



Our Customer Hub is a self service tool that allows us to provide you with exceptional customer support. On the Customer Hub, you will be able to:

- Open new support tickets
- View your open/closed support tickets
- Post Screen Recordings and Video Recordings to tickets
- View Knowledge Base Articles
- Initiate a Chat with one of our Support Representatives (*coming soon*)

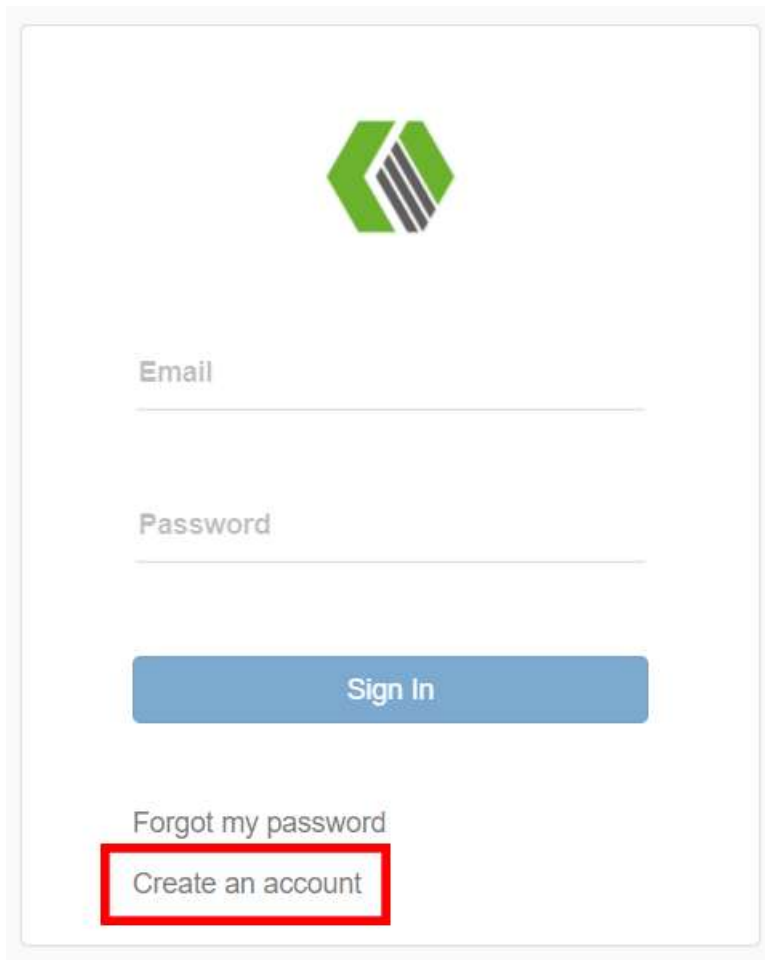
The following page contains basic information regarding the Customer Hub:

Sign in to Customer Hub

Browse to the login page: <https://careraysupport.na2.teamsupport.com/login/user>

New User

To submit a support request, you will need to setup your account.

The image shows a login page for the Customer Hub. At the top center is a green hexagonal logo with white diagonal lines. Below the logo are two input fields: 'Email' and 'Password'. Under the 'Password' field is a blue 'Sign In' button. At the bottom of the form, there is a link 'Forgot my password' and a button 'Create an account' which is highlighted with a red rectangular border.

Email

Password

Sign In

Forgot my password

Create an account

Request Access:

Click the 'Create Account' button on the login page. Enter the requested information and click 'Register Me!'. A ticket will be created for this request and a member of our Support Team will contact you soon to provide access to the Hub. Once your account is created, an email will be sent to your email address used to sign up, informing you that you are now able to sign in.

Existing Users

Type in your username and password, then click 'Sign in'. You will be taken to the Landing Page of the Hub.



Email

Password

Sign In

[Forgot my password](#)

[Create an account](#)

Password Reset

Enter your email address, then the click 'Forgot my password' link. A temporary password will be sent to you. Enter this temporary password, and you will then be prompted to create a new password.



