

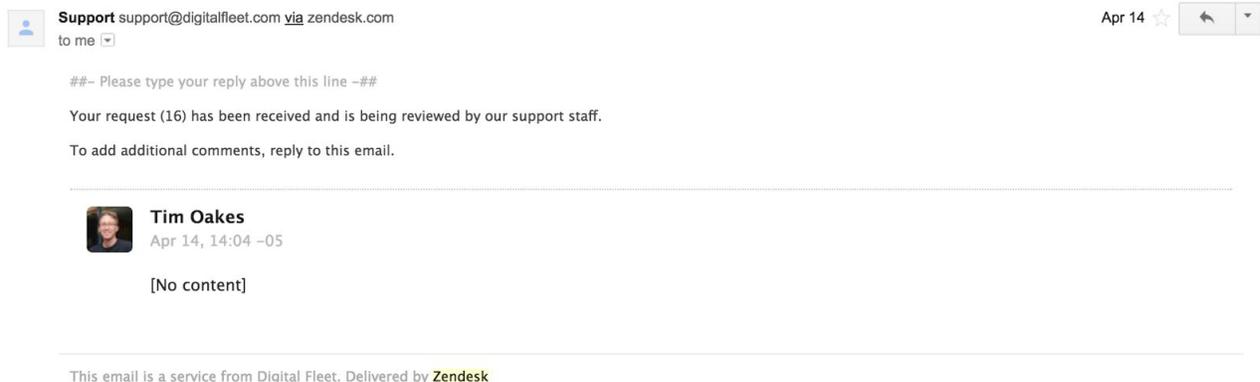


The purpose of this document is to help you understand how to best use Zendesk to interact with the support staff at Digital Fleet.

Creating a Support Ticket

To create a support ticket, email us at support@digitalfleet.com or simply call 630.518.4606 and we will create one for you. The phone number is at the top of www.digitalfleet.com if you ever forget.

When you email our support address, you will receive email confirmation that a support ticket has been created:



- You will receive updates via email and can add to the ticket by responding directly to those emails.
- A ticket status of “Pending” indicates that Digital Fleet is waiting for additional information from you.

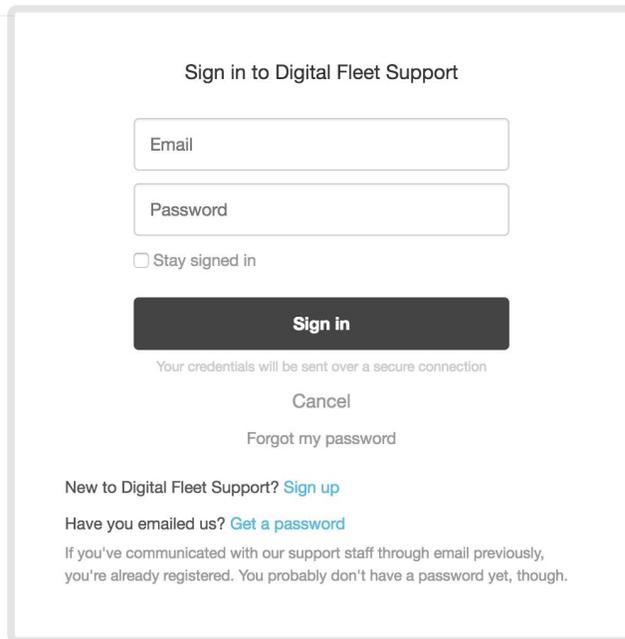
Once you have emailed us, we automatically create an account for you in our support portal. The support portal allows you to:

- see all of your open tickets
- comment on open tickets
- create new tickets
- view our online [documentation](#)

All of this can be done at: <https://digitalfleet.zendesk.com/>

One Time Setup

The first time you visit, you will see the following screen:



The screenshot shows a login form titled "Sign in to Digital Fleet Support". It contains two input fields: "Email" and "Password". Below the "Password" field is a checkbox labeled "Stay signed in". A prominent black button with the text "Sign in" is centered below the checkbox. Underneath the button, a small line of text reads "Your credentials will be sent over a secure connection". Below this are two links: "Cancel" and "Forgot my password". At the bottom of the form, there are three lines of text: "New to Digital Fleet Support? [Sign up](#)", "Have you emailed us? [Get a password](#)", and a paragraph: "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."

