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
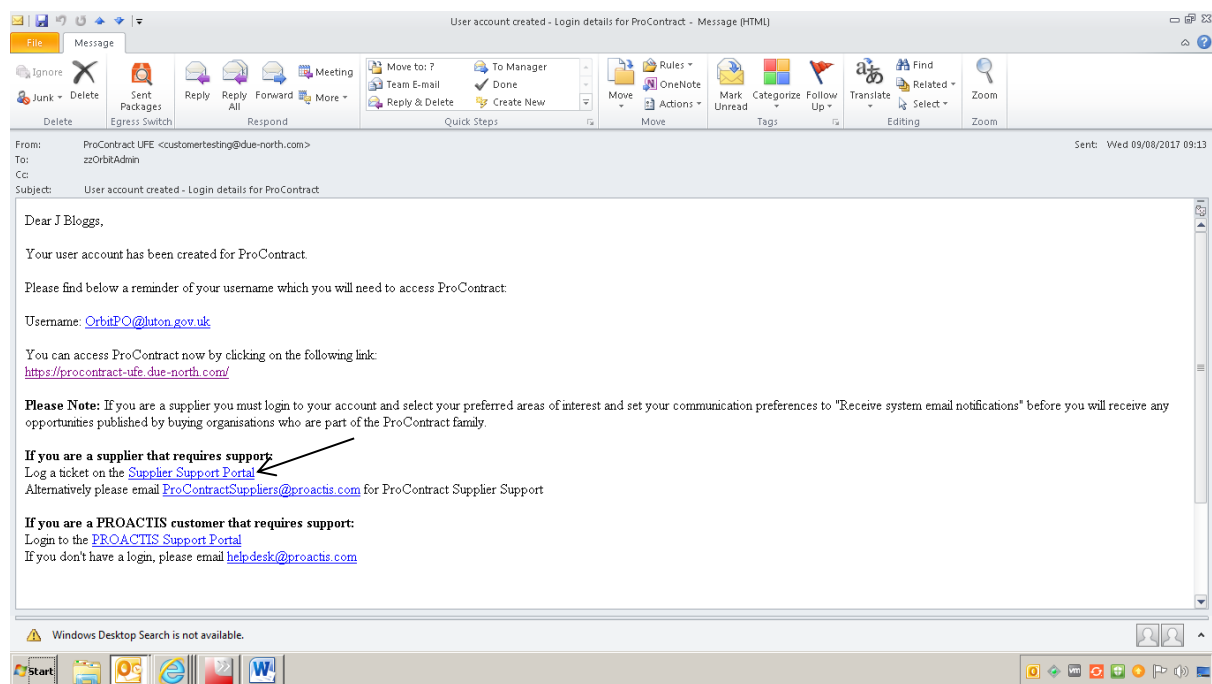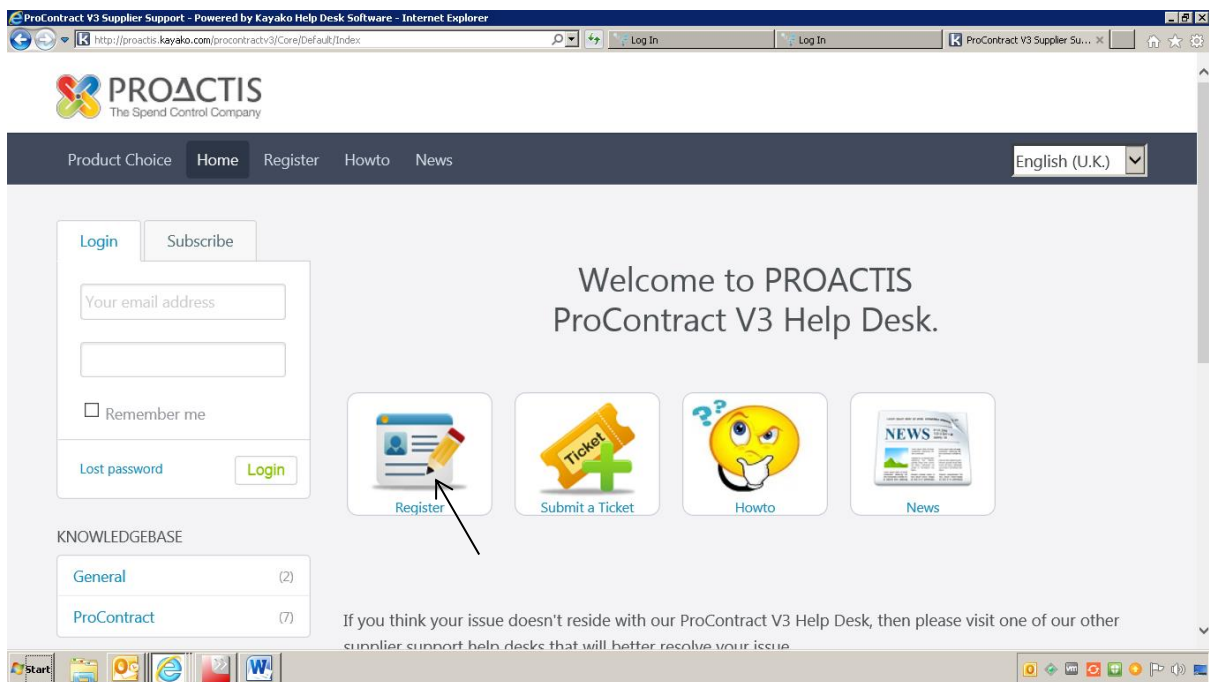

