Your Guide to Customer Support Services

Introduction to the **Customer Support Portal**

Welcome to InsightSoftware.com!

InsightSoftware.com offers top quality customer support via our offices in North America, Europe, and Australasia. Our staff has in depth knowledge of Insight® and takes pride in quickly responding to and resolving your support requests.

Insight® support is conducted between InsightSoftware.com's support consultants and specific individuals from the customer's organization. ***The first step to initiate the link between the two organizations is to identify and set up the key individuals, named support contacts, who will be responsible for support within the customer organization.***

To set up the named support contacts, please follow one of the two methods below:

1. Provide your Account Executive with the names, contact phone numbers and e-mails of the named support contacts. They will forward on the information to Customer Support to be set up.

2. Access ***customerportal.insightsoftware.com***. If you have a login, this is the place to enter it. If it is your first visit, use the link at the bottom of the page to request a login. Customer Support will process the request and notify the individual of the login details.

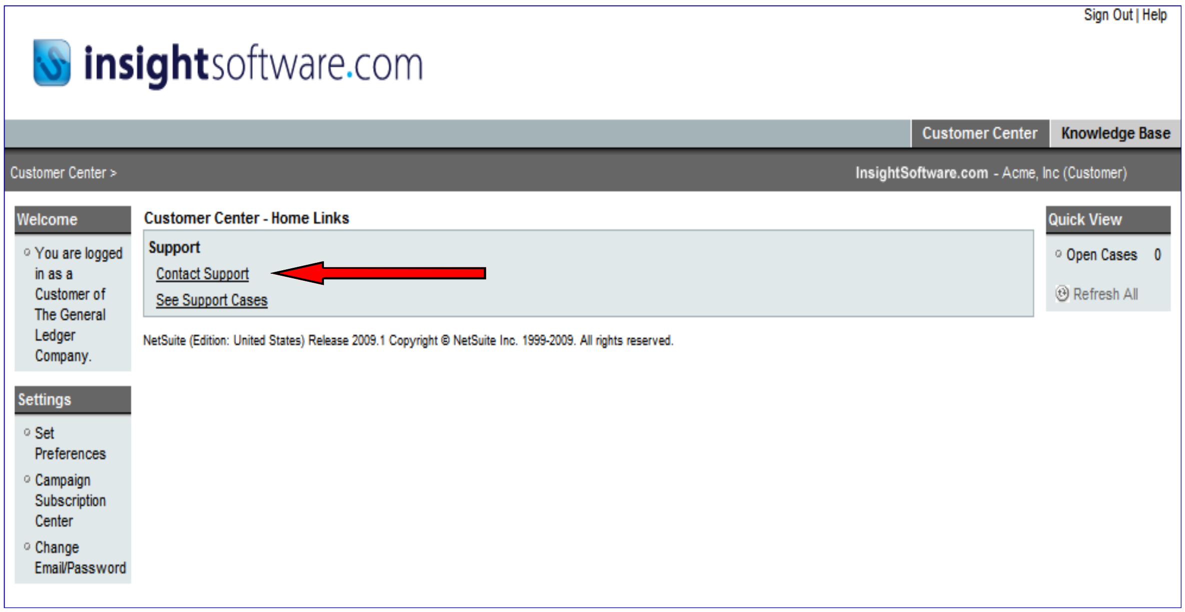
If you do not have a login to the **Customer Portal** click here to **request a login**.

The Customer Portal

InsightSoftware.com's Customer Portal is the primary resource for the named support contacts. Once in the portal, users have access to all sorts of information.

