

# Mativity Client Support System

Quick start guide

# Mtivity Client Support System

We are very pleased to announce the launch of a new Client Support System for Mtivity. The new Client Support System will provide you with more support than ever before, enhancing your use of Mtivity on a daily basis.

Key Benefits of the new Client Support System:

- User Profiles – Create your own profile and track requests, view client specific information and submit requests with ease.
- Online Request Submitting – By completing the form online, with a few pieces of specific information we will be able to greater assist you.
- Contact – support requests will be answered through the system, but also answers will generate an email to you so you won't miss out if you don't log on.
- News – your home page will show news items and updates about Mtivity.
- Forums – Announcements, FAQs, Guides and Documents and client specific areas. You will be able to easily find answers to your questions here. You can also participate in some forums and help grow the information that will assist all clients.

We will still be able to deal with support requests via email, telephone and Skype – but every request will be logged into the Support System to give Mtivity Support Staff enhanced management of all support requests.

# How to contact Mativity Support

## Primary Support Desk:

[www.mativity.com/support](http://www.mativity.com/support)

***This is our new Client Support System, and we would greatly appreciate you trying this method before any other to solve your query, problem or bug.***

Other methods to contact Mativity Support:

Email:

[support@mativity.com](mailto:support@mativity.com)

This email address will direct all emails to our Client Support System, where they will be converted into a Request.

However, we can help you more if you directly go to our system first, as you will be able to provide more specific details, which can enable us to solve your case quicker and more effectively.

Skype:

Mativity.support

You can IM or call us on Skype.

Tel:

UK Support Desk: +44 (0)333 666 1890 (M-F, 9am – 5.30pm GMT)

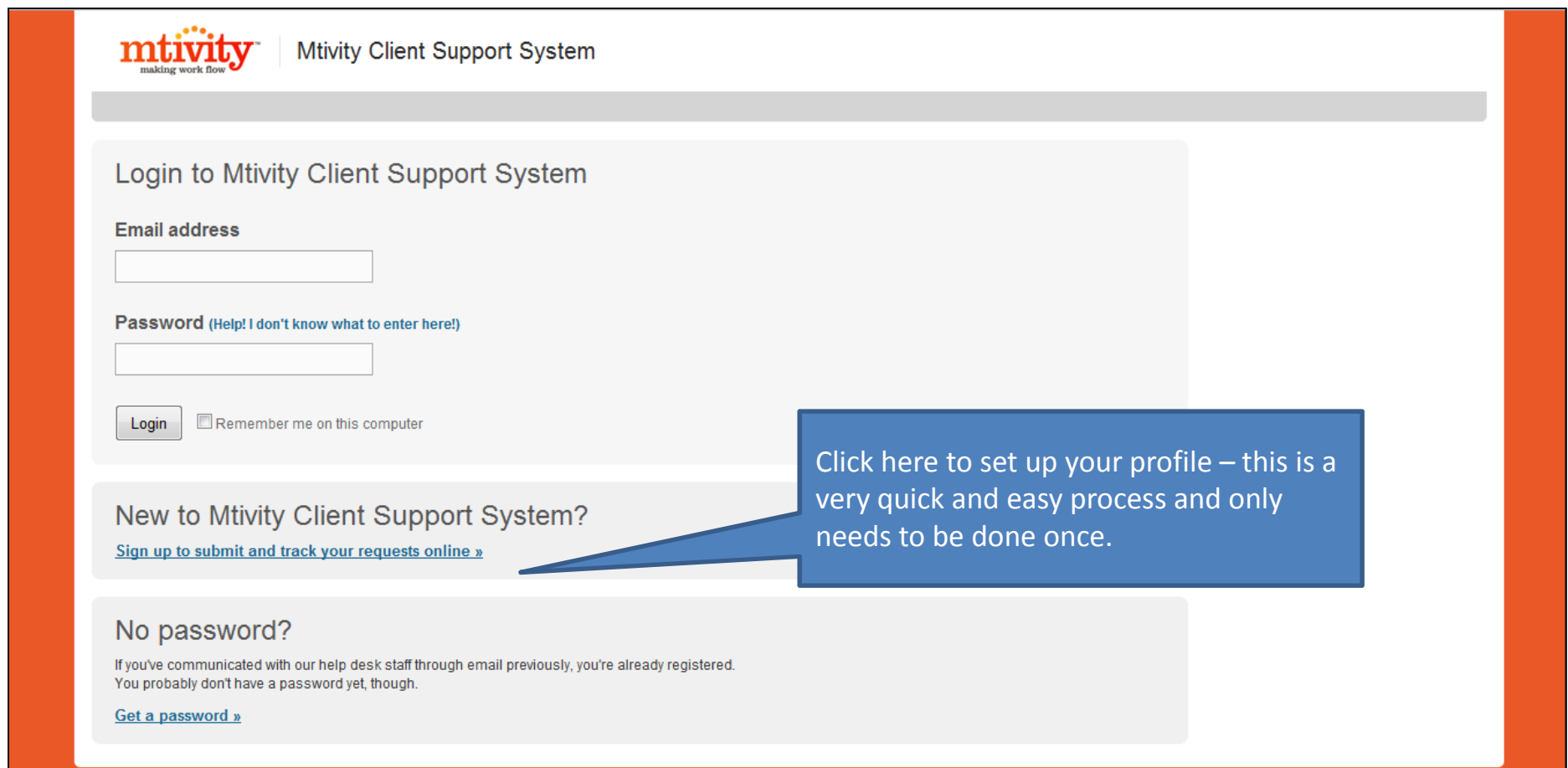
US Support Desk: +1 (585) 200 3151 (M-F, 9am – 5.30pm EST)