Click on the link Supplier Support Portal as shown above

This will load the following webpage
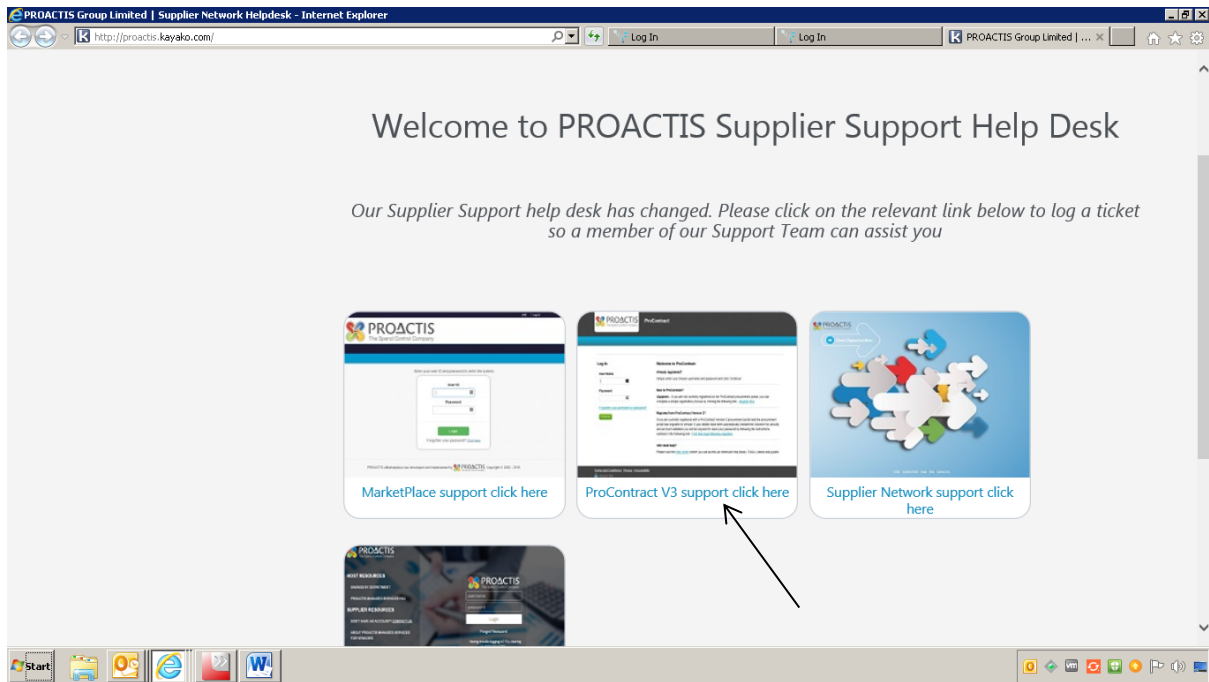
Click on ProContract V3 support click here as shown above

