



WHITE PAPER

SysAid Self Service Portal User Guide



Process Fusion

SysAid Self-Service Portal

1. Login to Process Fusion support ticket self-service portal - <https://support.processfusion.com/>.



Welcome to Process Fusion!

Not a user yet? [SIGN UP](#)

User Name

 ...

Password

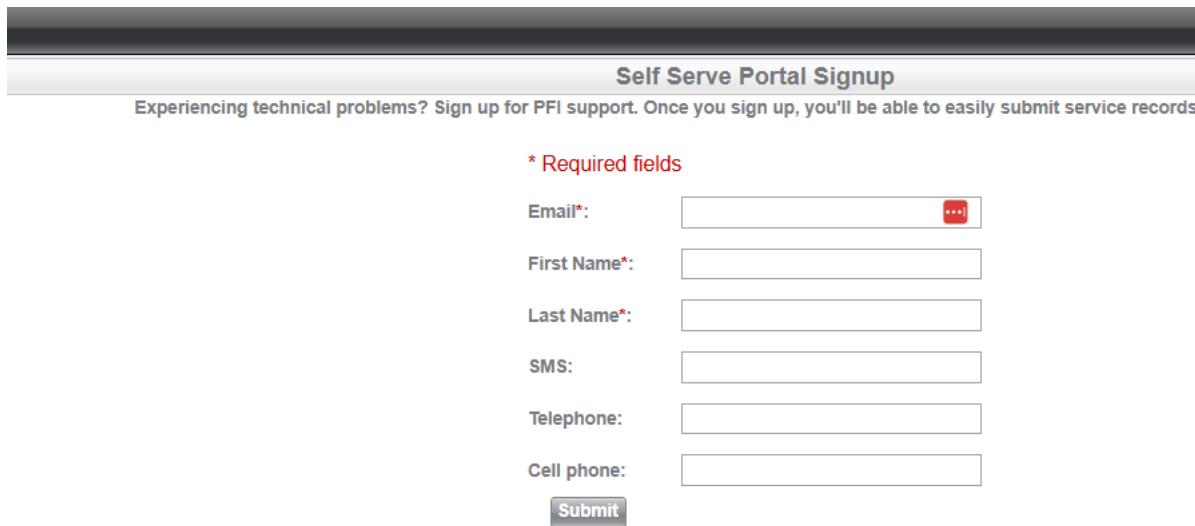
 ...

[Log In](#)

Remember Me

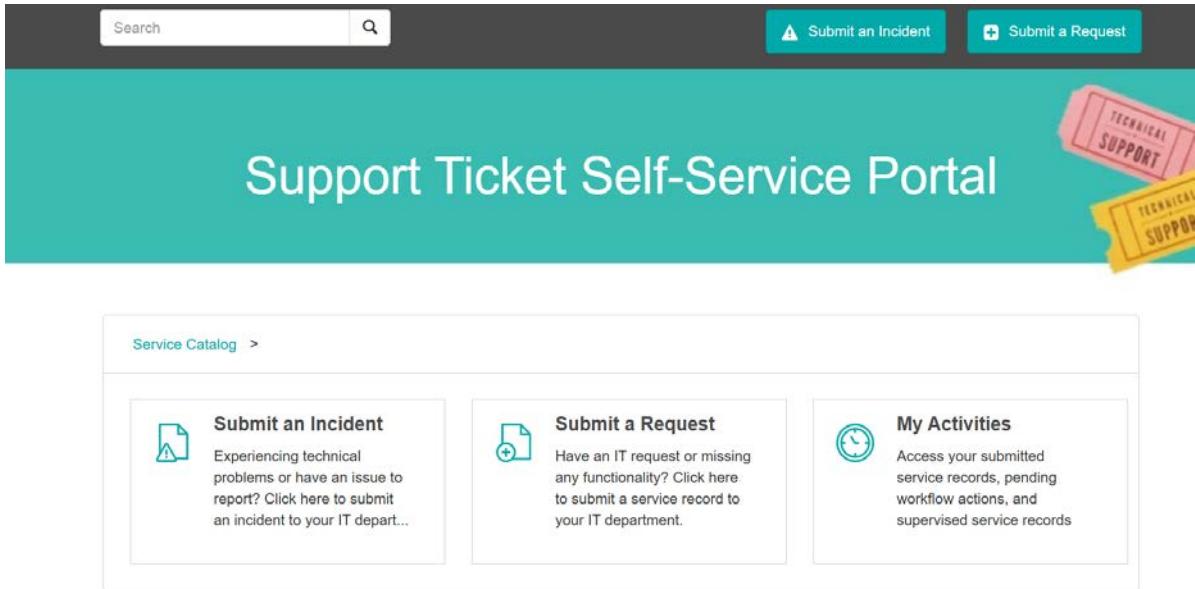
[Forgot your password?](#)

New users should use the sign-up option to access the self-serve portal.



