

Lucid Support Portal – Guidelines and Procedures for Creating Tickets

Ver 2.0

Jan '19

Version Control

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1.0	Initial Version	11-Dec-2018
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1 Introduction

Lucid's Support Portal helps customers log issues and queries on Lucid integrations. Portal also hosts general solutions and troubleshooting steps for common errors and issues. Customers can also give feedback based on our support and your satisfaction.

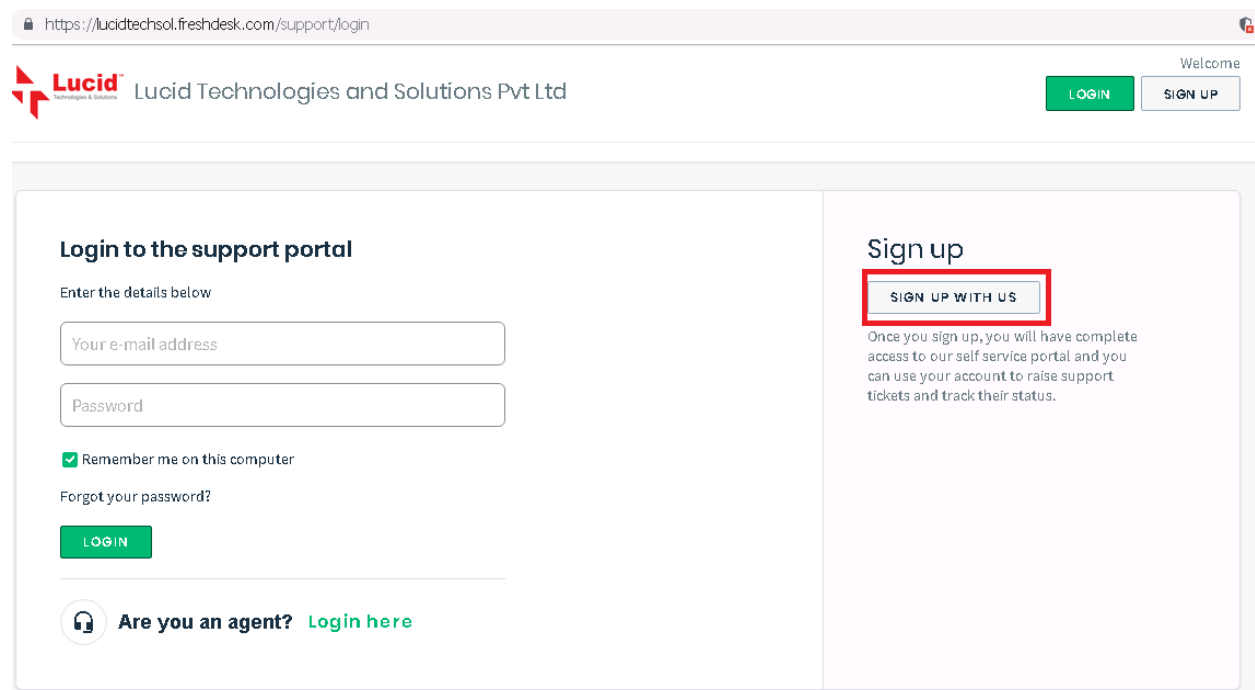
2 Support Portal – Setup Procedures

2.1 Sign up to Portal

- Open the browser and enter the below URL and hit Enter.

<https://lucidtechsol.freshdesk.com/support/login>

- Click on **SIGN UP WITH US**



The screenshot shows a web browser window with the URL <https://lucidtechsol.freshdesk.com/support/login>. The page header includes the Lucid logo, the company name "Lucid Technologies and Solutions Pvt Ltd", and a "Welcome" message with "LOGIN" and "SIGN UP" buttons. The main content area is split into two columns. The left column is titled "Login to the support portal" and contains a form with fields for "Your e-mail address" and "Password", a "Remember me on this computer" checkbox, a "Forgot your password?" link, and a "LOGIN" button. The right column is titled "Sign up" and features a "SIGN UP WITH US" button highlighted with a red box. Below this button, text explains that signing up provides access to the self-service portal and allows users to raise support tickets and track their status. At the bottom of the left column, there is a link for agents: "Are you an agent? Login here".

