PROTECHT

PROTECHT SERVICE DESK

Getting Started

Contents

Protecht Service Desk

Protecht Service Desk is a clean, intuitive portal that makes asking for help easy.

After logging in to the self-service portal, you can request help, search knowledge bases, and track progress on issues.

To search our knowledge base:

1. Click on the search icon (magnifying glass) in the top right of the screen.
2. Type a question or a search term into the **Find help and services** field. As you type, a list of suggestions will appear. Click on a suggestion to read more about it. The knowledge base can also help you when you're creating requests.

If your search didn't deliver the answers you were looking for, you can open a request choosing from the four options we have available.
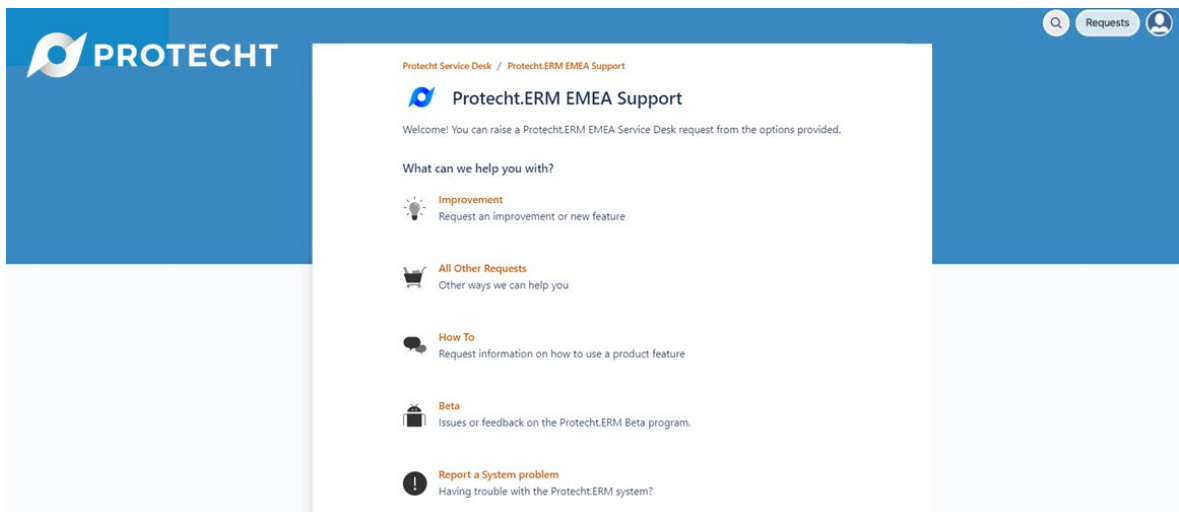
You can see how many active requests you have in the top right of the Protecht.ERM EMEA Service Desk home screen.

You can still track requests through email notifications. You'll receive a notification when we respond to your request. If you want to add a comment to your request, just reply to the email. Your reply will be added to your request as a comment.

Log in to Protecht Service Desk using your email address and password to find answers! www.protechtgroup.com/support
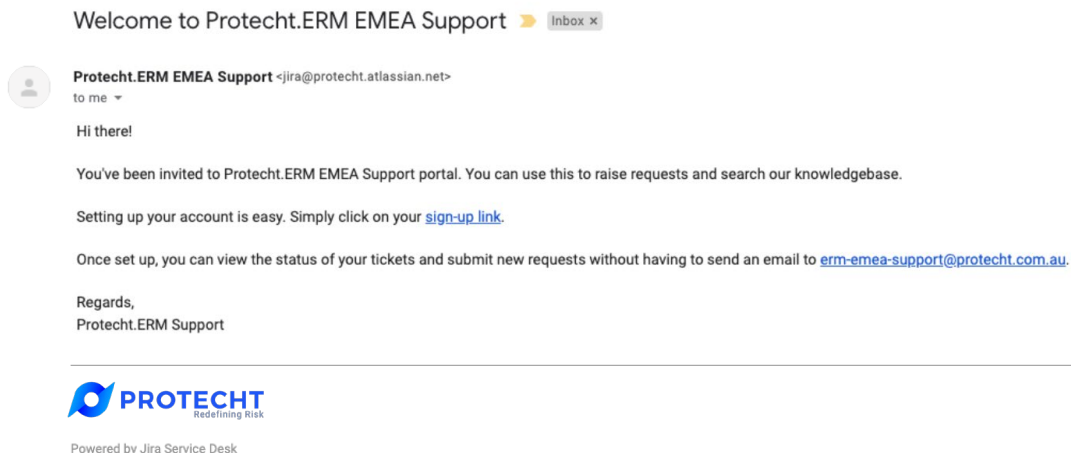
Registration

