



Introducing our New Help Request Portal

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WHAT YOU'LL LEARN

- Paladin Support is better than ever
- The new Help menu category: “Support”
- How to submit a Help Request
 - Non-emergency request
 - Store down emergency
- How to view and add to open Help Requests

Paladin Support is better than ever

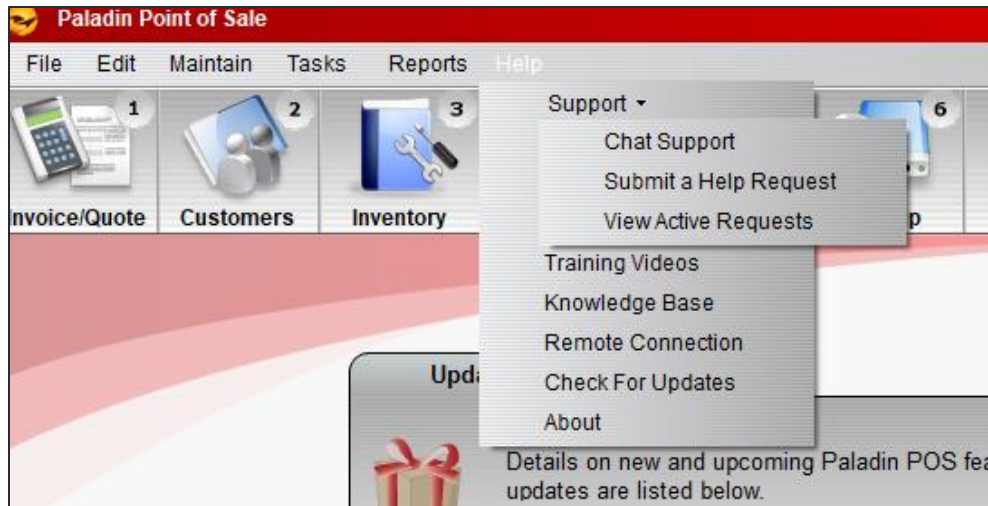


You experience even more efficient and responsive support due to these enhancements:

- We automatically collect important information about your system when a request is submitted.
- New help categories quickly direct your request to the appropriate support team.
- Our product offering and Customer Service will continue to adapt to your needs using the data we collect.

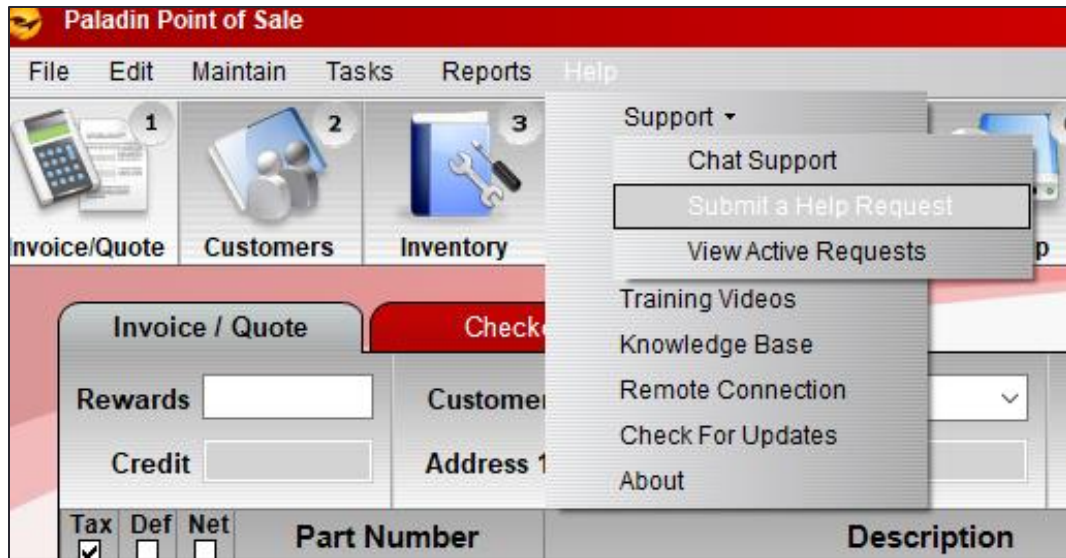
So, how does it work?

