



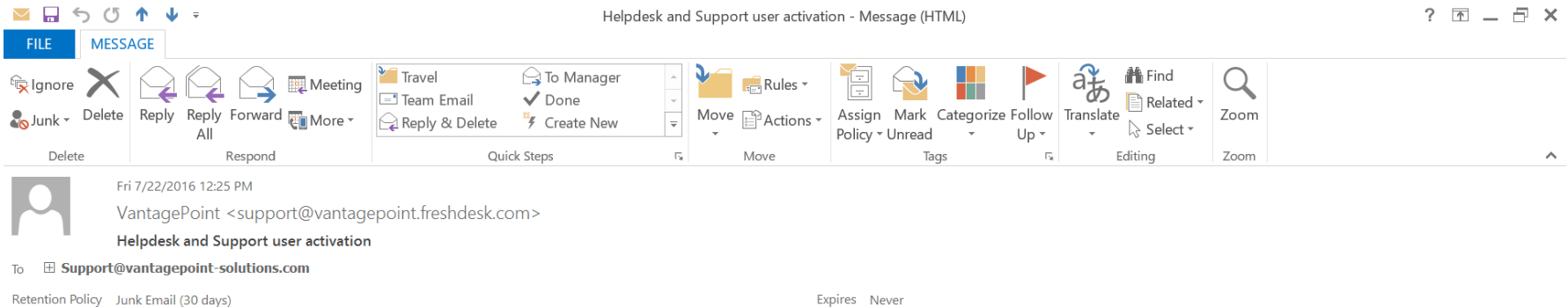
VantagePoint Business Solutions

VantagePoint Help Desk Support

VantagePoint Support ID

A new user ID will be created for you in the VantagePoint Support Ticketing system.

The ID will be your email address and you will receive an email to set up your password. This email will also have a link to the VantagePoint Support Ticket website. The first step will be to go to the website and set up your password.



Hi Support Services,

Your Helpdesk and Support account has been created.

Click the url below to activate your account!

<https://vantagepoint.freshdesk.com/register/2HtcGu7rkxicsuk2zvf>

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,
Helpdesk and Support



How To Enter a new Support Ticket

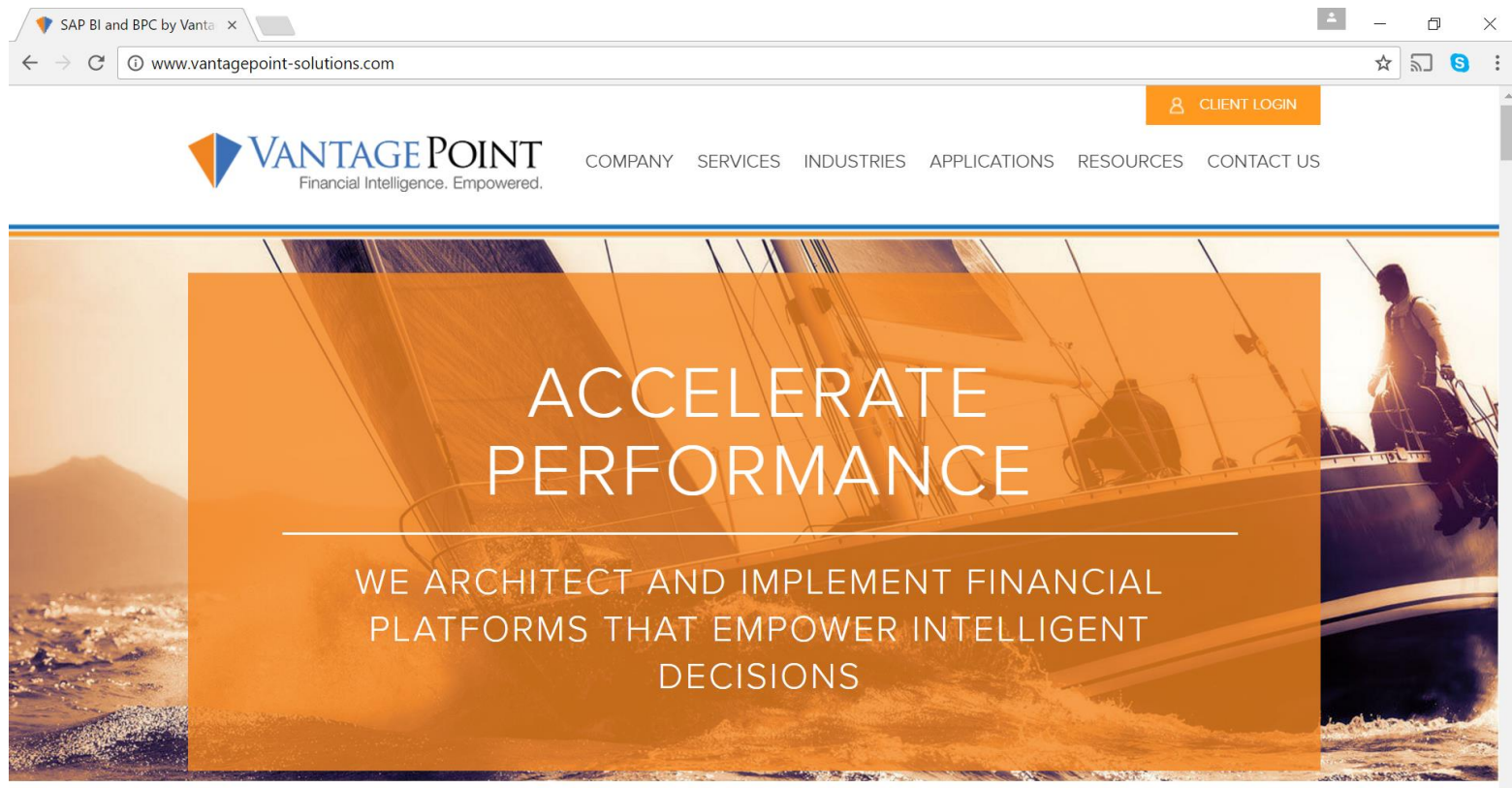
Follow these steps to Enter a New Support Ticket

