

Proactis Supplier Helpdesk Registration & Raising a Helpdesk Ticket

Updated August 2017

Proactis Supplier Helpdesk

Registration & Raising Tickets

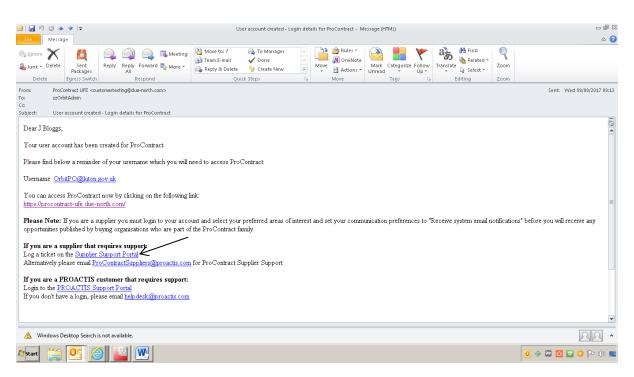
Proactis have a supplier helpdesk for any issues you may have with registering or using the portal

The supplier helpdesk can be accessed at:

http://proactis.kayako.com

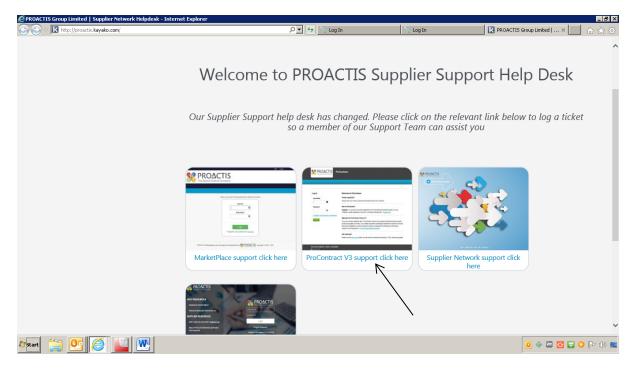
To register on the supplier helpdesk:

You can either access the helpdesk on the link above or if you have successfully registered on the portal your email from Proactis will include the link as shown below



Click on the link Supplier Support Portal as shown above

This will load the following webpage



Click on ProContract V3 support click here as shown above

The following screen will load

| ontract V3 Supplier Support - Powered by Kayako F K http://proactis.kayako.com/procontractv3/Core, | | , D ▼ € Log In | Log In | - |
|---|-----------------------|----------------------------------|---------------------------|---------------------------------|
| The Spend Control Company | | | | |
| Product Choice Home Regis | ter Howto News | | | English (U.K.) |
| Login Subscribe Your email address | | Welcome ProContract | to PROACTIS V3 Help De | |
| Remember me Lost password Login | | Transfer ? | | CWS ERF. |
| KNOWLEDGEBASE | Register | Submit a Ticket | Howto | News |
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Click on Register as shown above

| eact V3 Supplier Support - Powered by Kayako Help De K http://proactis.kayako.com/ProContractV3/Base/UserRe | | 📕 🗗 🕄 |
|--|---|----------------|
| Product Choice Home Register | Howto News | English (U.K.) |
| Login Subscribe Your email address | Create a new account Please fill in the fields below to register a new helpdesk account. | |
| Remember me | General Information Full Name: | 5 |
| Lost password Login | Email: Password: | 2/ |
| | Password (repeat): | \checkmark |
| | Register | |
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Complete the fields shown above

Click on Register

The following screen will load

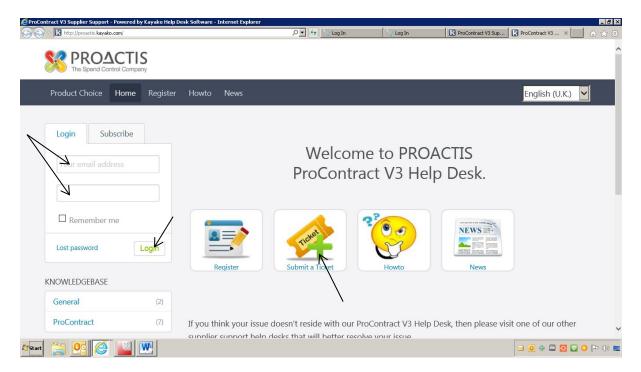
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| Login Subscribe | | | |
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| Your email address | | | |
| | Thank you for registeri the login form beside t | | been sent to your email address. Please use |
| Remember me | Registration details | | |
| Lost password | Full Name: | Mr J Bloggs | |
| Lost password Login | Email: | orbitpo@luton.gov.uk | |
| | Password: | [Hidden] | |

