



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 screenshot displays the Sharedband Portal interface. At the top, the Sharedband logo is on the left, and the text 'Sharedband Portal' is in the center. On the right, it shows 'Version 1.0.3', 'Logged in as [redacted]', and a 'Logout' button with an arrow.

The left sidebar contains several menu items: 'View Accounts', 'Company Management', 'Portal User Management', 'Line Visibility', 'Bandwidth Usage', 'Bandwidth Overages', 'Reporting' (highlighted in green), 'Service Status', and 'Support'. A red arrow points to the 'Support' button.

The main content area is titled 'Reporting' and contains a section for 'Standard Reports'. It features a table with two columns: 'Name' and 'Description'. There are two rows of reports, each with a 'CSV' download button.

Name	Description	
Current Usage Report	List active accounts usage for the current month (Non-Zero)	CSV
Historic Usage Report	List all accounts usage for the last 3 months	CSV

At the bottom of the page, there is a footer with the URL 'p://support.sharedband.com/' and the text 'band Ltd. All rights reserved.'

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

The screenshot displays the Sharedband Support System website. At the top left is the Sharedband logo with the tagline "Faster Broadband Today". A navigation bar contains links for Home, Ticket History, Submit A Ticket, Knowledge Base, and My Account. Below this is a green banner with the text "Sharedband Support System" and a central button that says "Click here for Sharedband Service Status".

The main content area is divided into three sections:

- Submit A Ticket / Ticket History:** Includes a "Submit A Ticket" button with a paper plane icon and a "Ticket History" button with a magnifying glass icon. Below is a "Ticket Overview" table with columns for ID, Subject, Priority, Department, Submitted, and Status. The table is currently empty, displaying the message "Please login to view your tickets."
- Knowledge Base:** Features a search bar with the placeholder "Enter keywords" and a "Search" button. It is divided into two columns: "Recently Added Articles" and "Most Popular Articles".

The "Recently Added Articles" list includes:

- Packet loss or slow performance detected when accessing any remote FTP server through a SonicWall NSA 240 firewall
- Video overview of installing Sharedband (Power Routers)
- Video overview of installing Sharedband (Power Router Pro)
- Setting up Sharedband Netgear DG834v4 or Power Router Pro for BE/O2 Broadband
- Device Incompatibility
- Power Router Pro is unable to connect, sync or drops sync
- Lower than expected performance when operating across an ICUK line
- Turn off ARP-Cache Restrictions on Cisco ASA 5500 Series Version 8.4(4.5)
- Enable Remote Management on Sharedband Netgear DGN1000 (V.32 Software)
- Failover Mode

The "Most Popular Articles" list includes:

- Poor call quality on VoIP
- How to turn off Sharedband on Netgear Routers (for ISP Troubleshooting)
- Turn off ARP-Spoof Detection on DrayTEK Router Firewalls
- Using your router as a wireless access point
- Using your BT Business Hub as a wireless access point
- Changing the MTU on a DrayTEK 2820 or Cisco firewall
- MTU Settings for Firewall Routers
- How to change the LAN IP Range on a Sharedband Netgear Router
- Revert Linksys WRT54GL to Stock Firmware
- How do I setup Reverse DNS for my Email

On the right side of the page, there is a "Log In" section with a "Username" field, a "Password" field (masked with dots), a "Remember Me" checkbox, and a "Log In" button. Below this are links for "Register", "Resend Validation", and "Forgot Your Password?". At the bottom of the right sidebar is a "Search Knowledge Base" section with an "Enter keywords" field and a "Search" button.

- 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.

The screenshot shows the Sharedband support portal interface. At the top left is the Sharedband logo with the tagline "Faster Broadband Today". A navigation bar contains links for Home, Ticket History, Submit A Ticket, Knowledge Base, and My Account. Below this is a green banner with "Sharedband Support System" and a "Click here for Sharedband Service Status" link. A "Submit A Ticket" section includes a "Ticket Overview" table with columns for ID, Subject, Priority, Department, Submitted, and Status. A "Knowledge Base" section features a search bar and two columns of articles: "Recently Added Articles" and "Most Popular Articles". On the right side, there is a "Log In" form with fields for Username and Password, a "Remember Me" checkbox, and a "Log In" button. Below the login form are links for "Register", "Resend Validation", and "Forgot Your Password?". A "Search Knowledge Base" section includes a search input field and a "Search" button. Red arrows are overlaid on the image: arrow 1 points to the "Click here for Sharedband Service Status" link; arrow 2 points to the "Ticket History" link; arrow 3 points to the "Log In" button; arrow 4 points to the "Submit A Ticket" link; and arrow 5 points to the "Knowledge Base" link.