- Log onto the VantagePoint-Solutions website and click on the Client Login button on the home page
- Log directly into the VantagePoint Support ticket system

How To Enter a new Support Ticket

Through the VantagePoint-Solutions.com website.

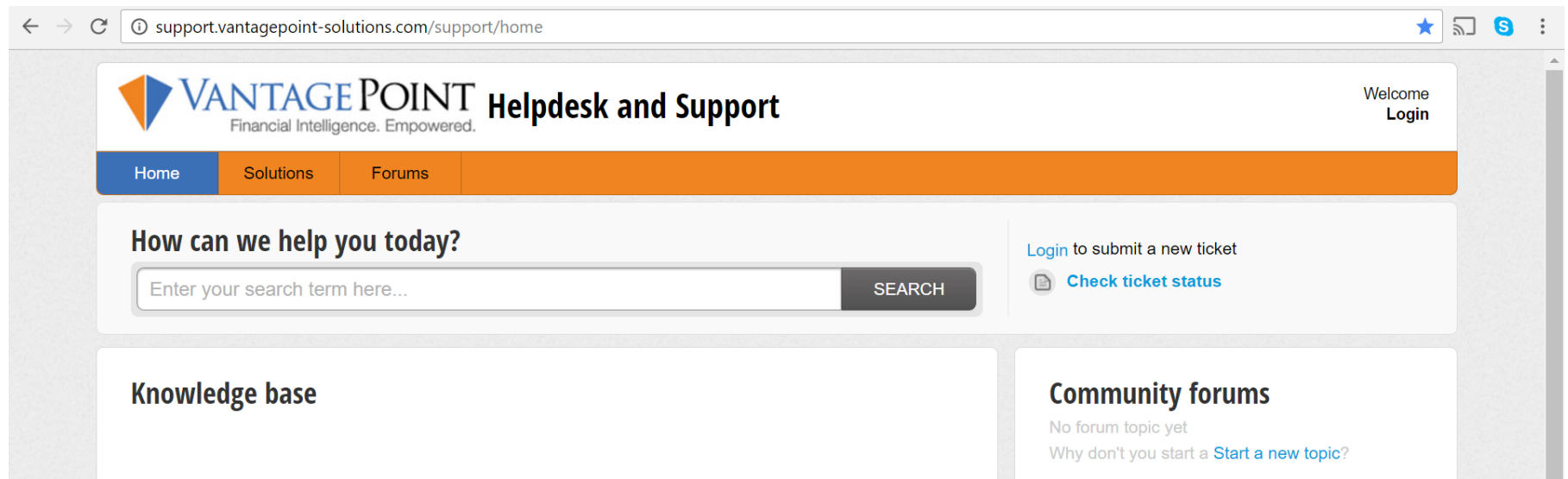
Go to <http://www.vantagepoint-solutions.com> and click on the Client Login button on the home page



How To Enter a new Support Ticket

Through the support.vantagepoint-solutions.com website.

