

EveryWare Support Portal

Guide to how to use the customer support portal

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1 Login

Login URL: <https://support.everyware.ch>

Enter Username & Password

EveryWare
eCommunications

CONTACT US

Portal > Contact Us

Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name * Email *

Subject *

Category *

Cc

Message *

Your email
email@example.com

Your password
Your password

Stay Logged In?

Login

Need a password reminder?

If you forgot your password you can click the link "Need a password reminder?" above the password field and follow the instructions there.

2 Register

The screenshot shows the registration page for EveryWare eCommunications. At the top left is the logo. In the top right, there is a navigation bar with a 'Register' button (circled in red), 'OR', 'Login', and 'English' options. Below the navigation bar is a dark blue bar with a 'CONTACT US' link. The main content area is titled 'Register' and contains the following form fields:

- Name * (text input: Hans Muster)
- Email * (text input: hans@muster.ch)
- Password * (password input: masked with dots)
- Confirm * (password input: masked with dots)
- Timezone * (dropdown menu: Europe)
- Location * (dropdown menu: Berlin)
- CAPTCHA: A small image showing the text 'zyftt' and a corresponding text input field.

A blue 'Register' button is located at the bottom of the form.

3 Create a new Ticket

- 1 Name
- 2 Email Address
- 3 Meaningful subject of your Ticket
- 4 Choose a Ticket category with the help of the following table:

Service Prozess	Description
Incident Management	Select this service for malfunctions, errors or failures in applications or infrastructures
Change Management	Select this service for adjustments or changes to the infrastructure. Or, if you want new users or permissions adjustments
Service Request Management	Service requests are activities related to the IT infrastructure, but they do not represent any changes. They can e.g. the request for a restore, password reset, technical information, start and stop services, delete log files, etc.

- 5 Choose the affected Service
- 6 Add additional recipients with a "," separator
- 7 Choose the priority
- 8 Explanation of the problem in detail

Contact Us
Please complete this form and one of our agents will reply to you by email as soon as possible.

Name * Email *

1 Phil Mail 2 phil.mail@1st.ch

Subject *

3 email problem

Category *

4 Incident

Service

5 Mail

Cc

6

Priority

7 Standard

Message *

8 Hi Everyware Support
We have problem to send emails
Kind regards
Phil Mail

Drag a file in here or [Choose a file](#)

To prove you are a human, please tell us the text you see in the CAPTCHA image

Xcryd

4 Overview your Tickets

Your Ticket: Here you will see your own tickets

Organization Tickets: Here you will see all tickets created by your company



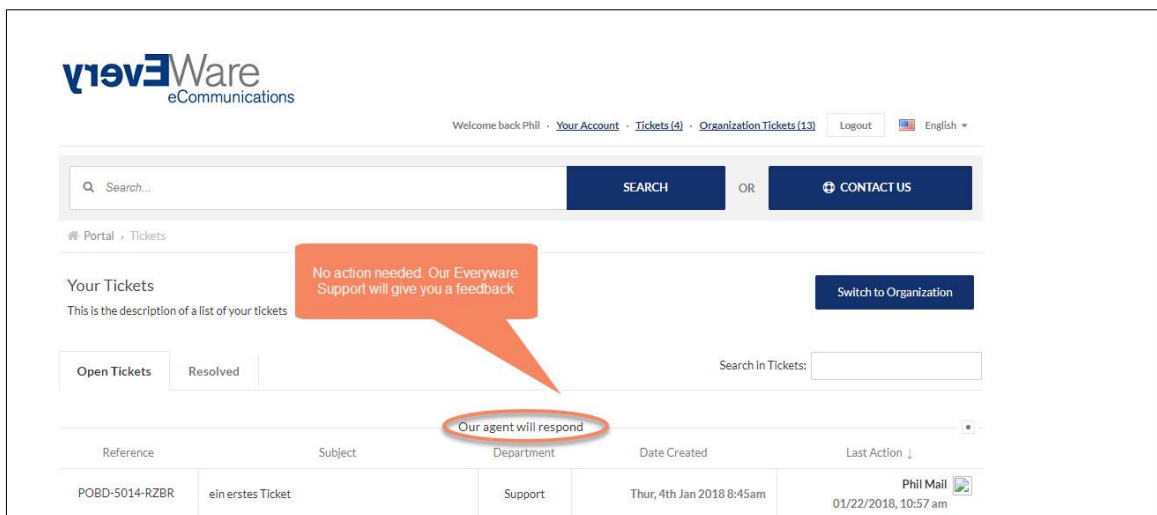
5 Ticket Status

To keep things simple for you, the following three different status are available:

- Our agent will respond
- You need to respond
- Resolved

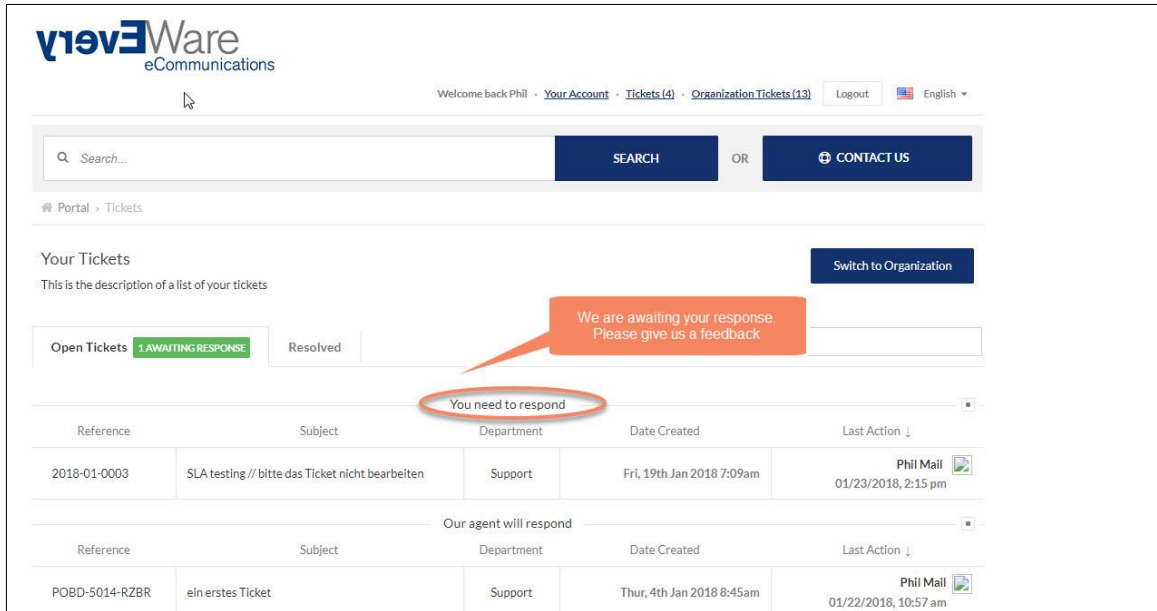
5.1 Our agent will respond

No action needed. Our EveryWare Support will give you a feedback



5.2 You need to respond

We are awaiting your response. Please give us a feedback how we can provide you with further assistance. This section is marked with a green label to get your attention.



The screenshot shows the 'Your Tickets' section with a green label '1 AWAITING RESPONSE' next to the 'Open Tickets' tab. A red callout bubble points to the 'You need to respond' status in the ticket list. Below the 'Open Tickets' tab, there are two tables of tickets.

