

Clowder Support Portal Quick Start Guide

Overview

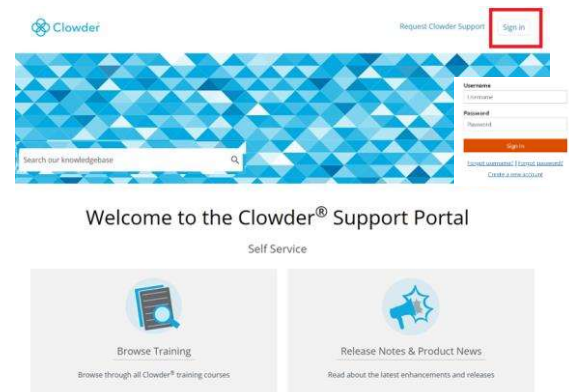
The Clowder Support Portal provides access to support resources, documentation, product updates, and the ability to submit and manage support requests. This guide will help you navigate the portal and make the most of the available resources.

Note: Access to the Clowder Support Portal is granted to authorized users. If you require access, please contact your organization's Clowder administrator or your Customer Success representative.

Accessing the Clowder Support Portal

To access the Clowder Support Portal:

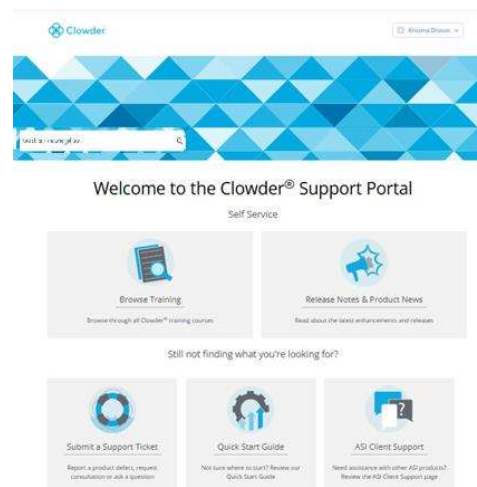
- Navigate to the Clowder Support Portal using this
- link: <https://support.clowder.com/hc/en-us>
- Select Sign In.
- Enter your registered email address and password.
- If you have forgotten your password, select Forgot Password and follow the instructions
- provided.
- After signing in, use the portal navigation to access support resources and submit requests.



Support Portal Navigation

The Clowder Support Portal provides access to:

- Browse Training
- Product Updates and Release Notes
- Submit a Support Request
- With much more to come



Browse Clowder Training

A place for you to access all the learning you need for your system. ASI Training have designed a learning portal to provide you with on-demand access to training courses and help you progress in your learning!

- Access training materials and videos
- Learn about Clowder features and functionality
- Understand Clowder's integration with iMIS
- Watch sessions about Product Updates and New Features

Product Updates and Release Notes

Stay informed about the latest improvements and enhancements to Clowder.

- Review release notes
- Learn about new features
- Stay informed about known issues and resolutions
- Read product announcements and technical advisories

Submitting a Support Request

Use the Support Request area whenever you need assistance, encounter an issue, or have a product-related question.



- Provide a clear summary of the issue
- Include detailed steps to reproduce the problem
- Identify the affected area of Clowder
- Attach screenshots or supporting files
- Indicate the business impact and urgency

Information to Include

- What you were trying to accomplish
- What actually happened
- Any error messages received
- Steps already taken to troubleshoot
- Screenshots or supporting documentation

Example

Poor Description: "The system isn't working."

Helpful Description: "When publishing content to our member community, the page returns an error after selecting Publish. The issue began this morning at approximately 9:30 AM ET. We have tested multiple browsers and received the same result. A screenshot of the error message is attached."

Product Documentation

- Learn about Clowder functionality
- Search documentation topics

Best Practices for Submitting Support Requests

Following these recommendations helps accelerate issue resolution.

- Search the Product Documentation before submitting a ticket
- Provide clear business context and exact error messages
- Attach screenshots, recordings, documents, or URLs where relevant
- Select the priority level that reflects business impact
- Respond promptly to requests for additional information

My Activity

- View open requests
- Review resolved requests
- Track request status and updates
- Review community contributions where applicable

My Profile

- Review your contact information
- Update profile details
- Manage notification preferences
- Review portal access information

Contacting Support

If you are unable to resolve an issue through the portal, contact Clowder Support.

- Organization name
- Contact information

- Description of the issue
- Screenshots or error messages
- Business impact

Getting the Best Support Experience

- Search the Knowledge Base first
- Stay current on release notes
- Submit detailed support requests
- Provide screenshots whenever possible