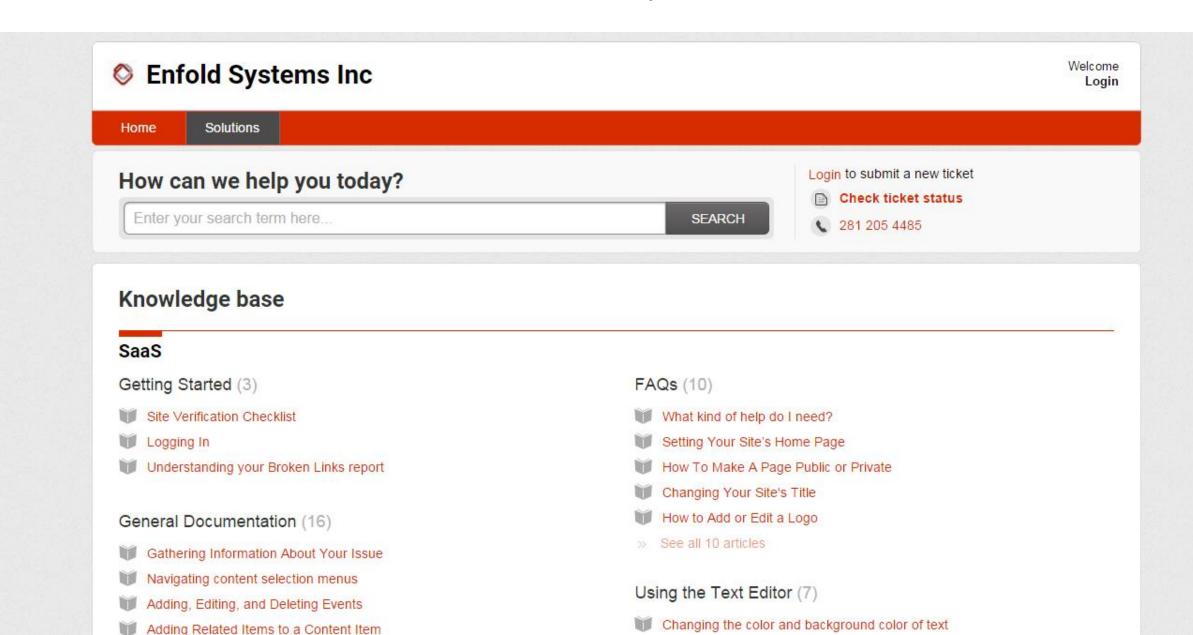
# The Enfold SaaS Helpdesk

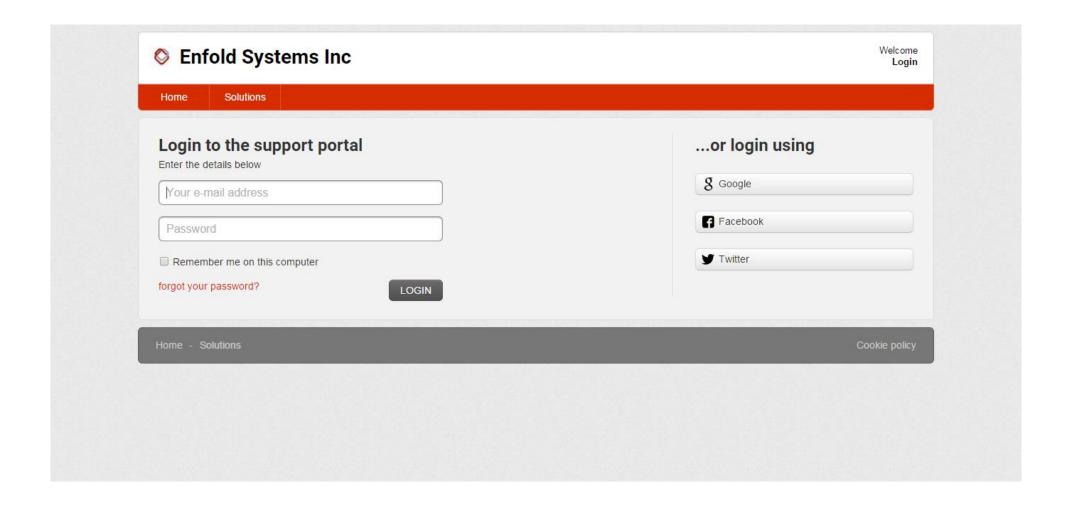
### The Helpdesk

https://enfoldsystems.freshdesk.com/support/solutions

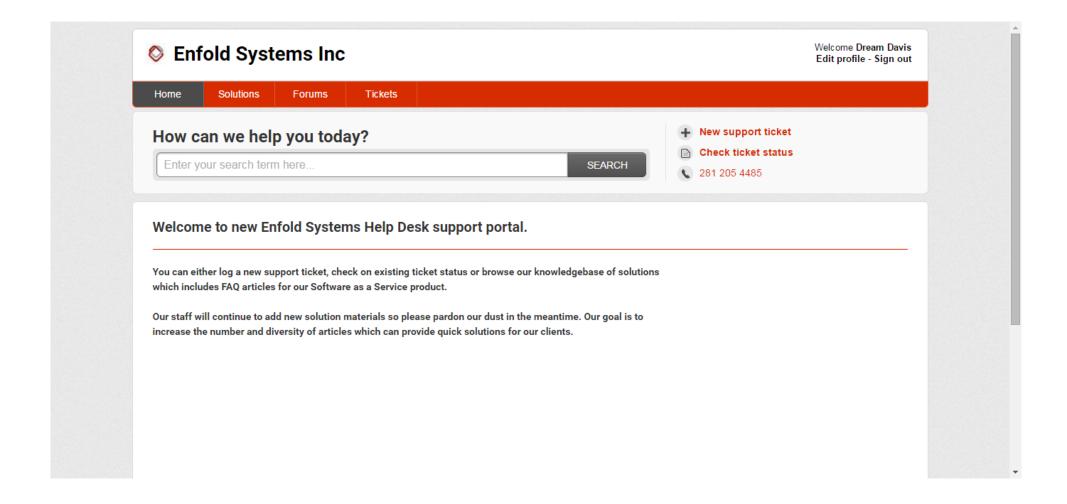
#### The Helpdesk



## Logging In



#### Logging In



#### The Helpdesk

Solutions

Ways to get help: . Forums

Tickets

## Solutions (aka "The Knowledge Base")

This area of the Helpdesk contains <u>FAQs and guides</u> on a variety of subjects, from basics ("<u>Logging In</u>") to more advanced topics ("<u>Creating Collections</u>"). While this section