The new Help menu category: “Support”



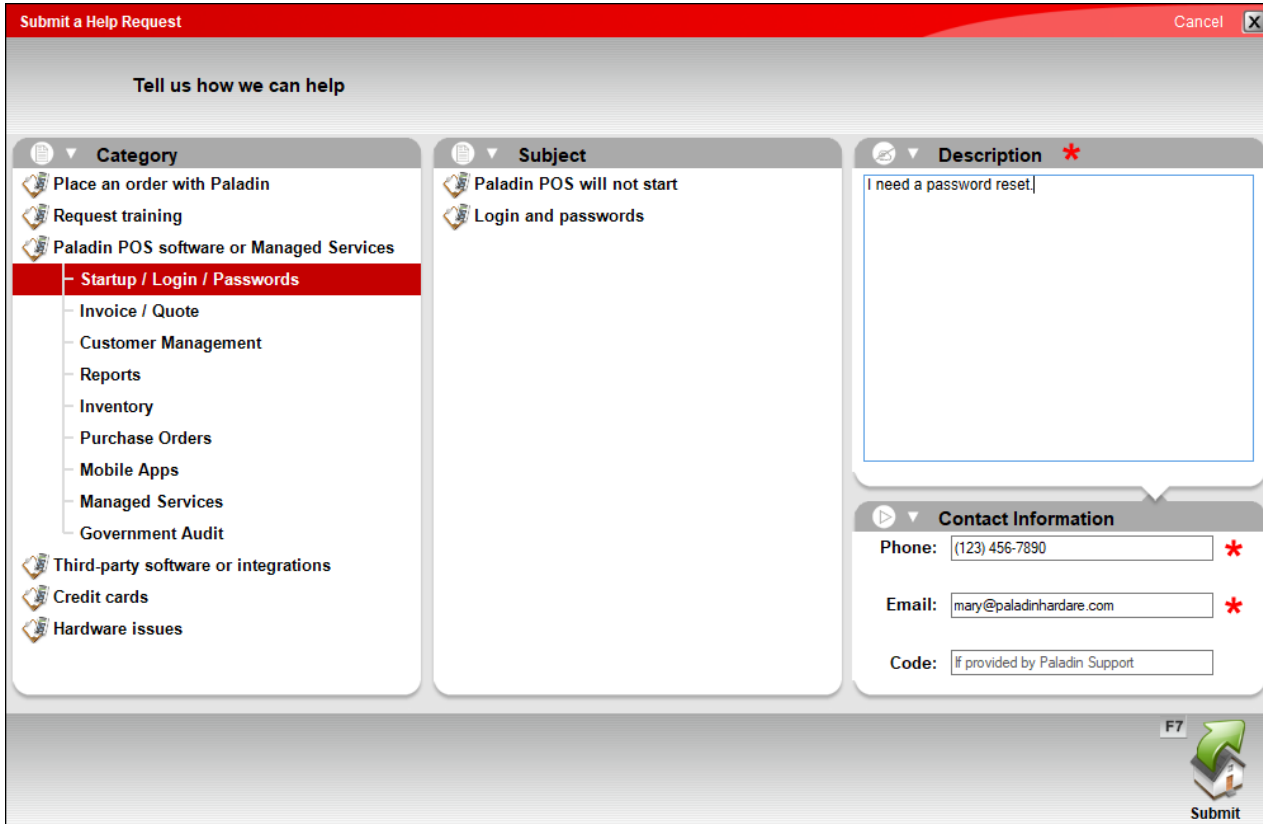
- A new **Support** category on the **Help** menu provides access to **Chat Support** and the new **Help Request Portal**.
- **Submit a Help Request** replaces the “Open a New Case” menu option which opened in a browser window. The new Help Request Portal is integrated directly with Paladin.
- **View Active Requests** replaces the “My Cases” page on the Help Portal website. This feature also opens in Paladin.

How to submit a Help Request



- Select **Help > Support > Submit a Help Request** to start a new request for help.
- You can use this option for all support needs, including 24/7 store-down emergency support.

Non-emergency: How to submit a Help Request



Submit a Help Request

Tell us how we can help

Category

- Place an order with Paladin
- Request training
- Paladin POS software or Managed Services
- Startup / Login / Passwords**
- Invoice / Quote
- Customer Management
- Reports
- Inventory
- Purchase Orders
- Mobile Apps
- Managed Services
- Government Audit
- Third-party software or integrations
- Credit cards
- Hardware issues