Email

Password

Sign In

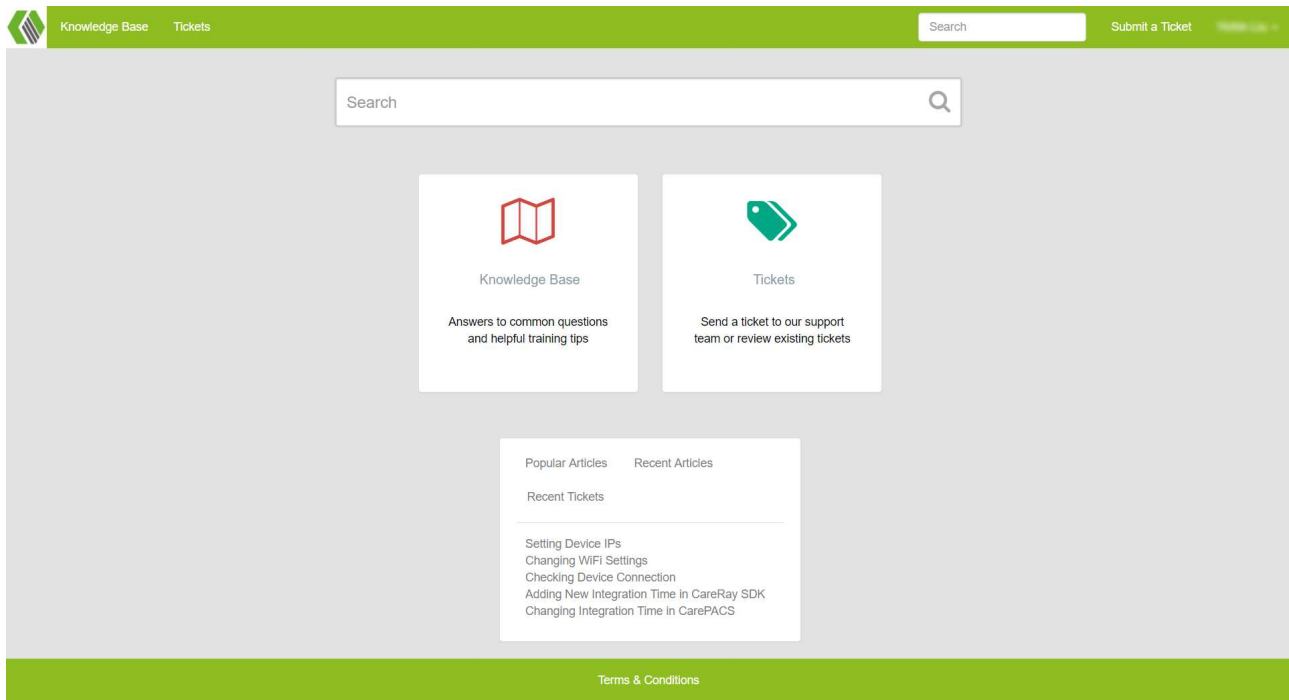
Forgot my password

Create an account

Using the Customer Hub

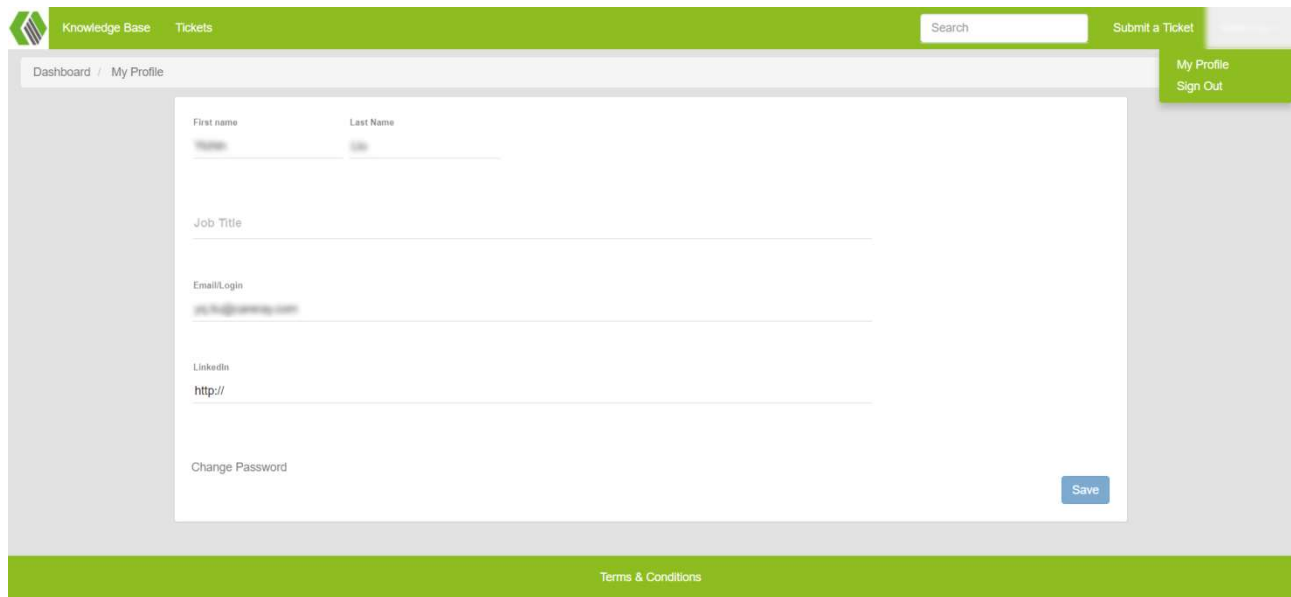
Landing Page

Once you're signed into the Hub you will be taken to the landing page which includes access to the Knowledge Base and tickets.



Personal Options

Click on your name in the upper right hand corner of the screen. From here you may view your profile, or Sign Out. Under Profile you can update your Name, Title, Email Address, and LinkedIn profile URL.



The screenshot shows a web application interface with a green header bar. On the left, there are links for 'Knowledge Base' and 'Tickets'. On the right, there is a 'Search' input field, a 'Submit a Ticket' button, and a user profile dropdown menu containing 'My Profile' and 'Sign Out'. Below the header, a breadcrumb trail reads 'Dashboard / My Profile'. The main content area is a white form with the following fields: 'First name' (with 'John' as a placeholder), 'Last Name' (with 'Doe' as a placeholder), 'Job Title', 'Email/Login' (with 'john.doe@company.com' as a placeholder), and 'LinkedIn' (with 'http://' as a placeholder). There is a 'Change Password' link at the bottom left of the form and a 'Save' button at the bottom right. A green footer bar at the bottom contains a 'Terms & Conditions' link.

Search

If you know the ticket number for a ticket, or you want to search your tickets for a specific word or phrase you can enter that into a Search Box and click 'Search'. Depending on which page you are on, you may see more than one Search Box. Searching will also return results for Knowledge base articles.

