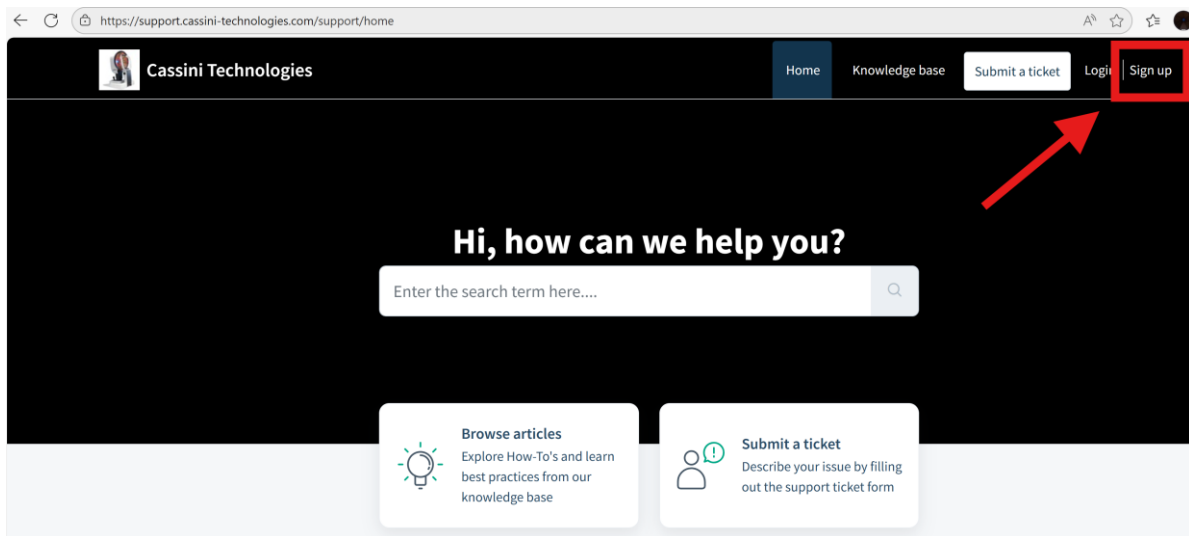


Quick Guide to using the Cassini Support Portal

1. Create an account

- Go to <https://support.cassini-technologies.com>
- Click Sign up in the upper-right corner of the helpdesk.



- Complete the sign-up form with your full name and email.

Sign up for support portal

Already a user? [Login](#)

Full name *

Email *

☐

I'm not a robot



Register

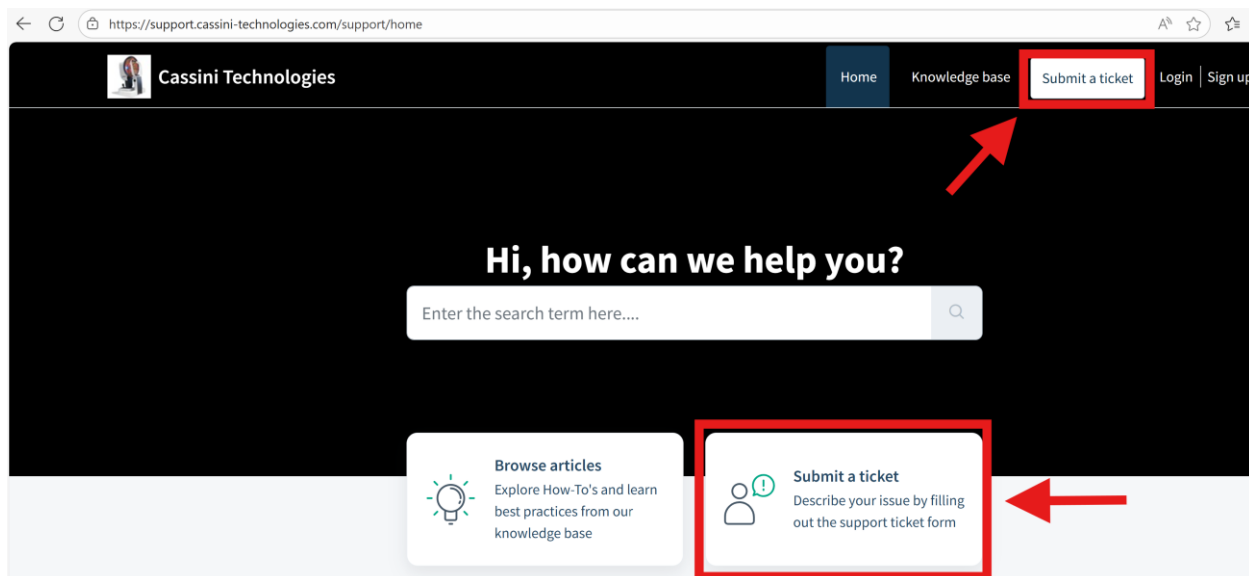
- Once your account is active, you can view the Knowledge Base articles, forums, and raise tickets.

