



User Guide

ISD Supportportal

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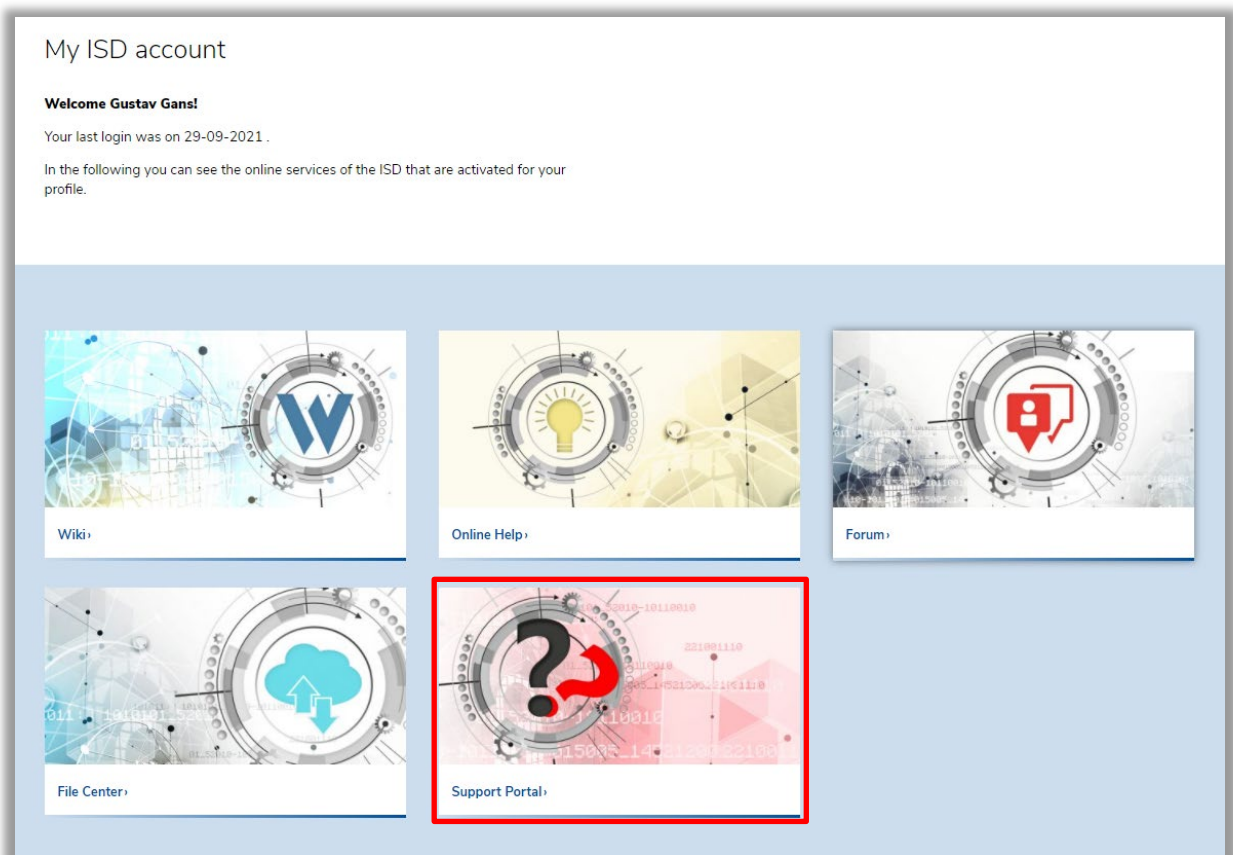
1 ISD Supportportal

The ISD support portal is part of the ISD website and can be used to send requests to our support and to view and process existing support requests.

1.1 Login/ Calling up the portal

In order to call up the support portal, you must be logged in with your ISD account or ISD customer account on the ISD website. After logging in, the page [My ISD account](#) is displayed.

