



CLICO Support System

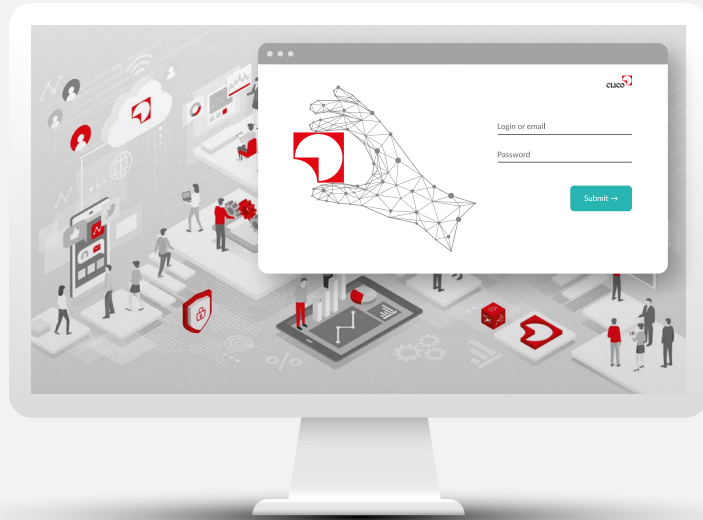


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INTRODUCTION


CLICO is delighted to introduce new support system to service your products covered by CLICO 1st line support. In this guide, you will find step-by-step instructions on how to navigate the new system, access various support features, and make the most of its capabilities. We encourage you to familiarize yourself with the guide and explore the system's functionalities to optimize your interaction with our support team.

In case of any question or issue with CLICO Support System please report it to maintenance@clico.pl .

FAQ

What will change starting from July 1st, 2023?


Answer: All CLICO Customers and Partners with active CLICO support who want to raise technical support request will need to do so through the new CLICO Support System.

Due to this fact, notification emails regarding support cases will be sent from support-system@clico.pl  email address. Please make sure that your antispam system will accept emails from the mentioned email address.

What is the reason behind this change?

Answer: The reason behind changing the system is to improve efficiency, enhance functionality, and provide a better user experience for customers and partners. Additionally, it will address limitations or issues present in the old system, ensuring a more effective and reliable platform for managing user accounts and technical support.

Will active user accounts be migrated to the new system?


Answer: Yes, all active accounts from old Technical Assistance Center (CLICO TAC) will be migrated to the new system. All migrated users will need to follow reset password procedure described in "Users with active account in CLICO TAC (<https://tac.clico.pl>)" .

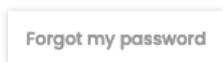
Will active technical support tickets be transferred to the new system?

Answer: No, all current and active technical support tickets will continue to be handled and managed in the old system until they are resolved.

USERS WITH ACTIVE ACCOUNT IN CLICO TAC (<https://tac.clico.pl>)

All existing accounts from old CLICO Technical Assistance Center (CLICO TAC) have been migrated to new Support system. In order to get access to new CLICO Support System users should use **Forgot my password** option and set up new password. Please find below step-by-step procedure to access the new system:

1. In web browser open <https://support.clico.pl> URL .
2. Please navigate to **Forgot my password** option.

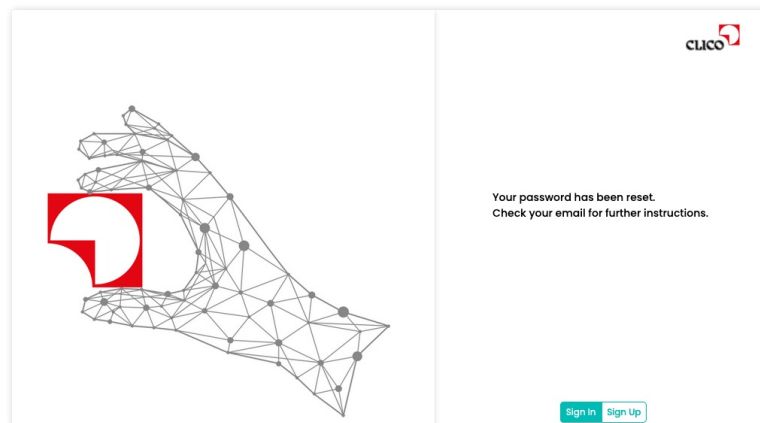


This will initiate the password reset process.