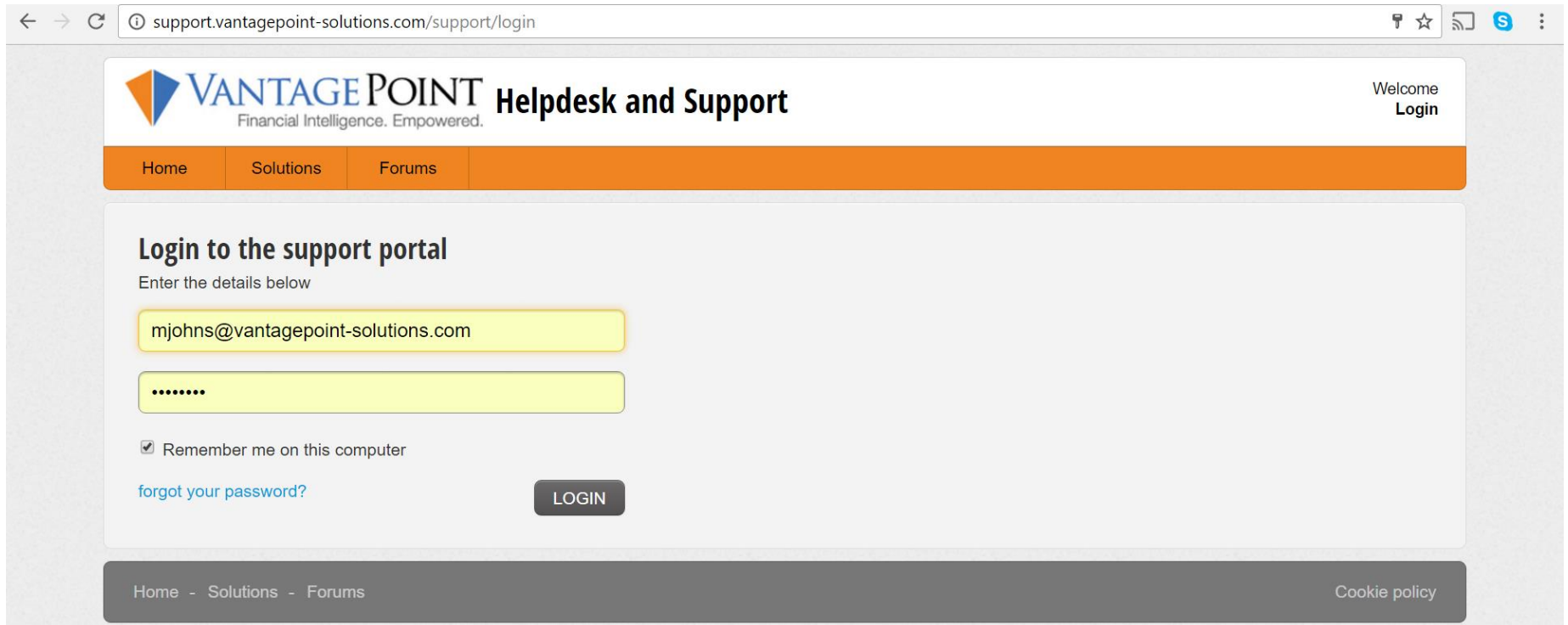
Go directly to <http://support.vantagepoint-solutions.com> and Login.



The screenshot shows a web browser window with the address bar displaying support.vantagepoint-solutions.com/support/home. The website header features the Vantage Point logo with the tagline "Financial Intelligence. Empowered." and the text "Helpdesk and Support". A navigation bar includes links for "Home", "Solutions", and "Forums". On the right, a "Welcome" message and a "Login" button are visible. Below the navigation bar, a search section titled "How can we help you today?" contains a search input field with the placeholder text "Enter your search term here..." and a "SEARCH" button. To the right of the search field, there are links for "Login to submit a new ticket" and "Check ticket status". The main content area is divided into two columns: "Knowledge base" on the left and "Community forums" on the right. The "Community forums" section indicates "No forum topic yet" and provides a link to "Start a new topic?".

