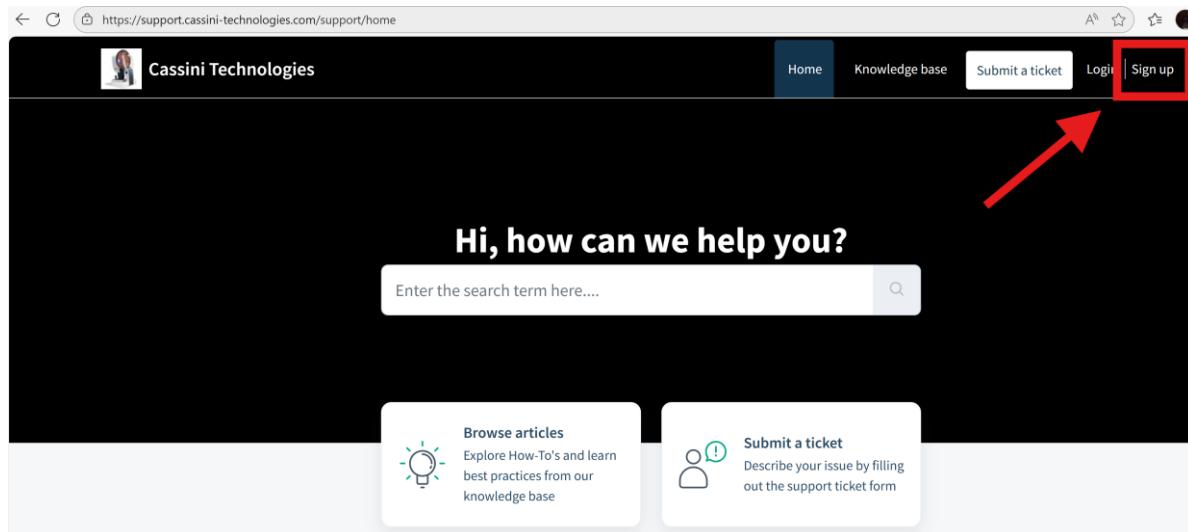


Quick Guide to using the Cassini Support Portal

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



reCAPTCHA

[Privacy](#) - [Terms](#)

[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.



