



# **Proactis Supplier Helpdesk** **Registration & Raising a** **Helpdesk Ticket**

Updated August 2017

# Proactis Supplier Helpdesk

## Registration & Raising Tickets

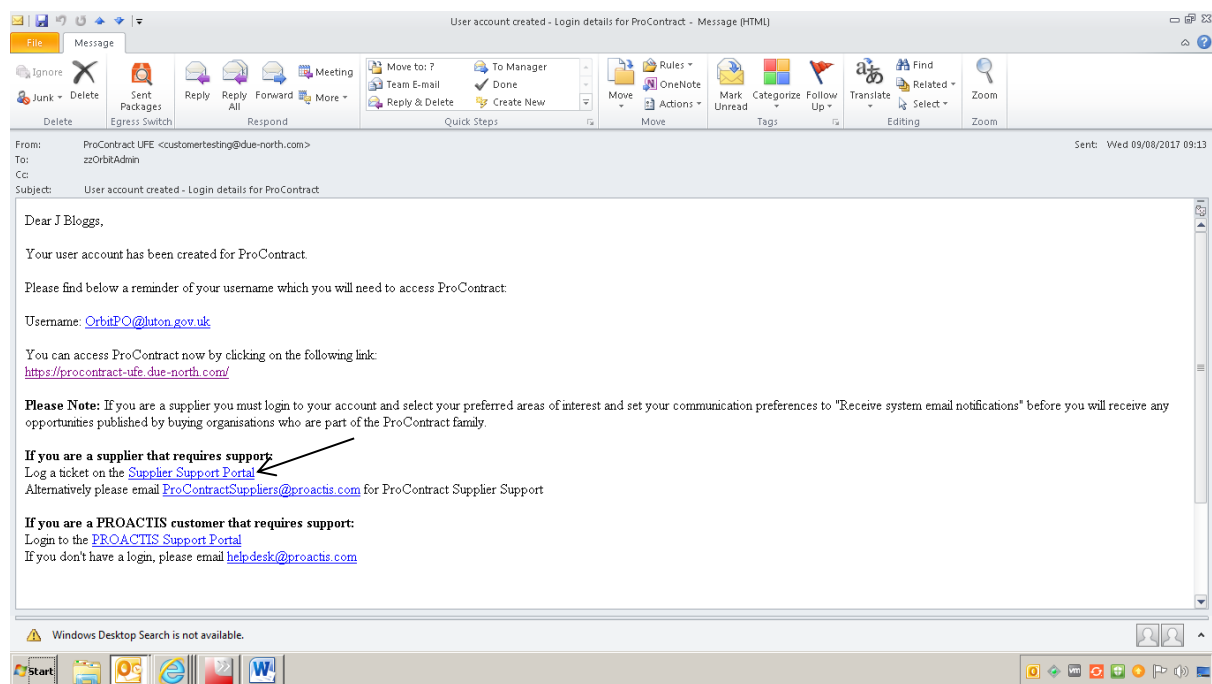
Proactis have a supplier helpdesk for any issues you may have with registering or using the portal

The supplier helpdesk can be accessed at:

<http://proactis.kayako.com>

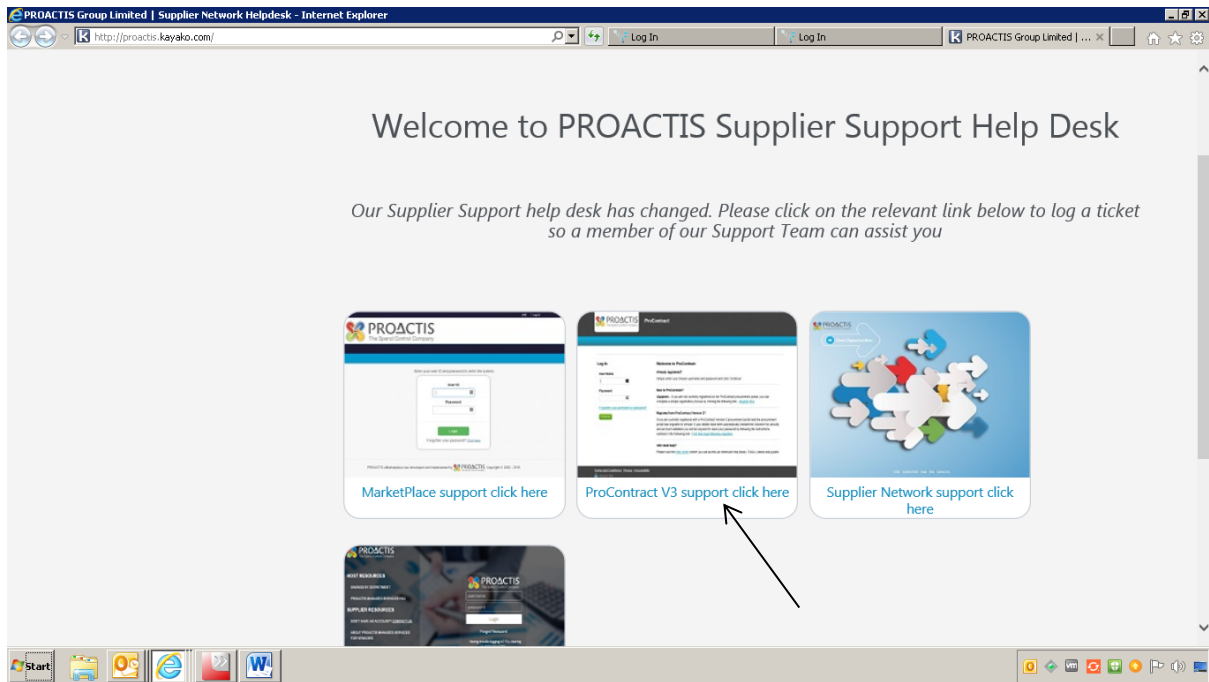
### To register on the supplier helpdesk:

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



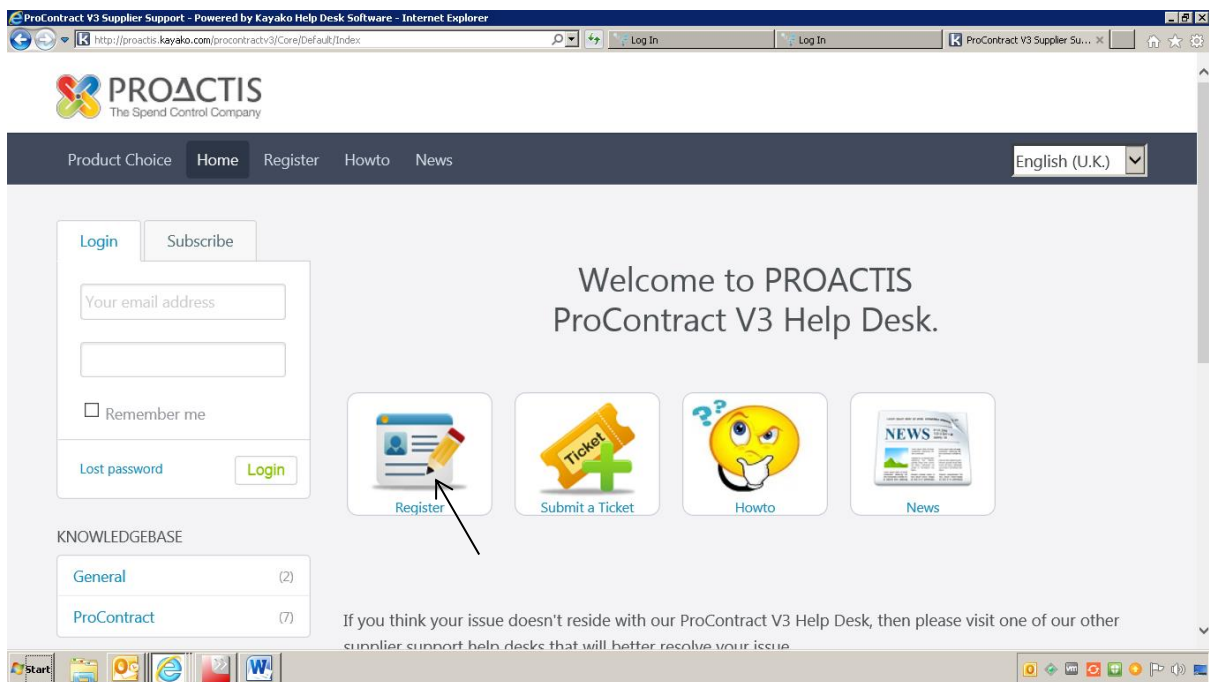
Click on the link Supplier Support Portal as shown above