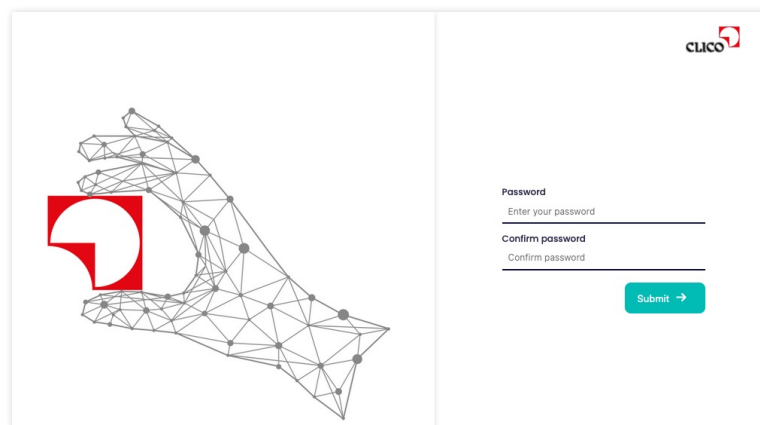
- Next user will be prompted to enter email address associated with your existing account in tac.clico.pl. Ensure to enter the correct email address.



- After entering email address, click on the “Submit” button.
- Support system will send an email to the provided email address with password reset link.



- Password reset link will redirect user to web page to set up new password.



- On the password reset page, enter new password and confirm it in the designated fields and then click “Submit” button.


- Next user should see the information: **“Password has been changed”**. Now user can proceed to log in to the new system using updated credentials.



NEW ACCOUNT REGISTRATION

After receiving a support contract document, to access the primary support channel (CLICO SUPPORT, <https://support.clico.pl> ) it is required to create an account in CLICO Support System.

In order to create an account please follow below procedure:

- In web browser open <https://support.clico.pl> URL .
- Please navigate and click to **“Sign Up”** button.

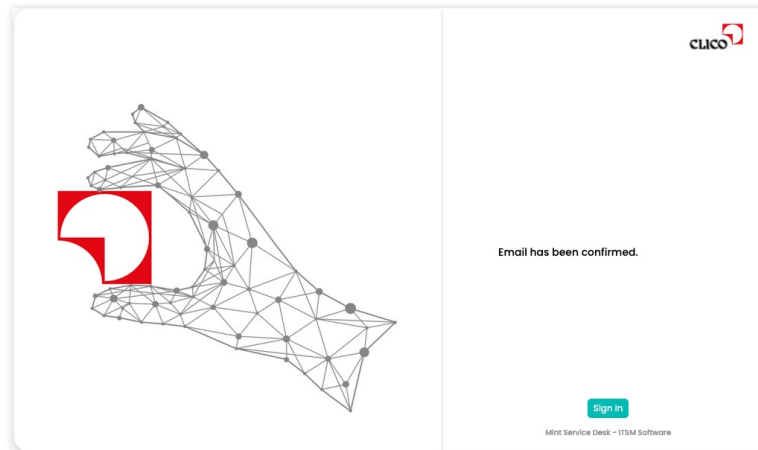


- Next provide all required contact information details as well the contract number and activation code provided by CLICO Orders Team. Contract provided while registration process is automatically activated.



Login
Enter your login
Email
Enter your email
First name
Enter your first name
Last name
Enter your last name
Password
Enter your password
Confirm password
Confirm password
Phone Number
Enter you phone number
Contract Number
Enter contract number
Activation Code
Enter your contract number
Company
Enter your company number

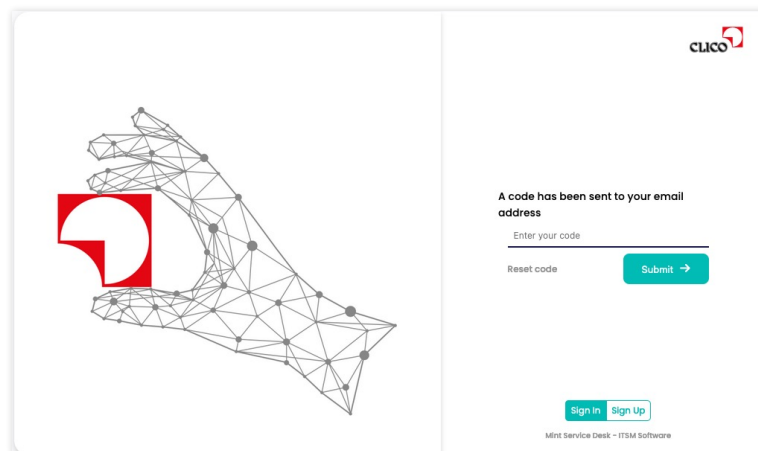


4. After entering all details, please navigate and click **“Submit”**.
5. Support system will send an email to the provided email address with confirmation link. Please open this link to confirm your email address.



