

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

☒ Remember Me [Forgot your password?](#)

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

Self Serve Portal Signup

Experiencing technical problems? Sign up for PFI support. Once you sign up, you'll be able to easily submit service records

* Required fields

Email*:

First Name*:

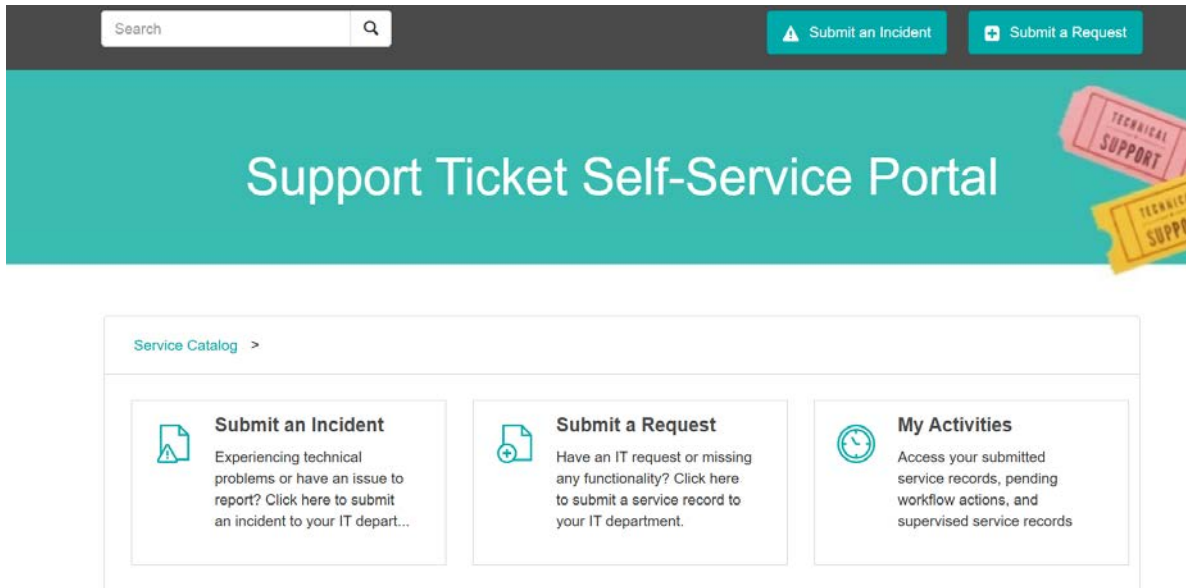
Last Name*:

SMS:

Telephone:

Cell phone:

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:



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.

