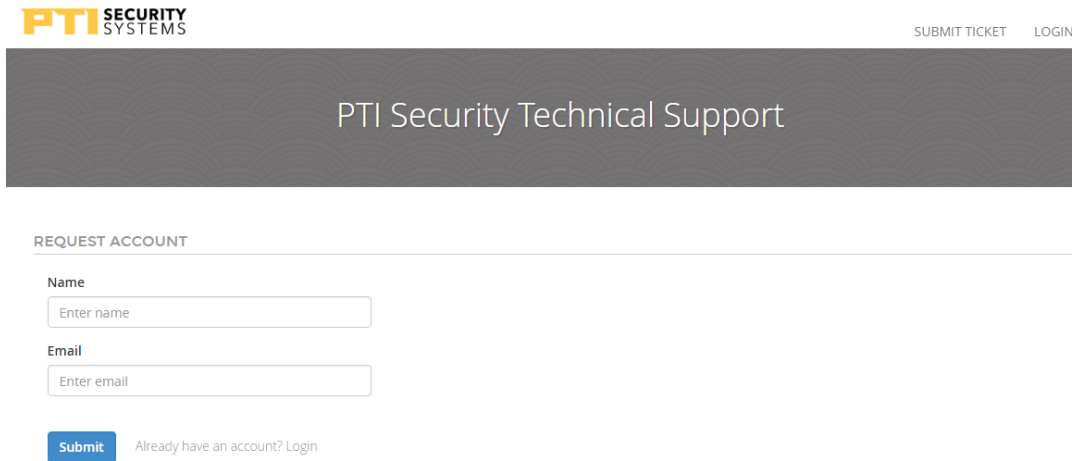# How to Use the PTI Technical Support Customer Portal

How do I Create a Support Account?

1. If you **_do not_** have a Support Account yet in the new ticket system, go to: https:\\tickets.ptisecurity.com and one can be created by clicking **REGISTER** or **REQUEST ACCOUNT**. Fill in Name and Email fields then **Submit**.

How do I Activate My Support Account?

1. You will be required to activate your new Support Account:

2. You will receive an account confirmation email. Just click the link to confirm your account:
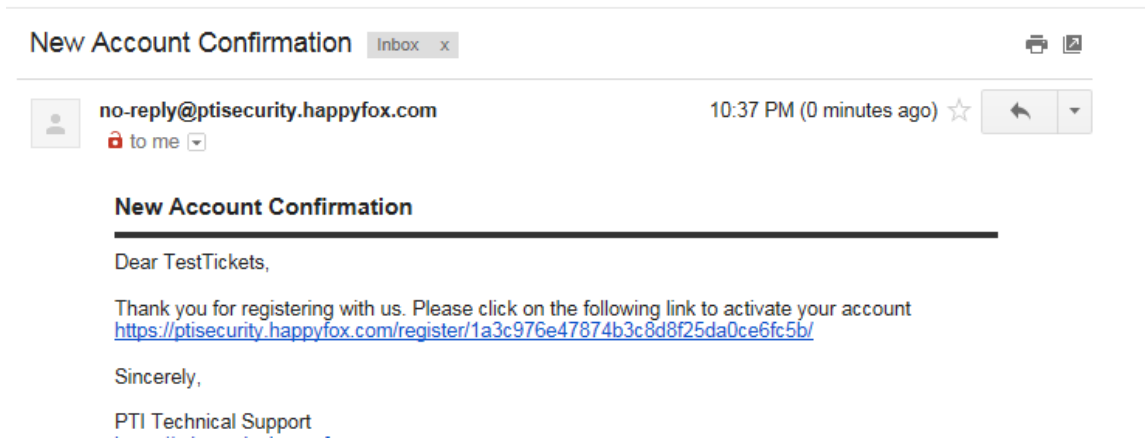
3. You will be prompted for the following information to activate your new Support Account:

How Do I Submit Support Tickets?

