

NAKISA®

Customer Support Portal

STEP-BY-STEP GUIDE

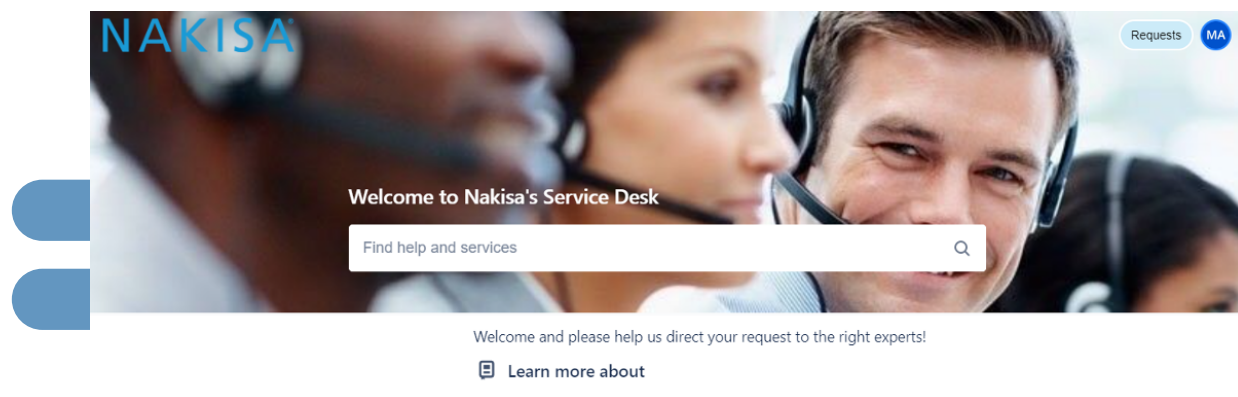
Access the Portal

For any product issues or questions, you need to create a ticket with Nakisa Support. The portal can be accessed through this link: <https://nakisa.atlassian.net/servicedesk/customer/portals>

You will be provided with the access portal upon your contract signature. An email will be sent to you with instructions on how to register. If you have not received the email, please contact your dedicated Nakisa Account Manager.

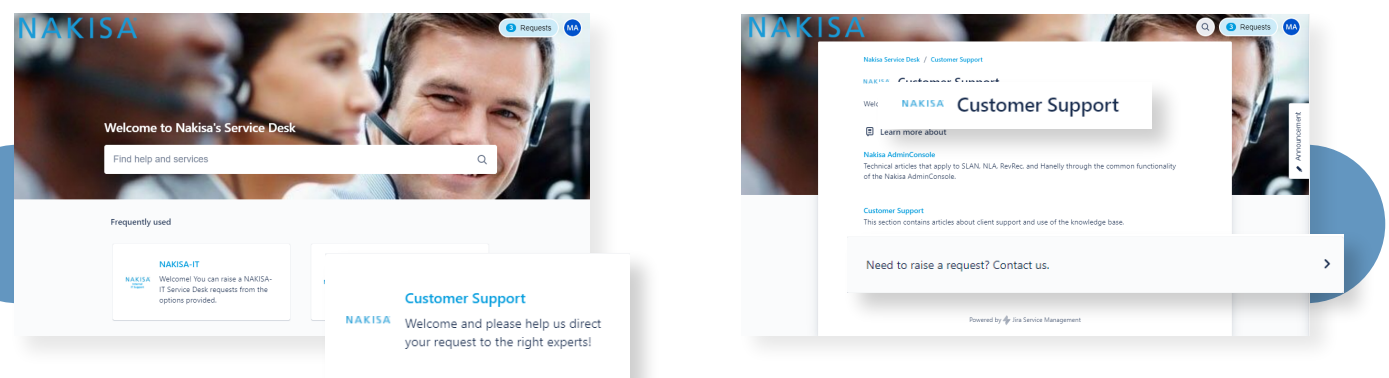
Knowledge Base Articles

Nakisa's Service Desk contains a large database of articles and content that are useful to our clients. We add new content to this library every day in order to help you with your questions and enable you to more easily use our solutions. Before raising a ticket, please search for Knowledge Base articles by using the search bar, or browse it by clicking the link in the screenshot.



Log a Request

To log a support ticket, click on Customer Support, then scroll down at the bottom of the page and click on **Need to raise a request?** and select the appropriate request type.



Please note that, to facilitate ticket resolutions and enable our teams to efficiently help you, you should raise one ticket per incident and refrain from mentioning multiple issues in a single ticket. Otherwise, our support engineers will request that you divide your ticket into multiple tickets.

What Can We Help You With?

For any product issues or questions, you need to create a ticket with Nakisa Support. The portal can be accessed through this link: <https://nakisa.atlassian.net/servicedesk/customer/portals>

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Upgrade Issues

There is an issue affecting your upgrade activity (QA or PROD). This activity is not part of an ongoing project.



Operational Support Issue

There is an issue affecting your product or solution in an operational environment.



Ongoing Project Issue

There is an issue affecting your ongoing project during its implementation lifecycle: before going live, cloud migration, including onboarding implementation, and on-prem upgrade.