First time user: Setting up a profile on  
[mtivity.com/support](https://mtivity.com/support)

# Quick Start Guide for [www.mativity.com/support](http://www.mativity.com/support)

## First Time User:

Go to [www.mativity.com/support](http://www.mativity.com/support), as a first time user you will arrive at this page. As you have not used this system before you will not have a profile yet (your Mativity login will not work) and will be asked to create one.



 Mativity Client Support System

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### Login to Mativity Client Support System

**Email address**

**Password** (Help! I don't know what to enter here!)

Remember me on this computer

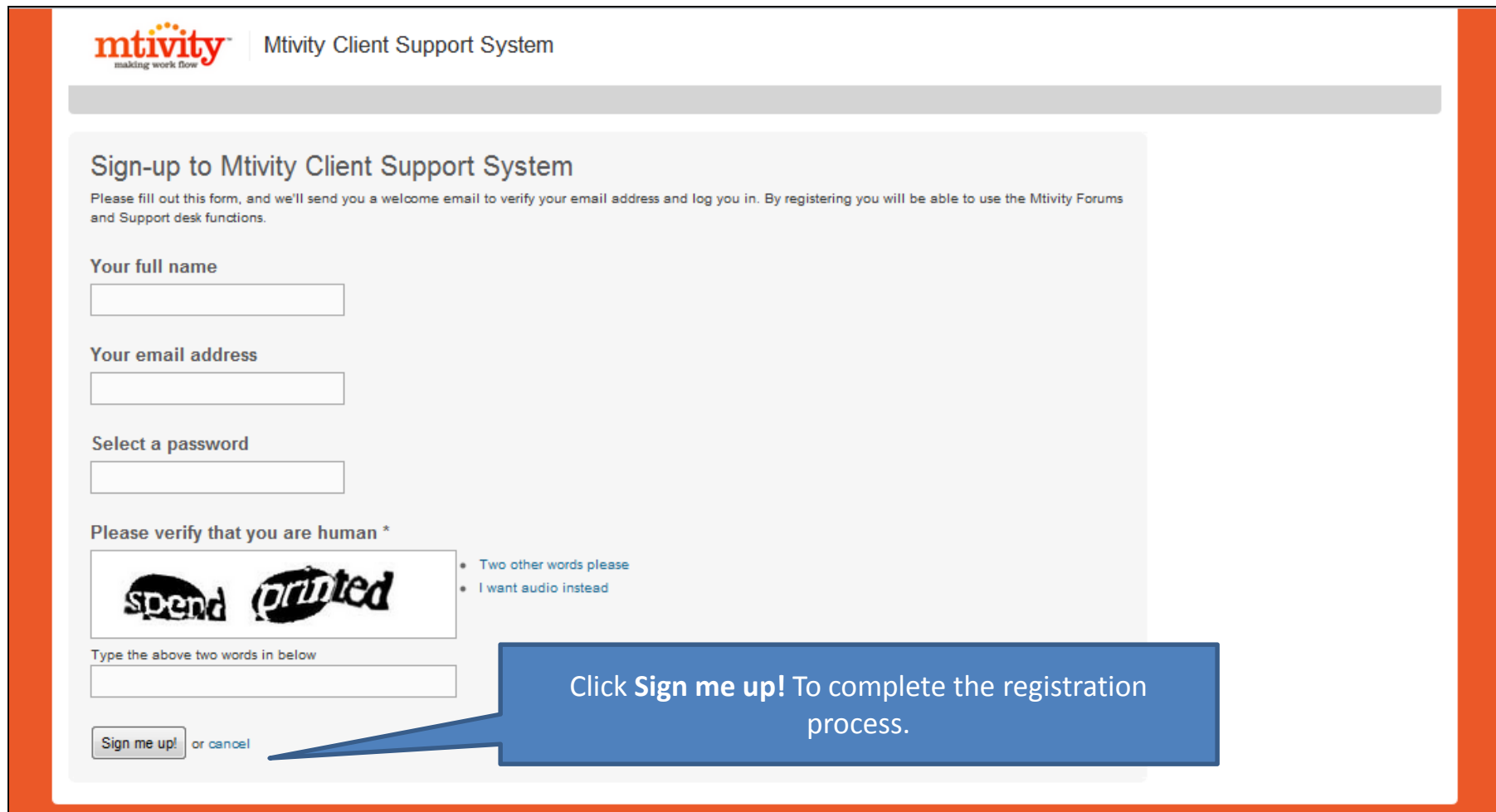
**New to Mativity Client Support System?**  
[Sign up to submit and track your requests online »](#)