You will receive an email from Proactis confirming you are set up on the helpdesk

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| | | that you are now r | | our helpdesk. | | | | | | | | | | |
| Registered Password: | | <u>@luton.gov.uk</u> | | | | | | | | - | | | | |
| | - | k to browse articles | and contac | t us at any time: | http://proactis.k | kayako.k | com/ | | | | | | | |
| Thank you | for registering | | | | | | | | | | | | | |
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Raising a ticket on the supplier helpdesk:

Click on the link in the email to open the helpdesk webpage as shown above



You can now login and raise a ticket to the helpdesk

Login with your details as shown above and click on Login

Click on Submit a ticket as shown above

The following screen will load

| Submit a ticket - Powered by Kayako Help Desk Softwar CONTRACTOR NOTIFICATION AND A SUBMER AND | | P 🛃 🧀 Home | Submit a ticket - Powered by × | × 合 ☆ 袋 |
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| Change Password | | l a solution to your problem in our kr partment below. | nowledgebase, you can submit a ticke | t by selecting the |
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The department will default to ProContract V3

Click on next

| http://proactis.kayako.com/ProContractV3/1 Account | | O 🔽 🐓 🥝 Home | K Your ticket details × | |
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| My Profile | Your ticket details | | | |
| Preferences | | | | |
| Change Password | If you are reporting a probler as possible. | n, please remember to pro | ovide as much information that is relevant t | to the issue |
| Logout | General Information | | | |
| | Priority | Low V | | |
| | Additional Information (Pro | Contract V3) | | |
| | (V3) Buying Portal / Buying Organisation:* | | buying portal and then if applicable select the as: elect N/A if not applicable to any buying organise | |
| | Query Type (V3)::* | PLEASE SELECT | et a better understanding of the type of issue you | |
| | Your Message | | | |
| | Subject | | | |
| | File - Edit - Insert - | View - Format - | | |

You will need to complete the fields shown above

Please note (V3) Buying Portal/Buying Organisation will need to be changed to Luton Borough Council

By using the dropdown arrow you will be able to scroll down and choose Luton Borough Council

Scroll down the page and you can then compose your message to the helpdesk as shown below

| E Your ticket details - Powered by Kayako Help Desk So | oftware - Internet Explorer | | | _ @ × |
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You can include email addresses in the CC box for recipients to receive updates on your ticket

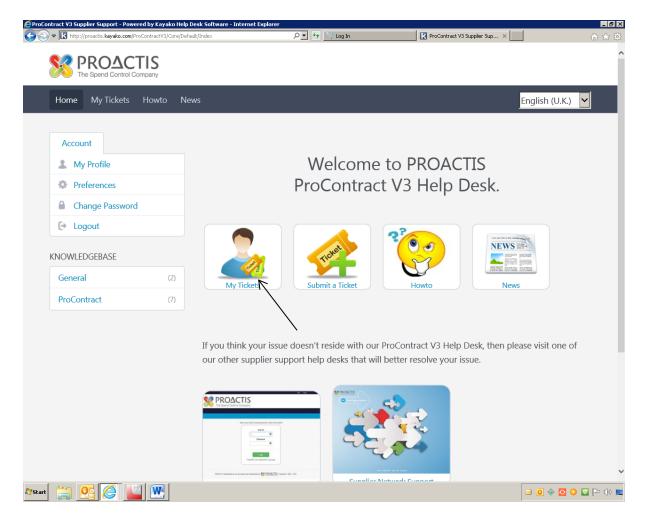
Attach any files by clicking on Add file

Click on submit as shown above once all the details have been completed

The ticket has now been raised with the supplier support helpdesk

To check on ticket updates:

Log in to your account



Click on My tickets as shown above

The following screen will load

| View Tickets - Powered by Kayako Help Desk Software - In | | D 💌 🍫 💱 Log In | | View Tickets - Powered by K | × | _ _ ∎× ☆ ☆ |
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| Account | | | | | | |
| 1 My Profile | View Tickets | | | | | |
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From this page all your tickets will be displayed and you will be able to see the responses

Click on Logout as shown above once you have finished in the system