The following screen will load

Click on Register as shown above

Complete the fields shown above

Click on Register

The following screen will load

You will receive an email from Proactis confirming you are set up on the helpdesk
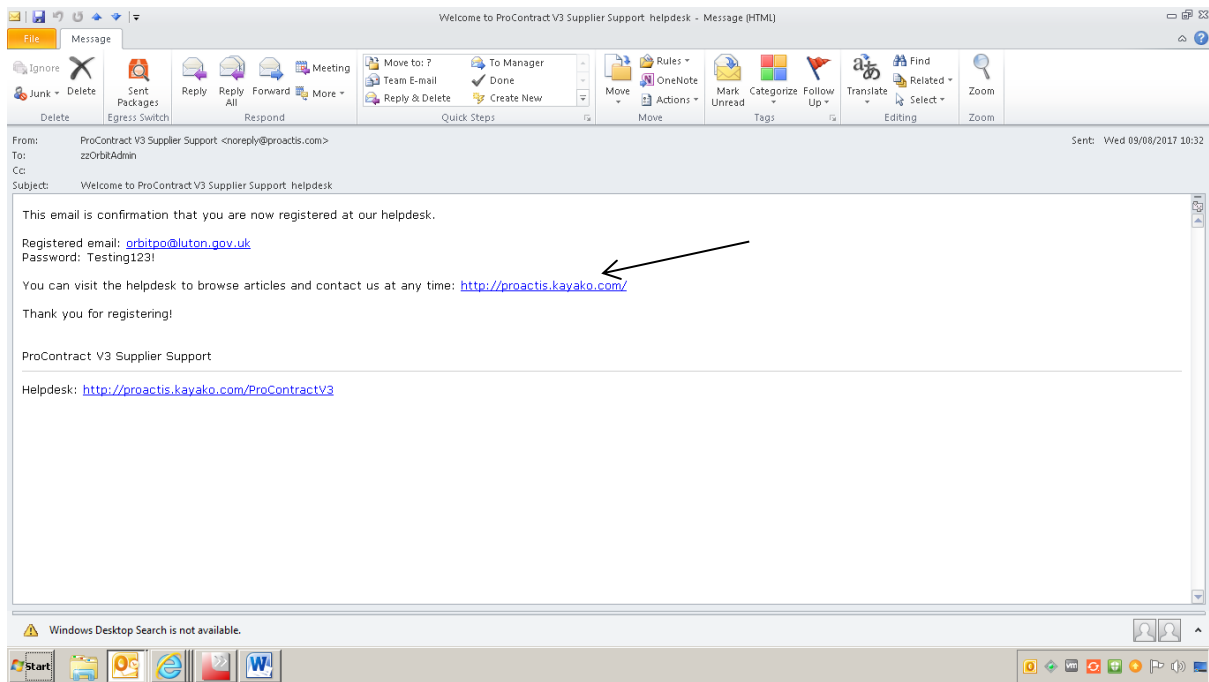
Raising a ticket on the supplier helpdesk:

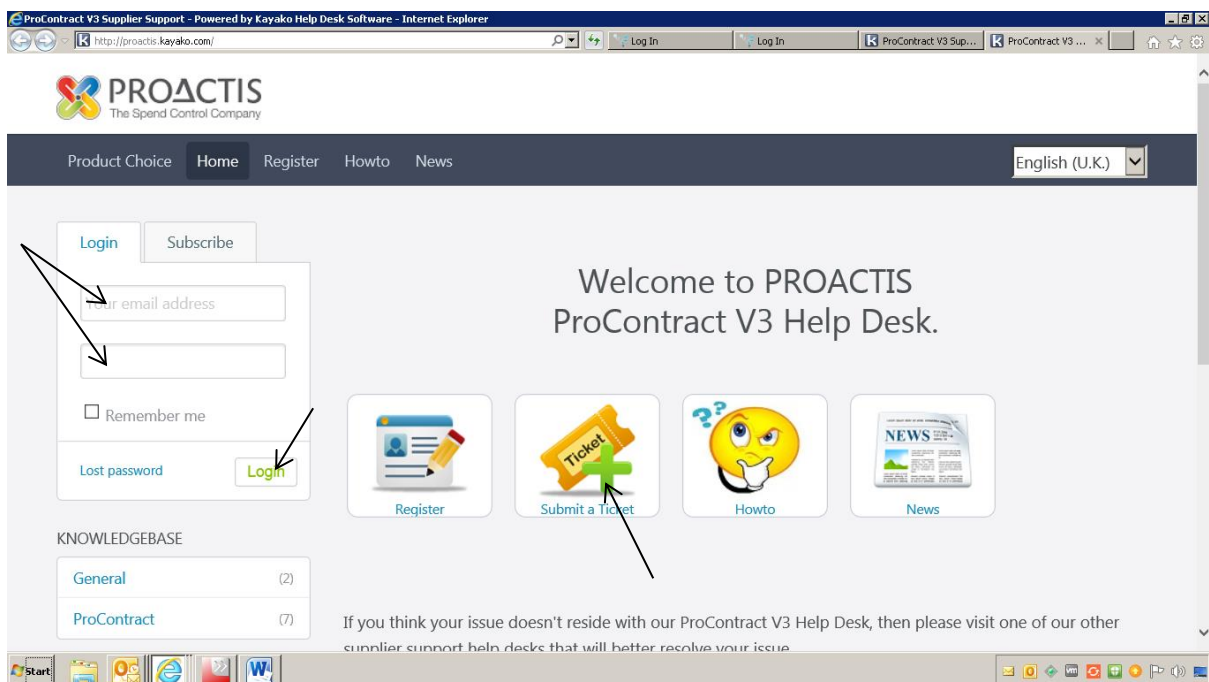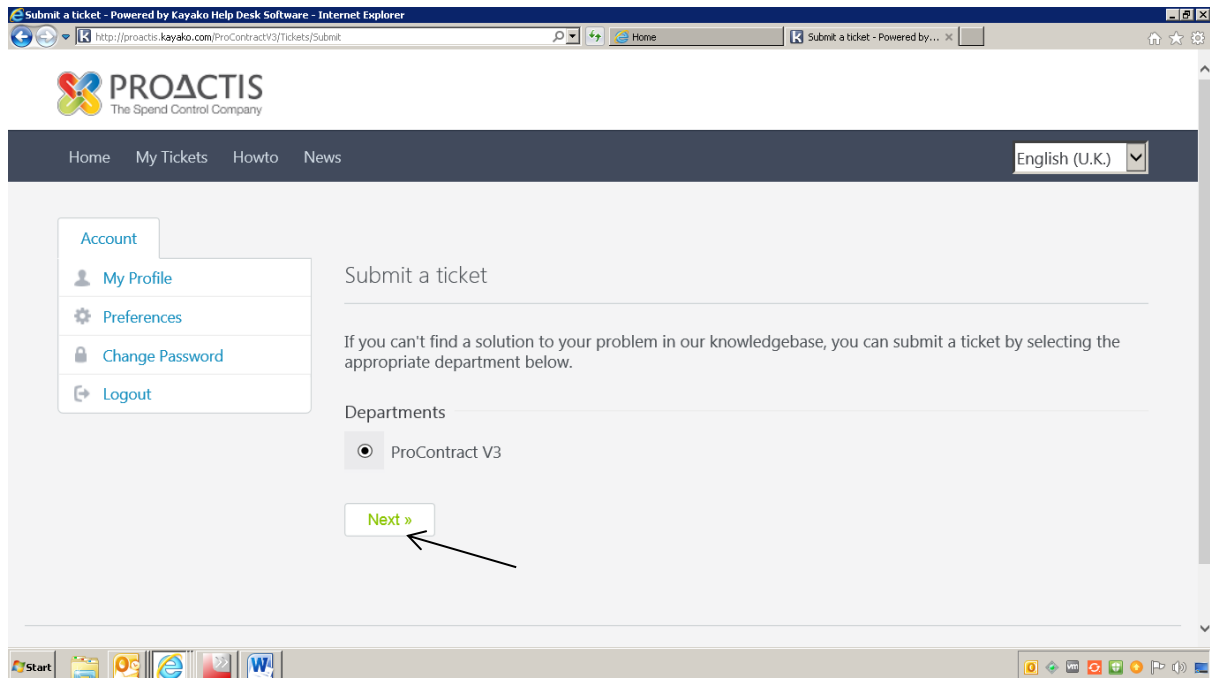Click on the link in the email to open the helpdesk webpage as shown above