This will load the following webpage



Click on ProContract V3 support click here as shown above

The following screen will load



ProContract V3 Supplier Support - Powered by Kayako Help Desk Software - Internet Explorer

http://proactis.kayako.com/ProContractV3/Base/UserRegistration/Register

Product Choice Home Register Howto News English (U.K.)

Login Subscribe

Your email address

☐ Remember me

Lost password Login

Create a new account

Please fill in the fields below to register a new helpdesk account.

General Information

Full Name:

Email:

Password:

Password (repeat:

Register

Complete the fields shown above

Click on **Register**

The following screen will load

ProContract V3 Supplier Support - Powered by Kayako Help Desk Software - Internet Explorer

http://proactis.kayako.com/ProContractV3/Base/UserRegistration/RegisterSubmit

Product Choice Home Register Howto News English (U.K.)

Login Subscribe

Your email address

☐ Remember me

Lost password Login

Registration Successful

Thank you for registering! A copy of your registration details have been sent to your email address. Please use the login form beside this text to login.

Registration details

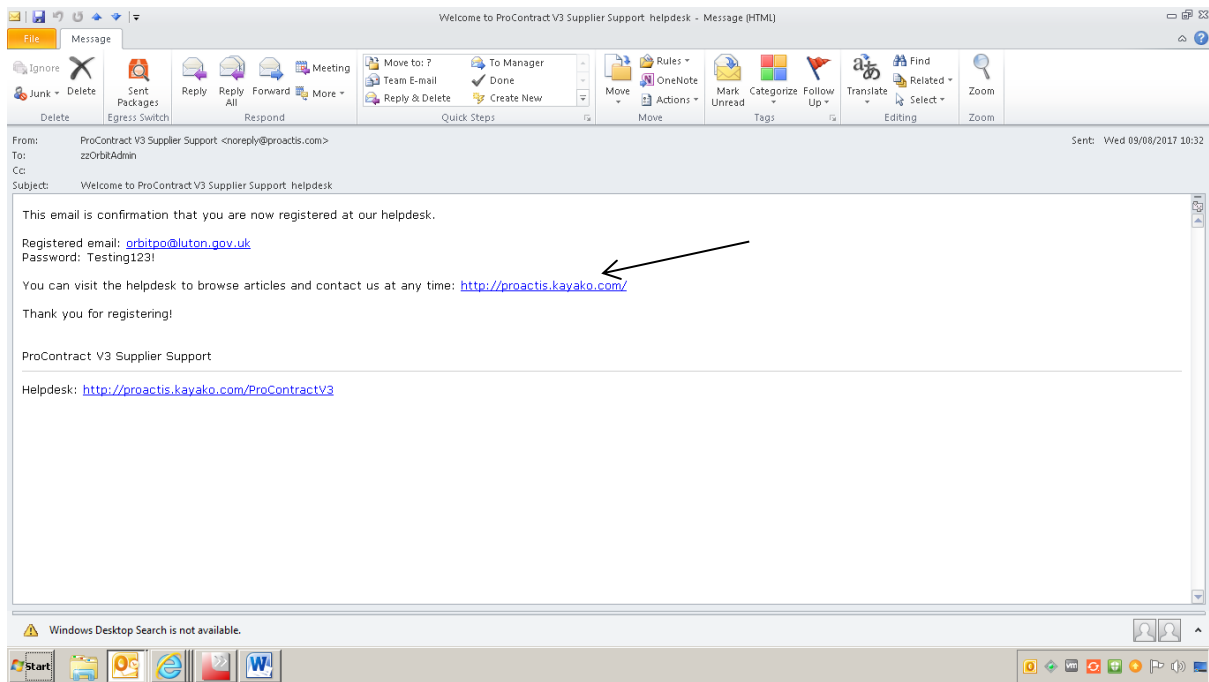
Full Name: Mr J Bloggs

Email: orbitpo@luton.gov.uk

Password: [ Hidden ]