1. Visit the PTI Customer Support Portal at: https://tickets.ptisecurity.com

2. If you **_have_** an Account, choose **LOGIN** at the top-right corner of the page then choose the **SUBMIT TICKET** option:
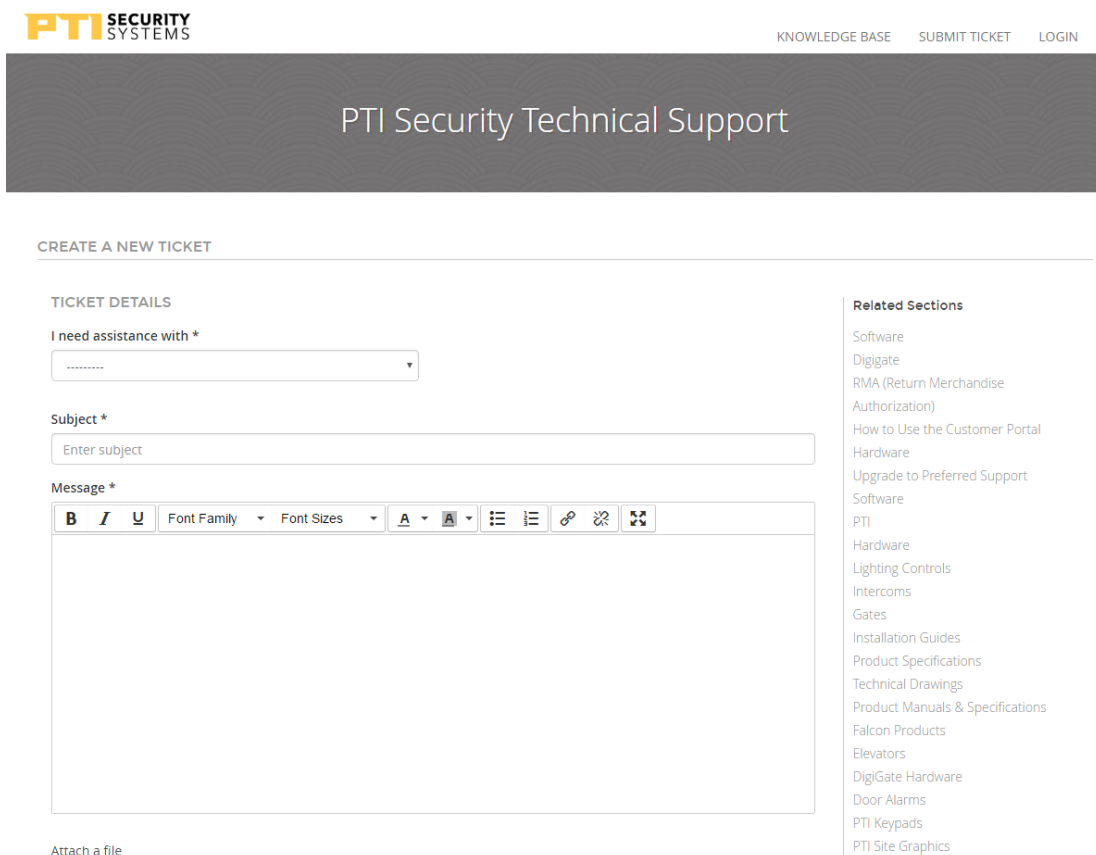
3. If you **_do not_** have an account, a ticket cannot be created. (Please refer to the "To Create a Support Account" section.)

4. **SUBMIT TICKET** will open the New Ticket Form.

5. Choose the **Product Line** option representing the hardware or software you need assistance with (DIGIGATE HARDWARE, DIGIGATE SOFTWARE, PTI HARDWARE, PTI SOFTWARE) and appropriate system if applicable.

6. Complete the ticket by providing **Subject** and **Description** of the issue. (<u>These fields cannot be edited after the ticket is submitted</u>.)

7. You will receive an email confirming that the ticket has been created. The email also has convenient links to the Customer Support Portal where you can check the status of your open tickets, add additional information to your tickets, and reply to responses from Tech Support.

PTI Support Ticket Created: #HW00000094 Storlogix Offline   Inbox   x

PTI Technical Support tickets@ptisecurity.com via ptisecur   10:44 PM (3 minutes ago)
to me

Dear TestTickets,

A request for technical support has been created and assigned ticket 94 for your reported issue:

Storlogix Offline

You can view your ticket's progress anytime using the following links:

Online:
https://support.ptisecurity.com/view.php?id=483352

Mobile Device:
https://support.ptisecurity.com/mobile/view.php?id=483352

If you wish to send additional comments or information regarding this issue, simply login using the link above and update the ticket. Please DO NOT open a new ticket.

For user manuals and troubleshooting information, please visit http://www.ptisecurity.com/resources/

Preferred Support is available for $249 per year. With Preferred Support you receive priority response from our technical support department. You can sign up for Preferred Support by selecting on New Agreement in your online account.

More Info: http://www.ptisecurity.com/announcing-preferred-support-agreements/

Purchase: https://support.ptisecurity.com/purchase.php

FAQ: https://support.ptisecurity.com/faq.php

Our **Technical Support Center** is open Monday - Friday 8am to 8pm EST.

A technical support representative typically will follow-up with you either via email or telephone within 24 to 48 hours of your request. If your request is made on the weekend, we will respond on the next normal business day. This follow up will provide you with information that you can use to troubleshoot and/or correct the reported issue. Please note that support requests are prioritized and responded to based on the issue and the number of requests that are currently being handled. If you have an urgent issue or an issue with your gate operator we recommend that you contact your local dealer or installer for onsite assistance.