- Provide the necessary details and Click **Register** to register your account to our Ticket Support portal.


Sign up for your Lucid Technologies and Solutions Pvt Ltd account

Full name *

Email *

Title

Organization Name *

I'm not a robot 
reCAPTCHA
[Privacy - Terms](#)

REGISTER

CANCEL

- Once registered, acknowledgement mail will be sent to your mail id. We will review and send you the activation link.
- Once you click on activation link, you will be redirected to a webpage where you have to provide Name and password and Click on **Activate and Log in**



Lucid Technologies and Solutions Pvt Ltd

Activate Your Account

Please confirm your details and set a password for your account

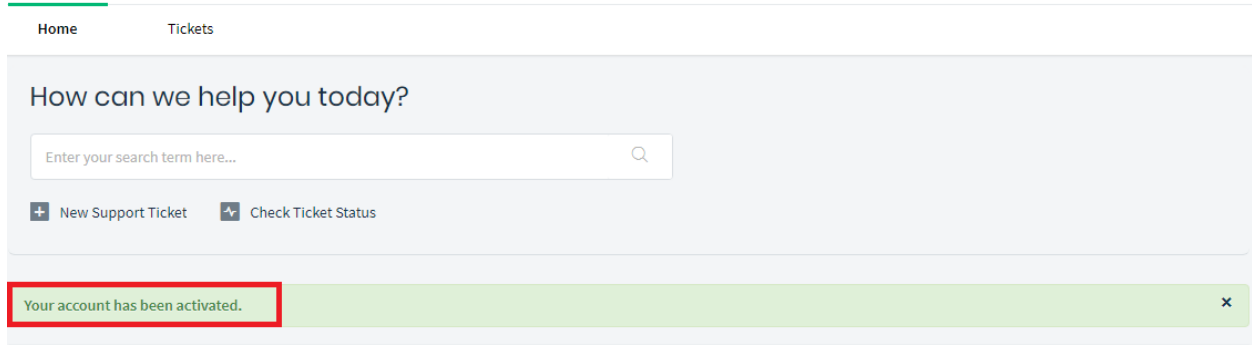
Full name *

Enter Password *

Retype Password *

ACTIVATE AND LOG IN

- Your account will now be activated and webpage redirects to your Support Portal page.



- Click on the **Edit profile** on the top right corner to manage your Profile.

2.2 Creating Tickets using Support Portal

- You can create a new ticket using the **New Support Ticket** button either in the **Home** page or in **Tickets** page.
- To create a new ticket, fill in the required details,

Requester	Your Email ID
Subject	Subject regarding your Defect/Subject
Template	Mule Integration Template name
Problem Type	Defect/Bug/License Inquiry/Question
Priority	Low/Medium/High/Urgent (Provide Urgent for Production System Outages only)
Description	Ticket Description
Attach a file	Add attachments if you had any

Submit a ticket

Requester *

Add cc

Subject *

Template *

Problem Type *

Priority (Reserve Urgent for Production System Outages only) *

Description *

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[+ Attach a file](#)

SUBMIT

CANCEL

- Click on **Submit** once done.
- After submitting, ticket will be created, you will receive acknowledgement mail.

- Our Support team will contact you usually within 1 Business day.
- You can check the status of the ticket using the **Check Ticket Status** button either in the **Home** page or in the **Tickets** page of the Support portal.

2.3 Updating comments

- Once the ticket is created, you can add comments to it through the Portal if you have the account in our Support portal or you can also reply to the mail which you received while creating ticket and it will be added as comments to your ticket.