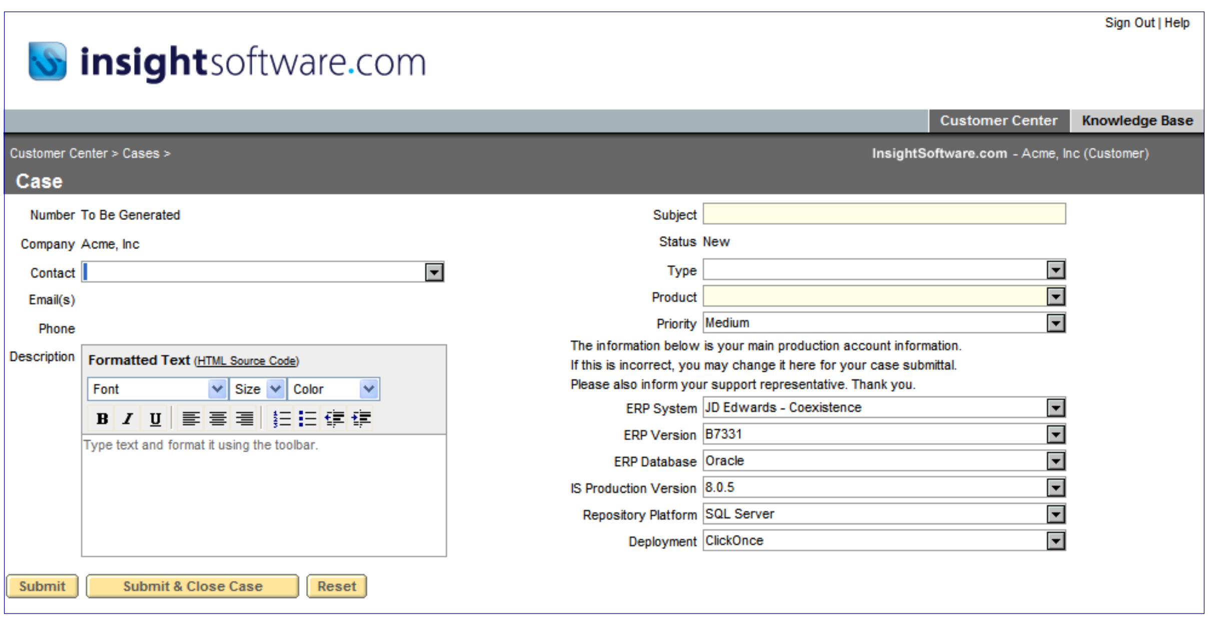
To Log A Case:

Click **'*Contact Support*'**.

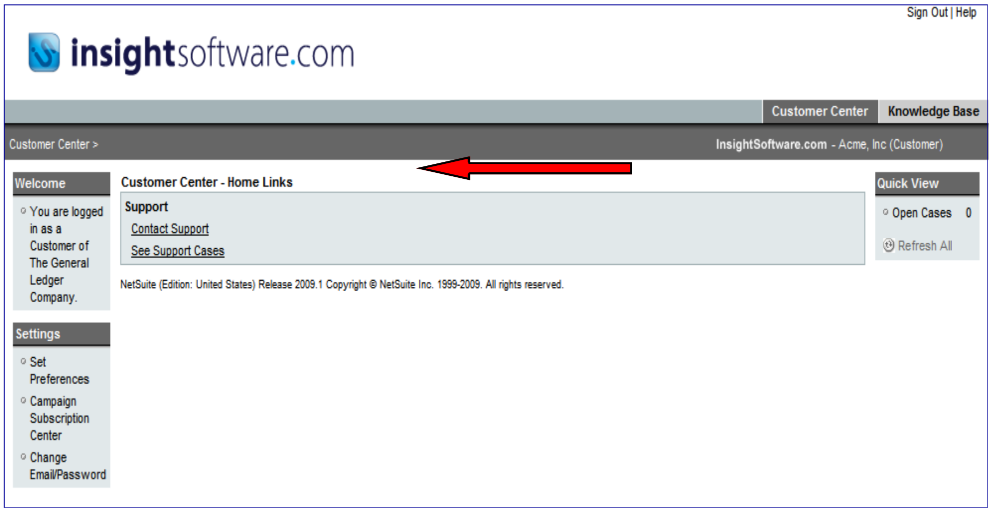


The New Case form will display. Enter all pertinent information regarding the request.

Please remember that all required fields must be filled out to properly explain your issue. A support consultant will contact you quickly!