**No password?**  
If you've communicated with our help desk staff through email previously, you're already registered. You probably don't have a password yet, though.  
[Get a password »](#)

Click here to set up your profile – this is a very quick and easy process and only needs to be done once.

# Creating your profile for Mtivity Support

Sign up is quick and easy, no long form to fill in. Simply enter your name, email address, a password and then type the words you see for an extra security measure.



 Mtivity Client Support System

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## Sign-up to Mtivity Client Support System


Please fill out this form, and we'll send you a welcome email to verify your email address and log you in. By registering you will be able to use the Mtivity Forums and Support desk functions.

**Your full name**

**Your email address**

**Select a password**

**Please verify that you are human \***



- [Two other words please](#)
- [I want audio instead](#)

Type the above two words in below

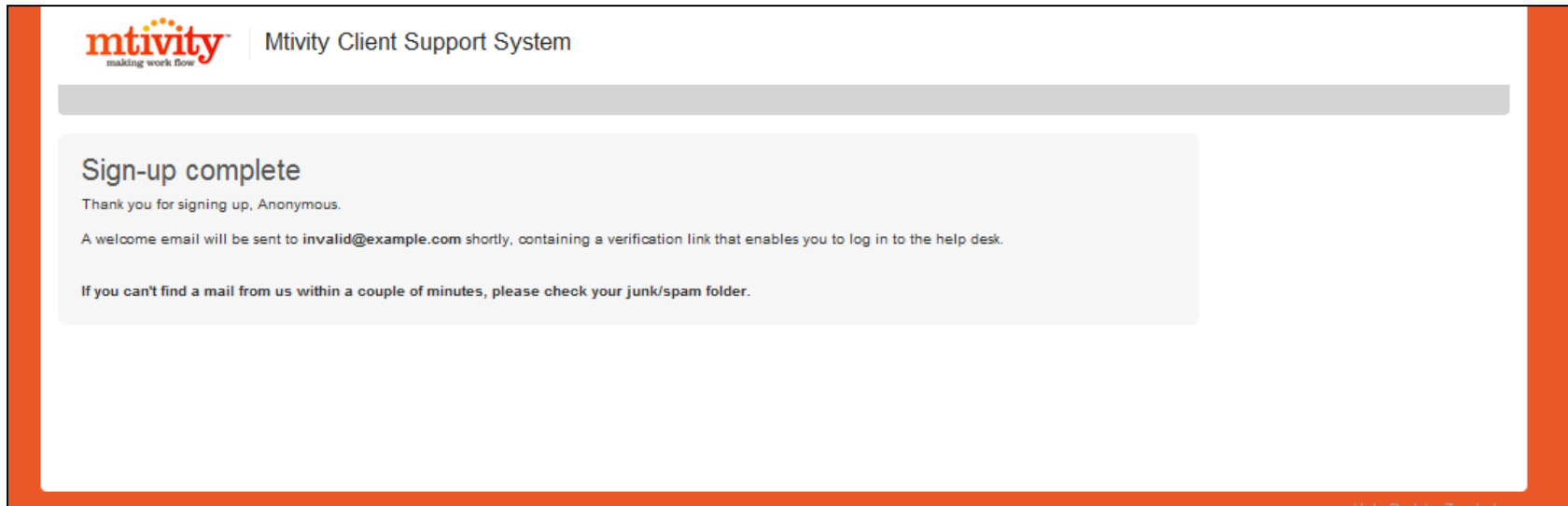
or cancel

Click **Sign me up!** To complete the registration process.

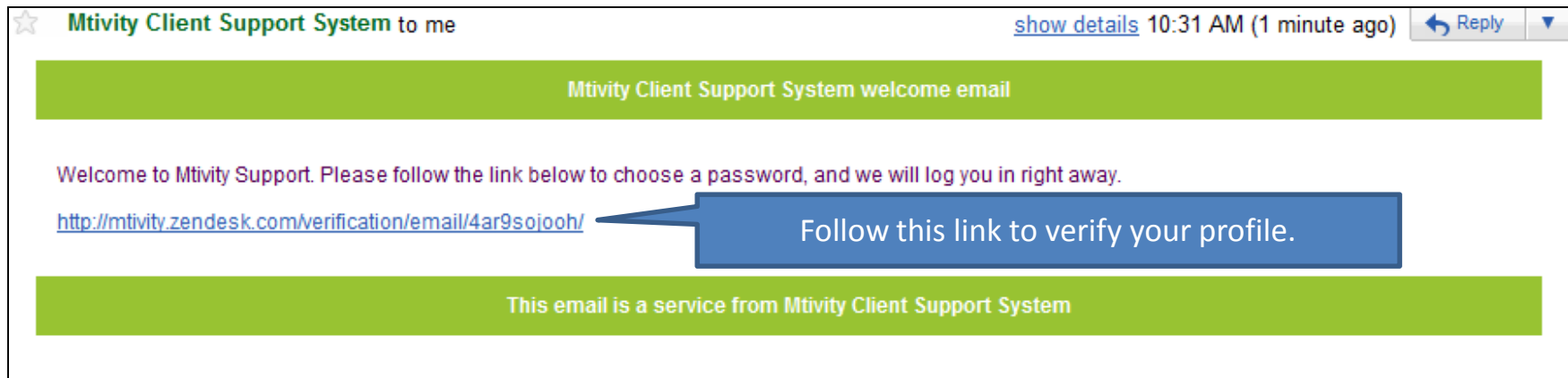
# Creating your profile for Mtivity Support



You will then see a notice to let you know this part of your sign up is complete.



Before you can use the system, you will need to verify your email address. Please check your email, and you should have a message from us (Check Junk / Spam if no email after a few minutes), then click on the link.



# Your Mtivity Client Support System

This is your home page, this is the page you will get to when you next login. Make sure you save your email and password somewhere safe!

The screenshot shows the Mtivity Client Support System home page. At the top right, the user 'A C Tant' is logged in, with links for 'profile', 'change password', and 'logout'. The main navigation bar includes 'HOME', 'SUBMIT A REQUEST', and 'CHECK YOUR EXISTING REQUESTS'. A green checkmark notification states 'You've been verified - welcome to your help desk!'. The main content area features a 'Home' section with an RSS icon. The first article is 'Mtivity Release 10.1', submitted on Feb 11, with a link to the release notes PDF. The second article is 'Mtivity USA Launches New Customer Support System', also submitted on Feb 11, mentioning the use of Zendesk.com. A right-hand sidebar contains a 'Forums' section with categories like 'Announcements (2)', 'FAQs (8)', 'Guides and Documentation (2)', and 'Upcoming Release Information (0)', along with a search box.