If this is your first time logging in, look for the “Have you emailed us?” text and click “Get a password”.

Have you emailed us? [Get a password](#)

You will then be prompted for a password.

Change password

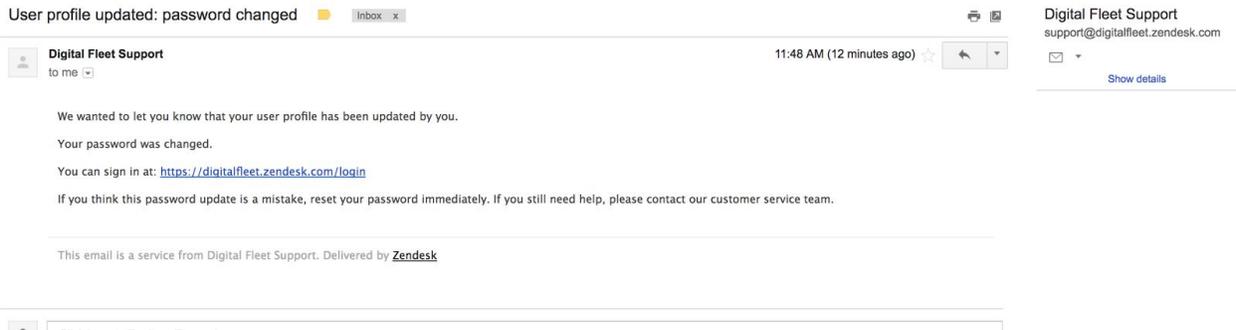
New password

Password requirements:

- must be at least 5 characters
- must be different from email address

Change password

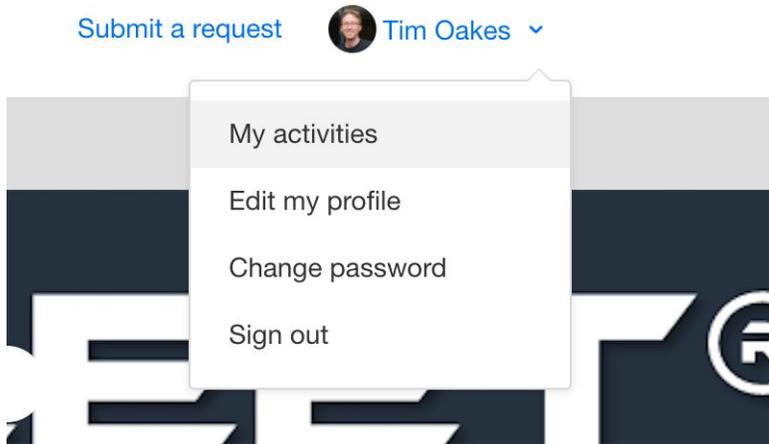
You will receive a confirmation email.



With your password set, you can now log into <https://digitalfleet.zendesk.com/>

Viewing Open Tickets

Once logged in, you can see your open tickets by clicking on your profile in the upper right hand corner and clicking on "My Activities"



You will now see a list of the tickets you have created, as well as those that you have been cc'd on. Here is the direct link: <https://digitalfleet.zendesk.com/hc/en-us/requests>

Creating a New Ticket

To create a new support ticket, simply click on "Submit a request" from the upper right hand corner of the screen and fill out the form. Tickets created this way will also trigger an email to you, the same as if you emailed the support address directly.

Viewing Documentation

Perhaps the most important reason to log into the portal is to see the online documentation. We are constantly adding and updating documentation, adding announcement and release notes. Please take a look and let us know if you have questions or suggestions.

To get to the documentation from the portal, click on "Digital Fleet" in the lower left hand corner of the screen. The direct link is: <https://digitalfleet.zendesk.com/hc/en-us>