Registration

You'll receive a separate email with a sign-up link to register for the Protecht Service Desk**. Your username is your email address** (the one your registration email was sent to).

Click the **Visit the portal** link in the email. You'll be taken to the welcome screen and asked to create a password for your account.

The screenshot below shows the invitation email containing the **sign-up link**.
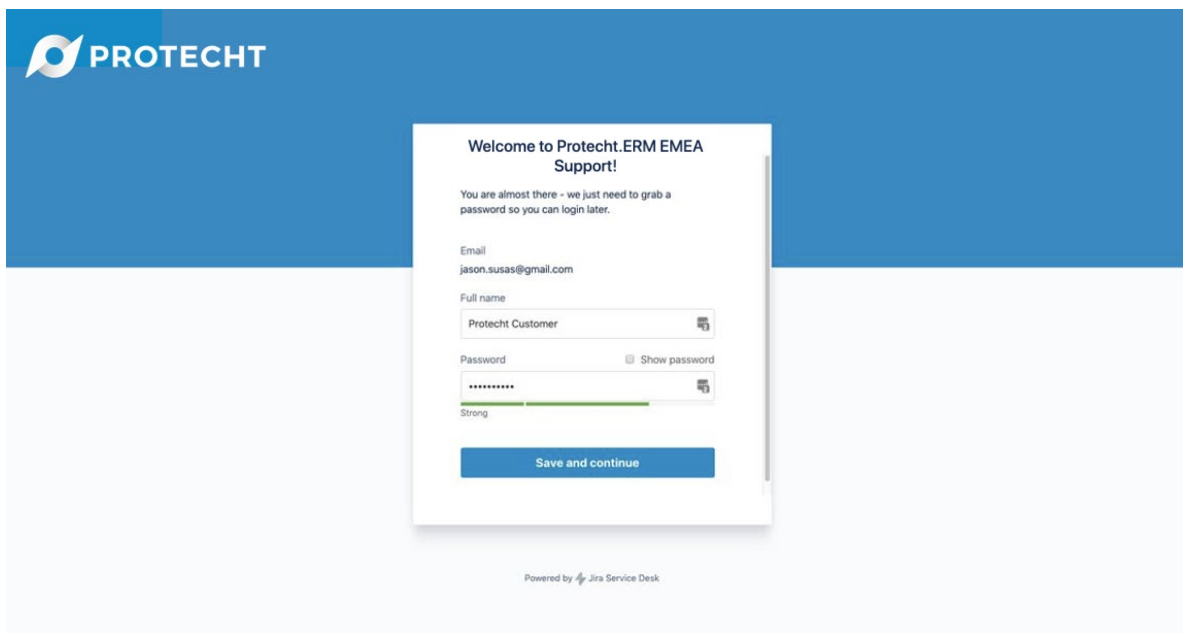

Log in to Protecht Service Desk using your email address and password to find answers! www.protechtgroup.com/support

Registration

To register on the Protecht self-service portal Welcome Screen:

1. Enter your **Full name**.

2. Create a **Password**. Note: Passwords must contain a minimum of 10 characters including a combination of upper and lowercase characters, numbers, and symbols.

3. Click **Save and continue**.

4. You'll be registered, signed in, and redirected to the Protecht Service Desk home screen. You're ready to raise a request!

Please bookmark this link for future access:
https://www.protechtgroup.com/support
Your username is your email address.

Log in to Protecht Service Desk using your email address and password to find answers! www.protechtgroup.com/support

How do I create a
support request?

How do I create a support request?