Upgrade Request

You need to request for an application upgrade to the latest version.



Cloud Request

You need help with miscellaneous cloud requests or related issues such as restarting the server, 403/503 error, etc.



Single Sign-On Request

You need assistance with your Single Sign-On integration or access to the solution.



License Key Request or Renewal

You need to request a new or renewal of an old on-premises license key.



General Questions

You need help with an issue that doesn't fit into the above categories.

Choosing the Correct Priority

When raising a ticket please follow this guidance for setting the priority of the requests.

Critical

A Critical incident is when the following occur cumulatively:

- Production environment is inoperable, inaccessible, or critical interface has failed.
- There is an inability to access services resulting in a critical impact on operations, and no workaround is immediately possible.

Medium

A Medium incident is when the following occur cumulatively:

- Partial, non-critical loss of functionality of the services.
- Impaired operations of some components but the Authorized User can continue using the services.

High

A High incident is when the following occur cumulatively:

- Major business processes are severely impaired.
- Business operations can continue in a restricted fashion, although long-term productivity might be adversely affected, and a temporary workaround is available.

Low

A Low incident is when the following occur cumulatively:

- General usage questions.
- Cosmetic issues and documentation errors.

Information to Provide When Reporting an Implementation/Operational Support Issue

When raising a project or support request, please follow this guidance for setting the priority of the requests.

Summary

The summary should briefly explain the issue in clear specific terms, reflecting what the bug is and where it is.

Description

Detailed overview or description of the bug which should include:

- Abstract summary of behavior
- Justifications of why this is a bug
- Whether this was working before
- Screenshots illustrating the issue

Steps to Reproduce

List the minimal set of steps necessary to reproduce the bug and include any special set ups. If the bug is intermittent, indicate under what circumstances it can be reproduced.

Expected Result

Describe how the application should behave after following the steps above.

Actual Result

Describe what is the actual result after following the steps i.e., the bug behavior.

Support Token

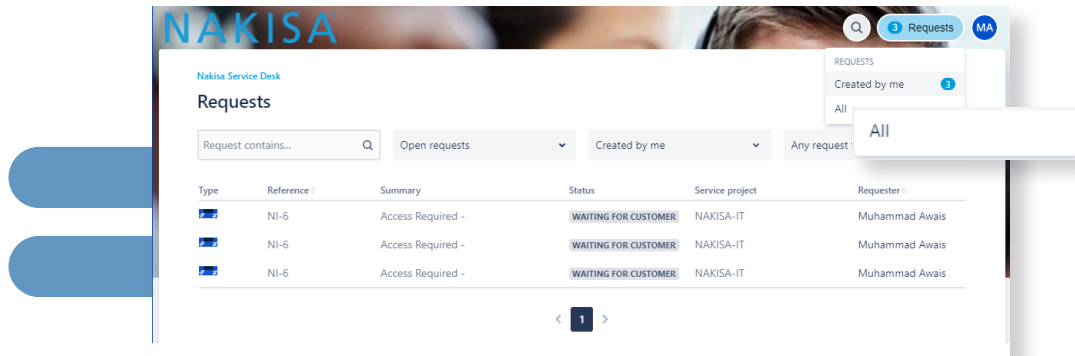
Attach the support token to the ticket. The support token should be generated shortly after the time of the error so that the information and logs captured by the support token are as close to the time of occurrence of the problem as possible. The support token can be found in the Admin console in the Build info tab.

Additional Information

Attach any other relevant files or logs.

Status After Raising the Request

You can review the details of every raised request in the Customer Support Portal. Please find below the details of different statuses based on different steps toward solving the problem.



Submitted

Once you have successfully generated the ticket the status appears as submitted.

Need Info

In case the support team needs any relevant information to resolve the issue, the ticket status appears as Need Info.

Resolution Planned

In case if the reported issue has already been fixed in upcoming release, the ticket status appears as Resolution Planned.

Withdrawn

If you have cancelled/withdrawn/revoked the submitted ticket or have not replied to the support team with missing info within the specified time, the ticket status appears as withdrawn.

Acknowledged

Once the ticket is received by Support Team the ticket status appears as Acknowledged.

Investigating

When support requires information to perform troubleshooting and work on resolving the problem, the ticket status appears as Investigating.

Confirm Resolution

Once the support team has resolved or provided resolution, and has confirmed with you that the issue has been resolved, the ticket status appears as Confirm Resolution.

Closed

Once you have confirmed that issue is resolved, the ticket status appears as Closed.

About Nakisa

Nakisa empowers companies to thrive in a fast-changing world with a flexible, scalable, cloud-based platform for organizational design and lease accounting that makes managing global business operations simple. Our easy-to-use, enterprise-grade software solutions, Nakisa Hanelly and Nakisa Lease Administration, provide visibility and analytics for global enterprises allowing users to unlock real-time insights and make faster, more informed business decisions.

Are you a client?

Reach out to your Account Manager.

Not a client?

Send us an email at info@nakisa.com or visit [Nakisa.com](https://www.nakisa.com)