The image shows a screenshot of the "Self Serve Portal Signup" form. At the top, there is a dark header bar. Below it, the title "Self Serve Portal Signup" is centered. A sub-instruction "Experiencing technical problems? Sign up for PFI support. Once you sign up, you'll be able to easily submit service records" is displayed. The form contains six text input fields labeled "Email*", "First Name*", "Last Name*", "SMS:", "Telephone:", and "Cell phone:". Each label is followed by a red asterisk indicating it is a required field. Below these fields is a "Submit" button. A red note at the bottom left of the form area states: "Required fields: Email*, First Name*, Last Name*".

2. Fill in the details mentioned above like email address, First name and Last name to create account.
3. The user will receive an email with their username and password to access the self-serve portal.
4. In case there is issue accessing portal, please reach out to support via email supportteam@processfusion.com
5. After login, user will be presented with below screen:



Service Catalog >

Submit an Incident
Experiencing technical problems or have an issue to report? Click here to submit an incident to your IT department.

Submit a Request
Have an IT request or missing any functionality? Click here to submit a service record to your IT department.

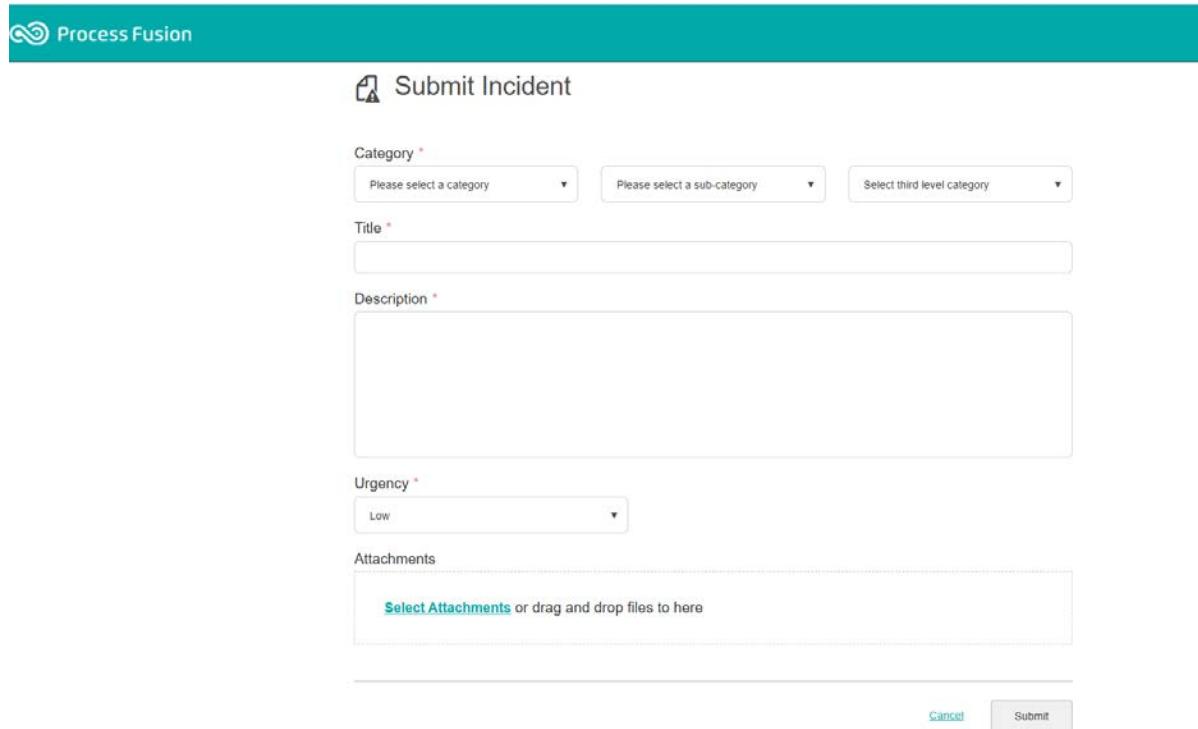
My Activities
Access your submitted service records, pending workflow actions, and supervised service records