Follow us on Facebook! https://www.facebook.com/ptiaccess

Follow us on Twitter! https://twitter.com/ptiaccess

Sincerely,

PTI Technical Support Team

My Ticket is Open So What Happens Now?

1. **When will I be Contacted?** Once the Support Ticket is created a PTI Technical Support Technician will be assigned to the ticket. PTI Technical Support will provide "best effort support" on a Business Day basis. A Business day is defined as 8:00 AM – 8:00 PM Eastern Standard Time, excluding holidays and weekends. Customers with support agreements will receive priority support before those that have not purchased agreements using the following guidelines:

   a. **FREE SUPPORT** - Call Back Time Expectation (within 72 hours – first response from Tech Support)
   <u>What's Included</u>?
   - Telephone / email support with suggested resolutions
   - **No callback scheduling**

   b. **PREFERRED SUPPORT** - Call Back Time Expectation (within 24 hrs. – first response from Tech Support)
   <u>What's included</u>?
   - Priority telephone / email support with suggested resolutions
   - **Ability to schedule callback for a specific time**

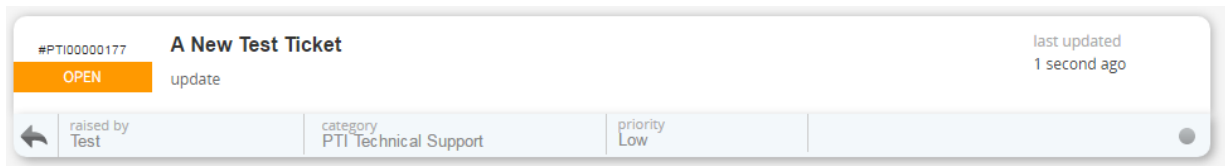2. When ticket is created the initial status will be NEW (yellow)
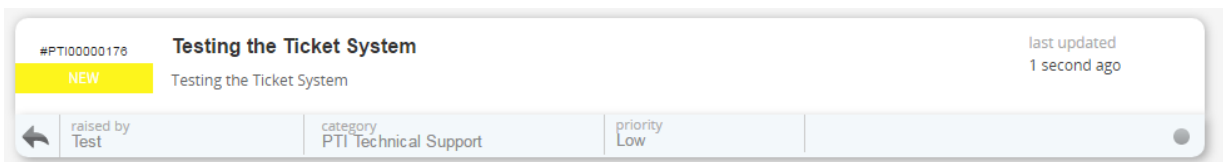
3. You will receive initial contact via a phone call or email update to the ticket that may contain a suggested resolution with instructions. New tickets will be in **OPEN** (orange) status until the Tech responds.
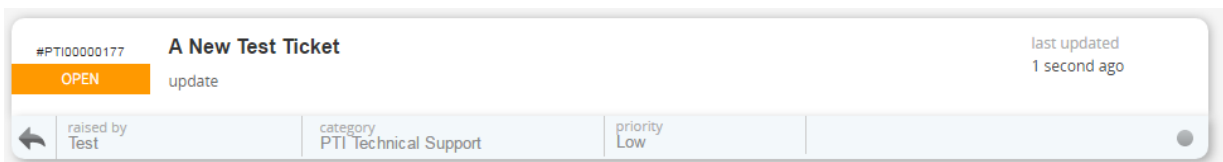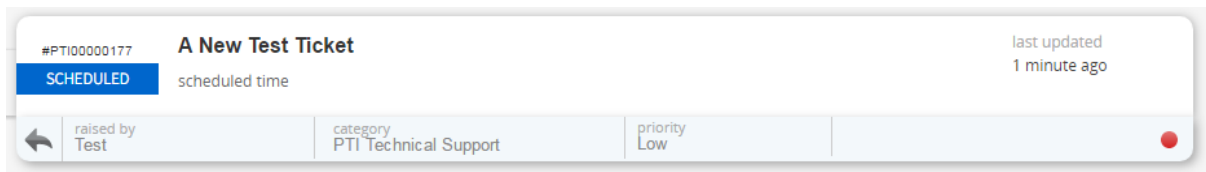