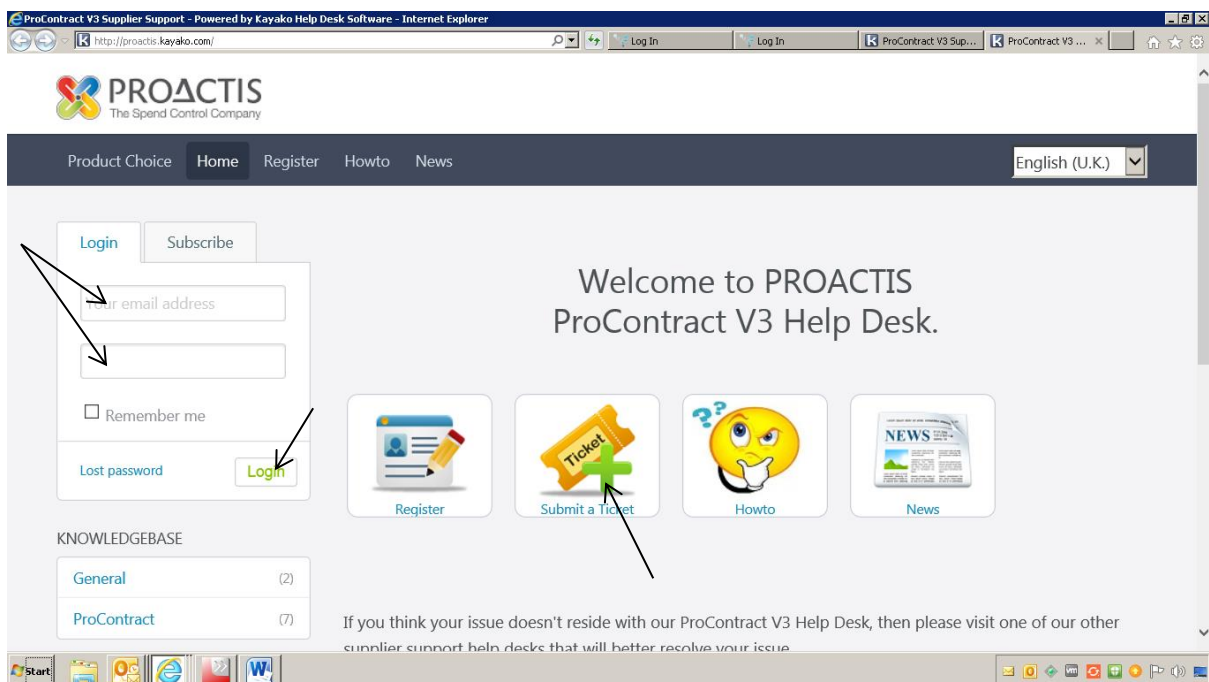
Help Desk Software by Kayako

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

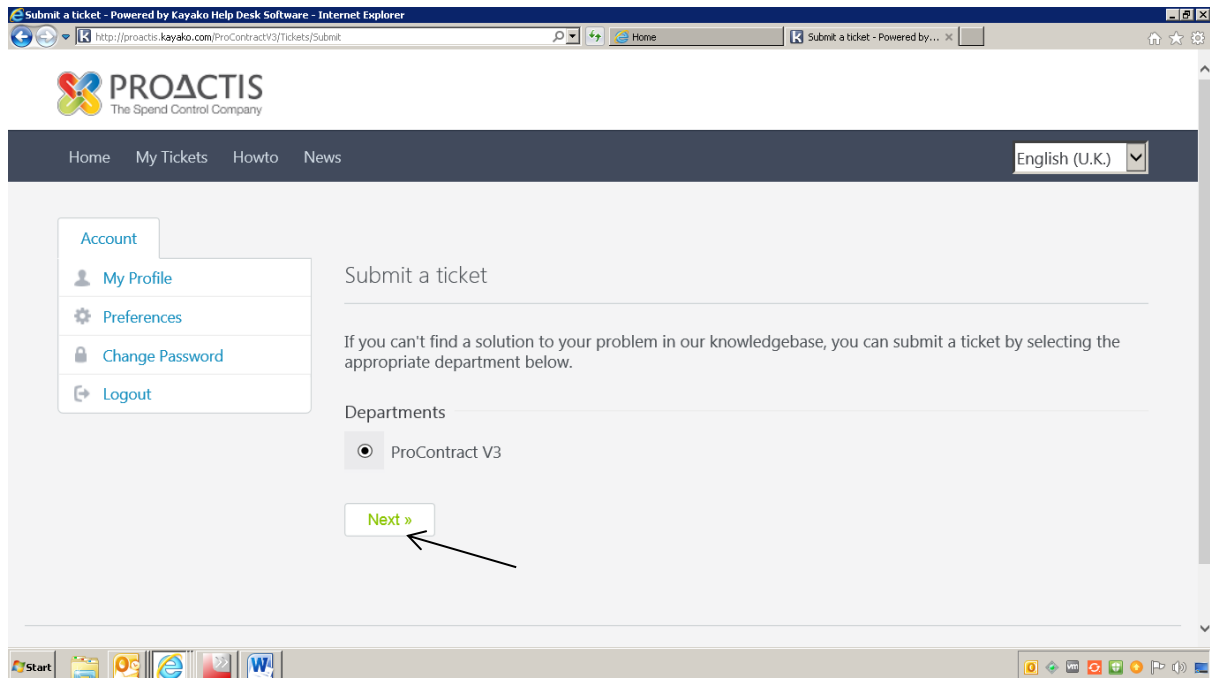


You can now login and raise a ticket to the helpdesk

Login with your details as shown above and click on Login

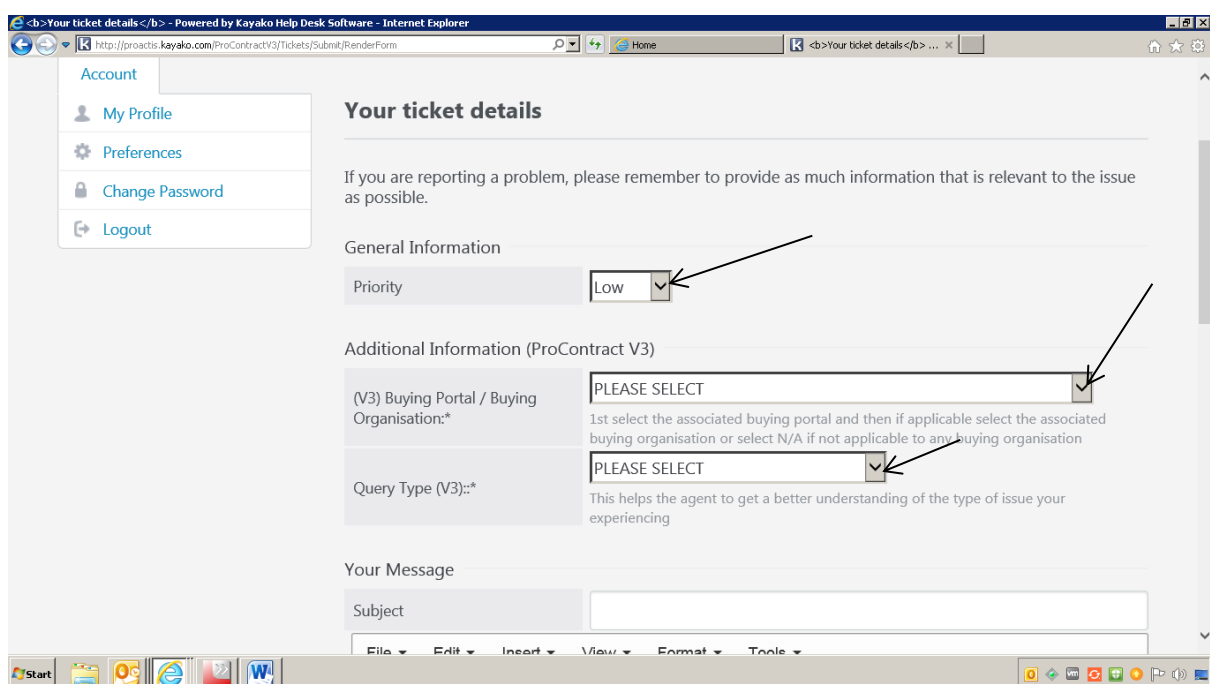
Click on Submit a ticket as shown above

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

<b>Your ticket details</b> - Powered by Kayako Help Desk Software - Internet Explorer

http://proachis.kayako.com/ProContractV3/Tickets/Submit/RenderForm

Words: 0

Recipients

You can specify multiple e-mail addressess separated by a single space or comma, as custom recipients. The recipients will receive ticket updates.