Registering for a Sharedband Support System account.

The screenshot shows the Sharedband Support System registration page. At the top left is the Sharedband logo with the tagline 'Faster Broadband Today'. Below the logo is a navigation bar with links: Home, Ticket History, Submit A Ticket, Knowledge Base, and My Account. The main content area is titled 'Sharedband Support System > Register' and contains a 'Register' form. The form is divided into sections: 'Account Information' and 'Technical Contact Information'. The 'Account Information' section includes fields for Username, Email Address, Password, and Confirm Password. The 'Technical Contact Information' section includes fields for Technical Contact Name (Optional), Technical Contact Number (Optional), and a Captcha field. A 'Create Account' button is located at the bottom of the form. On the right side of the page, there is a 'Log In' section with fields for Username and Password, a 'Remember Me' checkbox, and a 'Log In' button. Below the 'Log In' section are links for 'Register | Resend Validation' and 'Forgot Your Password?'. At the bottom right of the page, there is a 'Search Knowledge Base' section with a text input field for 'Enter keywords' and a 'Search' button. The footer of the page contains the copyright notice: '© 2009-2014 Sharedband - www.sharedband.com'.

- 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.

The screenshot shows the Sharedband Support System interface. At the top left is the Sharedband logo with the tagline 'Faster Broadband Today'. Below it is a navigation bar with buttons for 'Home', 'Ticket History', 'Submit A Ticket', 'Knowledge Base', and 'My Account'. A red arrow labeled '2' points to the 'Submit A Ticket' button. Below the navigation bar is a breadcrumb trail: 'Sharedband Support System > Tickets > Submit A Ticket', with a red arrow labeled '1' pointing to the 'Submit A Ticket' link. The main content area is titled 'Submit A Ticket' and contains the instruction 'Please select a department.' Below this is a list of departments with radio buttons. The 'Reseller Support Area' option is selected, indicated by a red arrow labeled '3'. At the bottom of the list is a 'Submit Ticket' button, indicated by a red arrow labeled '4'. On the right side of the page, there is a 'My Account' section with a welcome message and a 'Search Knowledge Base' section with a search input field and a 'Search' 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.

The screenshot shows the Sharedband website's 'Submit A Ticket' interface. At the top left is the Sharedband logo with the tagline 'Faster Broadband Today'. A navigation bar contains links for Home, Ticket History, Submit A Ticket, Knowledge Base, and My Account. Below this is a breadcrumb trail: Sharedband Support System > Tickets > Submit A Ticket. The main content area is titled 'Submit A Ticket' and features a 'Reseller Support' header. The form includes several input fields: Subject, Priority (set to 'Low'), VNOC Username (Optional), Customer Username (Optional, with a note that it may cause delay if empty), Other Ref (Optional), Contact Tel (Optional), and External Ticket Ref (Optional). A large text area is provided for the ticket description. At the bottom of the form is an attachment section with a 'Browse...' button and the text 'No file selected. (Attachment)'. A 'Submit Ticket' button is located at the bottom center of the form. On the right side of the page, there is a 'My Account' sidebar with a welcome message, a 'Your Tickets' section showing 'No tickets to display', and a 'Search Knowledge Base' section with an 'Enter keywords' input field and a 'Search' button. The footer of the page contains the copyright notice: © 2009-2014 Sharedband - www.sharedband.com

