



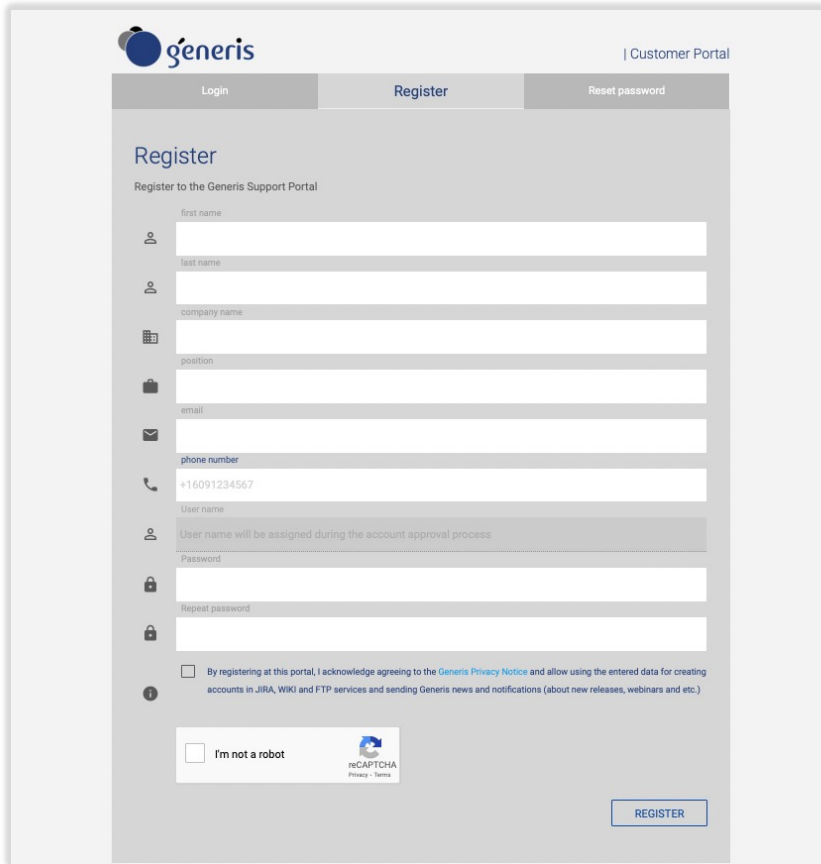
Helpdesk Platform

End User Quick Reference Guide

Registration

Register

To register a new account please go to our support portal <https://my.generiscorp.com> and complete the registration form. If you already have an account but do not remember your password, you can reset it here.



The screenshot shows the 'Register' page of the Generis Support Portal. At the top, there are navigation tabs for 'Login', 'Register', and 'Reset password'. The 'Register' tab is active. Below the tabs, the page title is 'Register' and the subtitle is 'Register to the Generis Support Portal'. The form contains several input fields: 'first name', 'last name', 'company name', 'position', 'email', 'phone number' (with a pre-filled value '+16091234567'), 'User name' (with a note that the name will be assigned during approval), 'Password', and 'Repeat password'. There is a checkbox for terms and conditions, a reCAPTCHA widget, and a 'REGISTER' button at the bottom right.

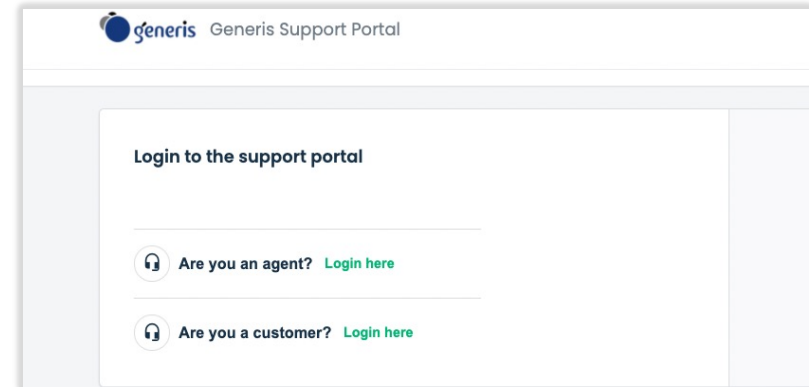
Upon successful registration you will receive a confirmation email with an activation link. Click the link or copy and paste it into a browser. This action confirms the account registration request and notifies a Generis administrator to activate your new account.