How To Enter a new Support Ticket

Your ID will be your email address.



The screenshot shows a web browser window with the address bar displaying `support.vantagepoint-solutions.com/support/login`. The page header features the Vantage Point logo with the tagline "Financial Intelligence. Empowered." and the text "Helpdesk and Support". A "Welcome Login" message is visible in the top right corner. Below the header is an orange navigation bar with links for "Home", "Solutions", and "Forums". The main content area is titled "Login to the support portal" and instructs users to "Enter the details below". It contains two input fields: the first is for the email address, with "mjohns@vantagepoint-solutions.com" entered, and the second is for the password, represented by dots. A checkbox labeled "Remember me on this computer" is checked. Below the password field is a link for "forgot your password?". A "LOGIN" button is positioned to the right of the password field. At the bottom of the page, a grey footer bar contains the breadcrumb "Home - Solutions - Forums" and a link to the "Cookie policy".

← → ↻ ⓘ support.vantagepoint-solutions.com/support/login 🔑 ☆ 📱 S ⋮

VANTAGE POINT Financial Intelligence. Empowered. **Helpdesk and Support** Welcome Login

Home Solutions Forums

Login to the support portal
Enter the details below

mjohns@vantagepoint-solutions.com

.....

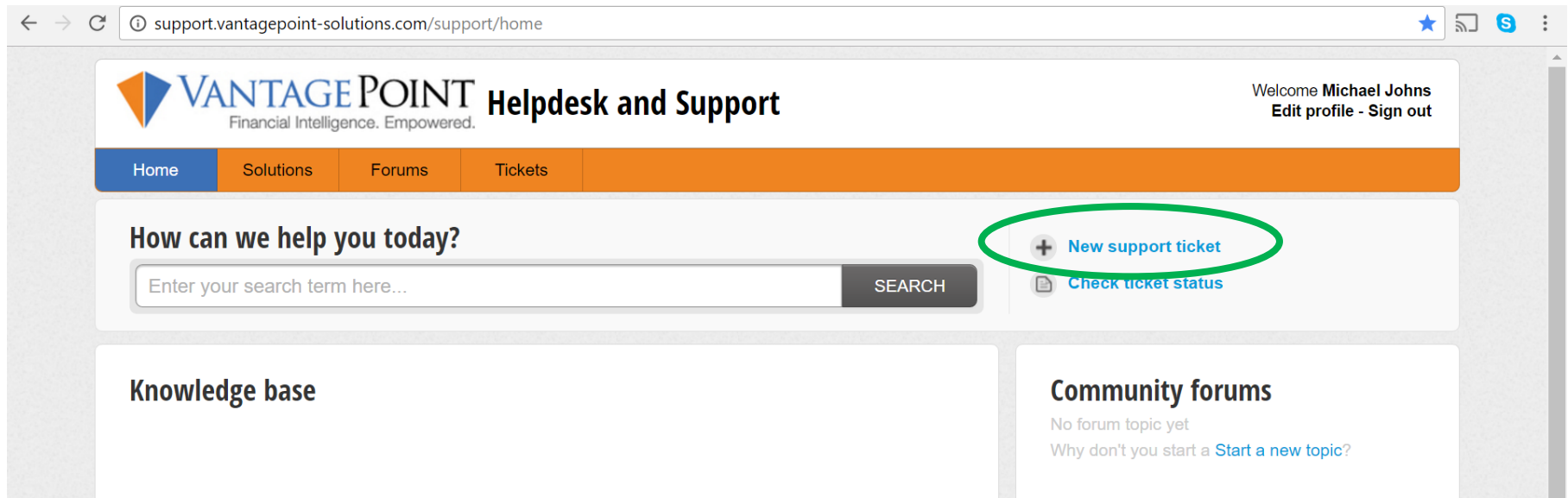
☒ Remember me on this computer

[forgot your password?](#) **LOGIN**

Home - Solutions - Forums [Cookie policy](#)

Entering a new Support Ticket

Click "New Support Ticket"



← → ↻ support.vantagepoint-solutions.com/support/home

VANTAGE POINT Financial Intelligence. Empowered. **Helpdesk and Support**

Welcome **Michael Johns**
Edit profile - Sign out

Home Solutions Forums Tickets

How can we help you today?