Subject

- Paladin POS will not start
- Login and passwords

Description *

I need a password reset

Contact Information

Phone: (123) 456-7890 *

Email: mary@paladinhardare.com *

Code: If provided by Paladin Support

F7 Submit

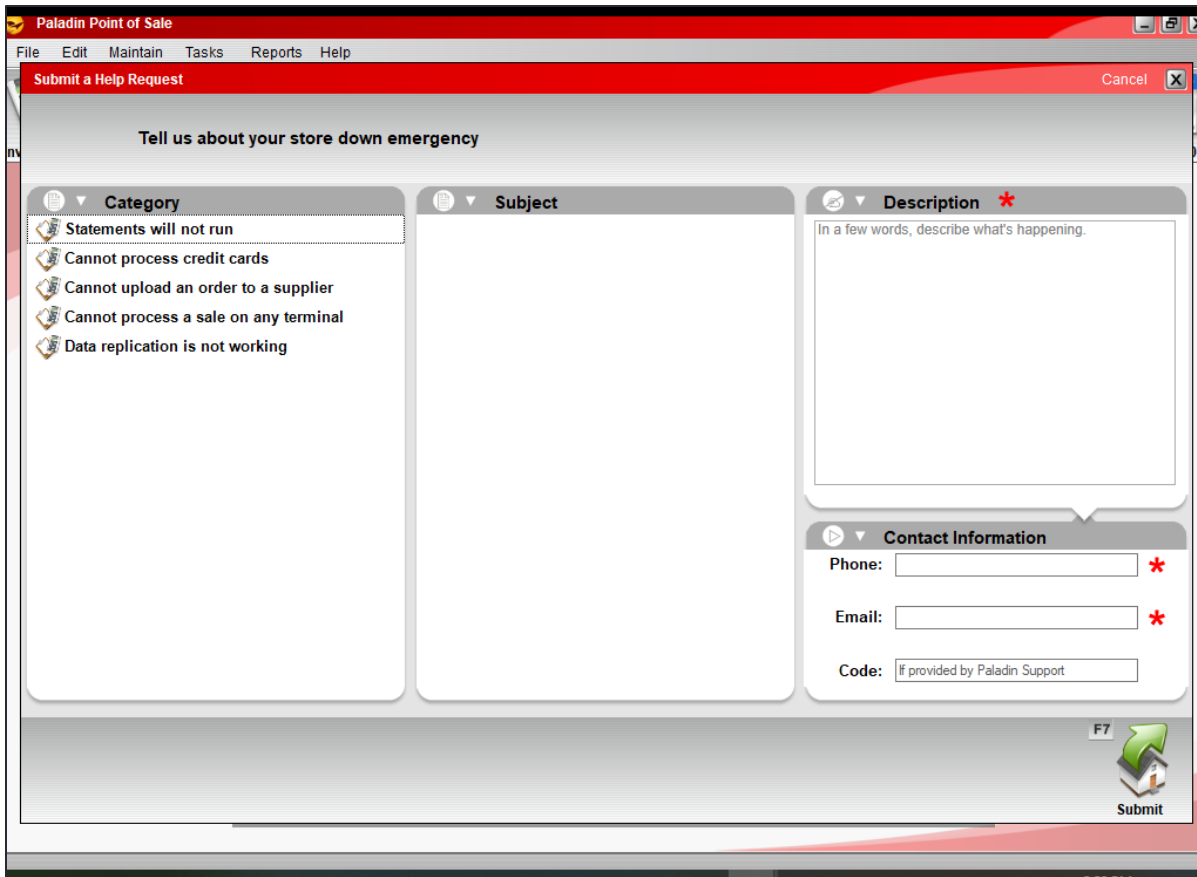
- Select **No** on the store down emergency prompt.
- Select the **Category** and **Subject** that best fit your inquiry. Accuracy will only expedite your request.
- Enter a contact **Phone** number and **Email** address.
- If Support provided you with a unique **Code**, enter it.
- Select **Submit** or F7 to submit the request to Paladin Support.

Store-Down emergency: How to submit a Request



- The new Help Request Portal first inquires for store down emergencies.
- Qualifying store down emergencies are listed in the window.
- Select **Yes** if you have a store down emergency. Otherwise, select **No**.

Store-Down emergency: How to submit a Request



Paladin Point of Sale

File Edit Maintain Tasks Reports Help

Submit a Help Request Cancel X

Tell us about your store down emergency

Category

- Statements will not run
- Cannot process credit cards
- Cannot upload an order to a supplier
- Cannot process a sale on any terminal
- Data replication is not working

Subject

Description *


In a few words, describe what's happening.