LOGIN PROCEDURE


1. In order to log in to new CLICO support system please open in web browser <https://support.clico.pl> link .
2. Then provide **Login** and **Password** created during registration process. For users migrated from old support system (<https://tac.clico.pl> ) as a Login user should use email address associated with the account.
3. By default, CLICO Support System has enabled Two Factor authentication. After entering proper credentials system will send email to user with verification code.



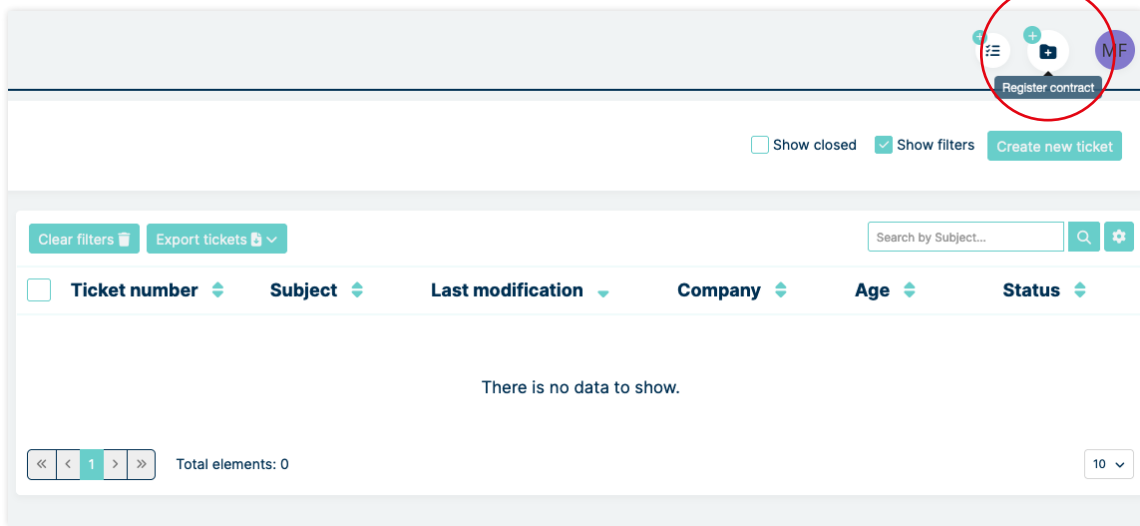
4. Please provide verification code sent to user email address and click **“Submit”**.
5. Then user should be Signed Into the portal.

ACTIVATING A CONTRACT ON AN EXISTING ACCOUNT

In order to activate a contract on account which already exists in CLICO Support System user should follow below procedure.

1. Please open <https://support.clico.pl> link  and log in using user credentials.

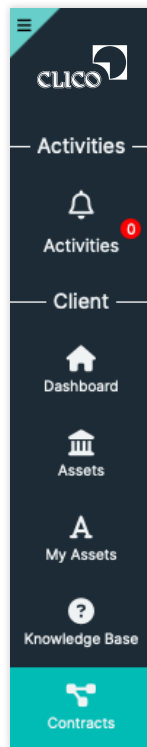
- In right top of page user should navigate and click **“Register contract”** button.



- Next user should provide **Contract number** and **Contract key** (Activation key), provided by CLICO Orders Team and click **“Apply”** button.

A screenshot of the 'Register contract' form. The form has a title 'Register contract' and two input fields: 'Contract number*' and 'Contract key*'. Both fields have placeholder text 'Contract number...' and 'Contract key...' respectively. At the bottom right of the form, there are two buttons: 'Cancel' and 'Apply'.

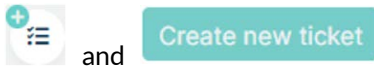
- List of all contracts activated on the account can be listed by navigate and click on **“Contracts”** button which can be find on left navition panel.



TICKET CREATION

After logging into the CLICO Support System user should be able to create a support request. In order to create such request please follow below instruction.