Enter your search term here... **SEARCH**

New support ticket

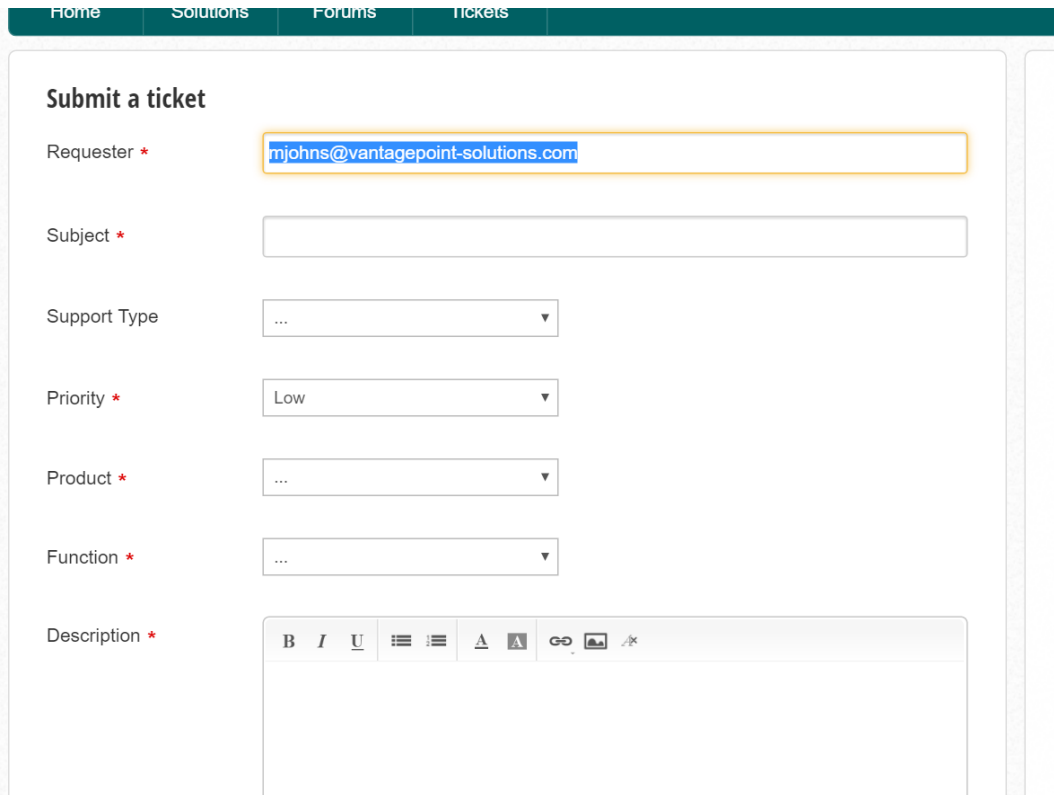
Check ticket status

Knowledge base

Community forums
No forum topic yet
Why don't you start a [Start a new topic?](#)

Entering a new Support Ticket

Fill in each field. Click "Submit" when done.



Home Solutions Forums Tickets

Submit a ticket

Requester *

Subject *

Support Type

Priority *

Product *

Function *

Description *

B I U

Requester will be automatically filled in with your email address.

Subject is what the topic of the ticket is.

Support Type is categorizing what the request is.
Example: Question, Incident, etc.

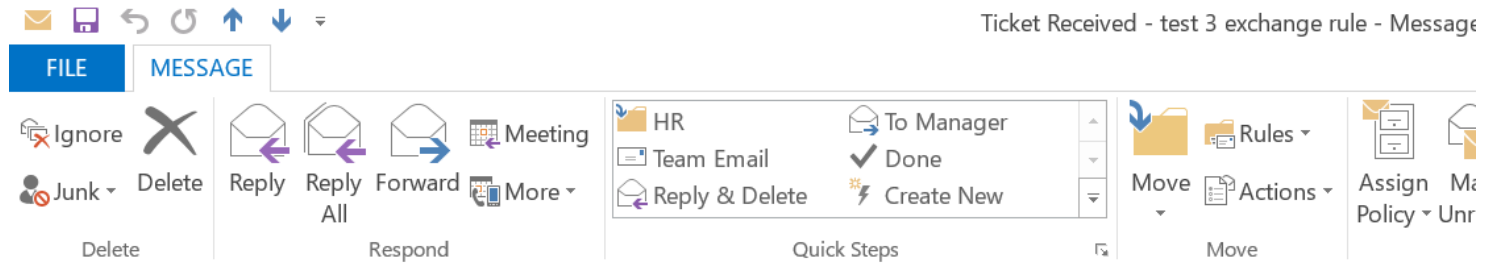
Priority will vary depending on the topic of the ticket.
Example: System down –Urgent. Future changes –Low.