Contact Information

Phone: *

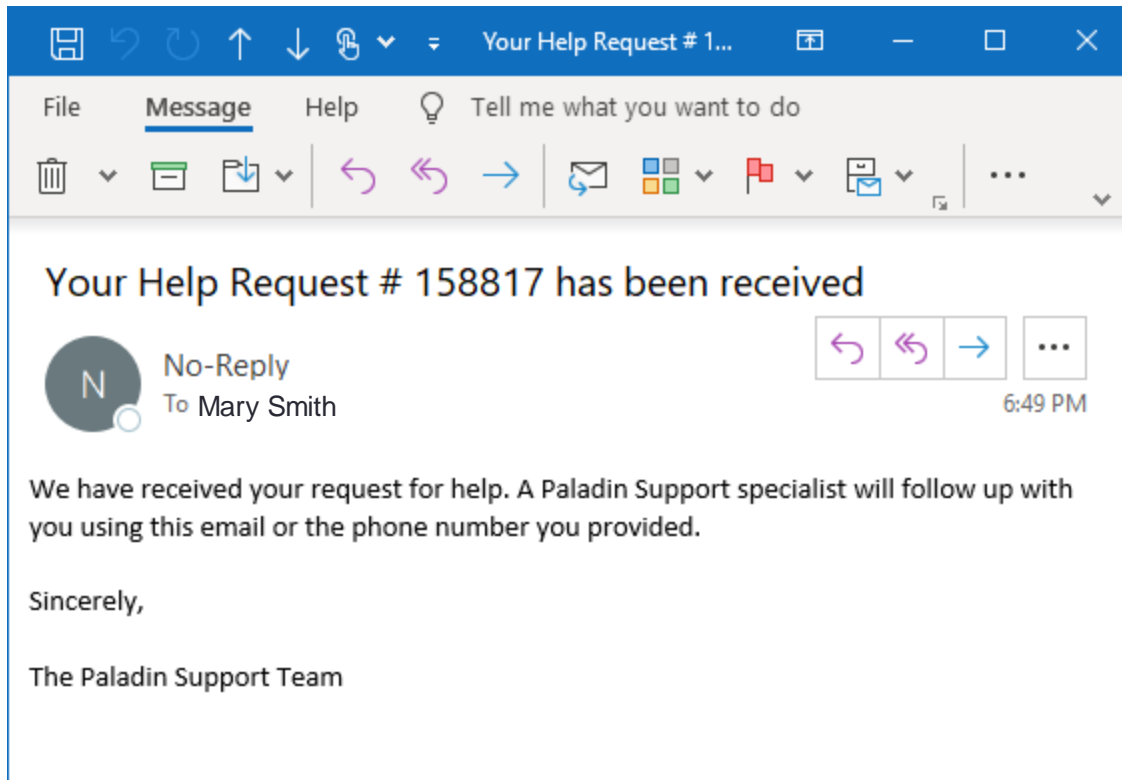
Email: *

Code: If provided by Paladin Support

F7  Submit

- Select the emergency **Category**, and provide a detailed **Description**.
- Enter a contact **Phone** number and **Email** address.
- If Support provided you with a unique **Code**, enter it.
- Select **Submit** or F7 to submit the request and Paladin Support will contact you as soon as possible.