1. From right top of Dashboard screen you can find two shortcut icons to create a new ticket:

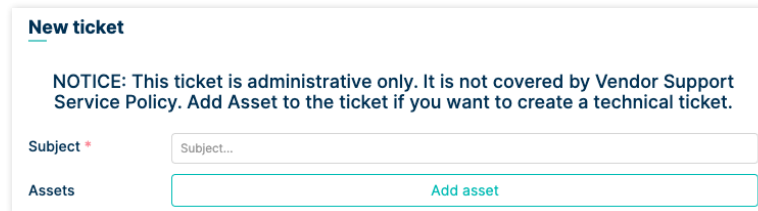


Please navigate and click one of them.

2. Then the user will see a page where they will need to fill in the details regarding the ticket.

Administrative request

1. By default, on the first screen on “**Create new ticket**” webpage user will see below Notice:



New ticket

NOTICE: This ticket is administrative only. It is not covered by Vendor Support Service Policy. Add Asset to the ticket if you want to create a technical ticket.

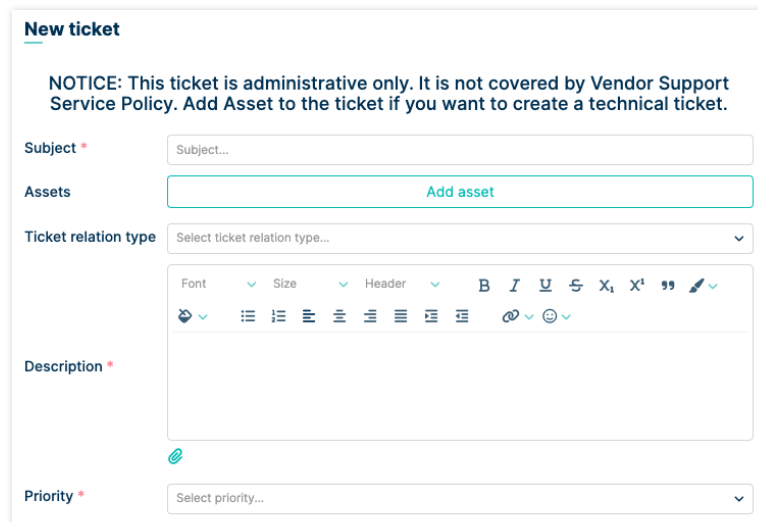
Subject *

Assets

This message informs that the user can create a non-device-specific support ticket. Such tickets should address technical issues related to the functioning of the Support Portal itself, such as the inability to register a contract, difficulties in creating a technical support ticket, etc.

2. To raise that kind of request user has to fill in below fields:

- Subject
- Description
- Priority



New ticket

NOTICE: This ticket is administrative only. It is not covered by Vendor Support Service Policy. Add Asset to the ticket if you want to create a technical ticket.

Subject *

Assets

Ticket relation type

Font **B** *I* U

Description *

Priority *

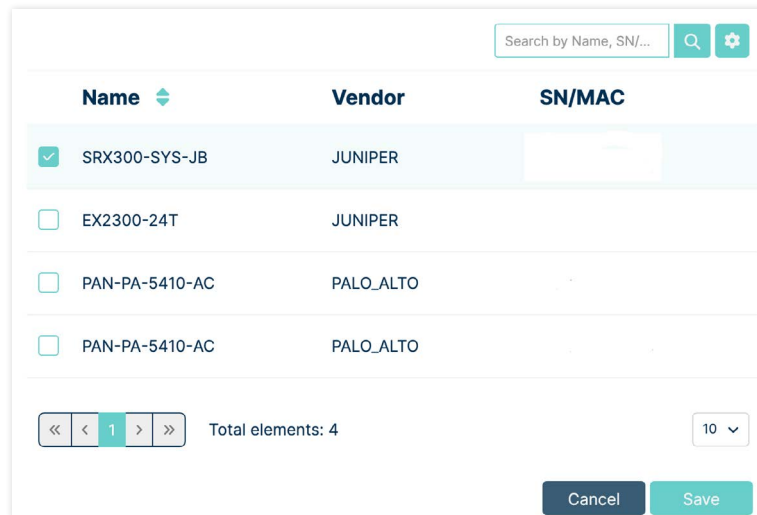
Next user should navigate and click “**Create**” button.