On this page you can call up the support portal by clicking on the corresponding tile:



Alternatively, you can reach the support portal directly via the URL <https://www.isdgroup.com/en/my-isd/supportportal/>. If you are not yet logged in on the ISD website, you will be prompted to login when you call up the URL.

i If you use several accounts (e.g. one ISD account and one customer account), please make sure that you are logged in with only one account at a time in the current browser on the ISD websites (Website, Wiki, Help, Forum). If you use different accounts in several browser tabs at the same time, it may happen that one account in the support portal does not see any queries.

1.2 Support Portal Main Page

After opening the support portal, you will be taken to the main support portal page.

With the buttons in the upper area of the page you can create new queries and in the lower area you see the query overview.

ISD Support Portal

Use the ISD Support Portal to send requests to our Support and view your previous requests.
In addition, you will be automatically informed by E-mail as soon as something changes in your requests.

[New request, HiCAD](#) [New request, HELIOS](#)

[Show Filter](#)

ID	Summary	Application	Affected Version	Status	Created by
ISDHIC-19007	Test Urs issue report	HiCAD	2501.2	Open 20-05-2021 11:20	D05753

1 entry found

10 20 30 50 entries per page

1.3 Make new request

With a click on **New Request HiCAD** or **New Request HELIOS** on the support portal main page you get to the form to create a support request for the respective software.

Alternatively, the corresponding form can also be directly downloaded from HiCAD or HELIOS via

[New support request...](#) (if you are not yet logged in to the ISD website in your browser, you will be prompted to login).

New Support request - HiCAD [← Back to overview](#)

Do you need assistance with the use of HiCAD? Have you encountered a problem working with HiCAD?
At the bottom of the page you can send a request to our Support!
You will be kept up to date on the status of your request via E-mail and the Support Portal.

Summary*

Detailed description ?*

Priority*


Utilized version*

Affected component*

Contact person ?

Phone number ?


Attachment ?

Drag file(s) into this field or select via mouse click.


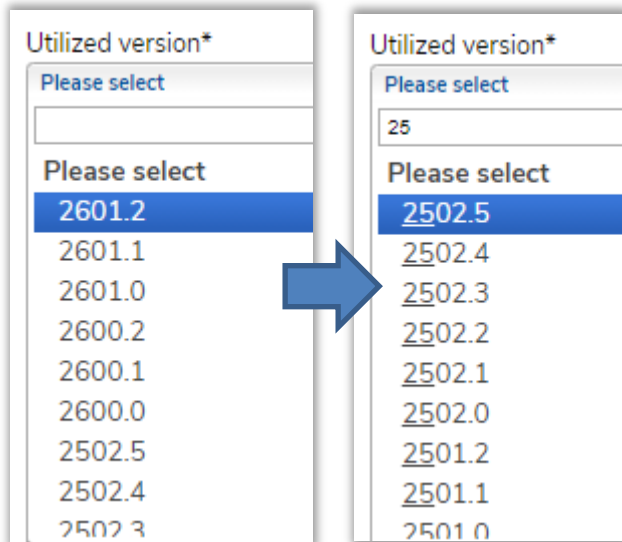
Mandatory fields are marked with an asterisk *.

[↗ Create request](#)

1.3.1 Input fields

Fill in the input fields of the form. If you move the mouse over the  symbol next to the field, a description of the field is displayed.

The desired option can be selected in the selection fields **Priority**, **Used version** and **Components**. Alternatively, the available options can be searched with a text entry and entered in the field by pressing the ENTER key.



The request is created with the **Create request** button in the upper right corner.

1.3.2 Attachments

Attachments (e.g. screenshots or SZA files) can be added in two ways:

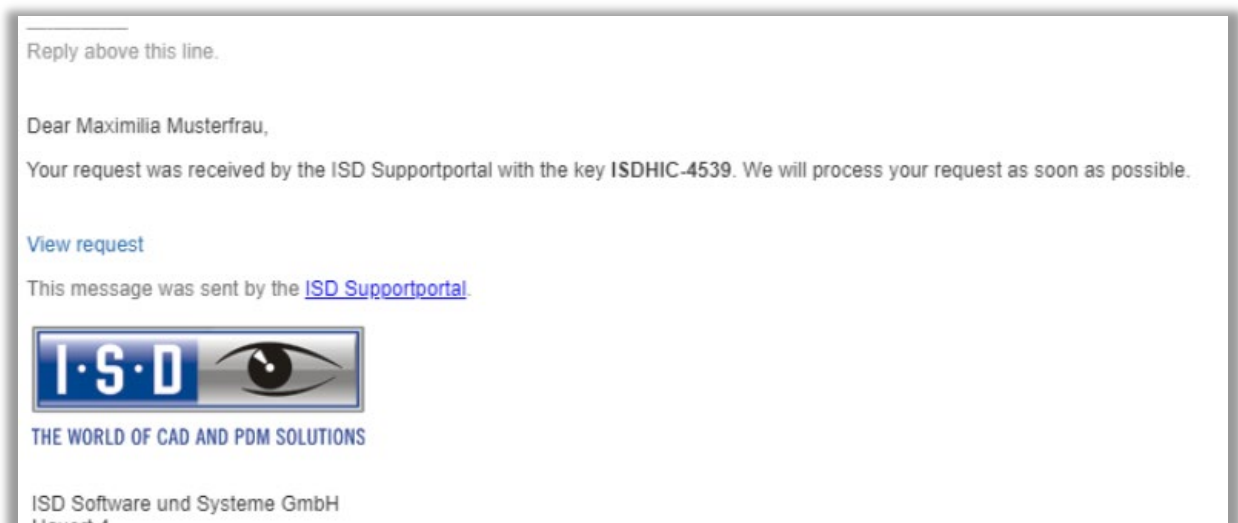
- Drag & drop files into the field Attachment field in the browser window.
- Click on the input field beneath Attachment to open a file dialogue and use the file system to search for and select the desired files. In the file selection window several files can be selected and transferred at once.

While uploading a file, a corresponding message window is displayed, which has to be waited for. Depending on the file size, the process may take several minutes. Once the file has been uploaded, the message window disappears.

Already added attachments can be removed by clicking **Remove file**.

1.3.3 E-Mails

Once a request has been created, an automatic E-mail will be sent to the user's E-mail address. This is a confirmation that the support request has reached the support portal.



1.4 Overview of requests

At the bottom of the Support Portal main page you will see an overview of the support requests you have created or are observing.

In the overview you can see e.g. the following details about support requests directly:

ID	The Request ID, e.g. ISDHIC-497
Status	The status, e.g. Waiting for support
Created by	The person who created the request

1.4.1 Filter

To see the available Filters, click **Show Filter**:

Hide Filter

Status: Open requests ▾

Created by/Observer: All ▾

Request type: All ▾

Summary/ID:

Affected Version: All ▾

Filter

ID ▾ Summary ▾ Application ▾ Affected Version ▾ Status ▾ Created by ▾

Status	Created by/Observer	Request type	Affected Version
<p>All requests</p> <p>Filtering takes place independently of the request status.</p>	<p>All</p> <p>Filtering takes place regardless of whether you have created the requests or are an observer.</p>	<p>All</p> <p>Filtering takes place independently of the request status.</p>	<p>Requests from the selected version.</p>
<p>Open requests</p> <p>Requests that have not yet been dealt with.</p>	<p>Created by me</p> <p>Request that you have created yourself.</p>	<p>HiCAD</p> <p>All HiCAD requests.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>i By selecting a request type for HiCAD (e.g. Support request) you can filter for all HiCAD requests of the selected request type.</p> </div>	
<p>Closed requests</p> <p>Requests that have been resolved.</p>	<p>I am an observer</p> <p>Requests for which you are registered as an observer. This is the case with requests which were created by the ISD Support or by ISD accounts which are assigned to the logged in customer account (see 4.2 Customer account).</p>	<p>HELiOS</p> <p>All HELiOS requests.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>i By selecting a request type at HELiOS (e.g. Support request) you filter for all HELiOS-related requests of the selected request type.</p> </div>	

1.4.2 Customer account

In the request overview of **ISD customer accounts** (e.g. "D05753"), some requests from **linked ISD accounts** (e.g. "john.doe@doe.com") are displayed. This is true for all issue reports from linked ISD accounts and for already closed support-, and email requests from linked ISD accounts. Thus a customer account has, in addition to the requests created by the customer account itself, an overview over the requests of his company.