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Login

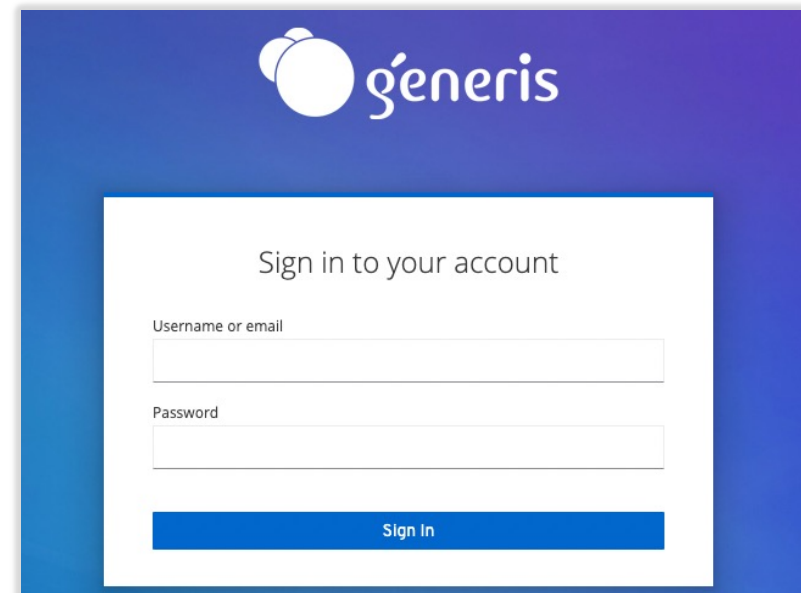
Login

Once the account has been activated by a Generis administrator you will receive an email with your username. To login to the helpdesk portal, launch your browser and enter the address <http://support.generiscorp.com/>



The screenshot shows the 'Login to the support portal' page. It features two login options: 'Are you an agent? Login here' and 'Are you a customer? Login here'. Each option has a speaker icon and a 'Login here' link.

Click **Login here**. The Generis login window launches, enter your username or email, and password. Click **Sign In**.

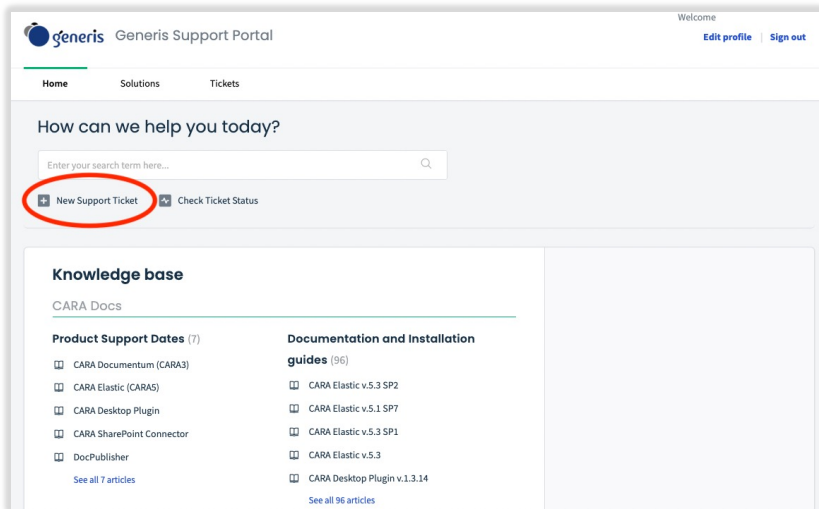


The screenshot shows the 'Sign in to your account' window. It has a blue background with the Generis logo at the top. The form contains two input fields: 'Username or email' and 'Password'. Below the fields is a blue 'Sign In' button.