You can now login and raise a ticket to the helpdesk

Login with your details as shown above and click on Login
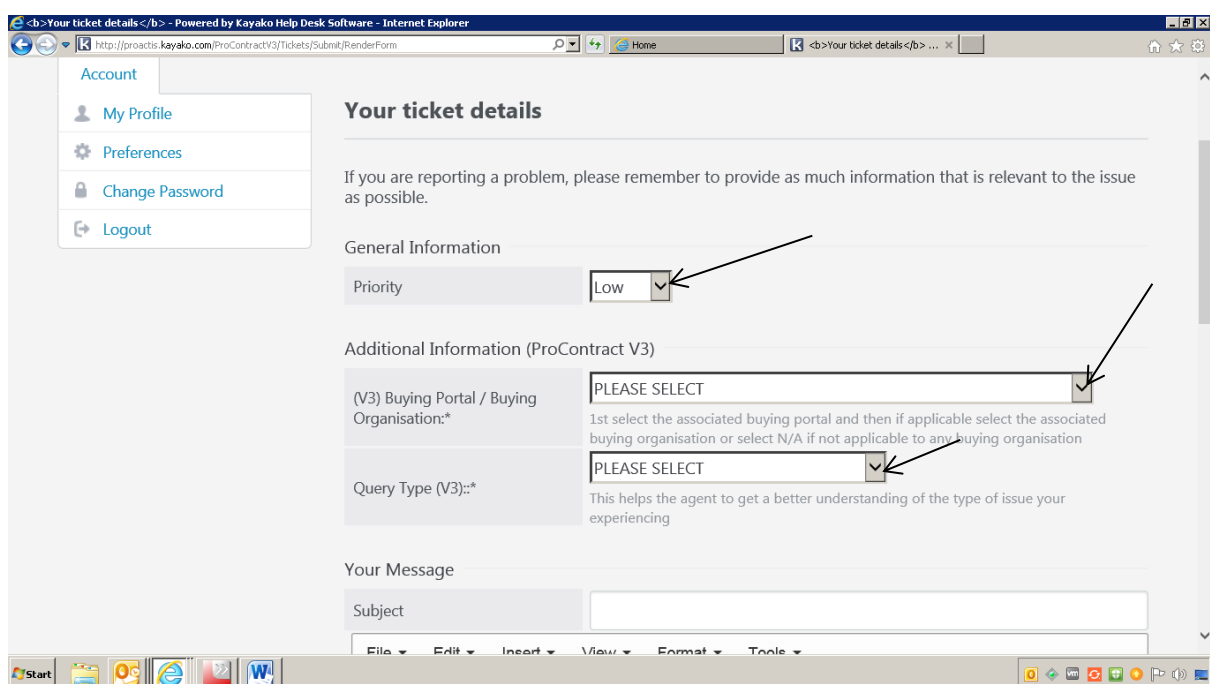
Click on Submit a ticket as shown above