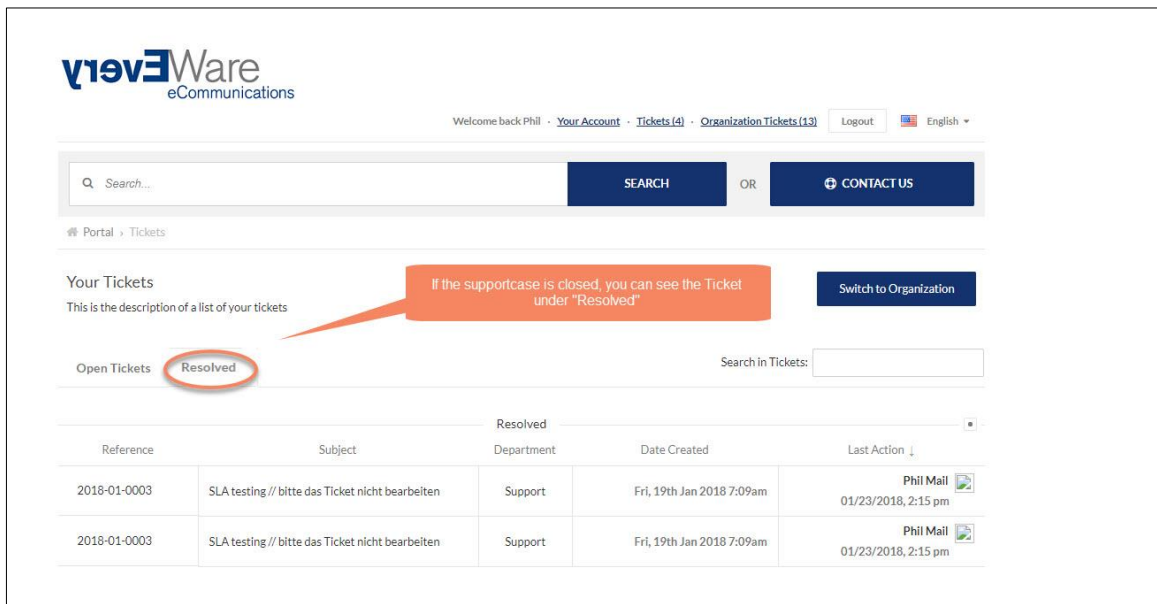
Reference	Subject	Department	Date Created	Last Action ↓
2018-01-0003	SLA testing // bitte das Ticket nicht bearbeiten	Support	Fri, 19th Jan 2018 7:09am	Phil Mail 01/23/2018, 2:15 pm

Reference	Subject	Department	Date Created	Last Action ↓
POBD-5014-RZBR	ein erstes Ticket	Support	Thur, 4th Jan 2018 8:45am	Phil Mail 01/22/2018, 10:57 am

5.3 Resolved

If the support case is closed, you can see the Ticket under “Resolved”

You can reopen a solved Ticket once you clicked on it.



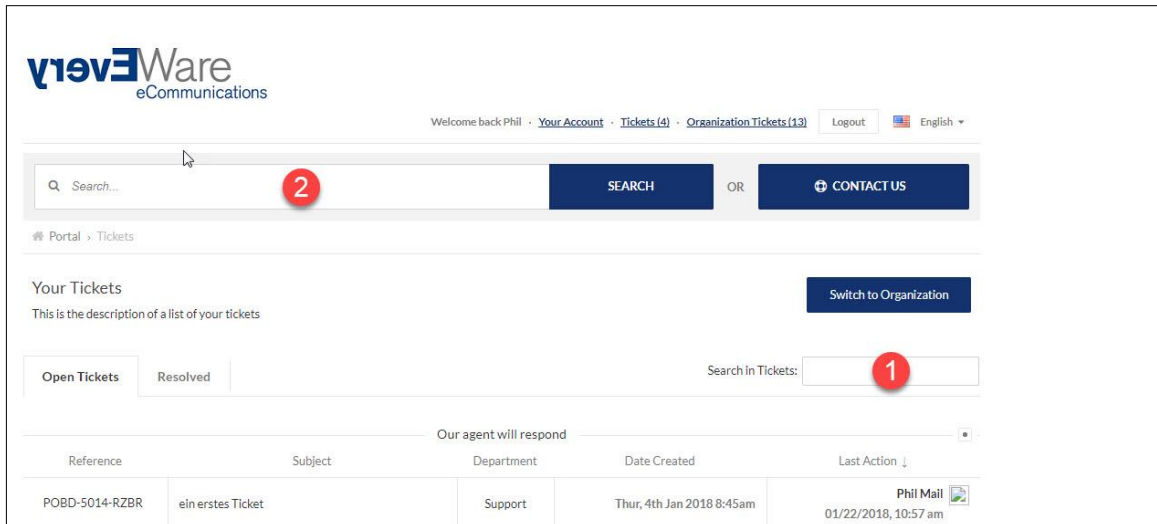
The screenshot shows the 'Your Tickets' section with the 'Resolved' tab selected and circled in red. A red callout bubble points to the 'Resolved' tab with the text: 'If the supportcase is closed, you can see the Ticket under "Resolved"'. Below the 'Resolved' tab, there is a table of tickets.