The visibility for the customer account is made possible by the fact that the customer account belonging to an ISD account is automatically added as a participant in the corresponding requests.

If you are logged in with your customer account, you will find a list of the linked ISD accounts at **Settings > Assigned accounts > Manage accounts**.

1.4.3 Search

Hide Filter

Status: All requests | Created by/Observer: All | Request type: All | Summary/ID: panorama* | Filter

Affected Version: All

ID	Summary	Application	Affected Version	Status	Created by
ISDHIC-4539	No textures under "Panoramas"	HiCAD	2401.0	Closed 13-05-2020 16:46	isd.muster(...)

1 entry found

Wildcards can be used: "Flange", for example, only finds matches containing the word "Flange", while "Flange*" also finds matches containing the word "Flanges".

1.4.4 Sorting

By clicking on one of the columns, the overview is sorted by the column clicked.









By clicking on the column again, the overview is sorted in reverse order.

Panel 1: ID (default sort) → ISDHIC-4419, ISDHIC-5445, ISDHIC-4930

Panel 2: ID ↑ (ascending sort) → ISDHIC-4419, ISDHIC-4930, ISDHIC-5445

Panel 3: ID ↓ (descending sort) → ISDHIC-5445, ISDHIC-4930, ISDHIC-4419

1.4.5 Request types

Icon (HiCAD)	Icon (HELIOS)	Request type	Description
		Support request	A Support request is created by you and includes questions and problems for which you need help from the ISD Group.
		Issue report	<p>If a problem is detected in the software due to a support request, the ISD Support converts your support request into an Issue report. The problem is then passed on to development for further processing.</p> <p>If several issue reports arise for a support request, these will be created by the ISD Support and you will be registered as a participant.</p> <p>If the problem was solved in a future software version, the problem report is closed and the software version is noted in the problem report.</p>
		Email request	A support request sent by E-mail to the support portal.
		Phone request	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>i If you contact the ISD Support by phone, these requests usually do not appear in the support portal.</p> </div> <p>In exceptional cases, it may happen that the ISD Support activates a request that was received by phone in the support portal.</p>

1.4.5.1 E-Mail request

With the launch of the ISD support portal, the ISD support E-mail address will also change (support@isd-group.de for customers from Germany). E-mails to the support will automatically become requests in the support portal. As soon as the E-mail is received, the requests will be processed in the support portal. By the automatically sent E-mails of the support portal, you can decide yourselves whether you send feedback over the support portal on the web page or directly by the Reply function from your inbox (see 5.3 [Answer via E-mail](#)).

1.4.6 Status

Status	Description
Waiting for Support	An open support request has the status Waiting for Support .
In progress	As soon as the ISD Support deals with the support request, its status changes to In progress .
Waiting for customer	<p>If the ISD Support needs additional information to process a support request, a request for information will be sent to you (you will receive a corresponding E-mail). This changes the status of the request to Waiting for customer.</p> <p>Please check requests in this status and complete the information or data requested by the responsible contact person at the ISD Group.</p> <p>As soon as you add a comment or attachment, the request will automatically return to the Waiting for support status.</p>
Open	Issue reports that have been passed on to the Development department for investigation have the Open status.
Closed	<p>Requests that have been dealt with and resolved obtain the status Closed.</p> <p>A request is considered closed if the following cases apply:</p> <ul style="list-style-type: none"> • A question asked in a support request has been answered. • A solution to a problem described in a support request has been found and described. • A problem detected in the software (Issue report) has been solved.

1.5 View & edit individual requests

1.5.1 View details

If you want to view details of an individual query, you can either click on a query in the query overview or use the link **View Request** in an E-mail of the support portal.