The following screen will load

The department will default to ProContract V3

Click on next

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

You can include email addresses in the CC box for recipients to receive updates on your ticket
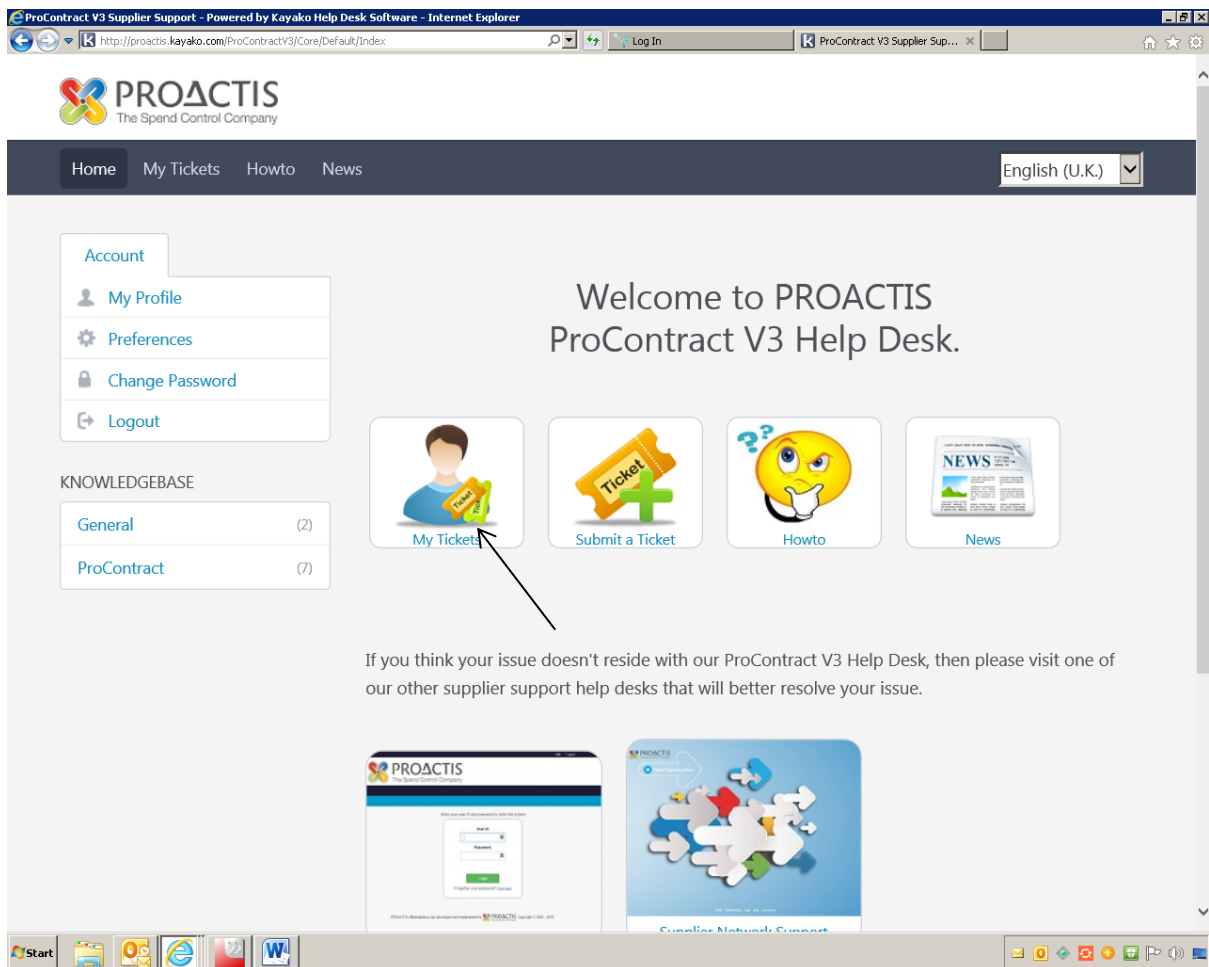
Attach any files by clicking on Add file

