



# **KANZI SUPPORT PORTAL END-USER INSTRUCTIONS**

# Registration

Please use your company email address to register at <http://support.rightware.com> to access the support portal.



Sign in to Rightware ×

Email

Password

Stay signed in

[Sign in](#)

[Forgot my password](#)

New to Rightware? [Sign up](#)

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

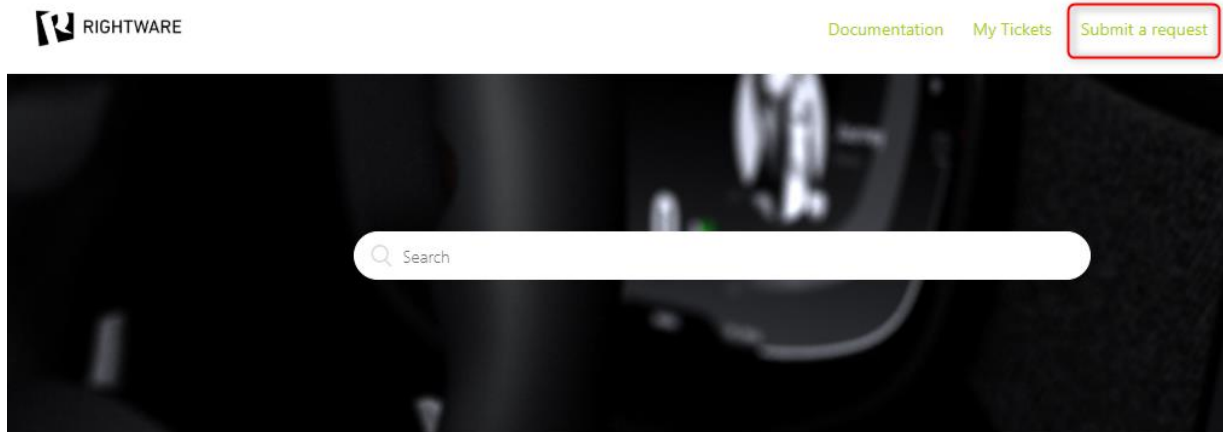
If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

# Submitting a ticket

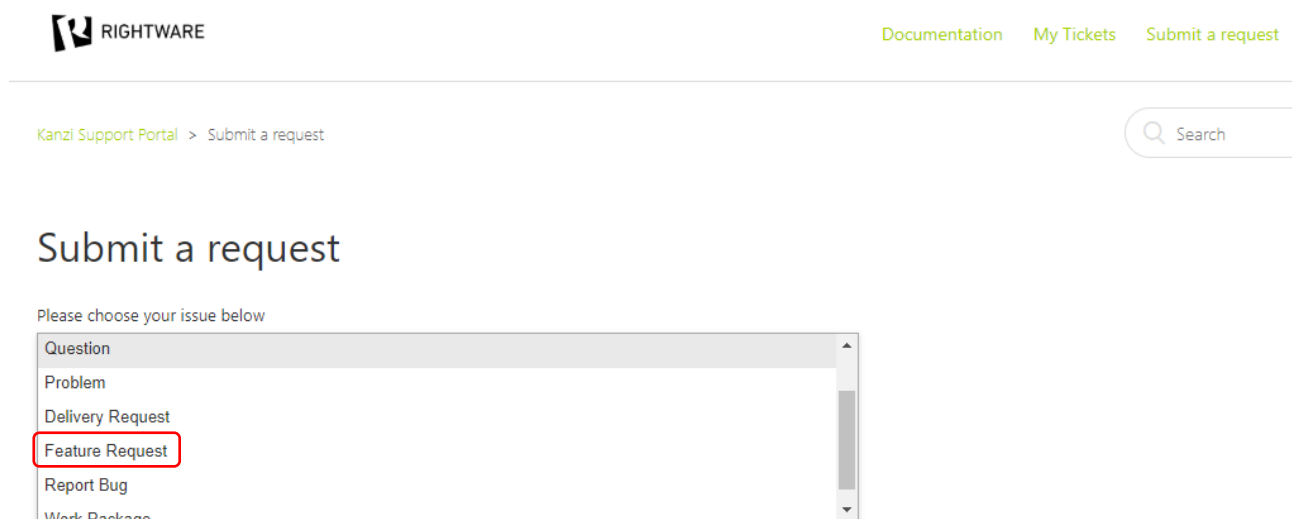
Please submit a ticket for all Kanzi-related questions, problems, delivery requests, feature requests, bug reports, and work packages.