is not a comprehensive users' manual, it is intended to include as much information as it can to help you use your site independently. If you have trouble with a subject that's not yet in the Knowledge Base, we welcome your feedback!

You do not need to log in to the Helpdesk to view this section.

### The Knowledge Base: Categories and Topics

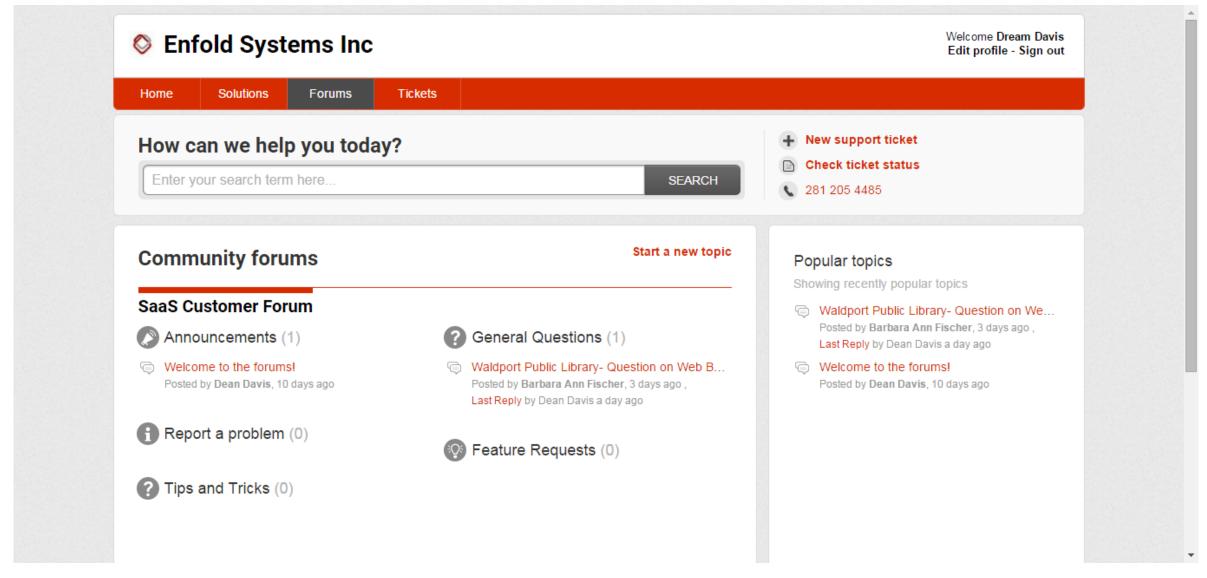


#### **Forums**

If you have questions you'd like to ask, new features you'd like to discuss, or are concerned about something you're seeing, you can also start a discussion in the Forums.