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

The ticket has now been raised with the supplier support helpdesk
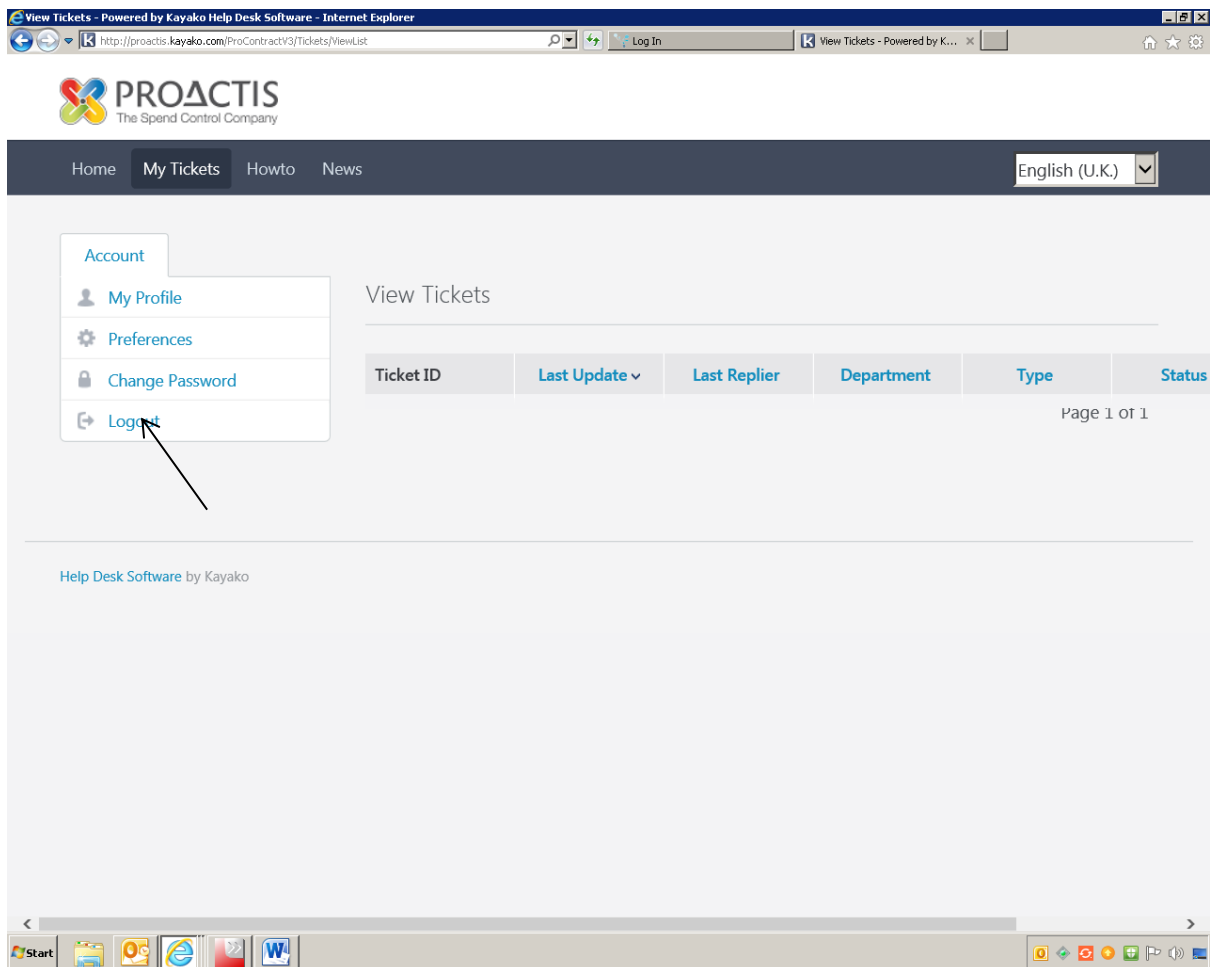
To check on ticket updates:

Log in to your account

Click on My tickets as shown above

The following screen will load

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