**Mtivity Client Support System**

A C Tant | [profile](#) | [change password](#) | [logout](#)

HOME | [SUBMIT A REQUEST](#) | [CHECK YOUR EXISTING REQUESTS](#)

✔ You've been verified - welcome to your help desk!

## Home RSS

### Mtivity Release 10.1

Submitted Feb 11 in Announcements

Mtivity released a new version of it's software on Sunday 7th February, the release notes can be downloaded from the Mtivity servers using the link below or from the attached PDF on this Announcement

[http://www.mtivity.com/releasenotes/Release\\_Notes\\_10\\_1.pdf](http://www.mtivity.com/releasenotes/Release_Notes_10_1.pdf)

[Release\\_Notes\\_10\\_1.pdf](#)

### Mtivity USA Launches New Customer Support System

Submitted Feb 11 in Announcements

We are delighted to announce the release of our new customer support system. the new support system is powered by Zendesk.com and allows:

- Automated case generation from emails sent to [support@mtivity.com](mailto:support@mtivity.com)

#### Forums

- Announcements (2)
- FAQs (8)
- Guides and Documentation (2)
- Upcoming Release Information (0)

Search

(All) ▼



# Submitting A Request to Mtivity Support

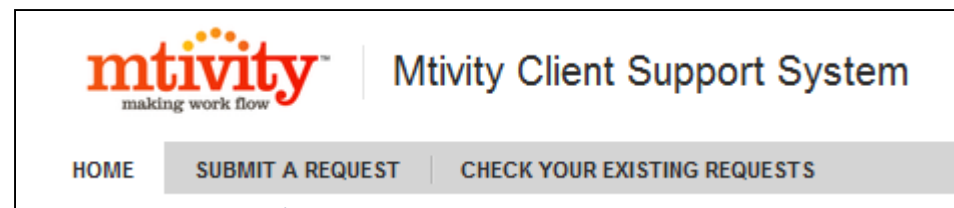
# How to use Mtivity Client Support System.

Now we will look at some of the functions of the Mtivity Client Support System.

## How to log a support call/Issue

In the system, we refer to support calls, reporting of bugs, questions and more as **Requests**.

The CNavigation Bar appears at the top of all your pages and provides you links to the main purpose of the system: Submitting and checking Requests.



By Selecting **Submit A Request**, you will be able to fill in details and information on your Request.

# Submitting A Request

**Submit a request**

**Request Type \***  
Questions are where you need to know how something works e.g How do I add a new supplier to the system  
Bugs are where the system is broken, Incorrect information is being displayed or an error message is shown  
Feature Requests are where you would like the system to do something that it doesn't currently do or to be working in a different way

**Subject \***

**Description \***  
Please enter the details of your request. A member of our support staff will respond as soon as possible.

**Internet Browser and Version**  
Most browsers display their brand name and sometimes the version number when you first start them. However, this startup screen may go off the screen too quickly. Not to worry, simply select "Help | About..." from the main menu once the browser is loaded. The version number will be displayed in the "About" dialog box.  
e.g. IE 7.0 or Firefox 3.5.7

**What sort of computer do you have?**  
Please tell us what sort of computer you have, it helps us to trouble shoot

**Attachment(s)**  
 No file chosen  
Max file size: 7MB

**Submit a request for assistance**  
Fields marked with an asterisk (\*) are mandatory.  
You'll be notified by email when our staff answers your request.