To create a ticket:

1. After logging in click “Submit a request” on the portal home screen.



2. Select the ticket form most applicable to your support request



## Ticket Forms

Form	Description
<b>Question</b>	For questions about Kanzi.
<b>Problem</b>	When you are experiencing problems with Kanzi products.
<b>Delivery Request</b>	For requesting platform support packages, Kanzi Studio installer, Kanzi plugins or other products.
<b>Feature Request</b>	For specific feature requests. Please describe in detail the use-case / use cases for this feature. Please also describe why existing features don't work for this use-case.
<b>Report Bug</b>	For reporting bugs. Please insert detailed steps required to reproduce the issue either on a new project, or on a minimal project you can add as an attachment to this ticket.
<b>Work Package</b>	For requesting work packages.

3. **Fill in all required fields. The more precise the information, the faster we can process your request. The ticket fields marked with \* are required fields. We strongly encourage filling non-required fields as well, as they help us process your tickets. Please note that you can also add attachments to your tickets.**

## Submit a request

Please choose your issue below

CC

Subject\*

Description\*

Please enter the details of your request. If you are submitting a bug report, please remember to include steps to reproduce.

Product\*

Version Number\*

Please be as specific as possible, i.e. 3.6.3, rather than 3.6.

Category

Please select what tech area your question is referring to.

Use Case

- Once you've added all applicable information, click submit in the bottom of the page. Your ticket will be automatically directed to a Kanzi expert that will get back to you as soon as possible.

Attachments



- After you've clicked "Submit", you will receive an email notification informing you that a ticket was created. To update your ticket, you can either reply to that email notification, or go to the "My tickets" section on the support portal.

RIGHTWARE

Documentation **My Tickets** Submit a request

Requests Contributions Following

## My requests

My requests Requests I'm CC'd on Organization requests

Search requests

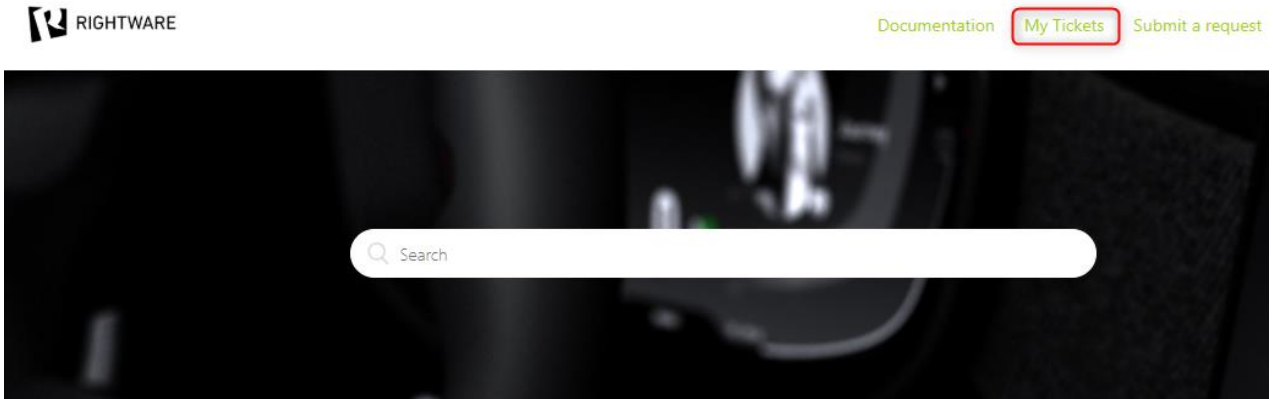
## Creating tickets using email

You can also create a ticket by sending an email to [kanzi.support@rightware.com](mailto:kanzi.support@rightware.com). Note that the response time for tickets submitted using email is longer, because the support staff might contact you about additional information related to the ticket. Tickets created using an email also become visible in "My Tickets".

Please do not send support-related emails directly to the Rightware employees. Such emails need to be manually processed, which adds to the time it takes our support staff to reply.

# My Tickets

In the “My tickets” section you can track and update your tickets.



When your ticket is updated you can respond or update your tickets using the “My requests” section, or by replying to the ticket email you received.