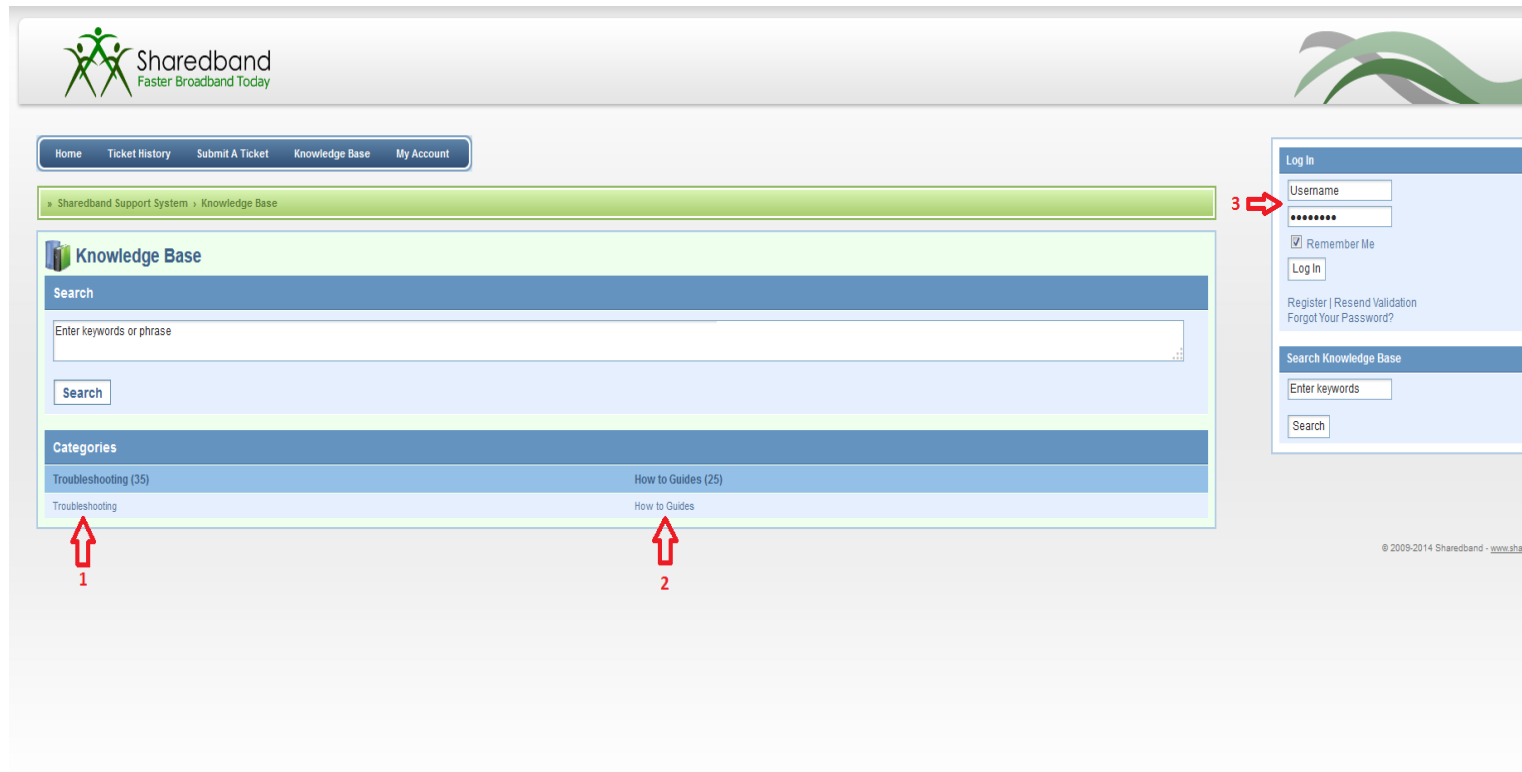
- Members of Sharedband's support department will then review and update your ticket.

The Sharedband Knowledge Base

The screenshot displays the Sharedband Knowledge Base website. At the top left is the Sharedband logo with the tagline "Faster Broadband Today". A navigation menu includes links for Home, Ticket History, Submit A Ticket, Knowledge Base, and My Account. A breadcrumb trail shows the current location: Sharedband Support System > Knowledge Base. The main content area is titled "Knowledge Base" and features a search bar with the placeholder text "Enter keywords or phrase" and a "Search" button. Below the search bar, a "Categories" section lists "Troubleshooting (35)" and "How to Guides (25)". On the right side, there is a "Log In" section with fields for Username and Password, a "Remember Me" checkbox, and a "Log In" button. Below the login section is another "Search Knowledge Base" box with a "Search" button. At the bottom right, a copyright notice reads "© 2009-2014 Sharedband - www.shb".

➤ 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.