Reference	Subject	Department	Date Created	Last Action ↓
2018-01-0003	SLA testing // bitte das Ticket nicht bearbeiten	Support	Fri, 19th Jan 2018 7:09am	Phil Mail 01/23/2018, 2:15 pm
2018-01-0003	SLA testing // bitte das Ticket nicht bearbeiten	Support	Fri, 19th Jan 2018 7:09am	Phil Mail 01/23/2018, 2:15 pm

6 Search for Tickets

There are two different search fields:

- 1 The search result will include all Tickets
- 2 The search result will include only your current "Awaiting Response" Tickets



The screenshot shows the EveryWare Support Portal interface. At the top, there is a navigation bar with the logo, user information, and links. Below this is a search bar with a magnifying glass icon and a "SEARCH" button. A red circle with the number "2" is placed over the search input field. To the right of the search bar is a "CONTACT US" button. Below the search bar, there is a section titled "Your Tickets" with a "Switch to Organization" button. Underneath, there are tabs for "Open Tickets" and "Resolved". A "Search in Tickets:" field with a red circle and the number "1" is located to the right of these tabs. Below this is a table with columns for Reference, Subject, Department, Date Created, and Last Action. The table contains one row of data.

Reference	Subject	Department	Date Created	Last Action ↓
POBD-5014-RZBR	ein erstes Ticket	Support	Thur, 4th Jan 2018 8:45am	Phil Mail 01/22/2018, 10:57 am

7 Edit your Ticket

Options to edit the ticket

- 1 You can close the ticket
- 2 Assigned employee, who is responsible for the ticket
- 3 Ticket was created by which user
- 1 Multiple CC addresses can be added
- 5 Ticket number
- 6 A file can be dragged into the text box and will be integrated into the text
- 7 A file can be added as an attachment

The screenshot shows the 'DNS änderung - hansmuster.ch' ticket page. The interface includes a search bar, a navigation breadcrumb, and a status bar indicating an agent is waiting for a reply. The main content area displays the ticket history and a 'Ticket info' sidebar. The 'Add a reply or close the ticket' section at the bottom contains a rich text editor and a file upload area.

Numbered callouts in the image point to the following elements:

- 1:** 'Close this ticket' button in the top right of the ticket details.
- 2:** 'Assigned agent' field in the 'Ticket info' sidebar.
- 3:** 'Ticket opened by' field in the 'Ticket info' sidebar.
- 4:** 'Add a CC'ed user' button in the 'Ticket info' sidebar.
- 5:** 'Ticket reference' field in the 'Ticket info' sidebar.
- 6:** 'Drag a file to here or' button in the file upload area.
- 7:** 'Choose a file' button in the file upload area.

8 Change your Account data

You can customize your profile when hitting the link "Your Account".

From here you can

- change your name
- set your default language
- set your own profile picture
- change your password
- add additional Email addresses
(notifications from tickets will not be sent to this additional address automatically)

EveryWare eCommunications

Welcome back Phil **Your Account** Tickets (4) Organization Tickets (13) Logout English

Q Search... change your account data SEARCH OR CONTACT US

Portal > YourAccount > Profile

Your Account

Profile | Emails

Name *
Phil Mail

Language *
English

Upload Picture
Choose File No file chosen

Timezone *
Europe

Berlin

Automatically join NameOfOrganisation's tickets?

Save Profile

Current password *
Password *
Confirm *
Update Password