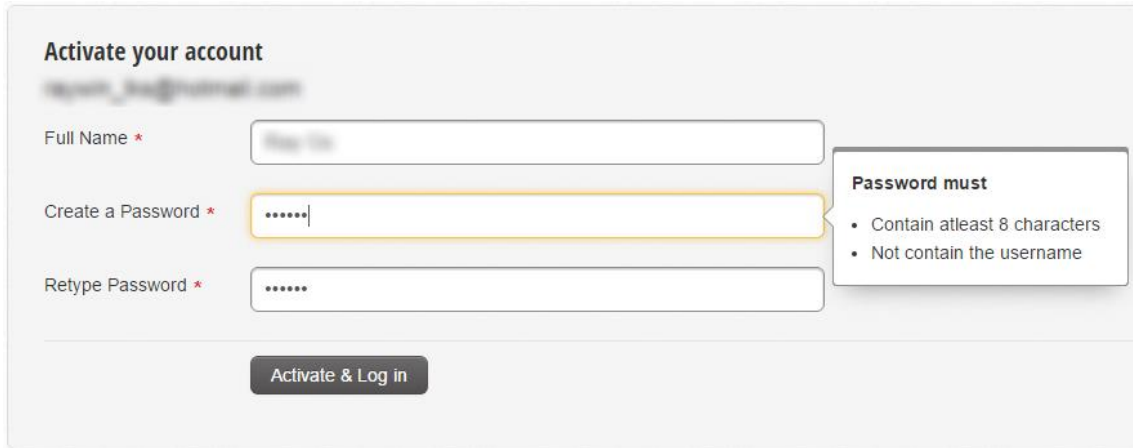


Smart-Acc e-Support User Guideline

1. After you click the activation url from your email, it will bring you to activation page.



The image shows an account activation page titled "Activate your account". It features a form with three input fields: "Full Name", "Create a Password", and "Retype Password". The "Create a Password" field is highlighted with a yellow border. To the right of the password fields is a box titled "Password must" containing two bullet points: "Contain atleast 8 characters" and "Not contain the username". At the bottom of the form is a button labeled "Activate & Log in".

Activate your account
support_acc@smartacc.com

Full Name *

Create a Password *

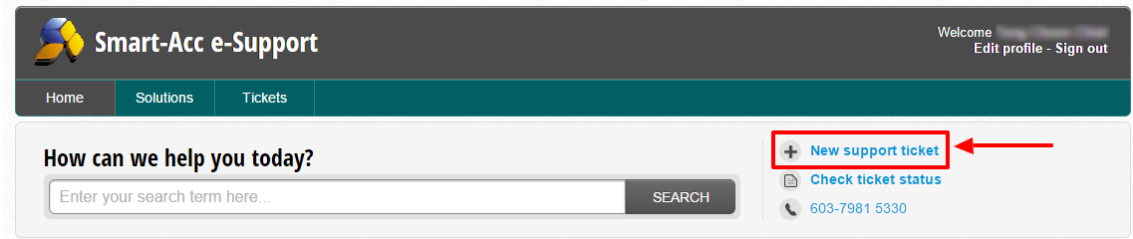
Retype Password *

Activate & Log in

Password must

- Contain atleast 8 characters
- Not contain the username

2. You can click on new support ticket button for submit a ticket to us.



The image shows the Smart-Acc e-Support dashboard. At the top is a dark header with the Smart-Acc logo and the text "Smart-Acc e-Support". On the right side of the header, it says "Welcome" followed by a user name and "Edit profile - Sign out". Below the header is a navigation bar with "Home", "Solutions", and "Tickets" tabs. The main content area has a heading "How can we help you today?" and a search bar with the placeholder text "Enter your search term here..." and a "SEARCH" button. On the right side of the main content area, there are three links: "+ New support ticket" (highlighted with a red box and a red arrow), "Check ticket status", and "603-7981 5330".

Smart-Acc e-Support

Welcome [User Name]
Edit profile - Sign out

Home Solutions Tickets

How can we help you today?

Enter your search term here... SEARCH

+ New support ticket

Check ticket status

603-7981 5330

3. Please fill up your subject, select product range and will be great for the detail description on your product issue.

Submit a ticket

Your Email Address *

What do you need help? *

What's this product? *

Product Version *

Product Build *

Describe your problem/question. *

B I U

[Attach ^](#)

4. Click on attach a file button to upload your screenshot or relevance file. Allow to upload multiple file.

Description *

B I U

[Attach a file](#)
Attach from **Dropbox**

[Attach ^](#)

03 Submit Ticket.png (49.80 KB)

04 Ticket Form - Copy.png (45.83 KB)

5. Please click submit button to complete your ticket, then you will received email for every process update on your ticket. You also can come back to our portal to track your ticket process.

How can we help you today?

SEARCH

[+ New support ticket](#)
[Check ticket status](#)

Open or Pending ▼
Sorted by Date Created ▼

[Export tickets](#)

test5 #6
Created on Thu, 17 Dec at 11:02 PM

BEING PROCESSED

test #3
Created on Wed, 9 Dec at 4:04 AM Agent:

AWAITING YOUR REPLY

6. You can either reply thought email or portal, which you can click on reply button on portal. If you think this ticket have resolve your problem, please mark ticket as closed. You can cc this ticket to other person by using add people to conversation.

Home / Tickets list

Being Processed since 6 days 15 hours

#6 test5

test
reported 11 days ago

test5

How to upgra...
(215 KB)

test
said 7 days ago

dsfsdfsdf

test

Reply

Mark Ticket as closed

Add people to conversation

Ticket details

Status
Being Processed

Product
dynamod