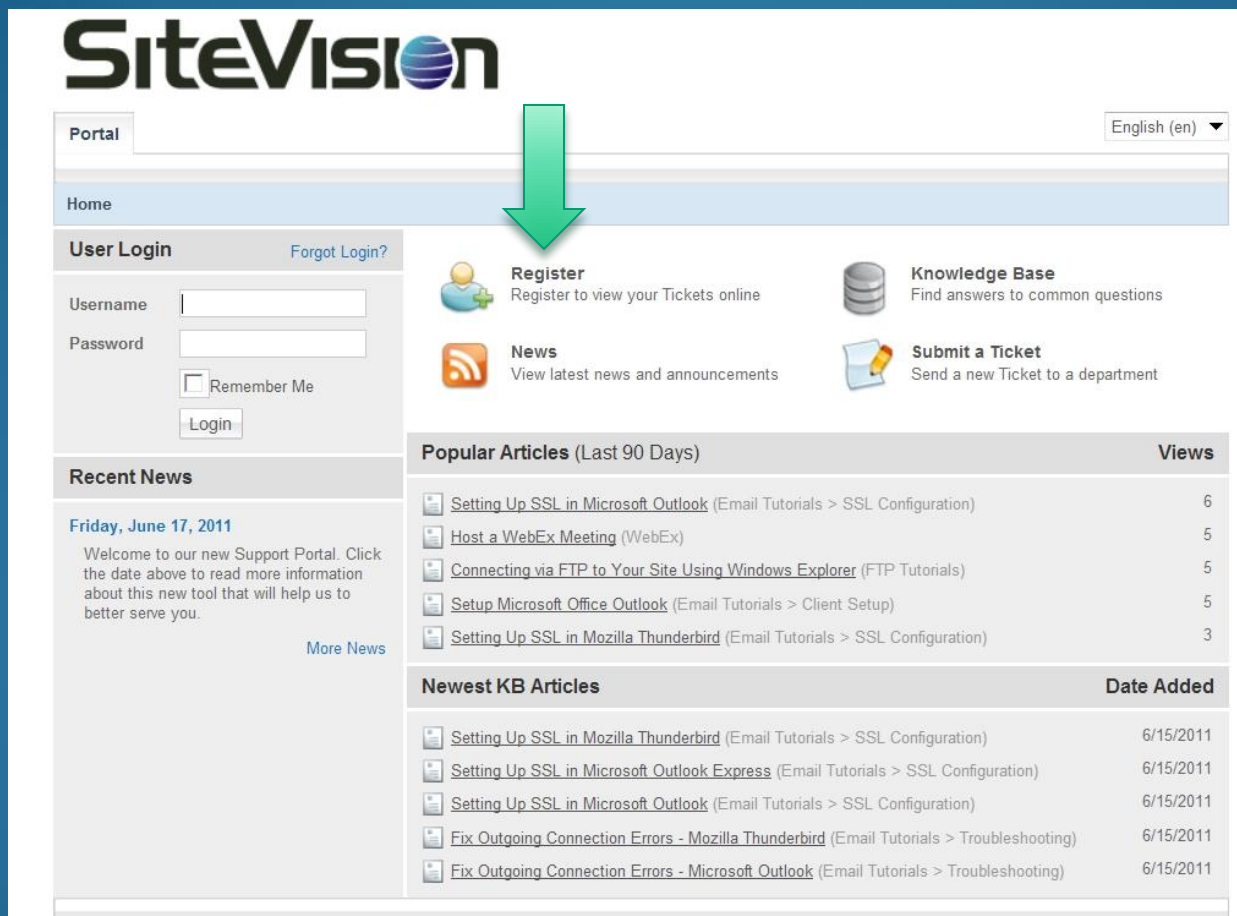
Popular Articles (Last 90 Days)	Views
Setting Up SSL in Microsoft Outlook (Email Tutorials > SSL Configuration)	6
Host a WebEx Meeting (WebEx)	5
Connecting via FTP to Your Site Using Windows Explorer (FTP Tutorials)	5
Setup Microsoft Office Outlook (Email Tutorials > Client Setup)	5
Setting Up SSL in Mozilla Thunderbird (Email Tutorials > SSL Configuration)	3

Newest KB Articles	Date Added
Setting Up SSL in Mozilla Thunderbird (Email Tutorials > SSL Configuration)	6/15/2011
Setting Up SSL in Microsoft Outlook Express (Email Tutorials > SSL Configuration)	6/15/2011
Setting Up SSL in Microsoft Outlook (Email Tutorials > SSL Configuration)	6/15/2011
Fix Outgoing Connection Errors - Mozilla Thunderbird (Email Tutorials > Troubleshooting)	6/15/2011
Fix Outgoing Connection Errors - Microsoft Outlook (Email Tutorials > Troubleshooting)	6/15/2011

At the bottom left, there is a "Recent News" section with a date "Friday, June 17, 2011" and a welcome message: "Welcome to our new Support Portal. Click the date above to read more information about this new tool that will help us to better serve you." A "More News" link is also present.