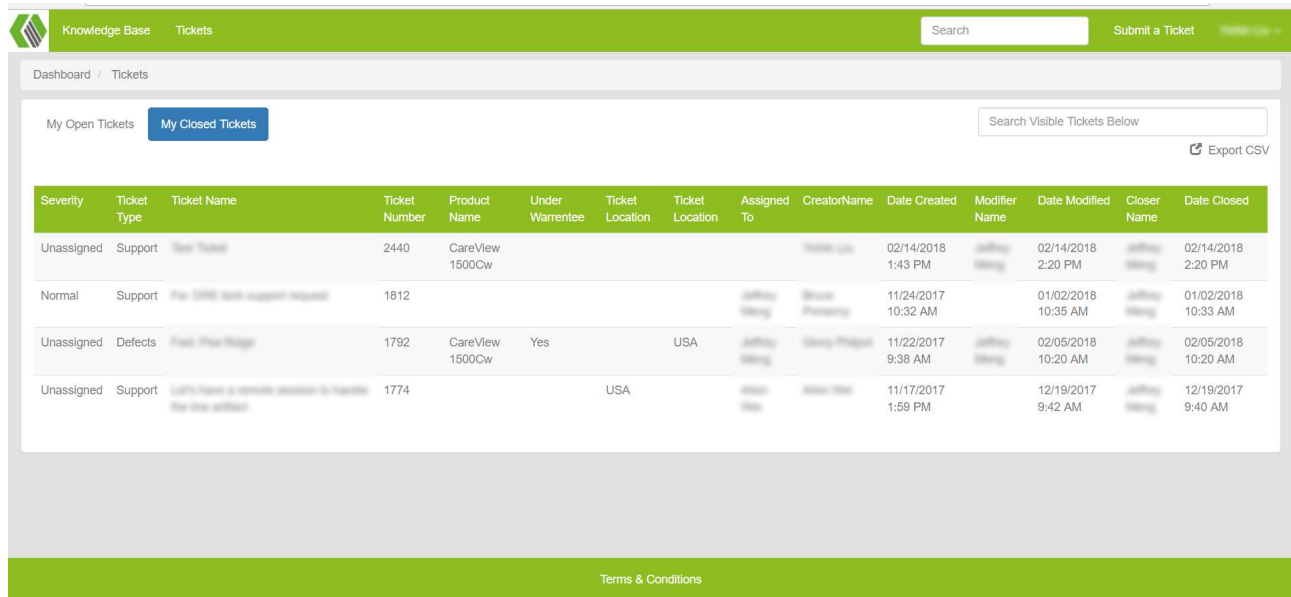


This close-up shows the green header bar with the 'Knowledge Base' and 'Tickets' links on the left. On the right, a search bar with the placeholder text 'Search' is highlighted with a red rectangular border. To the right of the search bar are the 'Submit a Ticket' button and a small 'Help' icon.

Working with Tickets

Please note that you may always create a ticket by sending an email to: support@careray.com.

From the Dashboard Tickets section you view your Open and Closed Tickets. If you have Manager permissions you can also view tickets for your Organization. You can sort on any of the columns, and you can export your list to a CSV file to view in Excel.



The screenshot shows the Careray Tickets Dashboard. At the top, there is a green navigation bar with 'Knowledge Base' and 'Tickets' links, a search bar, and a 'Submit a Ticket' button. Below the navigation bar, the dashboard is titled 'Dashboard / Tickets'. It features two tabs: 'My Open Tickets' and 'My Closed Tickets'. A search bar for 'Search Visible Tickets Below' and an 'Export CSV' link are also present. The main content area displays a table of tickets with the following columns: Severity, Ticket Type, Ticket Name, Ticket Number, Product Name, Under Warranty, Ticket Location, Assigned To, Creator Name, Date Created, Modifier Name, Date Modified, Closer Name, and Date Closed. The table contains four rows of ticket data.

Severity	Ticket Type	Ticket Name	Ticket Number	Product Name	Under Warranty	Ticket Location	Assigned To	Creator Name	Date Created	Modifier Name	Date Modified	Closer Name	Date Closed
Unassigned	Support	New Ticket	2440	CareView 1500Cw					02/14/2018 1:43 PM		02/14/2018 2:20 PM		02/14/2018 2:20 PM
Normal	Support	The 2000 with support request	1812						11/24/2017 10:32 AM		01/02/2018 10:35 AM		01/02/2018 10:33 AM
Unassigned	Defects	Track Plus Ridge	1792	CareView 1500Cw	Yes	USA			11/22/2017 9:38 AM		02/05/2018 10:20 AM		02/05/2018 10:20 AM
Unassigned	Support	Lefty Hand is terrible unable to handle the line work	1774			USA			11/17/2017 1:59 PM		12/19/2017 9:42 AM		12/19/2017 9:40 AM

To submit a ticket, select 'Submit a Ticket' from the upper right hand corner.



This image is a close-up of the top navigation bar, specifically highlighting the 'Submit a Ticket' button which is enclosed in a red rectangular box.