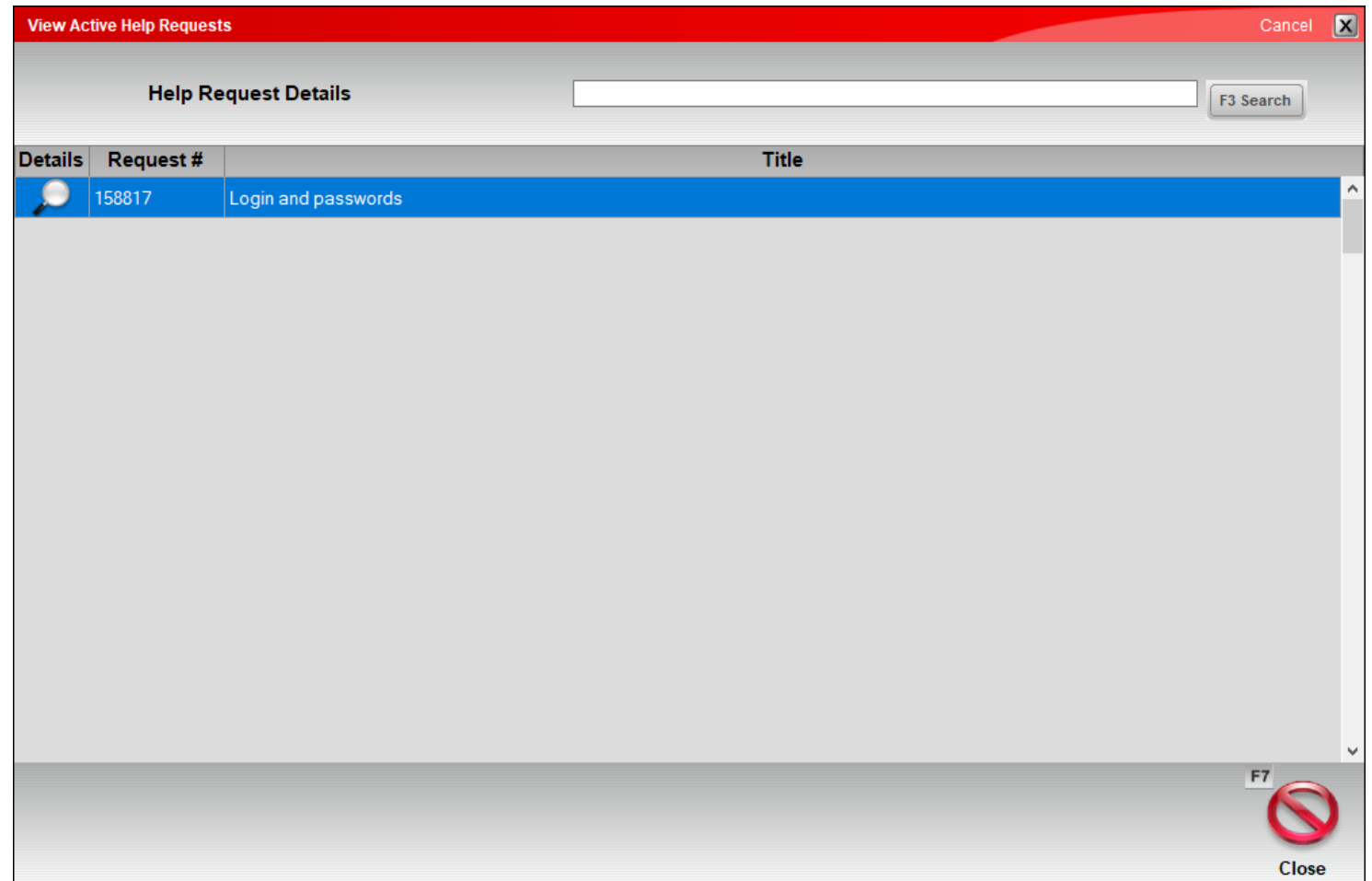
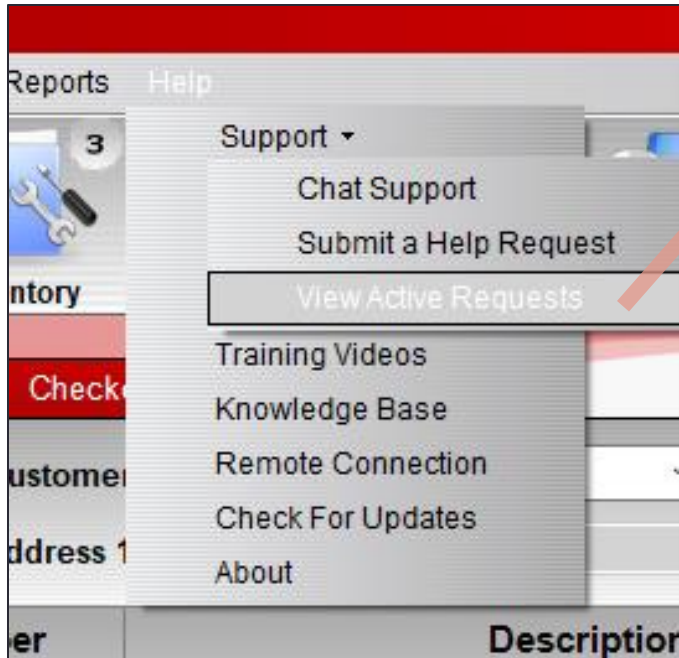
Confirmation Email



