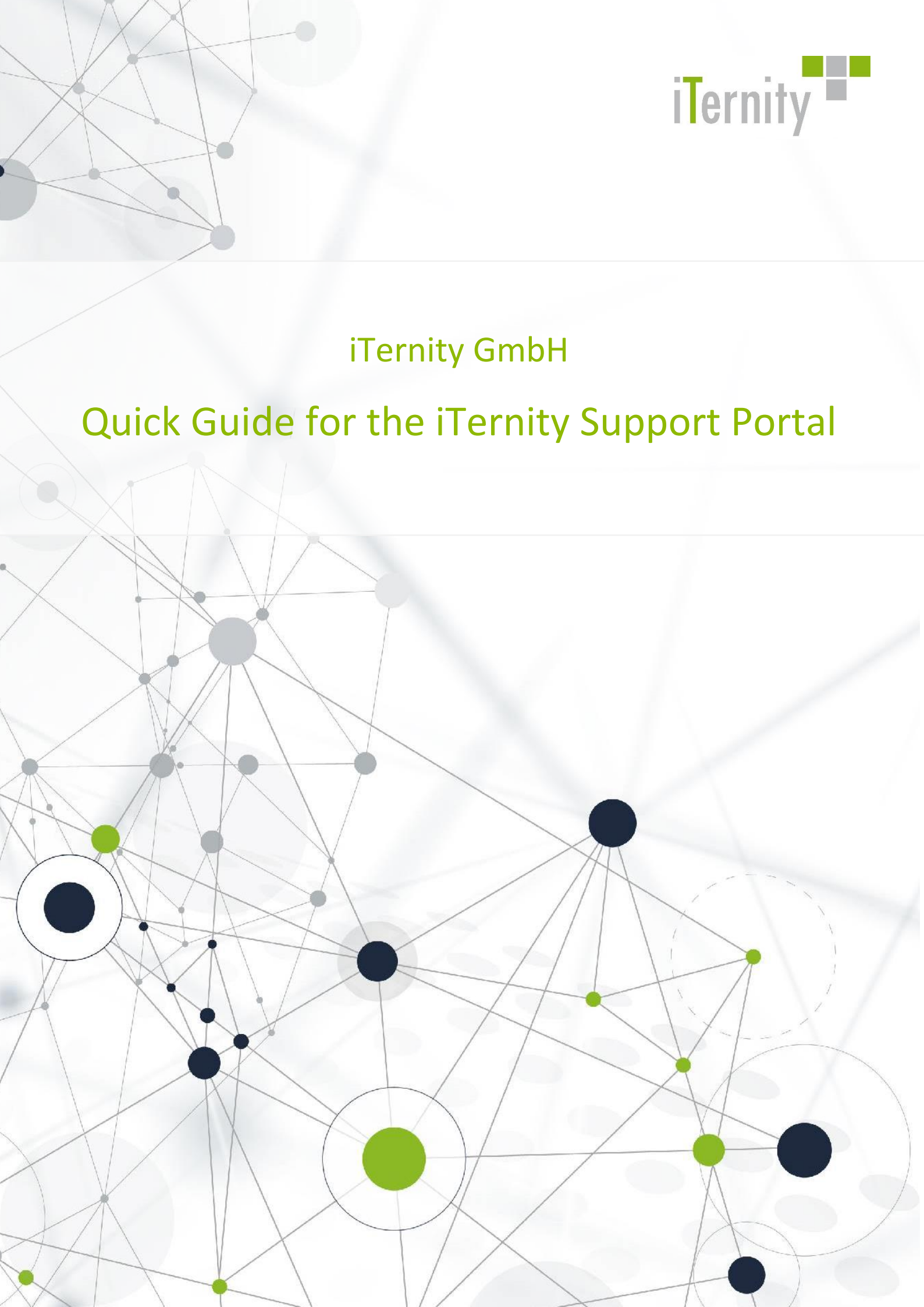


iTernity GmbH

Quick Guide for the iTernity Support Portal



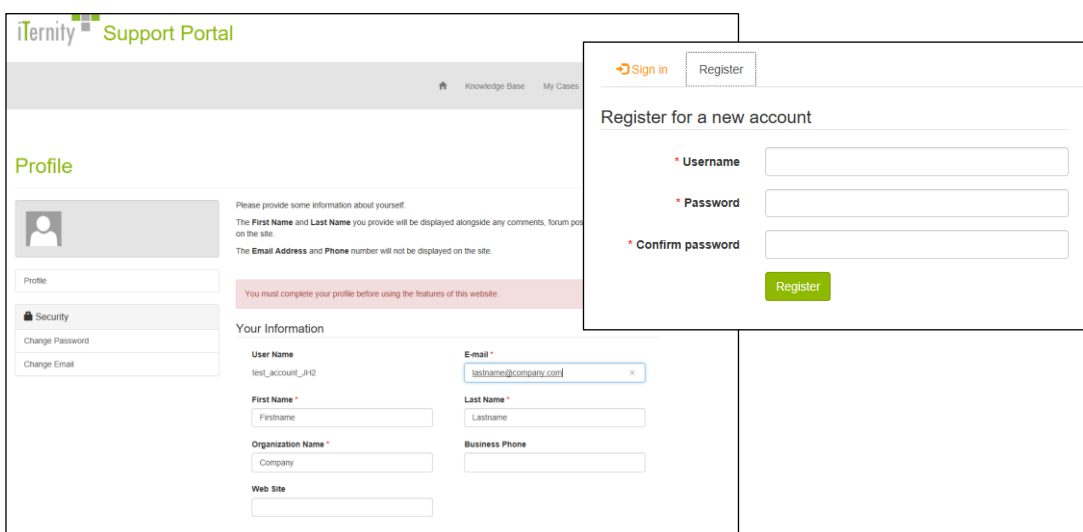
Quick Guide for the iTernity Support Portal

support.iTernity.com

The iTernity Support Portal allows you to search for solutions in our knowledge base or describe your needs to us. This Quick Guide will explain the basic features and capabilities.

Register to the Portal

Choose a username and password to register. Complete your profile after registering.



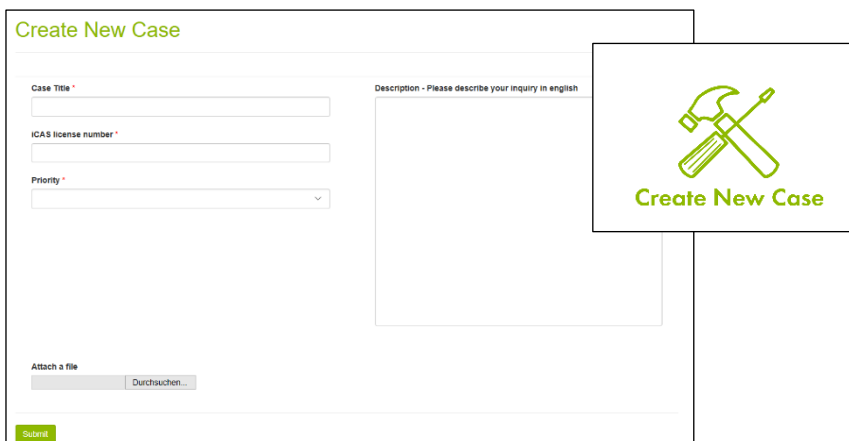
The screenshot shows the iTernity Support Portal interface. On the left, there's a 'Profile' section with a 'Security' sub-section containing 'Change Password' and 'Change Email' links. The main area is titled 'Your Information' and contains several input fields: 'User Name' (pre-filled with 'test_account_jh12'), 'Email' (pre-filled with 'testname@company.com'), 'First Name', 'Last Name', 'Organization Name' (pre-filled with 'Company'), and 'Business Phone'. A red message box states: 'You must complete your profile before using the features of this website.' A modal window is open over the registration form, titled 'Register for a new account', with fields for 'Username', 'Password', and 'Confirm password', and a green 'Register' button.

Create New Case

(Home Screen)

Please use "Create New Case" for all your requests and support issues.