This is a way to have a public conversation about things you're seeing or things you want to know more about, meaning that staff from other libraries can chime in as well if they are interested in the same things.

#### Forums: Categories and Topics

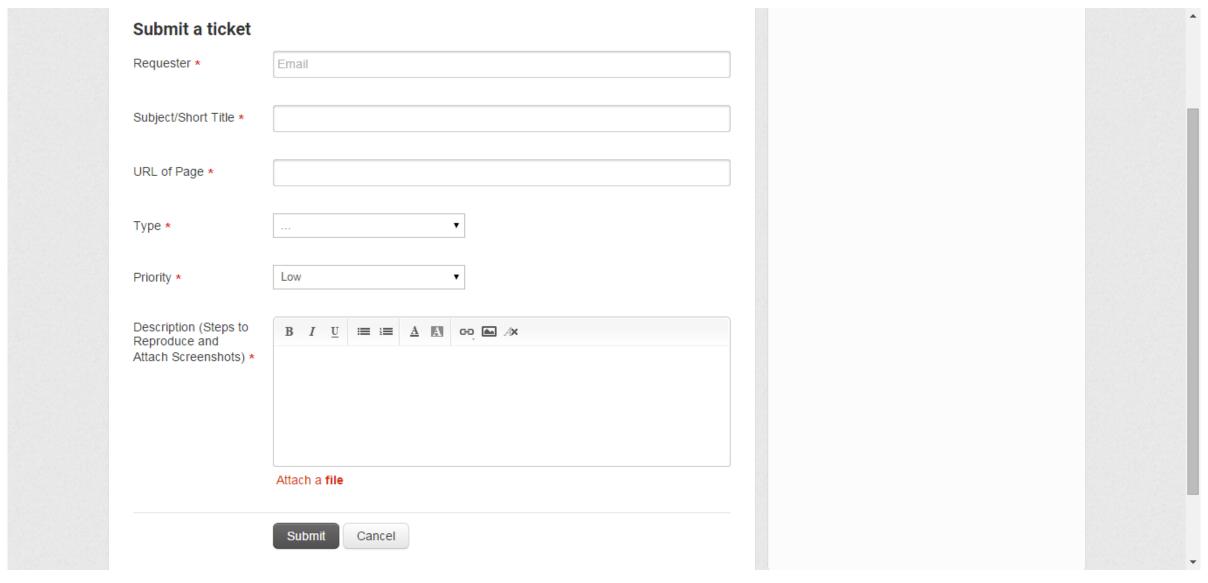


#### Logging Tickets

If your question isn't answered by any article in the Knowledge Base, or if you're experiencing a problem with your site, you can always create a new support ticket to request help by clicking the "New support ticket" link (see the article "Gathering Information About Your Issue" for guidelines on creating tickets).

You will have to log in to create or view tickets, so make sure to keep your login info handy.

## Submitting a New Ticket



### Submitting a New Ticket – Required Info

Field:	What we're looking for:
Requester	This will automatically be filled with your email address.
Subject/Short Title	In brief, what's happening?
URL of Page	Where did you encounter the issue?
Type	Is this a feature request, a question, or a bug?
Priority	How soon does this need to be addressed?
Description	What details can you give us about what you're seeing?

#### Submitting a New Ticket - Screenshots

Ways to take screenshots:

- Jing (by TechSmith) <a href="https://www.techsmith.com/jing.html">https://www.techsmith.com/jing.html</a>
- How to take a screenshot on your Windows 7 PC
- How to take a screenshot on your Mac

#### Ticket Priorities

Priority	Time until first response
Low	8 hours
Medium	4 hours
High	2 hours
Urgent	1 hour

#### Ticket Priorities: Low

A part of my site is not displaying as desired.

#### • Examples:

- Text in my "Locations & Hours" portlet is not aligning correctly even after being reset.
- A part of my site is showing up with different background colors than the other parts of the site.
- I am trying to create a table and cannot get it to format in the desired manner.

#### Ticket Priorities: Medium

It is difficult to use part of my site that I need to use on a weekly or monthly basis, or for which there is a workaround solution.

#### • Examples:

- I can only insert one new link or image into a page at a time.
- To resize images on a page, I have to delete them and re-add them at a different size.

#### Ticket Priorities: High

• It is very difficult to use a part of my site that I need to use on a daily basis.

#### • Examples:

- Trying to set an event as repeating causes it to disappear from the Calendar.
- I cannot add links to pages on my site.

#### Ticket Priorities: Urgent

I cannot use my site at all and need immediate assistance.

- Examples:
  - When I try to go to the homepage, I get an error page instead.
  - I cannot add events to my site.

### Questions?



We'd love to hear from you!

support@enfoldsystems.com