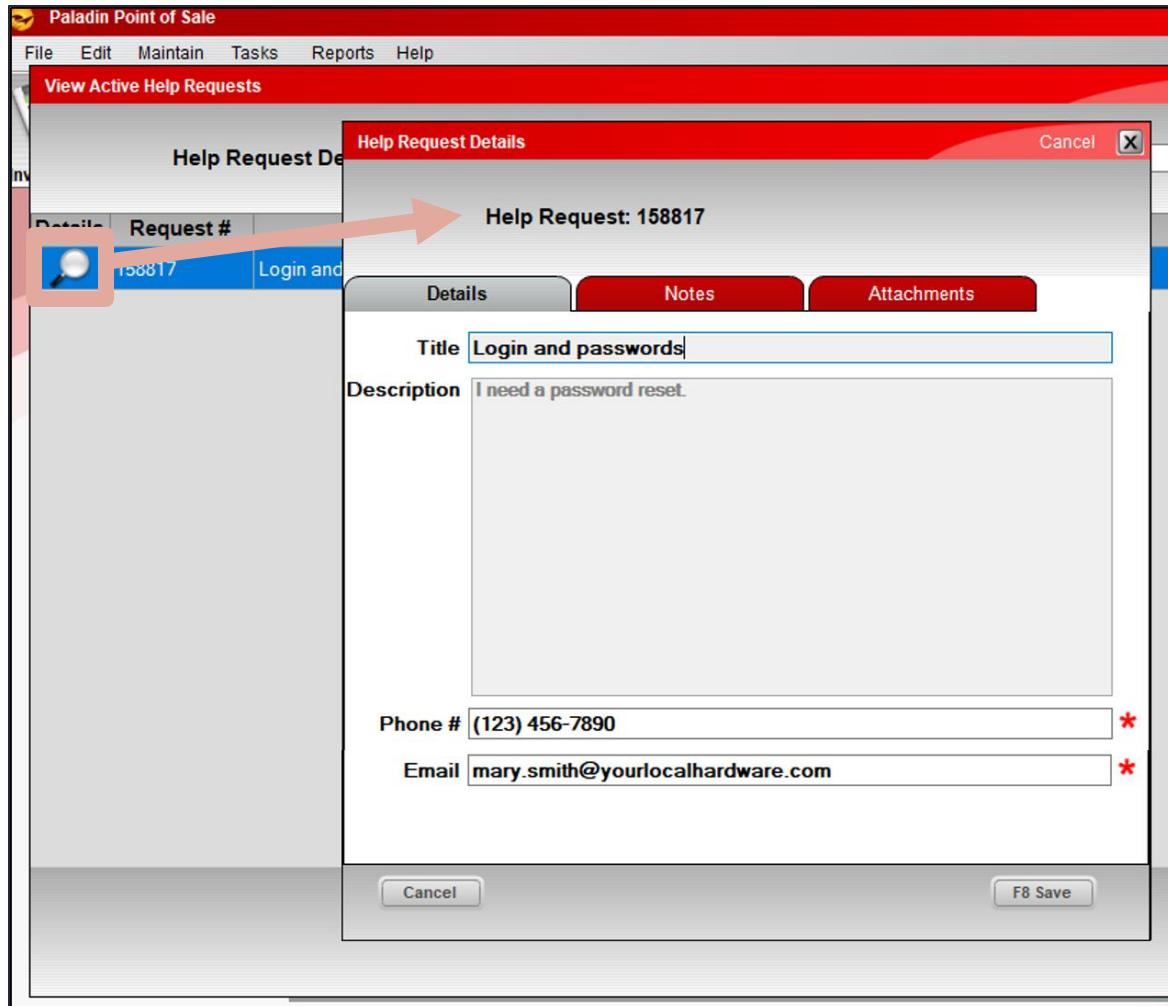
- After you submit a new Help Request, you will receive a Help Request ID via email.
- The email will also deploy to the contact email address submitted with the request.

How to view open Help Requests

To view your open (active) Help Requests, select **Help > Support > View Active Requests.**

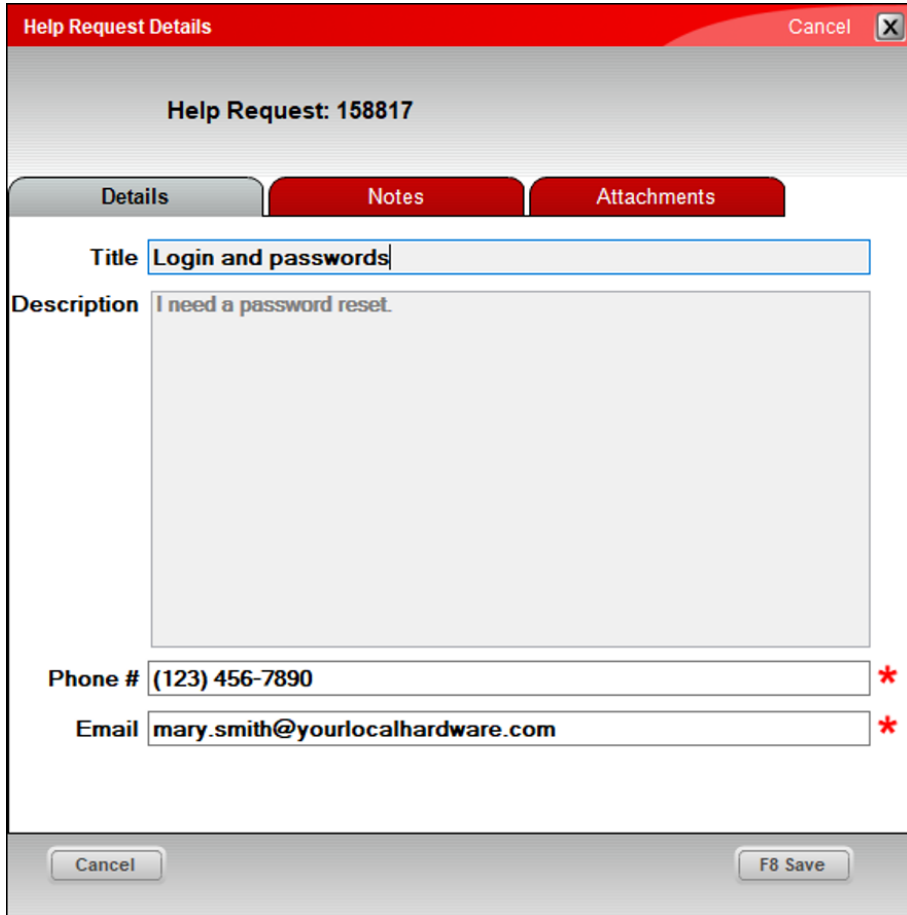


View and edit details



- To view and add additional notes to a Help Request, or to add an attachment, select the magnifying glass.
- A **Help Request Details** window will appear.