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Submit Incident

Category *

Title *

Please select a sub-category

CP Cloud

CP On-Prem

Smart Delivery

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 *

UniPrint ▼

Title *

Description *

Please select a sub-category

Infinity Cloud

Infinity Hosted

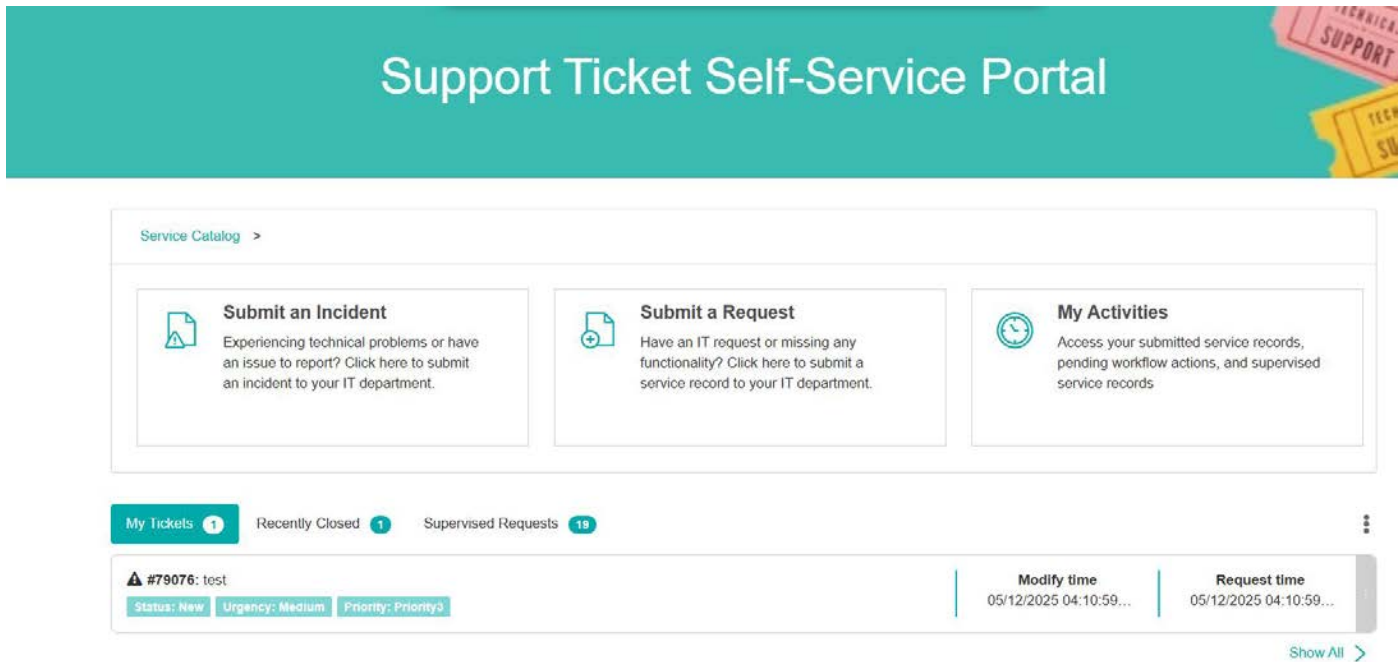
Infinity On-Prem

Details to be entered

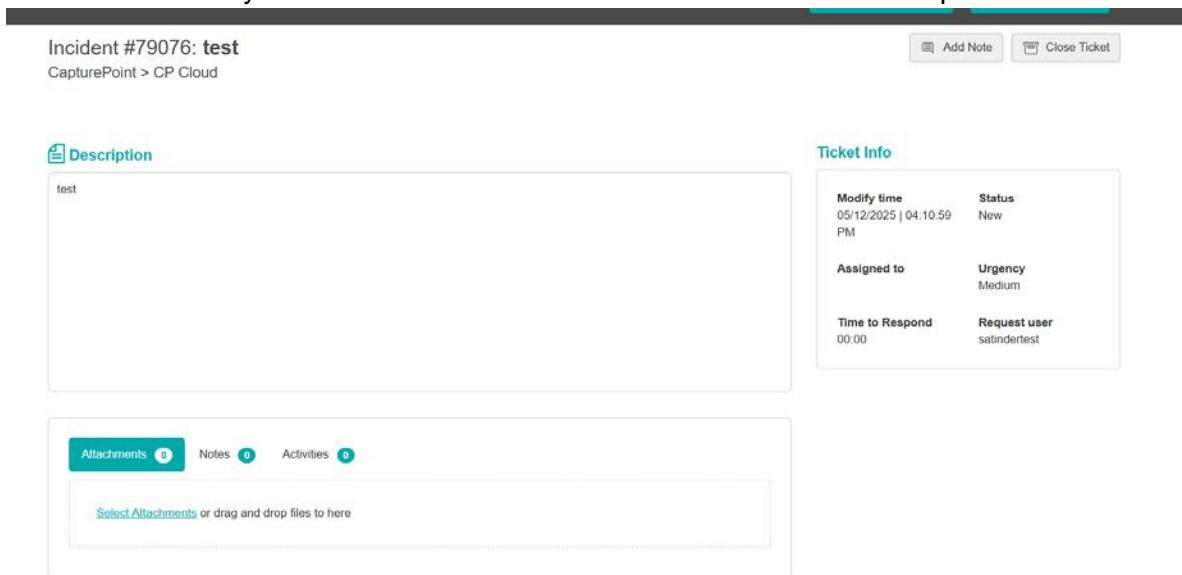
- **Title:** Brief description of the issue.
- **Description:** Details of the issue. Please enter as much details as possible, including any changes done on the system leading up to issues or errors.
- **Attachments:** Please attach screenshots of any error pop-ups or log files.

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':





- 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:



9. Request Submission Form

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

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 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.

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