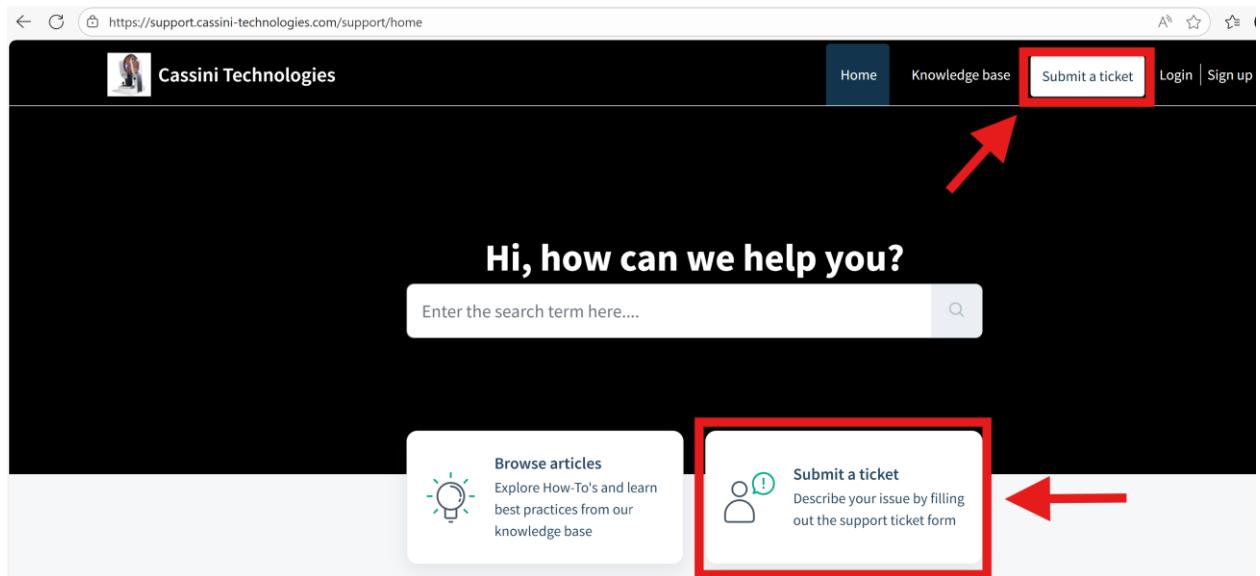
support@cassini-technologies.com



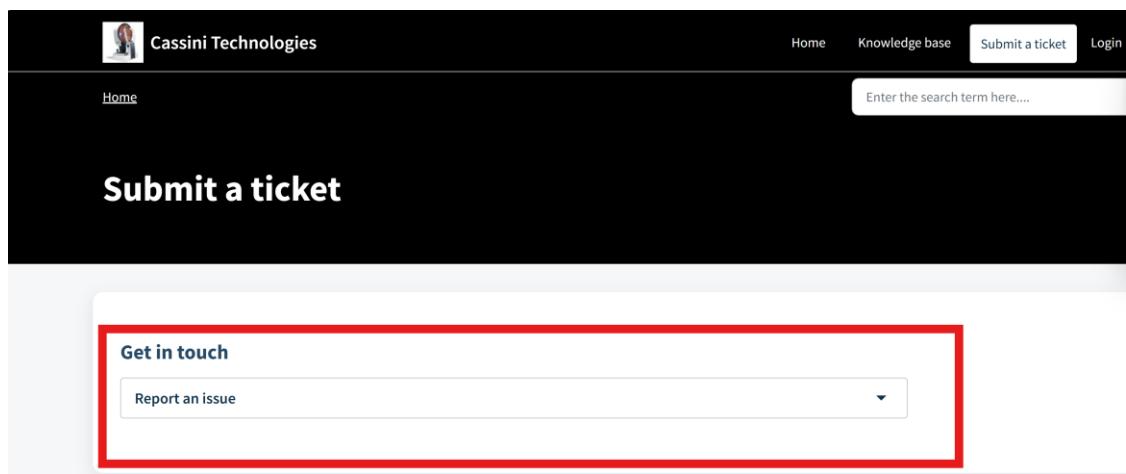
support.cassini-technologies.com

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



 Cassini Technologies

[Home](#) ► Submit a ticket

Enter the search term

Your Email *

Priority

Low

Country *

Choose...

Serial Number *

Description *

B *i* U ~~G~~         

Type something

Attachment

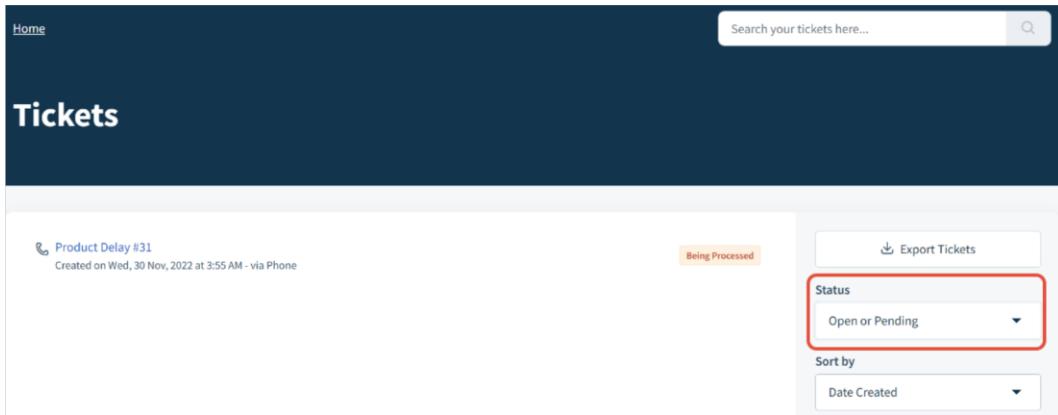
- Please fill in the form concerning your issues. Provide as much detail as possible in the Description section.
- Once the ticket is submitted, a Cassini Support Agent will follow up on it as quickly as possible. Cassini Support Agent will contact you on the email used to open the ticket.

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.

The screenshot shows a support ticketing system with a dark blue header. The header features a large, bold, white text 'Hi, how can we help you?'. Below this is a search bar with a placeholder 'Enter the search term here....' and a magnifying glass icon. The main content area is divided into three white boxes with rounded corners, each containing an icon and text. The first box on the left has a lightbulb icon and the text 'Browse articles. Explore How-To's and learn best practices from our knowledge base.' The middle box in the center has a ticket icon and the text 'View all tickets. Track all your ticket's progress and your interaction with the suppo...'. This box is highlighted with a red border. The third box on the right has a person icon and the text 'Submit a ticket. Describe your issue by filling up the support ticket form'.

- 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**.

freshworks

Home Knowledge base Forums Tickets Submit a ticket P

Home

Enter the search term here...

P Pepper Potts

My profile

Sign out

Edit Profile Change Password

Full name * Pepper Potts

Title Enter Title

Email Pepper.Potts@gmail.com

Work phone Enter Work phone

Mobile phone Enter Mobile phone

Profile picture

P

Add



support@cassini-technologies.com



support.cassini-technologies.com