

iTernity GmbH

Quick Guide for the iTernity Support Portal

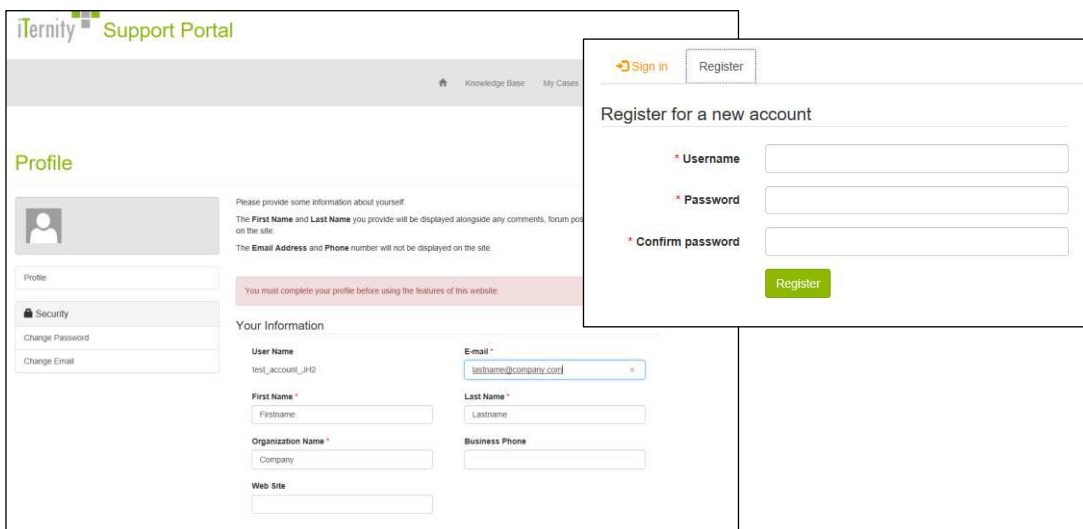
Quick Guide for the iTernity Support Portal

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 user icon and links for 'Change Password' and 'Change Email'. The main area contains a 'Your Information' form with fields for User Name, E-mail, First Name, Last Name, Organization Name, Business Phone, and Web Site. A modal window titled 'Register for a new account' is overlaid on the right, featuring input fields for Username, Password, and Confirm password, along with a 'Register' button.

Create New Case

(Home Screen)

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

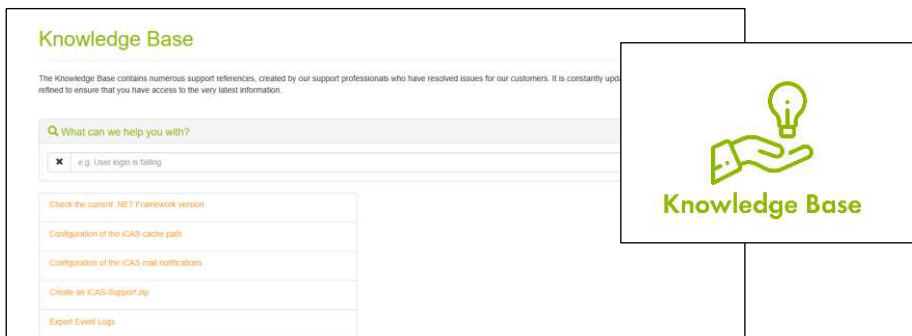
Please fill in: Case Title, iCAS license number, Priority, Description, Attach a file (if needed)



The screenshot displays the 'Create New Case' form. It has several input fields: 'Case Title', 'iCAS license number', and 'Priority'. A large text area for 'Description' is provided with the instruction 'Please describe your inquiry in english'. Below the description field is a file upload section with a 'Durchsuchen...' button. At the bottom left is a 'Submit' button. A modal window on the right features a green icon of crossed tools and the text 'Create New Case'.

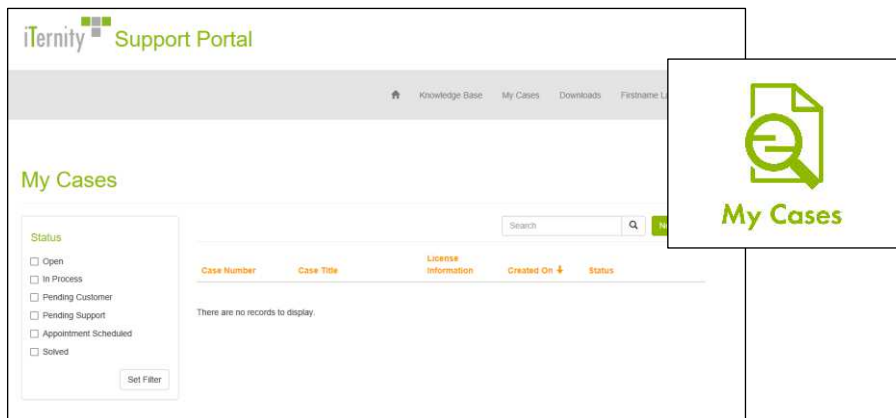
Knowledge Base

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



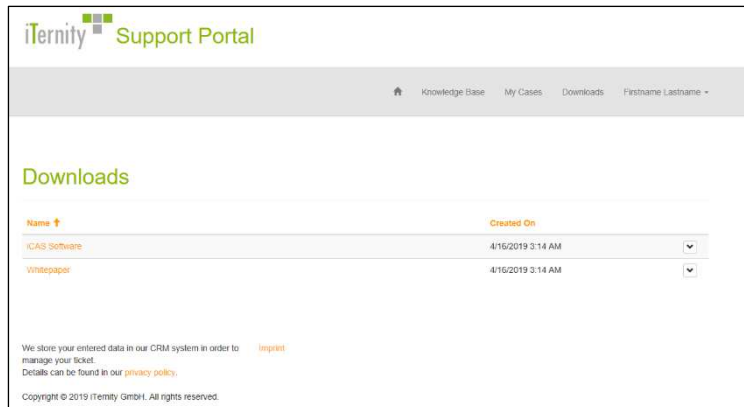
My Cases

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 for 2019 iTernity GmbH.

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](#).
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