**Select your Request type. We have 3 types: Question, Bug and Feature Request.**

**Enter the subject of your request, Keep this part simple.**

**The detailed description needs to be completed here. Please be accurate and provide all the details possible.**

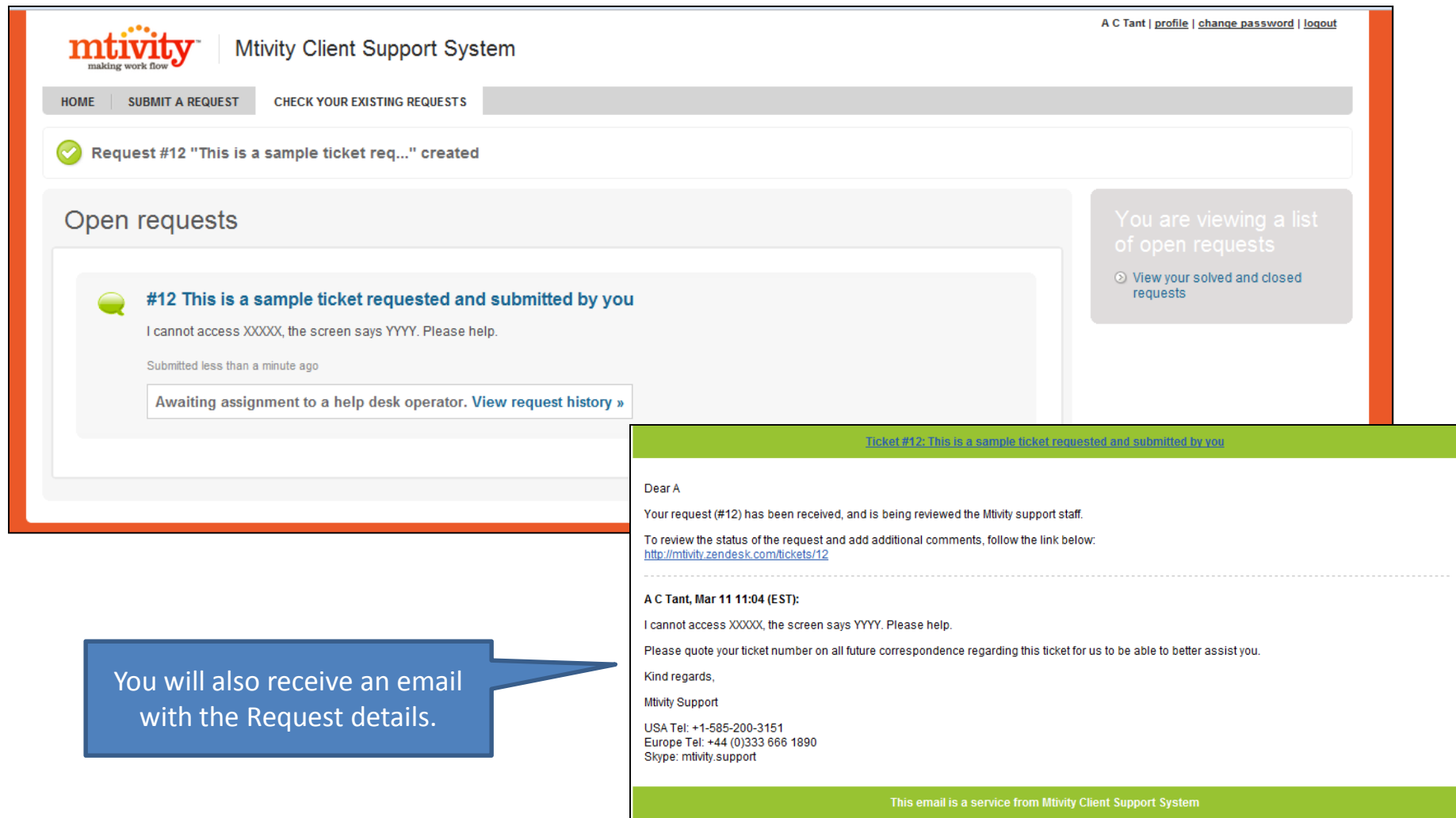
**Depending on the request, by telling us a little about your browser and computer, we may be able to solve a request faster for you.**

**Upload any files that need to be sent with your request. Screenshots entered into a Word Doc are preferred.**

**Last Step: SUBMIT.**

# Submitting A Request

Now you have submitted your request, your screen moves to Check Your Existing Requests.