Overview > ISDHIC-4539

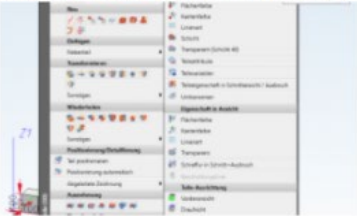
No textures under "Panoramas"

Activities

Request status was changed to **Closed** on 13-05-2020 at 16:46.

Request status was changed to **Waiting for customer** on 19-12-2019 at 10:00.

Created by UFriedl on 19-12-2019 at 10:00
 In the context menu of a part under "Properties > Change > Texture". Alternatively you can access the textures in the 3-D Standard ribbon under "3-D Standard > Tools > Attr. > Texture".



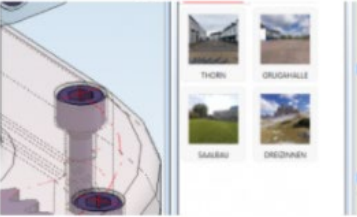
Created by isd.musterfrau@gmx.de on 19-12-2019 at 09:59
 And where do I find the textures exactly?

Created by UFriedl on 19-12-2019 at 09:59
 Starting with version 2401.0, textures moved to the part properties. Does that information help?

Request status was changed to **Waiting for customer** on 19-12-2019 at 09:59.

Request status was changed to **In progress** on 17-12-2019 at 15:47.

Created by isd.musterfrau@gmx.de on 17-12-2019 at 15:47



Description

Since the update, the docking window "Panoramas" does not contain textures anymore.

Actions

Closed

New comment / Attachment

Reopen

Don't notify me

Details

Request type
Support request

Created on
17-12-2019

Created by
 isd.musterfrau@gmx.de

Priority
Level 3

Utilized version
2401.0

Affected components
Views, Visualization

Contact person
Judy Doe

Phone number
 0231123456789

Attachments

- __Textur.png
- Panoramas.png

1.5.2.1 Activities






The following contents are listed with a time stamp and, if applicable, a user in the left area **Activities** in a called request:

- The original description
- Added comments
- Added attachments
- Status changes

The latest activities can be found at the top.

1.5.2.2 Actions

Use the buttons at **Actions** to perform the following request actions:

Icon	Action	Description	Possible for
	New comment	Add a new comment and/or a new attachment to the request.	<ul style="list-style-type: none"> Support request Email request
	Resolve	With Resolve you can mark a request as resolved (e.g. if you could solve an issue question yourself). When performing the action, you can add a comment.	<ul style="list-style-type: none"> Support request Email request Phone request
	Reopen	Reopen can be used if a ticket marked as closed has actually not yet been resolved and needs to be dealt with again (e.g. if the support team has not yet completely solved your problem). You can add a comment when performing the action. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> Adding a comment (via New Comment in the support portal or via an E-mail reply) automatically leads to the reopening of a request.</div>	<ul style="list-style-type: none"> Support request Email request Phone request
	Get notifications / Don't notify me	After clicking on Don't notify me in the right area, you will no longer receive E-mail notifications for this request. You can revise this status with another click on Get notifications .	All request types


 Not all actions are available for **Issue reports** and **Phone requests**, since these inquiries are processed by ISD employees.

1.5.2.3 Details

Beneath **Details** you can view the information provided during report creation.

1.5.2.4 Attachments

The **Attachments** section can be opened to view attachments attached to the request. By clicking on the detailed name the attachments can be downloaded.

 If an attachment is added to a request by an ISD employee, please open the ISD support portal in your browser (e.g. via the "View request" link in the notification E-mail) to download the attachment.



1.5.3 Answer by E-mail

The addition of comments or attachments is also possible by replying to E-mails sent by the support portal. Please use the simple Reply function of your E-mail inbox. The reply will then be sent to the same E-mail address from which you received the E-mail (**replyonly@isdgroup.com**). It is not necessary to change the reply E-mail address (e.g. to support@isdgroup.de).

Texts or attachments added in such an E-Mail reply are automatically added as new comments or attachments to the existing request in the support portal.



THE WORLD OF CAD AND PDM SOLUTIONS



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