Product will help explain what the ticket relates to.
Example: BPC MS – BPC Microsoft, BPC NW – BPC Netweaver, etc.

Function is the software function that needs support.
Example: Reporting, Admin, etc.

Description is used to explain in more detail why the ticket is being entered.

New Ticket Email to Customer



Thu 7/28/2016 8:55 AM


VantagePoint Support <support@vantagepoint-solutions.com>

Ticket Received - test 3 exchange rule

To: Mike Johns

Retention Policy: Junk Email (30 days)

Expires: Never

 If there are problems with how this message is displayed, click here to view it in a web browser.

Action Items

Dear Michael Johns,

We would like to acknowledge that we have received your request and a ticket has been created. A support representative will be reviewing your request and will send you a personal response.(usually within 24 hours).

To view the status of the ticket or add comments, please visit
<https://vantagepoint.freshdesk.com/helpdesk/tickets/13>

Thank you for your patience.

Sincerely,
Helpdesk and Support Support Team

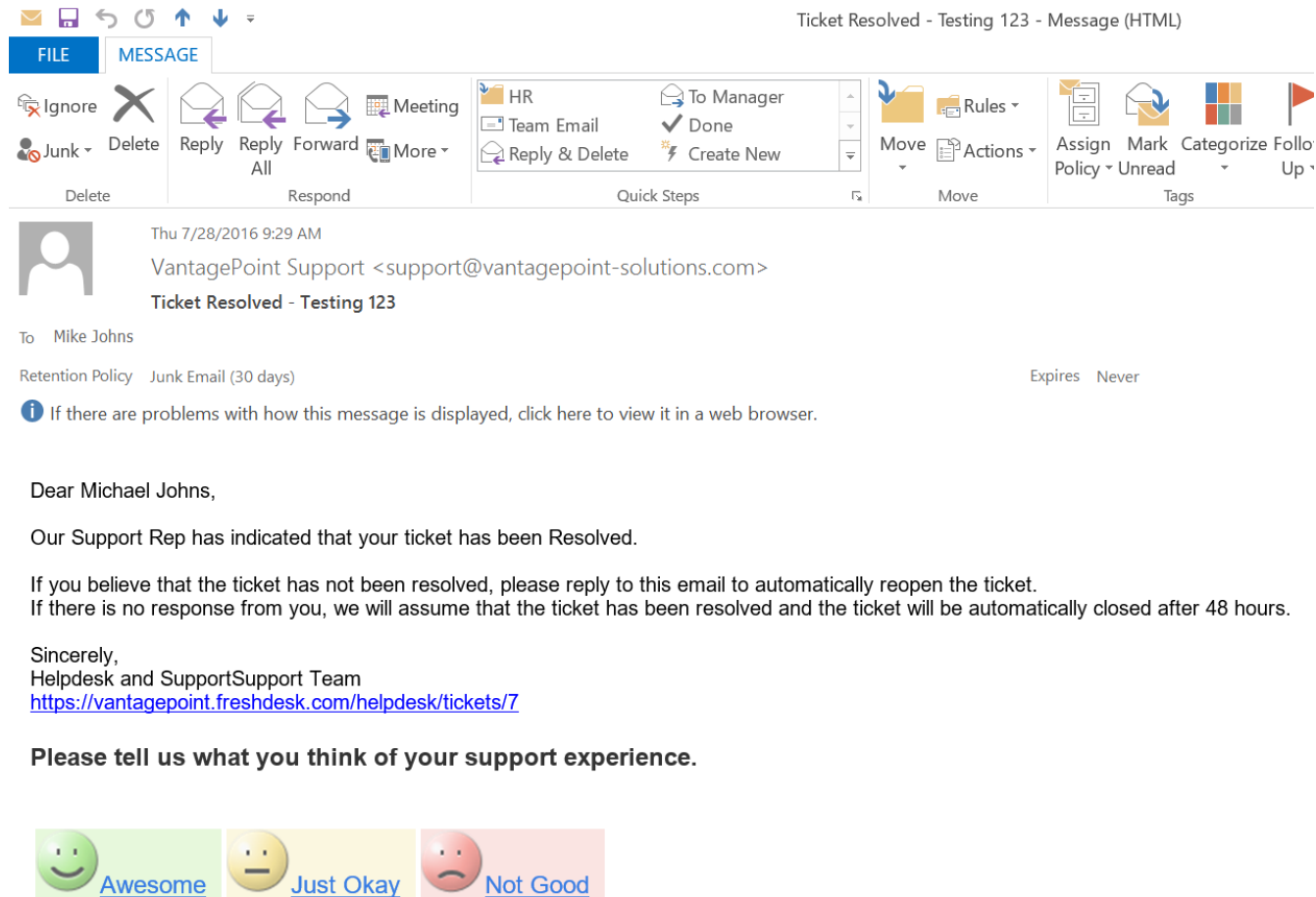
Ticket Status

You can check the status of your Help request by signing back into the VantagePoint Helpdesk and clicking on “Check ticket status”. There is a drop down to view tickets in different status and to see all of the tickets.

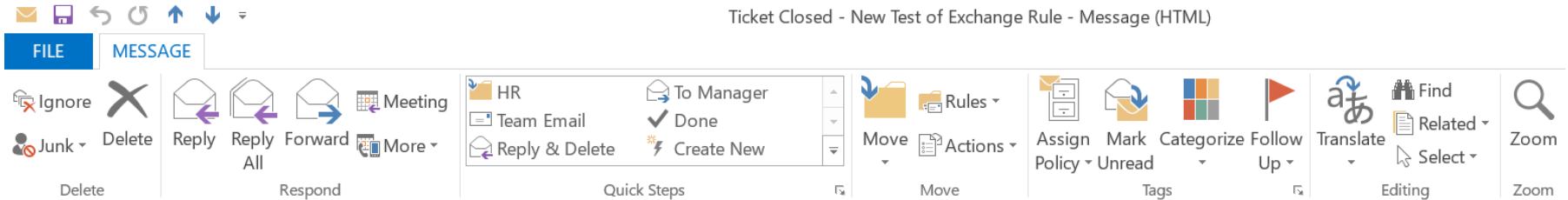