Note: Creating an account is OPTIONAL. You don't need an account to submit a ticket.

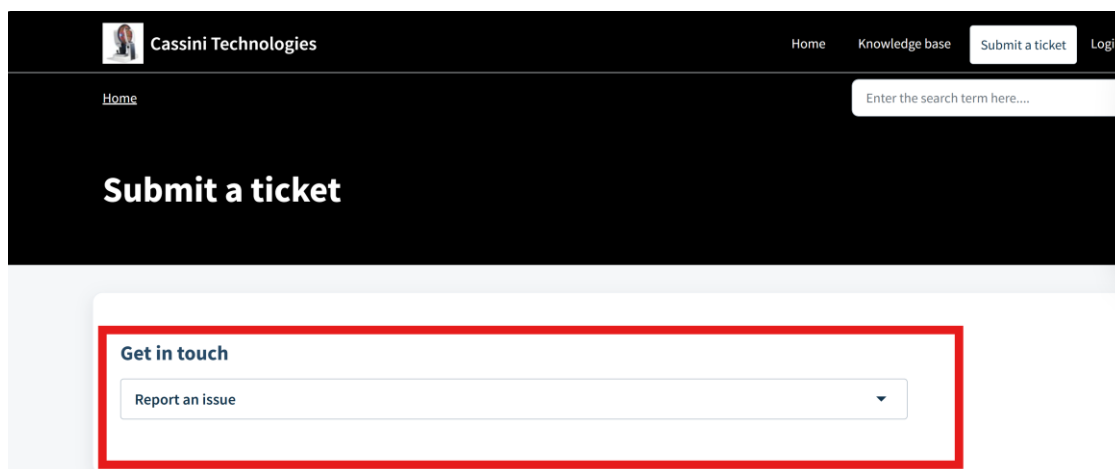
2. Creating tickets on the Portal

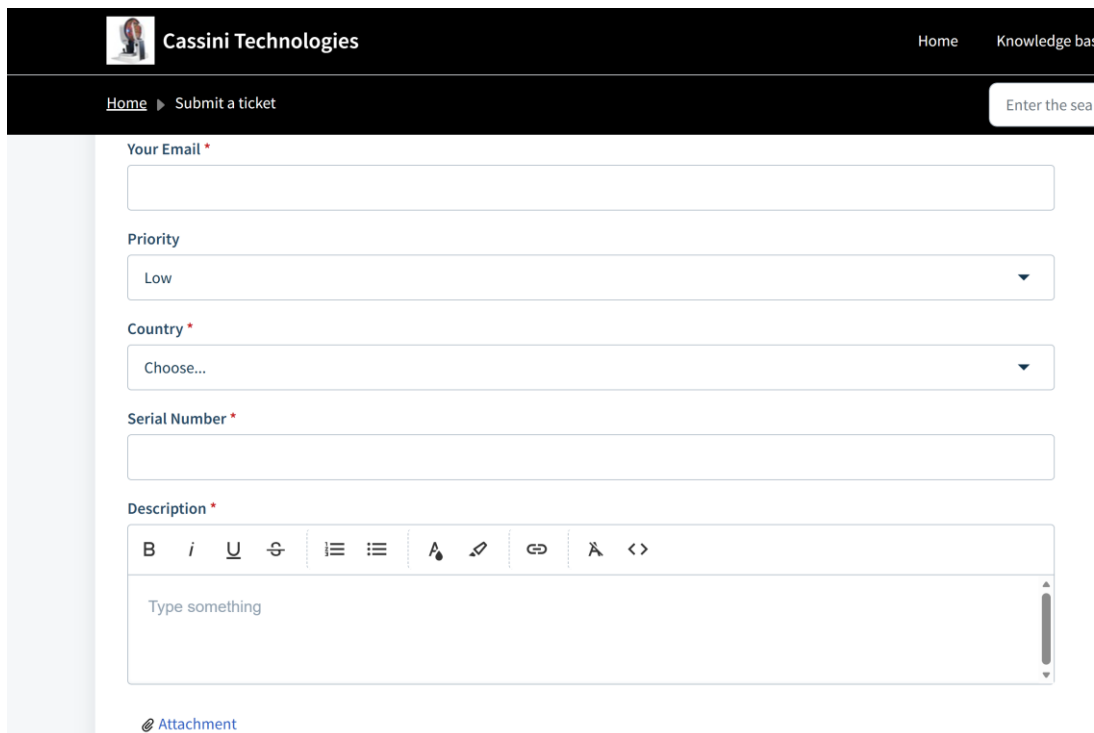
- Go to <https://support.cassini-technologies.com>
- After logging in, click on one of the Submit a ticket button.