Registration

To set up your very own help desk, simply click Register .



SiteVision

Portal English (en) ▼


Home


User Login [Forgot Login?](#)


Username


Password

Remember Me

 **Register**
Register to view your Tickets online

 **Knowledge Base**
Find answers to common questions

 **News**
View latest news and announcements

 **Submit a Ticket**
Send a new Ticket to a department






Recent News

Friday, June 17, 2011






Welcome to our new Support Portal. Click the date above to read more information about this new tool that will help us to better serve you.

[More News](#)

Popular Articles (Last 90 Days) **Views**

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 Fix Outgoing Connection Errors - Microsoft Outlook (Email Tutorials > Troubleshooting)	6/15/2011

Registration Step 2

Here you'll choose a username and a password as well as contact information.

The screenshot shows the SiteVision registration page. At the top left is the SiteVision logo. On the right, there is a language dropdown menu set to 'English (en)'. Below the logo is a breadcrumb trail: 'Home > Register'. The main content area is divided into two columns. The left column is titled 'User Login' and contains fields for 'Username' and 'Password', a 'Remember Me' checkbox, and a 'Login' button. The right column is titled 'Register' and contains a message: 'Registration is required in order to submit new tickets and review the history of your account.' Below this message are several fields: 'Choose a Username' (with a green arrow pointing to it), 'Password', 'Confirm Password', a 'Keep me logged in' checkbox with the text '(Not recommended for shared computers)', 'Email Address', 'Full Name', and 'Time Zone' (set to '(UTC-05:00) Eastern Time (US & Canada)'). At the bottom of the registration form is a CAPTCHA image showing the text 'ZNTDJ8' and a small input box. Below the CAPTCHA are 'Submit' and 'Cancel' buttons. On the left side of the registration form, there is a 'Recent News' section with a date 'Friday, June 17, 2011' and a short paragraph of text, followed by a 'More News' link.

Adding A Support Ticket

Once you've registered and set up your personal portal, you can log in anytime. Simply choose the department for your support request and click next:

SiteVision

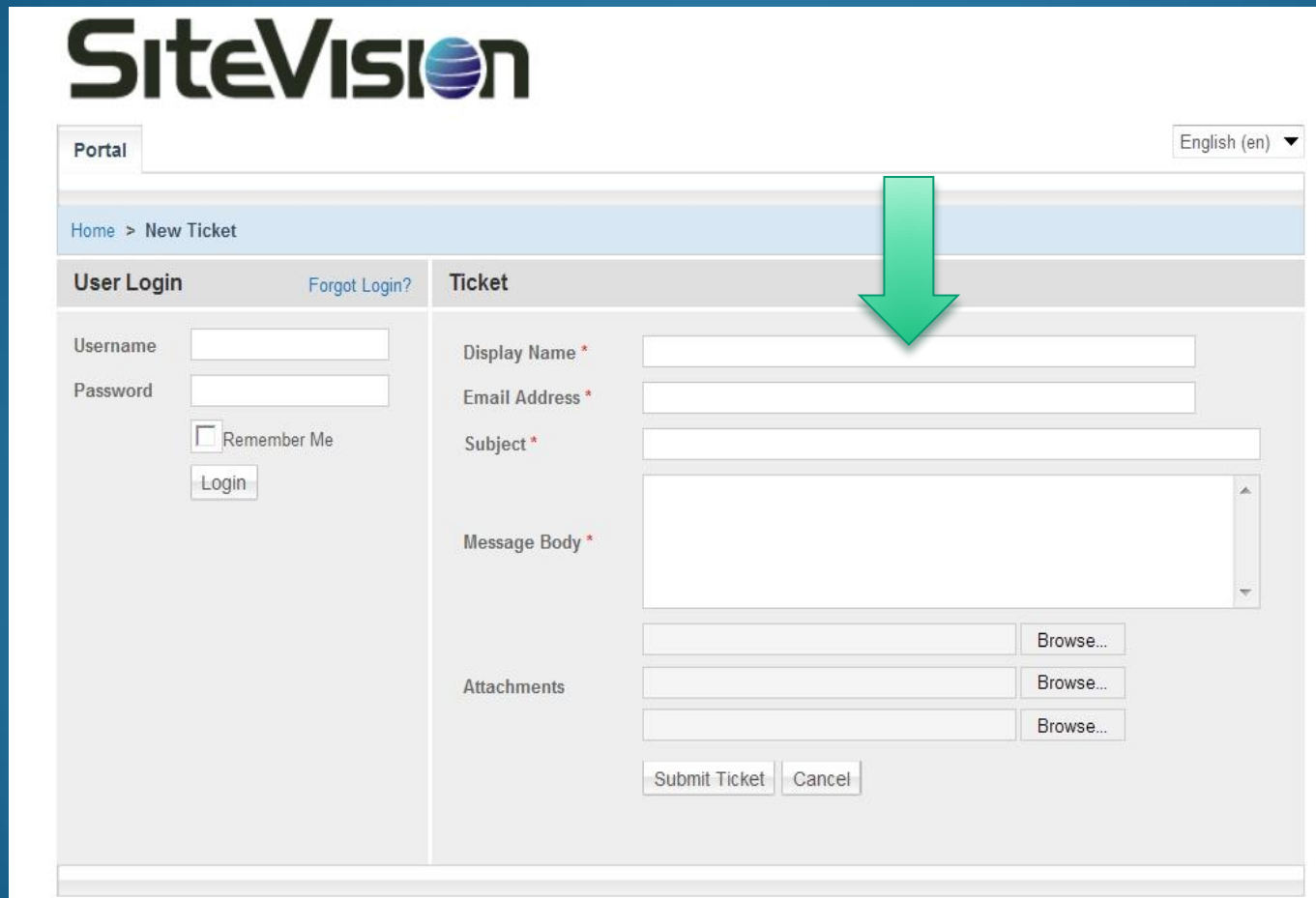
Portal English (en) ▼

Home > New Ticket

User Login	Forgot Login?	Ticket
<p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p><input type="checkbox"/> Remember Me</p> <p><input type="button" value="Login"/></p>		<p>New tickets can be started below. Choosing a department helps to ensure that your issue gets to the people who are best qualified to assist you.</p> <p>Department <input type="text" value="- Choose One -"/></p> <ul style="list-style-type: none">- Choose One -DevelopmentHostingOutage / Critical <p><input type="button" value="Next"/></p>

Adding A Support Ticket: 2

Now you're ready to enter the details of your support request. You may also attach files to illustrate your request by browsing and uploading from your computer.



The screenshot shows the SiteVision user interface for creating a new support ticket. The page is titled "New Ticket" and is divided into two main sections: "User Login" and "Ticket".

User Login:

- Username:
- Password:
- Remember Me
- Login:

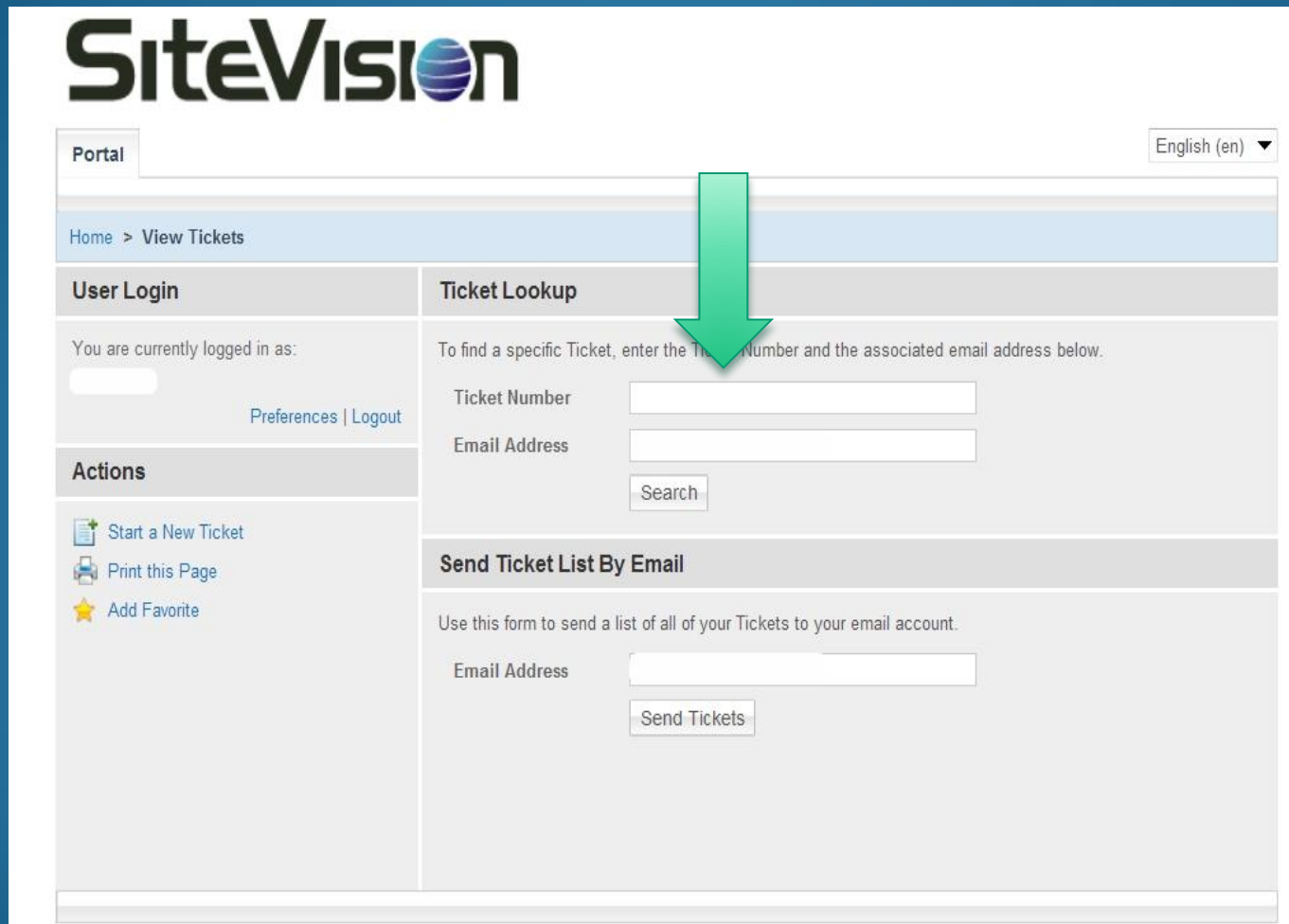
Ticket:

- Display Name *: (A large green arrow points to this field)
- Email Address *:
- Subject *:
- Message Body *:
- Attachments: (repeated three times)
- Submit Ticket:

At the top right, there is a language dropdown menu set to "English (en)".

That's All There Is To It!

Your request will immediately appear to the appropriate support staff and each ticket will maintain all responses from both you and the support staff under one ticket number. **To track your ticket(s)** you'll simply sign in and look up your existing tickets or add a new ticket.



The screenshot shows the SiteVision user portal interface. At the top left is the SiteVision logo. In the top right corner, there is a language dropdown menu set to "English (en)". Below the logo, there is a breadcrumb trail: "Home > View Tickets". The main content area is divided into two columns. The left column contains a "User Login" section with the text "You are currently logged in as:" followed by a redacted name and a "Logout" link. Below this is an "Actions" section with three items: "Start a New Ticket", "Print this Page", and "Add Favorite". The right column contains a "Ticket Lookup" section with the instruction "To find a specific Ticket, enter the Ticket Number and the associated email address below." It includes two input fields: "Ticket Number" and "Email Address", and a "Search" button. Below this is a "Send Ticket List By Email" section with the instruction "Use this form to send a list of all of your Tickets to your email account." It includes an "Email Address" input field and a "Send Tickets" button. A large green arrow points to the "Ticket Lookup" section.

Portal English (en) ▼

Home > View Tickets

User Login

You are currently logged in as:

Preferences | Logout

Actions

- Start a New Ticket
- Print this Page
- Add Favorite

Ticket Lookup

To find a specific Ticket, enter the Ticket Number and the associated email address below.

Ticket Number

Email Address

Search

Send Ticket List By Email

Use this form to send a list of all of your Tickets to your email account.

Email Address

Send Tickets

That's It!

A simple, intuitive and effective way to get the support you need, when you need it.



Home About Us Solutions Hosting **Support** News Events

SiteVision

Home Contacts Webmail

We see your solutions

From reliable hosting to world class application development, we have the solution for your real world business needs.

DEVELOPMENT HOSTING