4. When a Tech response is posted, the ticket status will change to **ANSWERED** (green):
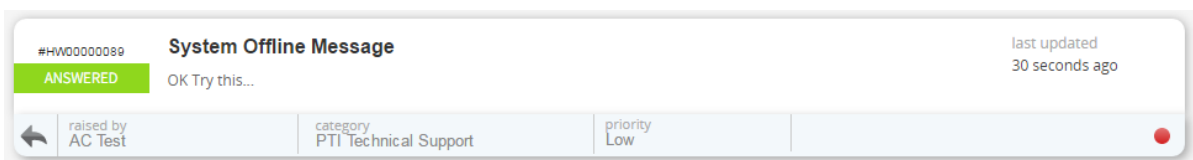
5. **Why is my ticket showing Orange again?** Note that the ticket status will change back to **OPEN** (orange) again anytime that you respond to a message from the Tech through your Customer Portal. This alerts the Tech that there is new activity in the ticket and generates an email to them as well.
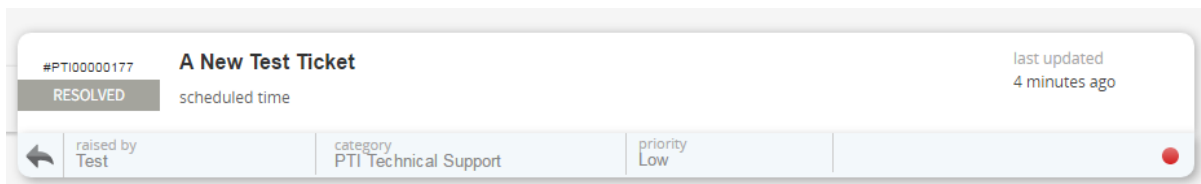
#PTI00000177	A New Test Ticket		last updated
OPEN	update		1 second ago
raised by Test	category PTI Technical Support	priority Low	

6. **Scheduled Callbacks** – Ticket status will show as SCHEDULED (blue) if you and the Tech set a specific callback time. The scheduled time will also be noted in the ticket history.

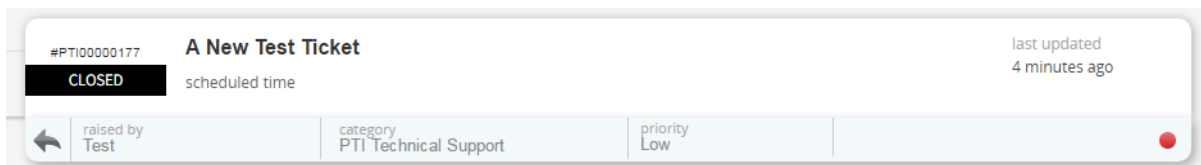| #PTI00000177	A New Test Ticket		last updated
SCHEDULED	scheduled time		1 minute ago
raised by Test	category PTI Technical Support	priority Low	

7. **How do I check the Status?** A link to the **Customer Support Portal** will be included in any emails from Technical Support. By following the link, Customers can check the status of any open tickets, open new tickets, add information to open tickets, and reply to responses from Technical Support.

8. **How is my Ticket Resolved or Closed?** When your ticket is completed, the Tech can change the ticket status to **RESOLVED** (grey). While in **RESOLVED** status, you can reopen the issue within 7 days if you determine that the issue is not yet resolved.

#PTI00000177	A New Test Ticket		last updated
RESOLVED	scheduled time		4 minutes ago
raised by Test	category PTI Technical Support	priority Low	

9. **Is My Ticket Closed?** Tickets will automatically change to **CLOSED** (black) status after 7 days. After the ticket changed to closed, the ticket can no longer be reopened or updated in any way. Please open a new ticket for additional issues after 7 days.

#PTI00000177	A New Test Ticket		last updated
CLOSED	scheduled time		4 minutes ago
raised by Test	category PTI Technical Support	priority Low	

10. **How Can I Update My Customer Info?** You are encouraged to check your **Account Information** under **MY SETTINGS** periodically to ensure it is accurate and up-to-date. This guarantees that PTI Technical Support can reach you as quickly as possible.

11. **How Can I Reset My Password?** If you ever need to have your account password reset, just visit the Customer Support Portal at https:\\tickets.ptisecurity.com and click the **FORGOT PASSWORD** button.

12. **What Email Address Did I Use to Create My Account?** If you ever forget what email address you used to create your account, an **Account Lookup Request** can be opened by creating a new temporary account with a different email address and opening a ticket so Technical Support can retrieve your original logon information. Your company location and Support Agreement status should be included in the **Account Lookup Request**.

13. **Don't forget the Survey**! After the ticket is closed, you will receive a request to complete our survey. You can choose to respond that you were "*Very Satisfied*", "*Somewhat Satisfied*", or "*Unsatisfied*" with the service you received.

    PTI Technical Support also encourages additional feedback, which can be emailed directly to survey@ptisecurity.com. (Copy Ticket # and Subject to email for easy reference).

Dear AC Test,

We want to hear from you! Please tell us how you rate the support you received for:

Ticket # #HW00000089 System Offline Message

Very Satisfied   *Somewhat Satisfied*   *Unsatisfied*

Tell us more about your recent support experience!

Good or bad, we would like to know more about your support experience so we can improve our service to you.

Please feel free to email us your comments and include:

#HW00000089
System Offline Message

survey@ptisecurity.com

Thank you!