The screenshot displays the Mitivity Client Support System interface. At the top, the user is logged in as 'A C Tant' with links for 'profile', 'change password', and 'logout'. The navigation menu includes 'HOME', 'SUBMIT A REQUEST', and 'CHECK YOUR EXISTING REQUESTS'. A success message states: 'Request #12 "This is a sample ticket req..." created'. Under the 'Open requests' section, a single request is listed: '#12 This is a sample ticket requested and submitted by you'. The request details are: 'I cannot access XXXXX, the screen says YYYY. Please help.', 'Submitted less than a minute ago', and 'Awaiting assignment to a help desk operator. View request history »'. A callout box on the right indicates 'You are viewing a list of open requests' with a link to 'View your solved and closed requests'. Below the screenshot, a blue callout box states: 'You will also receive an email with the Request details.' To the right, an email confirmation is shown with the following content:

**Ticket #12: This is a sample ticket requested and submitted by you**

Dear A

Your request (#12) has been received, and is being reviewed the Mitivity support staff.

To review the status of the request and add additional comments, follow the link below:  
<http://mitivity.zendesk.com/tickets/12>

-----

**A C Tant, Mar 11 11:04 (EST):**

I cannot access XXXXX, the screen says YYYY. Please help.

Please quote your ticket number on all future correspondence regarding this ticket for us to be able to better assist you.

Kind regards,

Mitivity Support

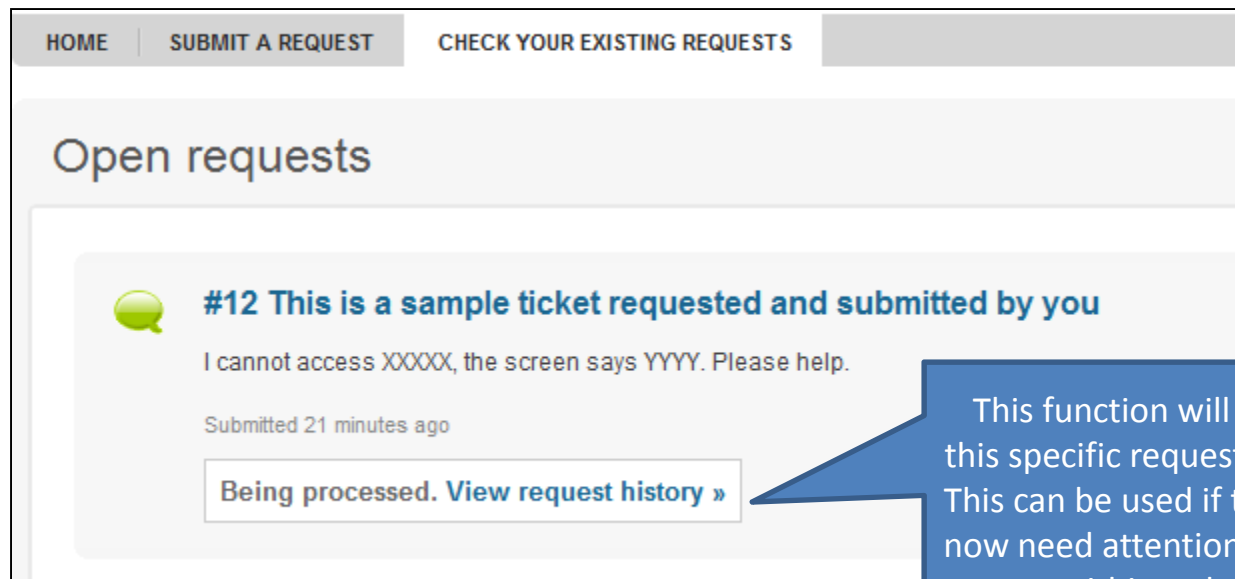
USA Tel: +1-585-200-3151  
Europe Tel: +44 (0)333 666 1890  
Skype: mitivity.support

This email is a service from Mitivity Client Support System

# Submitting A Request

The Mtivity Support Staff will now receive your request and assign it to a department for action. Response times depend on your SLA, but we will answer all requests as soon as possible.

Once the Request has been assigned, your Existing Requests screen updated.