6. Submit Incident: Use 'Submit an Incident' option to log issues with system or application.

7. Submit Request: Use 'Submit a Request' option to log any feature requests or changes.

8. Incident Submission Form

The following form is used for incident submission:



Process Fusion

Submit Incident

Category *

Please select a category Please select a sub-category Select third level category

Title *

Description *

Urgency *

Low

Attachments

Select Attachments or drag and drop files to here

Cancel Submit

For PF360 Capture Issues:

- Select 'Capturepoint' as the category.
- Select the appropriate CapturePoint application under sub-category.

Submit Incident

Category *

▼

Please select a sub-category

- CP Cloud
- CP On-Prem
- Smart Delivery

▼

Title *

Description *

Urgency *

▼

Attachments

Select [Attachments](#) or drag and drop files to here

[Cancel](#)

[Submit](#)

For PF360 Print Issues:

- Select 'UniPrint' as the category.
- **Sub-category:**
 - ◆ Infinity Cloud: To log issues related to customers using UniPrint InfinityCloud.
 - ◆ Infinity Hosted: To log issues with UniPrint Infinity Suite hosted by PFI.
 - ◆ Infinity On-Prem: To log issues with UniPrint Infinity Suite hosted at customer site.

Category *

▼

Title *

Description *

Please select a sub-category

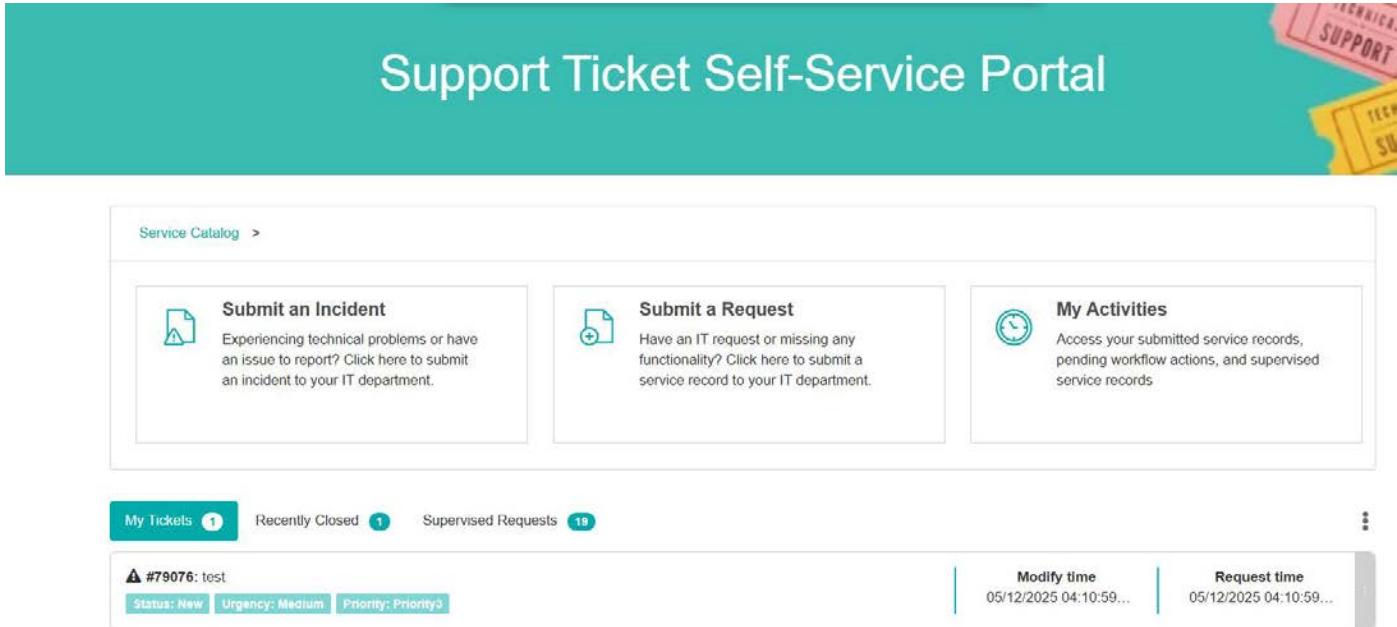
- Infinity Cloud
- Infinity Hosted
- Infinity On-Prem

Details to be entered

- **Title:** Brief description of the issue.
- **Description:** Details of the issue. Please enter as much details as possible, including any changes done on the system leading up to issues or errors.
- **Attachments:** Please attach screenshots of any error pop-ups or log files.

