



**Your new support portal for  
Toolsgroup products!**





# How to access to the new support portal

You will receive an email from Toolsgroup with the subject:  
Toolsgroup user activation  
and the link to the new portal.

Click the URL to activate your account and select a password!

The screenshot shows the Toolsgroup support portal login page. At the top left is the Toolsgroup logo, and at the top right are links for 'Home' and 'Login'. The main content area is a white box with the heading 'Log in to support portal'. Below the heading are two input fields: 'Your e-mail address \*' and 'Password \*'. The 'Remember me on this computer' checkbox is checked. A dark blue 'Login' button is positioned below the input fields. Below the button is a link for 'Forgot your password?'. At the bottom of the page, there is a link for 'Are you an agent? Login here'.



# Your new portal

Here you will be able to search among your tickets or KB articles; then you will have the list of your tickets reported in this portal, the list of the KB articles and the possibility to submit a new ticket

**toolsgroup** Home Knowledge base Tickets Submit a ticket R

## Hi, how can we help you?

Enter the search term here....

All Articles Tickets

- Browse articles**  
Explore How-To's and learn best practices from our knowledge base
- View all tickets**  
Track all your ticket's progress and your interaction with the suppo...
- Submit a ticket**  
Describe your issue by filling up the support ticket form

**Knowledge base**  
View all articles



# How to submit a ticket

After clicking on 'Submit a ticket' you will have to choose the service you require:

- Product Support (choose for reporting an issue)
- Cloud Service Request (choose for services like Data Base alignment or User creation)
- Request for advice (choose for reporting a request for advice)

toolsgroup

Home Knowledge base Tickets Submit a ticket R

Home

Enter the search term here... Q

## Submit a ticket

Get in touch

What brings you here? ▼

Product Support

Cloud Service Request

Request For Advice



# How to submit a ticket for Product Support

If you select Product Support, the next step will be the Product selection:

[Evo](#), [DCH](#), [JustEnough](#), [Onera](#), [Promo Planning](#), [S&OP](#) or [SO99+](#)

Product Selection \*

The image shows a screenshot of a web form's product selection dropdown. The dropdown is currently open, displaying a list of product options. The options are: 'Choose...' (at the top), 'Evo', 'DCH', 'JustEnough', 'Onera' (which is highlighted with a grey background), and 'Choose...' (at the bottom). A vertical scrollbar is visible on the right side of the dropdown list.



# How to submit a ticket for Product Support

If you select JustEnough or SO99+, then you need to choose the functional area (if you have doubts, you can select 'Other')

Product Selection \*

Functional Area \*

Choose...

Allocation

Assortment Planning

Casuals

Curves

Custom

Su

Ar



# How to submit a ticket for Product Support

Then, after editing the Subject, you will go through a list of questions that will help us to define the severity of your problem and serve you in the most appropriate way:

Subject \*

Are users/interfaces able to connect to the application \*

How many users are affected? \*

Business Impact \*

Ticket Priority \*



# How to submit a ticket for Product Support

To complete the ticket, please report the Description of the problem, the most detailed possible, and the Steps to reproduce the issue (mandatory fields). You will also have the possibility to add your internal reference number, if you want.

Description \*

**B** *i* U ↺ | ☰ ☷ | **A** ✎ | ↻ 🖼️ | **A** <>

Please describe the issue you are experiencing and the expected result vs actual result

Steps to Reproduce \* ⓘ

List out each step to reproduce the issue. Which screen are you on, which layout of filter is being selected, which column is being modified, etc.

Reference Number

📎 Attachment

And.. Click on Submit!





# How to escalate a ticket for Product Support

In the case you need to escalate the ticket, you can do that from the 'Ticket details' section, selecting 'Escalate' and then clicking on the Update button.

A notification will be sent to your TG representatives!

## Ticket details

SLA

B - Degraded Operations

Escalate



# How to submit a ticket for Cloud services

After selecting 'Cloud Service Request' and the Product Service, you will get the list of available services. See example here below:

The screenshot shows a form with the following elements:

- Product Service \***: A dropdown menu with the value "SO99+" selected.
- Request Type \***: A dropdown menu with a list of options: "Choose...", "Choose...", "Database Alignment" (highlighted), and "Add User".
- Subject**: A text input field with the label "Su" visible on the left.
- Description**: A rich text editor with a toolbar containing icons for bold (B), italic (i), underline (U), link, list, text color, background color, link, image, and code (<>). Below the toolbar is a text area with the placeholder "Type something".

Then the form requires to fill the subject and the body of the ticket.












# How to submit a ticket for Request for Advice

After selecting 'Request for Advice' and the Product Selection, the form simply requires to fill the subject and the body for explaining your inquiry

Subject \*

What's your question? \*

**B** *i* U  |   |   |   |  

Type something

 Attachment

Cancel

Submit



# Thank You

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## CONTACT US

75 Federal Street  
Boston  
MA 02110

t +1 607 263 0080 Ext 1036  
e [info@toolsgroup.com](mailto:info@toolsgroup.com)  
w [toolsgroup.com](http://toolsgroup.com)