If your search didn't deliver the answers you were looking for, you can open a request choosing from the four options we have available.

Report a system problem. Choose this option to report a bug or a fault in the system.

How to. Choose this option when you need help using any part of the application.

Improvement. Choose this option if you'd like to suggest an enhancement or improvement to the system.

All other requests. Choose this option for a request that doesn't fall under any of the above options. For example, if you'd like a dashboard or report to be developed.

Beta. Choose this option to report an issue or feedback for the Protecht.ERM Beta program.

Submitting a request is simple:

1. Select a request type from the list. If you are not sure choose **All other requests**.

2. Enter the required information (see the following page for more details).

3. Click **Submit**.

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Request Information

The three most important fields present in each request type are Summary, Description and Attachments.

Summary: Think of it as an email subject. Short and descriptive.

Description: Describe what happened and what you would expect to happen. The more detail you give us, the faster we can answer your request.

If you can, include the following details:

- the name of the report you ran
- the name of the register you accessed
- the name of the user having difficulties
- the name of the workflow that's misbehaving
- the URL of the screen you're using

Attachments: You can attach screenshots, files, and reports. The file size limit for each type is 10.00 MB. We are very fond of screenshots here at Protecht Support. Please send us screenshots.

View, track and
update requests

View, track and update requests

You can see how many active requests you have in the top right of the Protecht Service Desk home screen. To view a request in more detail, click **Requests**. The Requests screen will then open, showing all your active requests and their current status.

The screenshot below shows the requests screen with a list of active requests.
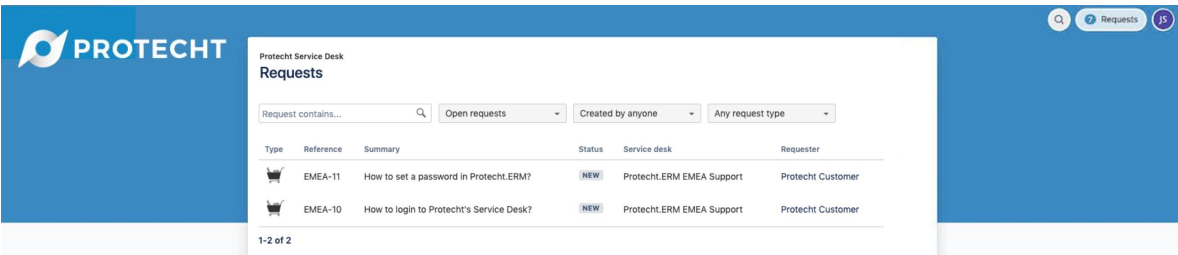
You can check a request's status and read updates from support as they come in. You can add your own comments to requests through the Service Desk too.

You can add more information to your active requests at any time. To add a comment or an attachment to a request go to the Requests screen and select the request you want to modify.

You can still track your requests through email notifications. You'll receive a new notification when Support responds to your request. If you want to add a comment to your request, just reply to the email notification and your reply will be added to your request as a comment.

Log in to Protecht Service Desk using your email address and password to find answers! www.protechtgroup.com/support

The screenshot below shows an active request with a user's comment.

If an open request is no longer a problem, please notify the Protecht Support team by adding a comment to let us know the issue is resolved. We will then close the request.

If you have any problems using the Protecht Service Desk, please contact support by calling the support hotline +44 (0) 203 978 1350 or emailing the service desk support@protechtgroup.com

About Protecht

Redefining the way the world thinks about risk

While others fear risk, we embrace it. For over 20 years, we have redefined the way people think about risk management with the most complete, cutting-edge and cost-effective solutions.

Protecht helps companies increase performance and achieve strategic objectives through better understanding, monitoring and management of risk. We provide the complete risk solution, comprised of world class enterprise risk management (Protecht.ERM), compliance, training and advisory services to large government organisations, key regulators and businesses of all sizes across the world.

Dynamically manage all your risks in a single platform: Risks, Compliance, Health and Safety, Internal Audit, Incidents, KRIs, BCP, and more.

We're with our clients for their full risk journey. Let's transform the way you understand and manage your risk to create exciting opportunities for growth.

PROTECHT
Redefining Risk