Details tab



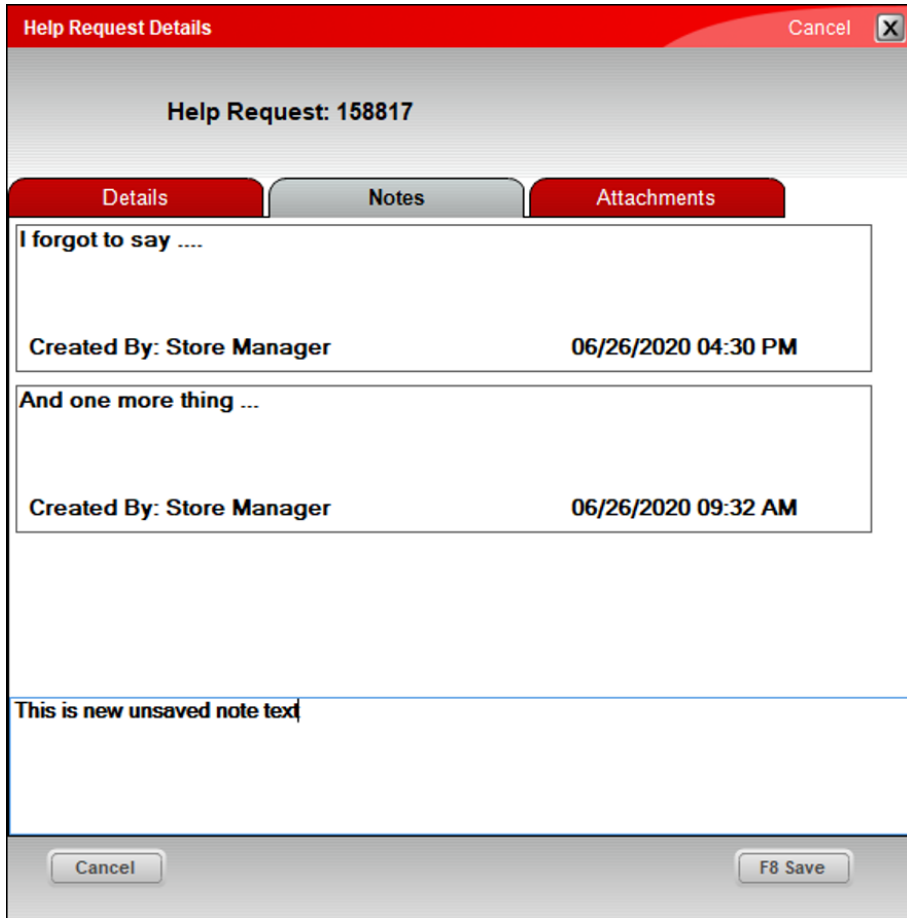
The screenshot shows a window titled "Help Request Details" with a red header bar. The window contains a tabbed interface with three tabs: "Details" (selected), "Notes", and "Attachments". The "Details" tab is active and displays the following information:

- Title:** Login and passwords
- Description:** I need a password reset.
- Phone #:** (123) 456-7890 *
- Email:** mary.smith@yourlocalhardware.com *

At the bottom of the window, there are two buttons: "Cancel" and "F8 Save".

- On the **Details** tab, you can view your original Help Request description and update contact info.
- You cannot edit the **Title** or **Description**. However, Paladin Support may change the title to better represent your request.
- If you make changes to the contact **Phone** and **Email**, make sure you select **Save** or F8 to save the update.

Notes tab



Help Request Details Cancel X

Help Request: 158817

Details Notes Attachments

I forgot to say

Created By: Store Manager 06/26/2020 04:30 PM

And one more thing ...

Created By: Store Manager 06/26/2020 09:32 AM

This is new unsaved note text

Cancel F8 Save

- On the **Notes** tab, you can enter a new note and view previous notes.
- If you enter a note, be sure to select **Save** or F8 to save it.