To review case history on all of your company's cases, click **'See Support Cases'.** Through the **'See Support Cases'** link, the user can gain access, in a single view, to all the cases logged for your organization and the status of each case.



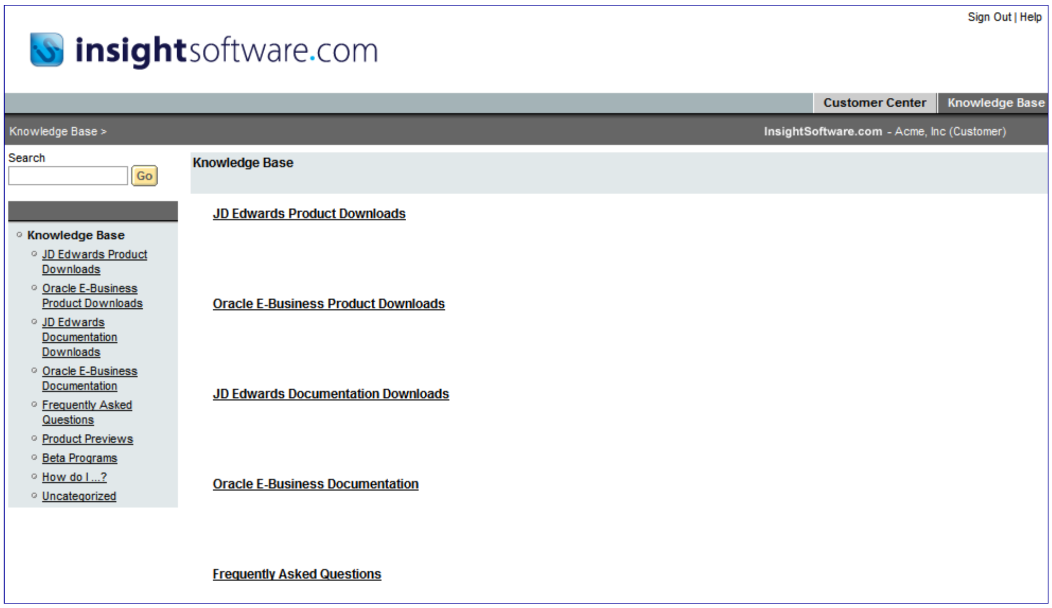
Support Case Status will be classified in one of the following ways:

New	When a case is entered, it is assigned the status of ***new***. An email will have been automatically generated and returned to the case creator, informing them that a support representative will be in contact with them within the time agreed in the service level agreement.
Working	When a case is assigned to a consultant and being actively worked on, the case is assigned a status of ***working***.
On Hold	When a case is awaiting additional information from the customer, the case is assigned a status of ***on hold***.
Escalated	When a case required assistance from development, the case is assigned the status of ***escalated***. No action is immediately required of the customers when the case is at this status.
Logged in TFS	When the case issue has been duplicated by the consultant and a request has been entered for development to fix the issue, the case is assigned a status of ***logged in TFS***. The consultant will notify the customer of any updates from development on cases at this status.
Closed	When a case has been resolved either by the consultant or development, the case is assigned a status of ***closed***. If development has corrected the issue, the consultant will notify the customer of the version where the fix is available.
Inactive	When a case has been at a status of on hold and repeated attempts at contacting the customer results in no update, the case is assigned a status of ***inactive***. The case can be re-opened if the customer contacts support again.

Knowledge Base

InsightSoftware.com's Customer Portal offers extensive information useful to the management of Insight®. Found under the Knowledge Base tab, users can access software release notes, user documentation (both technical and end user), frequently asked questions and recorded support webinars.

The documents are categorized by main topic for ease in searching. Utilize the search facility to search across multiple categories.



Telephone Support

InsightSoftware.com offers regional telephone support. To access the experienced support staff, use the following phone numbers.

For United States and Canada, call 1-855-467-4448 and follow the prompts for support.

For Europe, call +44 (0)845 467 4448.

For Australasia, call +61 282160810.