After entering all details, click 'Submit'. User will be presented with confirmation and ticket number:

Ticket(s) logged will appear in the main dashboard under 'My Tickets':



Service Catalog >

Submit an Incident
Experiencing technical problems or have an issue to report? Click here to submit an incident to your IT department.

Submit a Request
Have an IT request or missing any functionality? Click here to submit a service record to your IT department.

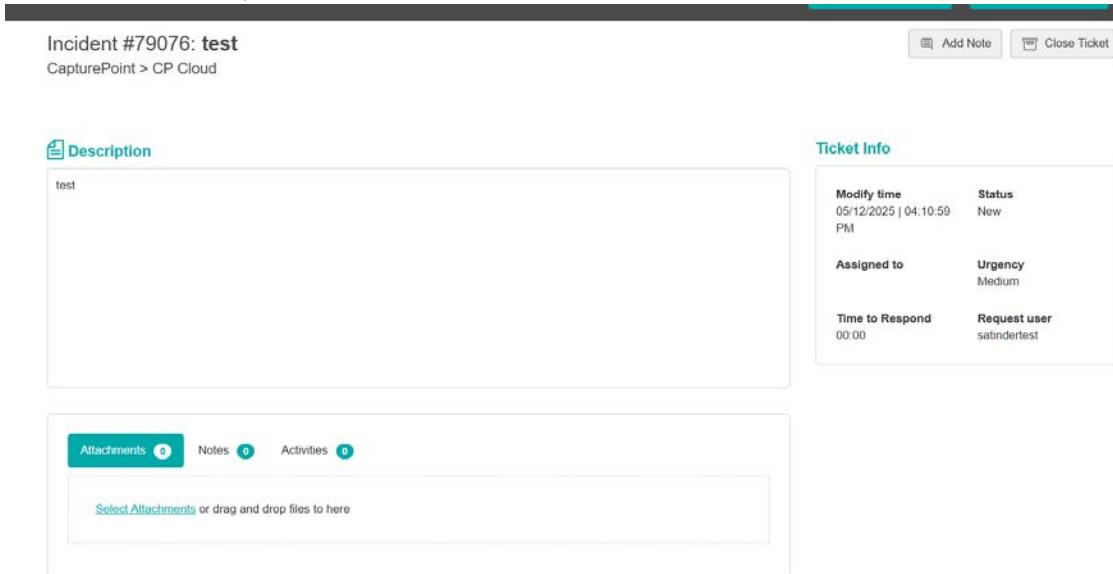
My Activities
Access your submitted service records, pending workflow actions, and supervised service records

My Tickets 1 Recently Closed 1 Supervised Requests 19

#79076: test
Status: New Urgency: Medium Priority: Priority3

Modify time 05/12/2025 04:10:59... Request time 05/12/2025 04:10:59...
Show All >

- Users will receive an email regarding the logged case and case number for tracking purposes. Cases are prioritized based on the urgency level and impact of the issue.
- Users will be notified via email once a case is assigned to a support engineer.
- All subsequent communications related to the case will be conducted through email, referencing the case number in the subject line.
- Case history and current status can be viewed in the self-service portal as described below:



Incident #79076: test
CapturePoint > CP Cloud

Add Note Close Ticket

Description
test

Ticket Info

Modify time 05/12/2025 04:10:59 PM	Status New
Assigned to	Urgency Medium
Time to Respond 00:00	Request user satinder@test

Attachments 0 Notes 0 Activities 0

Select Attachments or drag and drop files to here

9. Request Submission Form

Request submission form is used to log any feature requests and changes to existing workflow



Process Fusion

Submit a Request

Category

Please select a category ▾

Please select a sub-categ... ▾

Select third level category ▾

Title *

Description

Basic Request Process

Urgency *

Low ▾

Attachments

Select Attachments or drag and drop files to here

[Cancel](#) [Submit](#)



About Process Fusion

Process Fusion is a digital transformation cloud solutions innovator. We help organizations create and integrate the best cloud technologies to simplify their digital transformation experience.

1202-3280 Bloor Street West
Centre Tower
Toronto, ON, M8X 2X3
Canada

processfusion.com

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