The screenshot displays the VantagePoint Helpdesk and Support web application. The browser address bar shows the URL <https://vantagepoint.freshdesk.com/support/tickets>. The page header includes the VantagePoint logo, the text "Helpdesk and Support", and a user greeting "Welcome Michael Johns" with links to "Edit profile" and "Sign out". A navigation bar contains links for "Home", "Solutions", "Forums", and "Tickets". Below this, a section titled "How can we help you today?" features a search bar and a "SEARCH" button. To the right of the search bar, two buttons are visible: "New support ticket" and "Check ticket status", with the latter being circled in green. Below the search bar, a dropdown menu is open, showing options: "All Tickets", "Open or Pending", and "Resolved or Closed". The "Open or Pending" option is selected, and a "BEING PROCESSED" status indicator is visible. The page also includes a "Export tickets" link and a "3 PM Agent: Support Services" notification.

Updated Ticket Email to Customer

Another way that you will get updates is by the automated emails that are sent when the ticket is updated or closed in the system.



Closed Ticket Email to Customer




Tue 8/2/2016 1:38 PM

VantagePoint Support <support@vantagepoint-solutions.com>

Ticket Closed - New Test of Exchange Rule

To: Mike Johns

 If there are problems with how this message is displayed, click here to view it in a web browser.

Action Items

Dear Michael Johns,

Your ticket - New Test of Exchange Rule - has been closed.

We hope that the ticket was resolved to your satisfaction. If you feel that the ticket should not be closed or if the ticket has not been resolved, please reply to this email.

Sincerely,

Helpdesk and Support Support Team

<https://vantagepoint.freshdesk.com/helpdesk/tickets/12>