CC

Attach Files [Add File]

Submit

You can include email addresses in the CC box for recipients to receive updates on your ticket

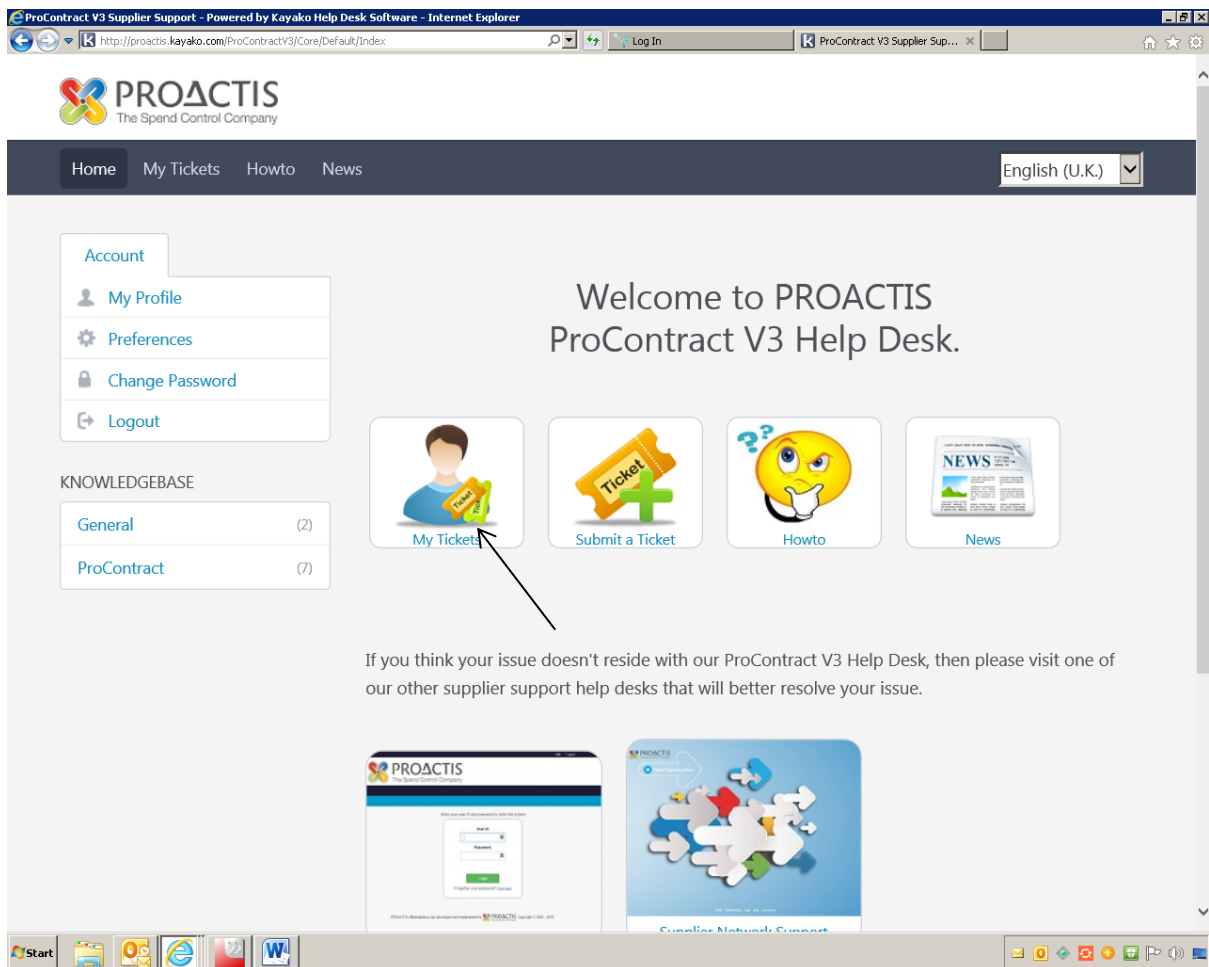
Attach any files by clicking on Add file