Note: You can submit a ticket without logging in or creating an account.



- You will be taken to the **ticket form** selection page. In the dropdown option, click on:
 - **Report an issue:** for any technical queries or troubleshooting assistance relating to your Cassini product
 - **New installation request:** to onboard new end-customers





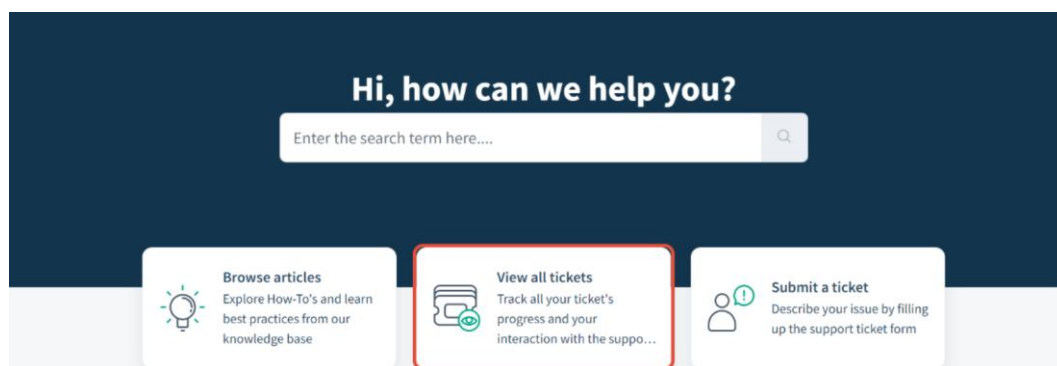
The screenshot shows the 'Submit a ticket' form on the Cassini Technologies website. The form includes the following fields and options:

- Your Email ***: A text input field.
- Priority**: A dropdown menu currently set to 'Low'.
- Country ***: A dropdown menu currently set to 'Choose...'.
- Serial Number ***: A text input field.
- Description ***: A rich text editor with a toolbar containing icons for bold (B), italic (i), underline (U), link, list, link icon, text color, background color, link, unlink, and source code (<>). Below the toolbar is a text area with the placeholder 'Type something'.
- Attachment**: A link with a paperclip icon to upload files.

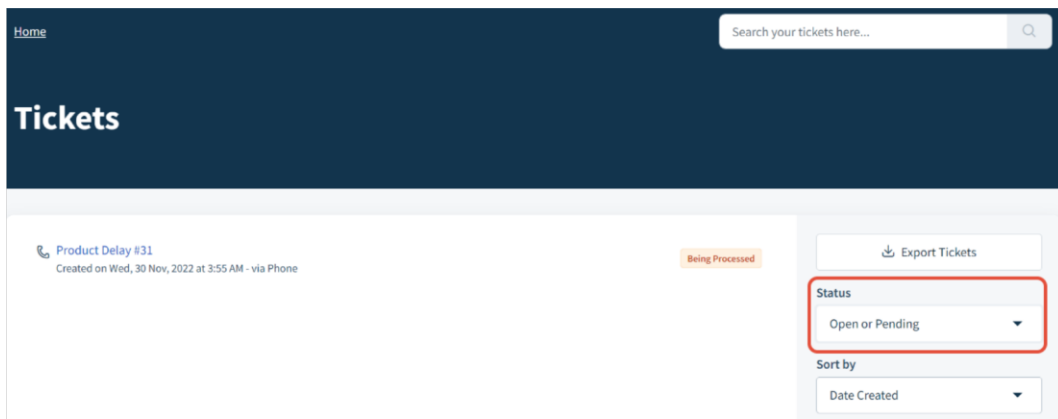
- Please fill in the form concerning your issues. Provide as much detail as possible in the Description section.
- Once the ticket is submitted, a Cassini Support Agent will follow up on it as quickly as possible. Cassini Support Agent will contact you on the email used to open the ticket.

3. Checking ticket status

- Once you have logged in to your portal account, you can check on the status by clicking on the **View all tickets** on the homepage.



- You can filter tickets based on the **Status** drop-down.



- **Open or Pending tickets**

When a ticket is submitted it has an **Open** status by default. A Cassini Support Agent can change the ticket to **Pending** when they are waiting for a response.

- **Resolved or Closed**

A ticket is marked as **Resolved/Closed** when the Cassini Support Agent provides a adequate solution to a question/issue.

- You may reply to the ticket, even if classified as Closed, at any point to reopen for further questions.

4. Updating profile details

- Click on your profile name on the **top right corner > Edit profile.**
- In the profile settings page, you can edit your name, password, phone, photo, time-zone, and language.
- Click **Save changes.**

