

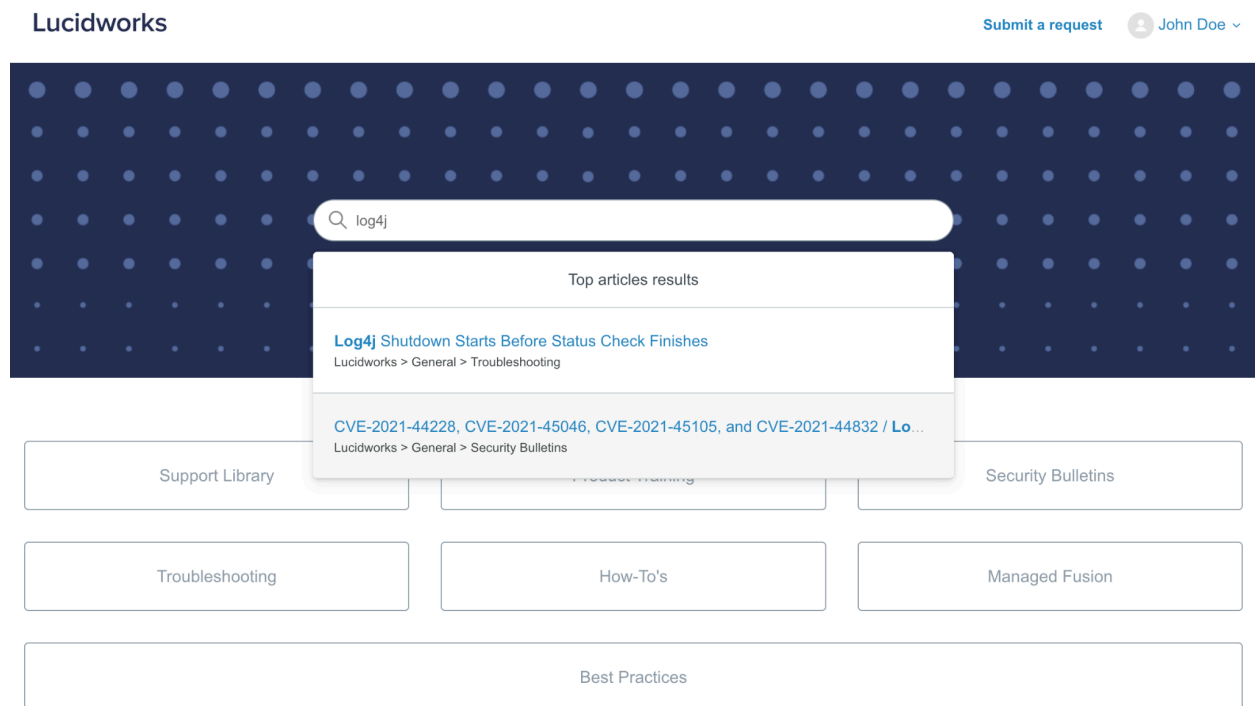
# Support Portal quick start guide

Using our [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

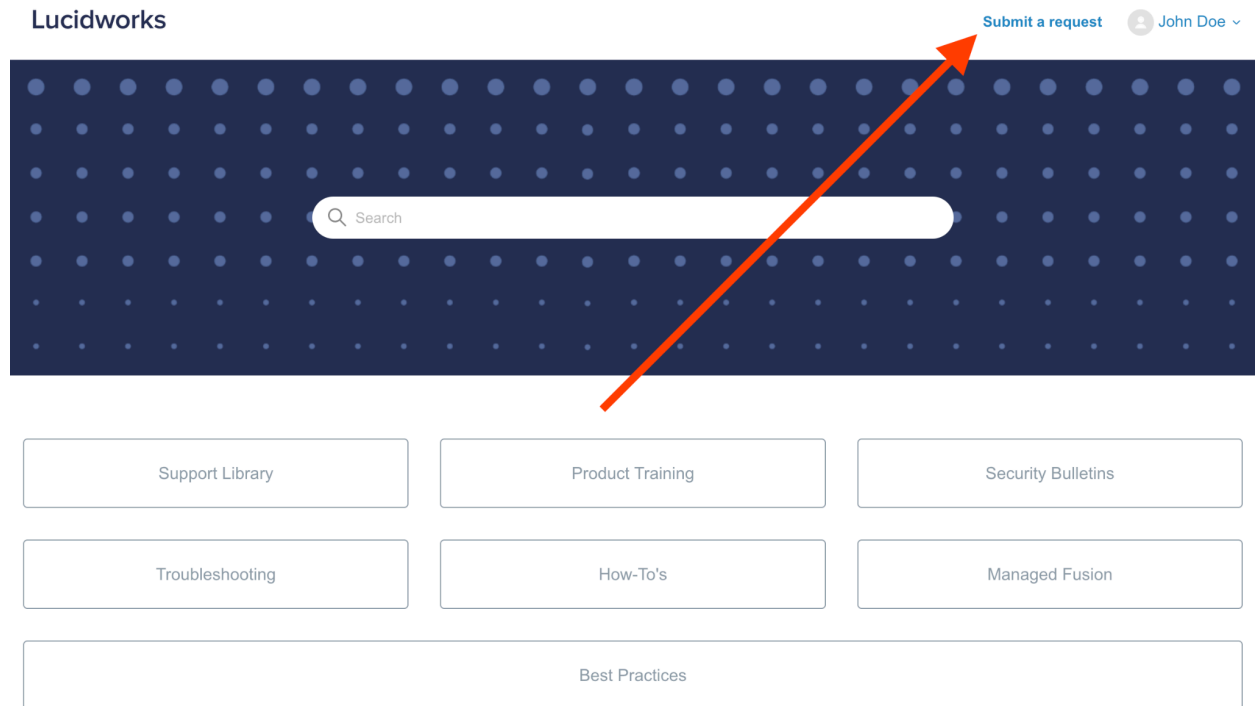
You can search the Knowledge Base articles at any time by logging into the [Support Portal](#) and using the main search box. In the example below, the user is searching "log4j" and the relevant articles appear based on keyword search:



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, first click **Sign in** in the upper-right corner of the [Support Portal](#). Once signed in, click **Submit a request**:



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

1. **Support Request** - Use this catch-all form to report issues, ask questions, or request help for anything **not covered by the other ticket forms**. This includes break/fix issues, unexpected behavior, documentation questions, and general support inquiries.
2. **Managed Fusion Promotion Request** - Use this form to request Lucidworks to promote configuration or application changes into a **Production** environment in a Managed Fusion deployment ([see details](#)).
3. **Managed Fusion Upgrade Issue** - Use this form to report problems that arise **after** a Managed Fusion upgrade, such as errors, regressions, or unexpected behavior ([see details](#)).
4. **Partner Support** - Use this form if you're a Lucidworks Partner working on **new implementation or deployment work** for a client. For break/fix support of a live client environment, use the **Support Request** form instead ([see details](#)).

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 (see 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 type.

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 and following your organization

You can review your tickets and activity at any time by clicking your profile in the upper-right corner of the [Support Portal](#) and selecting My activities. The **My requests** tab will show the tickets you have submitted, and the **Requests I'm CC'd on** tab will show tickets where you have been CC'd by a colleague.

If you'd like to track all tickets related to your organization(s), click the **Organization requests** tab and **Follow** the organization(s). When following an organization, you will receive email notifications for new and updated tickets submitted by your colleagues, in addition to tickets you have submitted yourself. In all ticket views, you can filter your tickets by status or use the search bar.

## My requests

Status:  

Open ▾

Subject	Id	Created	Last activity ▾	Status
<a href="#">Configuring new connector</a>	#19991	22 days ago	a few seconds ago	<div>open</div>
<a href="#">Issue with data ingestion</a>	#15912	1 year ago	1 minute ago	<div>open</div>

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