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:**

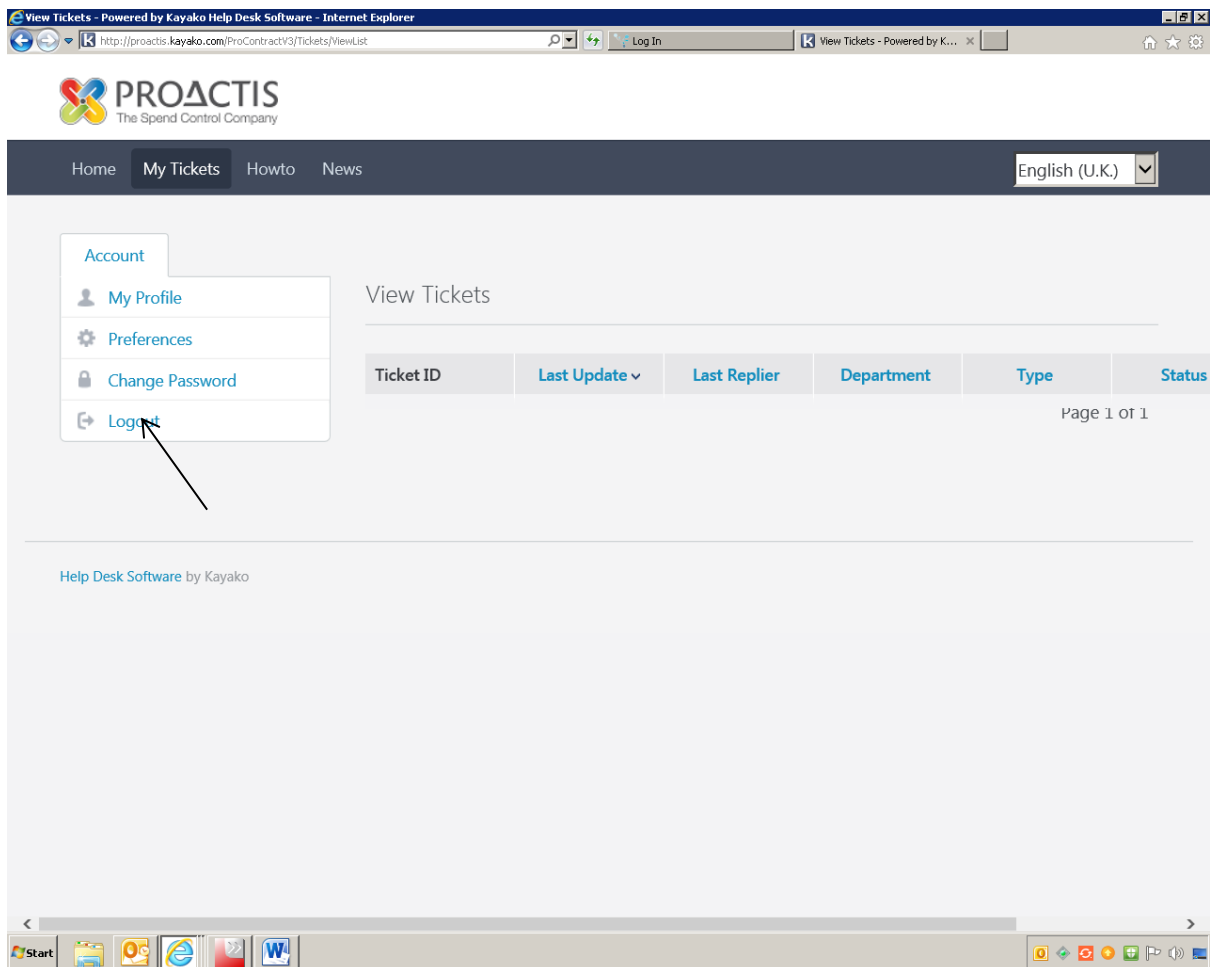
Log in to your account



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