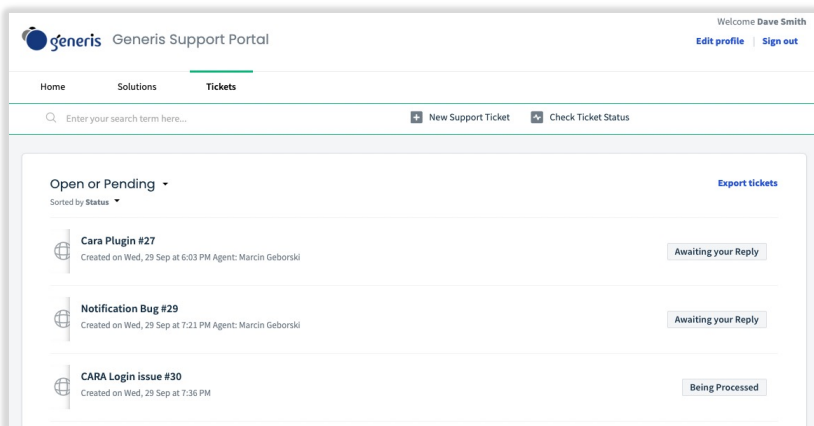
Home Page

On successful login the Generis helpdesk home page is loaded. Information related to CARA v3 and CARA v5 can be found in the knowledge base section.

To report a new issue, click **New Support Ticket**.



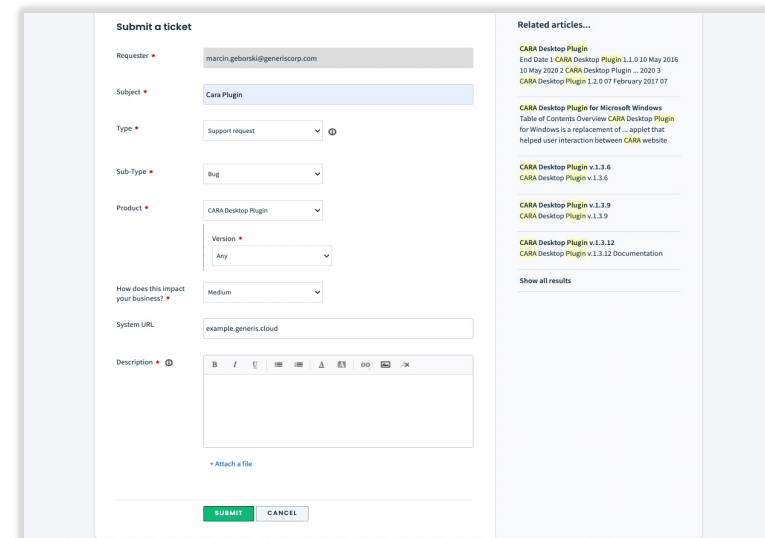
To view all reported issues, go to the **Tickets** tab at the top. Use the search bar to find a specific ticket or filter and sort the displayed issues.



Ticket Submission Form

Use the **Subject** field to search the **Related Articles** section for advisory documents that may provide a solution. If the ticket still needs to be raised, populate the form accordingly.

For **Type** select **Question** for general enquiries, enhancements and new feature requests, or if you have a question related to finance or sales. Select **Support Request** if you are reporting a bug or incident and provide the product name, version and system URL. Choose a **Priority** and detail the issue. The **Description** field should include (but not limited to) steps to reproduce (with expected and actual results), log files and screenshots, information on how frequently the issue occurs in your system.



Fields marked with a red asterisk are mandatory. Once submitted, the responsible support team member will be automatically notified. Status updates and other notifications are sent to the issue reporter via email. Replies can be made directly within the email thread.