



Support Hub Guide

Our Support Hub is a self service tool that allows you to log and track your support tickets. You will be able to:

- Open new tickets for the Platinum and Hardware Support teams
- View your open/closed tickets
- Post Screen Recordings and Video Recordings to tickets
- Access Knowledge Base Articles

Here are some guidelines on registering for and accessing the Support Hub:

Signing into the Support Hub

On the www.catalyst-uk.com website click on the Customer Portal button then click Support Hub. Alternatively browse to the login page: <https://catalystcomputersystems.na3.teamsupport.com/dashboard>

Here you will be able to log in to the Support Hub to submit a ticket or view a range of help articles.

New Users

If you have not previously logged in to our Support Hub you will be able to register as a new user. This will be reviewed by our team to allocate your user to your company. Once allocated you will receive a follow up email to allow you to set your password.

Click [New User - Create an account](#)

The screenshot shows a login form with the following elements:

- Catalyst logo at the top center.
- An input field labeled "Email *".
- An input field labeled "Password *".
- A blue button labeled "Sign In".
- Two links at the bottom: "Forgot my password" and "Create an account".



Enter your [name and email address](#) then click [Register Me!](#)

Your email address should be that used at your place of work to allow your user details to be identified and linked to your company.

Please identify your company in the [Request Comments](#) box.

Access Request

Name (First and Last) *

Email *

Request Comments

0 / 150

Register Me!



A ticket will be created for this request and a member of our Support Team will confirm your access by sending a Welcome email containing a link for you to set your password. This process may take up to 24 hours but will usually be completed within the working day.

Enter a new password

Password

Password Confirmation

Please enter 8 to 20 characters. There must be at least one each of the following: Uppercase letter, lowercase letter, and a number.

Save

Existing Users

Enter your email address and password and click [Sign In](#).

Password Reset

If you find you have forgotten your password simply click [Forgot my Password](#). Enter your email address then click [Reset Password](#). You will be sent an email containing a link for you to reset your password.

Any Problems?

If you have any issues registering for the Support Hub or resetting your password please contact our Support team on +44 (0) 116 2301500 or email platinumsupport@catalyst-uk.com



Using the Support Hub

Landing Page

Once you're signed into the Hub you will be taken to the landing page which includes recent and popular activity.

Creating a Ticket

Select **Submit a Ticket** from the upper right hand corner.

The following form will appear:

The screenshot shows the Catalyst Support Hub interface. At the top, there are navigation links for 'Tickets' and 'Knowledge Base', a search bar, and a 'Submit a Ticket' button. The main form area contains the following elements:

- Title (Subject)**: A text input field.
- Ticket Type**: A dropdown menu with 'Platinum Support' selected.
- Select Query**: A dropdown menu with 'Select a Value' selected.
- Description**: A rich text editor with a toolbar containing icons for bold, italic, underline, font size (14), background color, bulleted list, numbered list, link, and unlink.
- File Upload**: A dashed box containing a cloud icon and the text 'Drop files here or click to upload' and 'Images can be pasted into the description as well'.
- Submit Ticket**: A blue button at the bottom right of the form.

- Enter the **Title/Subject** of your query e.g. How do I create a customer record?
- Select the **Ticket Type** from the drop down.
- Select the area the **Query** relates to



- The **Description** should contain detailed pertinent information describing the nature of the request, to enable our Support staff to quickly evaluate your query.
- You may add a screen recording to your ticket by clicking the circle **Record** button. This will allow you to record your screen, as well as to optionally narrate with your voice, to show exactly what questions or issues you may have. The recording will be embedded directly in the ticket and has a maximum recording time of 5 minutes. The first time you use screen recording, you may be prompted to install a browser extension.
- To add attachments, just click on **Drop files here or click to upload** and navigate to the required file to upload it into the ticket. The maximum file attachment size is 25MB per file. You may drag and drop to this space as well and may attach multiple files.
- The ticket may display **Suggested Solutions** to suggest articles which may help to answer your query. If you find a useful article please select it and follow the link within it to the Catalyst Knowledge Base. You may then close the window using the option at the bottom of the article: **Did this resolve your issue?** If you choose **Yes** your ticket will close automatically else you can continue to create and submit your ticket.

Once you have completed all required fields click **Submit Ticket**. You will receive an email confirmation of your ticket submission. The email subject will be the ticket number and **Title/Subject**.

Your tickets are logged in the **Tickets** section of the Support Hub. From here you can see the progress of your **Open Tickets** and any **Closed Tickets**.

Ticket Updates

If you wish to update your ticket with more information simply click on the ticket and click **New Message** in the top right hand corner of the ticket. Enter your notes then click **Submit**.

Alternatively reply to the email notification you receive. Be sure your update is above the '--- Please reply above this line ---' text and the subject of the email is not altered. The ticket number in the subject is used to associate your update with the correct ticket.

If you have resolved the ticket yourself and wish to close it click **Close Ticket** in the top right hand corner of the ticket.



Urgent Requests

If your query is urgent e.g. your system is down, we would advise you call directly to log an urgent ticket with our support team.

Satisfaction Survey

If your ticket is closed by a member of our team you will receive an email notification. At the bottom of the email, you'll have an opportunity to leave feedback on how you feel your request was handled. Please take a moment and click on one of the face icons - Happy, Neutral, or Unhappy. A new page will load in your web browser where you can leave an optional comment. We encourage and value your feedback.

Knowledge Base

The Knowledge Base within the Support Hub contains a small section of articles relating to the most asked questions. These are used to suggest possible solutions as you create a ticket. Most of the Platinum help articles are contained with the Catalyst Knowledge Base which is accessed directly through the www.catalyst-uk.com website or via your Platinum system.

We hope that your experience with your Support Hub is an enjoyable one! Please do not hesitate to reach out to us if you have any questions or issues. We are available on +44 (0) 116 2301500 or please email platinumsupport@catalyst-uk.com

Thank you for using our Support Hub!