Sharedband

Portal Training for Resellers

Part 6: Support System and knowledge base

The Sharedband support system

➢ The Support button is a hyperlink to the 'Sharedband Support System' website.

➢ The 'Sharedband Support System' can also be accessed directly at http://support.sharedband.com

➢1) Hyperlinks back to the Sharedband Service Status page.
➢2) Allows you to view your support ticket history.
➢3) Allows you to register a Sharedband support account (the support system does not share the Portal account's credentials and so resellers are requested to create an account).
➢4) Allows you to raise a support ticket.
➢5) Hyperlinks to the Sharedband support Knowledge Base.

Registering for a Sharedband Support System account.

➢Complete the web form ensuring you use a valid username and email address (you *may* wish to use a shared mailbox/distribution group). Please also ensure you choose a secure password (minimum of 8 random characters using upper case, lower case and at least one numeric digit).

➢Input the Captcha code.

➢Click 'Create Account'.

➢A validation email including a further instruction will be sent to you that you must accept.

Submitting a Sharedband support ticket

➢1) Log into the Sharedband Support System website.
➢2) Click the 'Submit a Ticket' button.

➢3) Select the 'Reseller Support' department radio button to avoid unnecessary delays.
➢4) Click the 'Submit Ticket' button.

➢Complete the ticket content, ensuring your VNOC username (emailed to you when you joined Sharedband's reseller program) and your customer's NOC username are included. Please include as much information about the issue and the troubleshooting you have already completed. This will ensure that we don't ask you to duplicate tests.
➢Click the 'Submit Ticket' button.

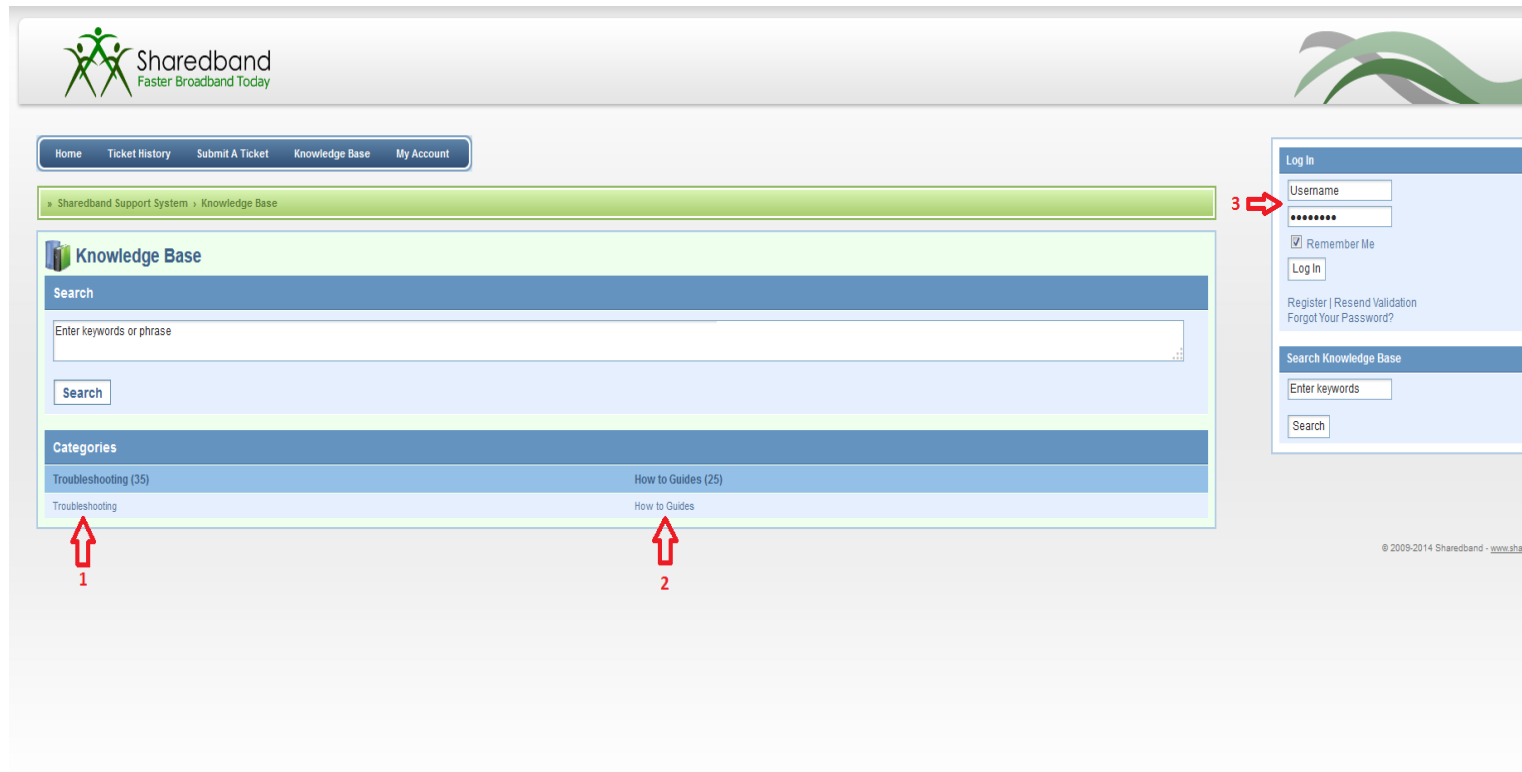➢Members of Sharedband's support department will then review and update your ticket.

The Sharedband Knowledge Base

➤The Sharedband Knowledge base has lots of useful articles and guides on getting the best from your Sharedband services and troubleshooting setup issues. We strongly recommend that you spend some time to familiarise yourself with these articles.

➤The Sharedband Knowledge Base is organised using two sections: Troubleshooting [1] and How to Guides [2].

➤NB: You do **not** need to log into the Support system to view the knowledge base articles [3].

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Thank you for viewing

If you have any questions please visit our knowledgebase at http://support.sharedband.com/kb or contact our support department by ticket or phone.