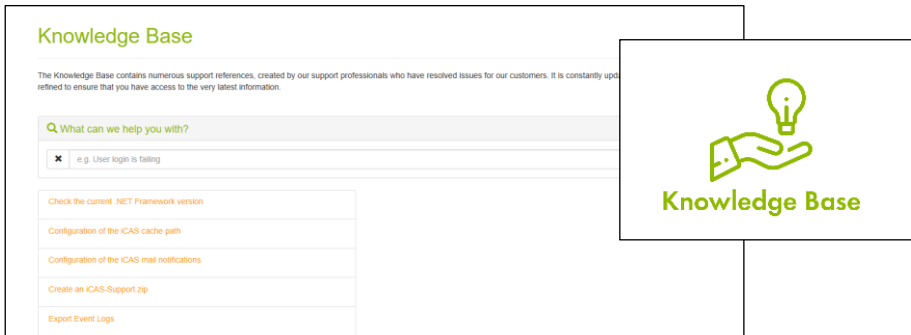
Please fill in: Case Title, iCAS license number, Priority, Description, Attach a file (if needed)



The screenshot shows the 'Create New Case' form. It has several input fields: 'Case Title', 'iCAS license number', and 'Priority' (a dropdown menu). The 'Description' field is a large text area with the placeholder text 'Description - Please describe your inquiry in english'. There is an 'Attach a file' section with a 'Durchsuchen...' button. A green 'Submit' button is at the bottom left. A callout box on the right side contains a green icon of a hammer and wrench and the text 'Create New Case'.

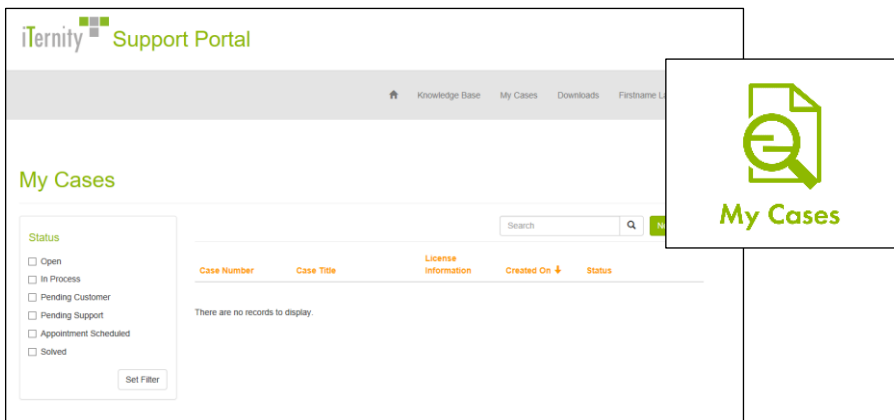
Knowledge Base

Find interesting articles and instructions in our Knowledge Base. For the search, Boolean operators can be used.



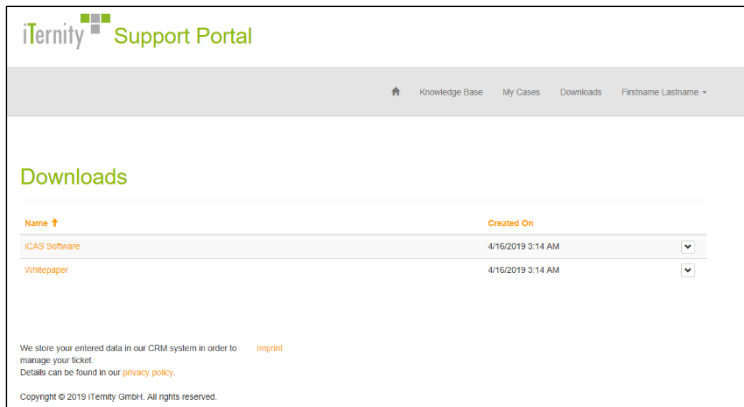
My Cases

Here you will find all your cases. You can filter between the different status types.



Downloads

Here you can find actual whitepapers, Hardware-/Software-Preconditions e.g.



The screenshot shows the 'Downloads' section of the iTernity Support Portal. It features a table with two columns: 'Name' and 'Created On'. The table lists two items: 'iCAS Software' and 'Whitepaper', both created on 4/16/2019 3:14 AM. Below the table, there is a privacy notice and a copyright notice.

Name ↑	Created On
iCAS Software	4/16/2019 3:14 AM
Whitepaper	4/16/2019 3:14 AM

We store your entered data in our CRM system in order to manage your ticket. Details can be found in our [privacy policy](#). [Imprint](#)

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iTernity GmbH

Heinrich-von-Stephan-Straße 21

79100 Freiburg

Germany

Support Portal: support.iTernity.com

Support Hotline +49 761- 3873 666

www.iTernity.com

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