

Support Portal Quick Start Guide

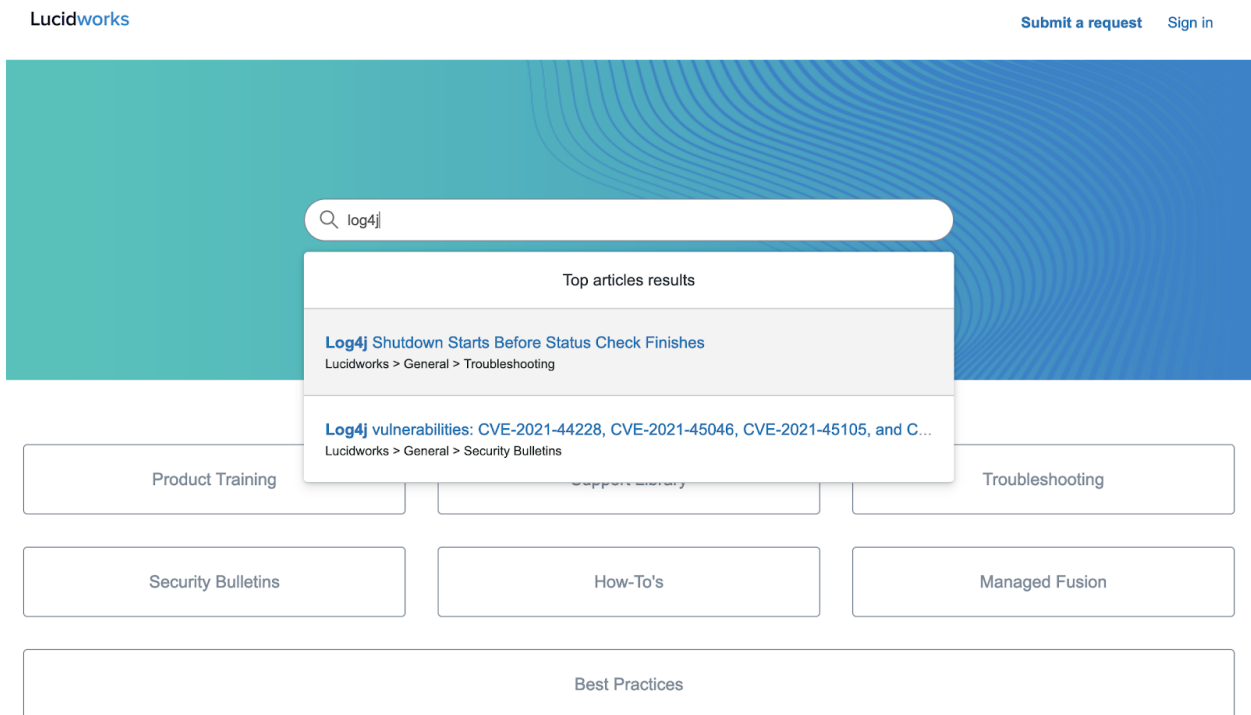
Using our Lucidworks Support Portal, you can reach out for help to our Lucidworks Support team or search the Knowledge Base to self-serve or learn more about our products.

This article will cover 3 quick tasks:

- Searching the Knowledge Base
- Creating a New Ticket
- Viewing your Existing Tickets

Searching the Knowledge Base

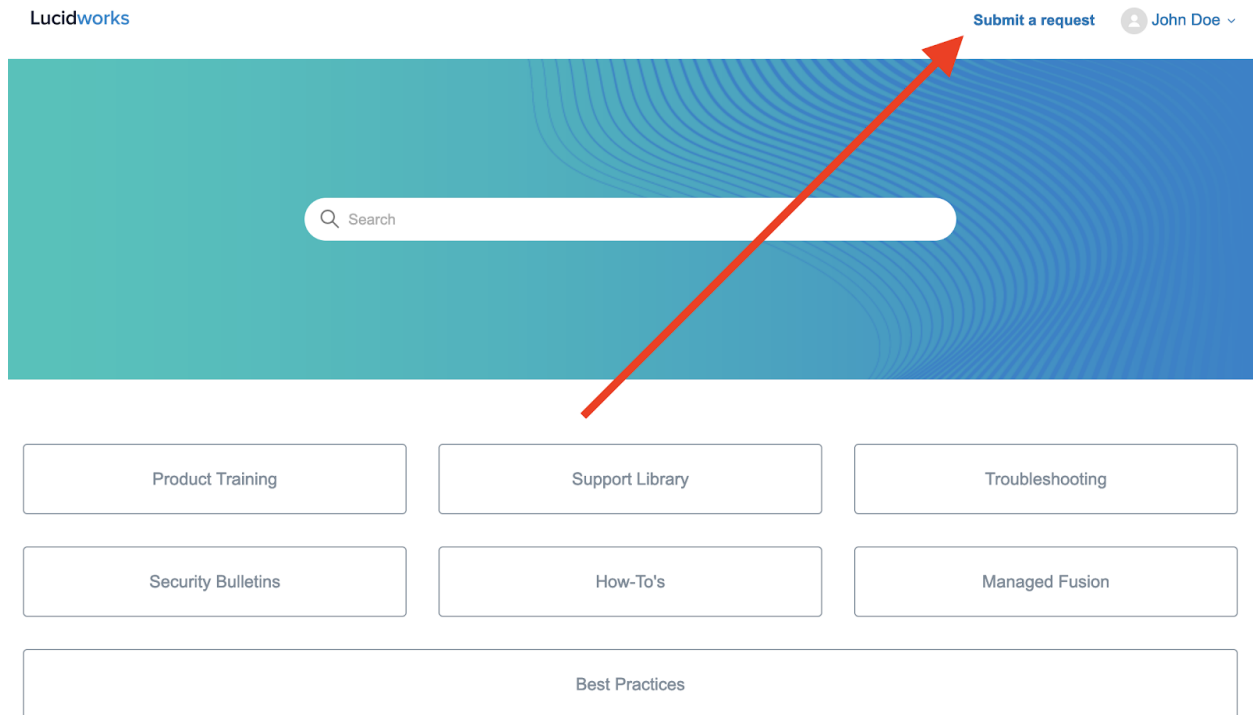
You can search the Knowledge Base articles at anytime by logging into the Support Portal and using the main search box. In the example below, the user is searching "log4j" and the relevant articles appear based on their keyword search:



Articles are categorized into different sections including Troubleshooting, How-To's, and Best Practices, so feel free to browse by section to see what articles are included. You can also mark if an article is helpful or not, which will help our team curate new content for you!

Creating a New Ticket

To create a new ticket, click the **Submit a request** button in the upper-right corner of the Support Portal:



Select the appropriate ticket form based on your request type, based on the descriptions below:

- **Support Request** - The catch-all form used to report general issues or inquiries to Support
- **Managed Fusion Promotion Request** - Used only in accordance with [this article](#)
- **Managed Fusion Upgrade Validation** - Used only in accordance with [this article](#)

If you would like to copy any other colleagues/resources onto your ticket, they can be added to the optional CC line. For standard **Support Request** tickets, fill out the following fields:

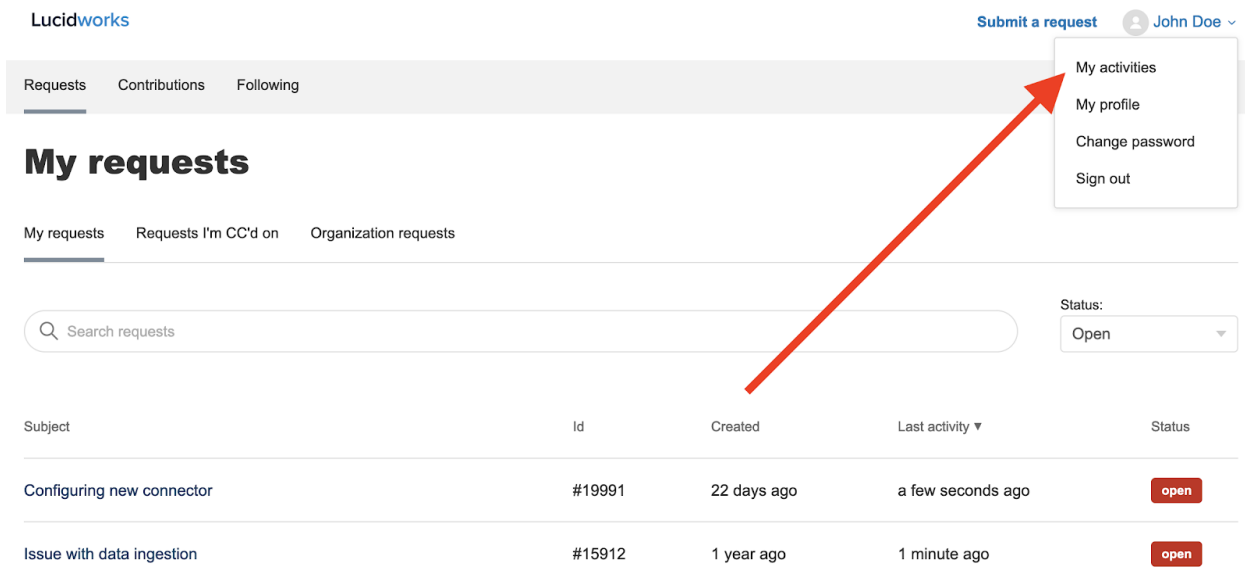
- **Subject** - Summarize your request briefly. The system will also suggest relevant Knowledge Base articles based on your input in this field.
- **Description** - Provide as much detail as possible regarding your issue or request. A comprehensive description helps us better understand and address your ticket effectively.
- **Severity** - Select the appropriate severity as described in the Severity Levels section of [this article](#).

- **Product Line** - Select the relevant product associated with your request. Depending on your selection, additional optional fields may appear. Please include information in these fields if they are relevant to your request:
 - **Cloud Provider**
 - **Kubernetes Version**
 - **Fusion Version**
 - **Solr Version**
- **Environment** - Select the environment related to your request.

Attachments (log files, screenshots, or other artifacts) can be uploaded using the Attachments option at the bottom of the form. When all of the fields have been filled out, click the **Submit** button to forward the request on to our Support team.

Viewing your Existing Tickets

You can review your tickets and activity at anytime by clicking your profile in the upper-right corner of the Support Portal and selecting **My activities**. This will show you any tickets you have logged as well as any tickets you have been CC'd on. You can filter your tickets by status or use the search bar:



The screenshot shows the Lucidworks Support Portal interface. At the top right, there is a 'Submit a request' button and a user profile for 'John Doe'. The profile dropdown menu is open, showing options: 'My activities', 'My profile', 'Change password', and 'Sign out'. A red arrow points from 'My activities' to the 'My requests' section of the page. The 'My requests' section has tabs for 'My requests', 'Requests I'm CC'd on', and 'Organization requests'. Below the tabs is a search bar labeled 'Search requests' and a 'Status' dropdown menu set to 'Open'. A table of requests is displayed below:

Subject	Id	Created	Last activity ▼	Status
Configuring new connector	#19991	22 days ago	a few seconds ago	open
Issue with data ingestion	#15912	1 year ago	1 minute ago	open

You can also see any articles you have saved or contributed to in the menu bar by clicking on **Contributions** or **Following**.