Support request

1. To raise support request, user has to add an asset to ticket using “**Add asset**” button.

A rectangular button with a light blue border and the text "Add asset" centered inside.

2. Then the user should select the product for which the support ticket is being submitted.

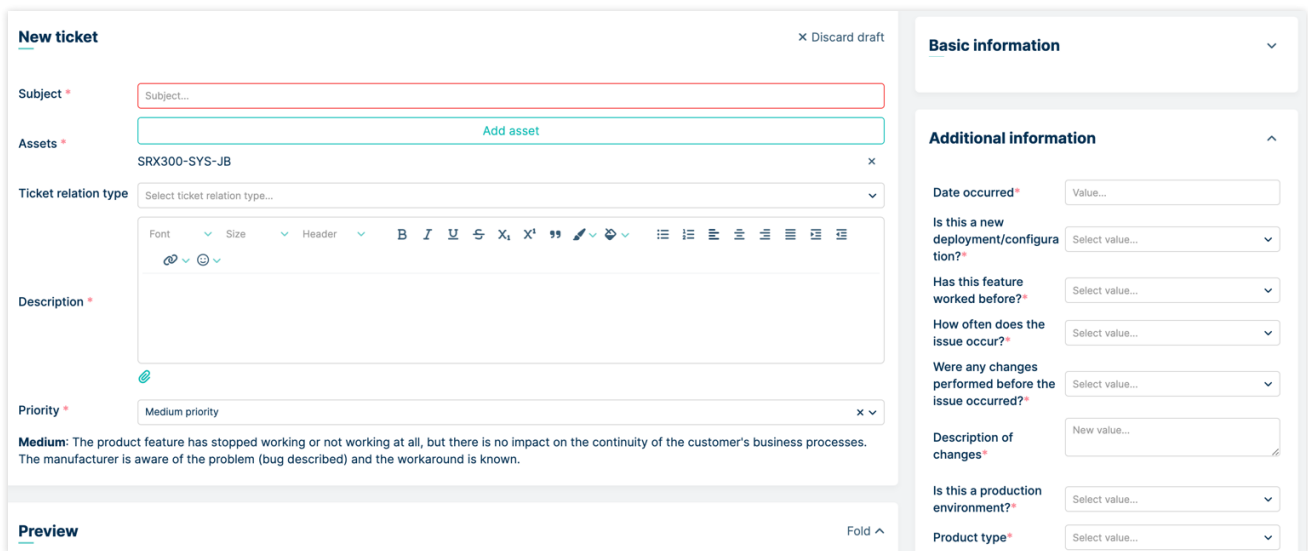
A table with columns "Name", "Vendor", and "SN/MAC". It contains four rows of assets. The first row is selected with a checkmark. Below the table are navigation controls (page 1 of 4) and a "Total elements: 4" label. At the bottom right are "Cancel" and "Save" buttons.

Name	Vendor	SN/MAC
<input checked="" type="checkbox"/> SRX300-SYS-JB	JUNIPER	
<input type="checkbox"/> EX2300-24T	JUNIPER	
<input type="checkbox"/> PAN-PA-5410-AC	PALO_ALTO	
<input type="checkbox"/> PAN-PA-5410-AC	PALO_ALTO	

3. Then the user needs to fill in several basic fields such as:

- Subject
- Description
- Priority

On right side of New ticket page user is required to provide **Additional Information** depending on the manufacturer of the asset related to the support ticket.

A screenshot of the "New ticket" form. It includes fields for "Subject", "Assets" (with "Add asset" button), "Ticket relation type", "Description" (with rich text editor), and "Priority" (set to "Medium priority"). On the right, there is a "Basic information" section and an "Additional information" section with various dropdown menus and text input fields. A "Preview" section is at the bottom left.

New ticket Discard draft

Subject *

Assets *
SRX300-SYS-JB

Ticket relation type

Description *

Priority *

Medium: The product feature has stopped working or not working at all, but there is no impact on the continuity of the customer's business processes. The manufacturer is aware of the problem (bug described) and the workaround is known.

Basic information

Additional information

Date occurred *

Is this a new deployment/configuration? *

Has this feature worked before? *

How often does the issue occur? *

Were any changes performed before the issue occurred? *

Description of changes *

Is this a production environment? *

Product type *

Preview Fold

4. After providing all required information, the user needs to click the “**Create**” button.
5. After clicking, the support ticket should be created.