- The Title (Subject) field should contain relevant information briefly describing the issue or request.
- If you are inquiring about a panel, especially regarding repairs or returns, please include your panel ID or serial number with the ticket. This will make it easier for our Support team to quickly evaluate your request.
- The description should contain detailed pertinent information describing the nature of the request, to enable our Support team to quickly evaluate your request.
- If you have a software issue, you may add a screen recording to your ticket by clicking the circle "Record" button. This will allow you to record your screen, as well as to optionally narrate with your voice, to show exactly what questions or issues you may have. The recording will be embedded directly in the ticket, and has a maximum of 5 minutes. The first time you use screen recording, you will be prompted to install a browser extension.
- You may also include a video recording to your ticket by clicking the video camera shaped button. This will activate the webcam on your computer and allows you to show a physical

product that you need support with. There is a mute button as well if you choose not to narrate with your voice. The first time you use video recording, you will be prompted to install a browser extension.

- To add attachments, just click on 'Drop files here or click to upload' button and navigate to the required file and upload it into the ticket. You may drag and drop to this space as well, and attach multiple files.
- All tickets are confidential and will not be shared with other parties.

Title (Subject)

Product

Select a Product ▾

Product Identification Number (Serial #/Panel ID)

Description



Drop files here or click to upload

Images can be pasted into the description as well

Submit Ticket

Once you have completed filling out the ticket fields, click 'Submit Ticket' and the ticket will be entered into the system. Your new ticket will display on your screen showing the Ticket Details on the left side and the description on the right hand side. You will also receive a confirmation email regarding your ticket submission. The email subject will be the Ticket Name, and the body will contain the body of the ticket.

Once your ticket has been completed to your satisfaction, you can click the 'close ticket' button.

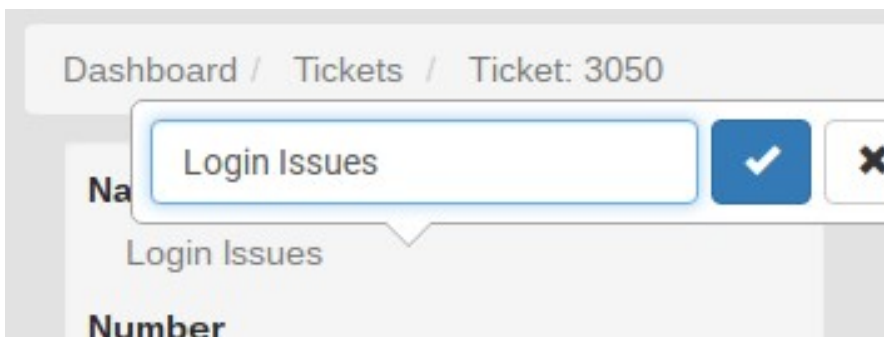
Updating a Ticket

Once your ticket has been reviewed and updated by a member of our Support Team, you will receive an email notification. You can update the ticket by replying directly to the email, this will update the ticket without needing to sign into the Hub. Be sure your update is above the '--- Please reply above this line ---' text and the subject of the email is not altered. The ticket number in the subject is used to associate your update with the correct ticket.

New Message

To add a new comment to your ticket from the Hub, from the ticket detail window, click 'New Message' to display the description box.

While the ticket is open, you may click on the ticket name to update it.



Satisfaction Survey

Please tell us how we di



If your ticket is closed by a member of our team, either after you've updated it signing off or due to inactivity, you will receive an email notification. At the bottom of the email, you'll have an opportunity to leave feedback on how you feel your request was handled. Please take a moment and click on one of the face icons - Happy, Neutral, or Unhappy. A new page will load in your web browser where you can leave an optional comment. We encourage and value your feedback.

Knowledge Base and Wiki

Our Knowledge Base and Wiki sections are meant to provide you with announcements, tips and tricks, new features, usage instructions, and anything else that will be helpful resource to you. The Knowledge Base and Wikis can be found on the Landing Page or on the top navigation. We encourage you to browse or Knowledge Base and Wiki to stay informed and up to date on our offerings.



Customer Chat – Coming soon!

We hope that your experience with your Customer Hub gives you the self service that you require regarding our offerings. Please do not hesitate to reach out to us if you have any questions or issues. We are always available at **408-418-3985**.

Thank you for using our Customer Hub!