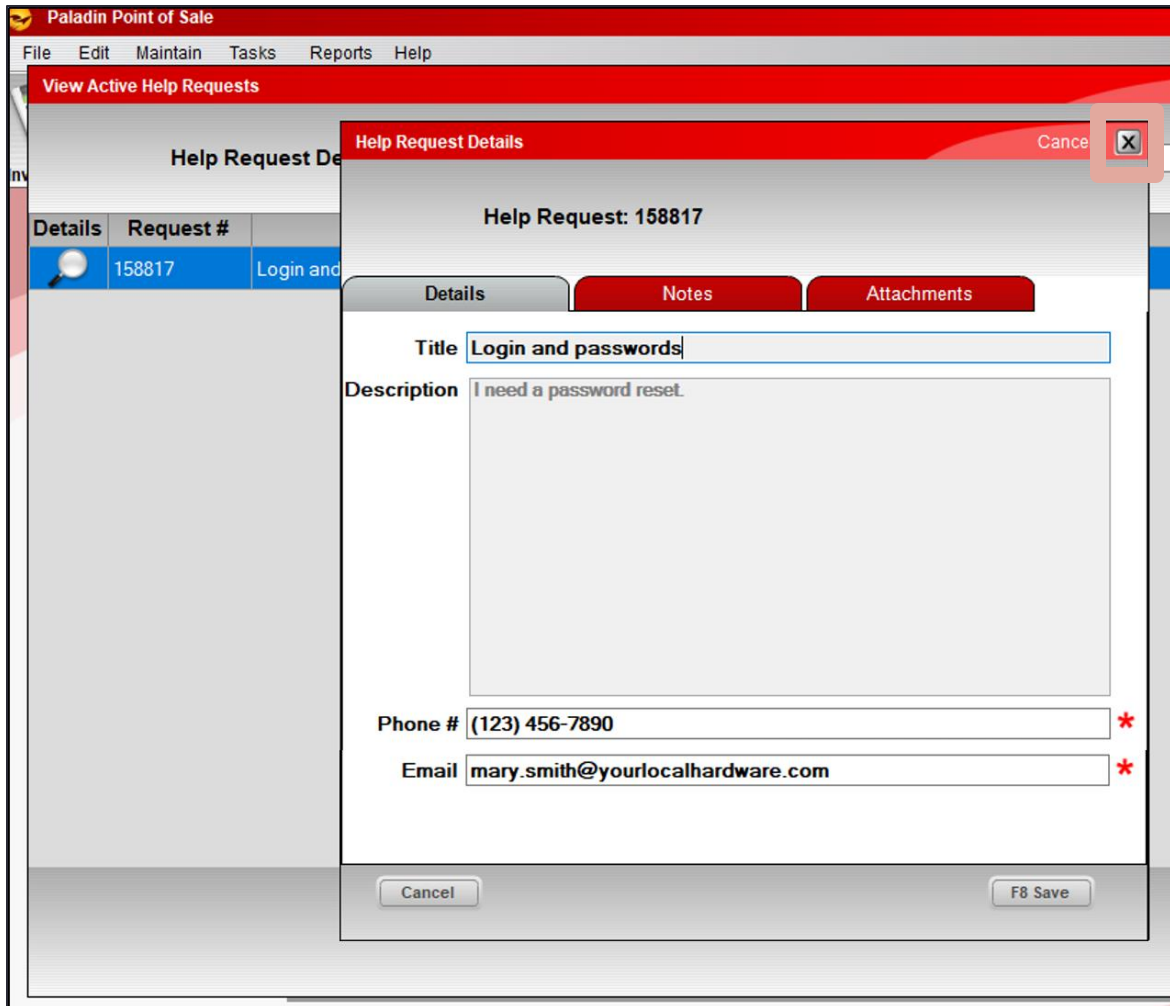
Attachments tab



- On the **Attachments** tab, you can add and view attachments
- Select **Add Attachment** to add a file from your computer.
- Attachments are saved to the Help Request in real time.

How to view open Help Requests

- Close the window to return to the **View Active Help Requests** window. Make sure you've saved your changes first.



Paladin Point of Sale

File Edit Maintain Tasks Reports Help

View Active Help Requests

Help Request De

Help Request: 158817

Cancel X

Details	Request #	Login and
	158817	Login and

Details Notes Attachments

Title Login and passwords

Description I need a password reset.

Phone # (123) 456-7890 *

Email mary.smith@yourlocalhardware.com *

Cancel F8 Save

Learn more

New feature notices

- [A new Help Request Portal makes our support even better](#)
- [Paladin Chat Support is now available](#)

Webinars

- [Industry-Leading Support Now at Your Fingertips](#)

A dark red rectangular box containing a white question mark icon inside a circle, with the text "Q&A" below it.

Next Webinar:

*Manage Your Most Important Resource—
People*

July 14 @ 9am PT

Register: portal.paladinpos.com/webinars



Check out our [Winter 2019-2020 Release Guide](#)
on the Help Portal.

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