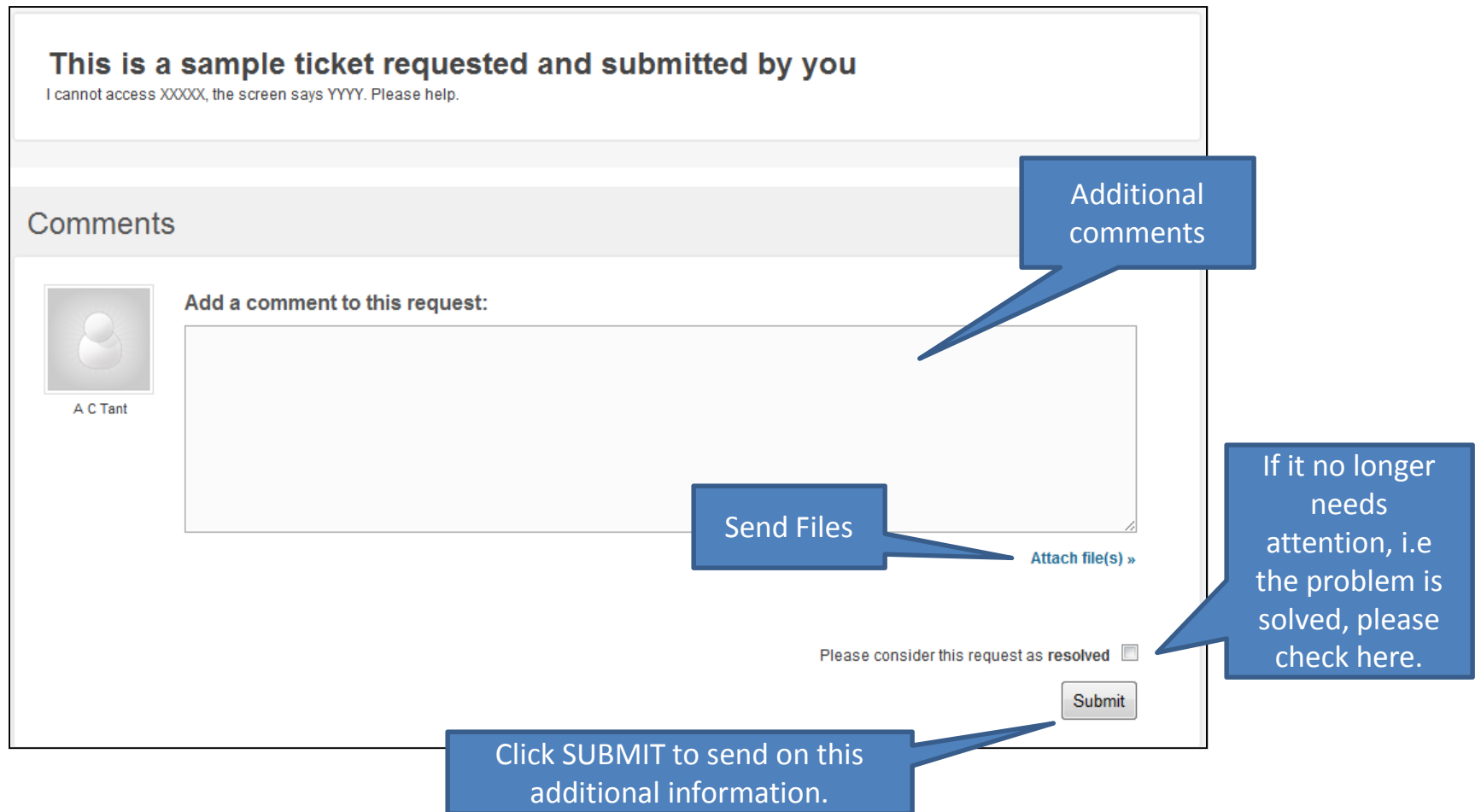


This function will allow you to add to this specific request or mark it as solved. This can be used if the problem does not now need attention, or if something else occurs within a short time frame that is related.

# Submitting A Request


Linking from your Existing Request page, you can access any specific Request and History.

This is the page you will see for Viewing A Request History



**This is a sample ticket requested and submitted by you**  
I cannot access XXXXX, the screen says YYYY. Please help.

Comments

  
A C Tant

Add a comment to this request:

Additional comments

Send Files

Attach file(s) »

Please consider this request as resolved

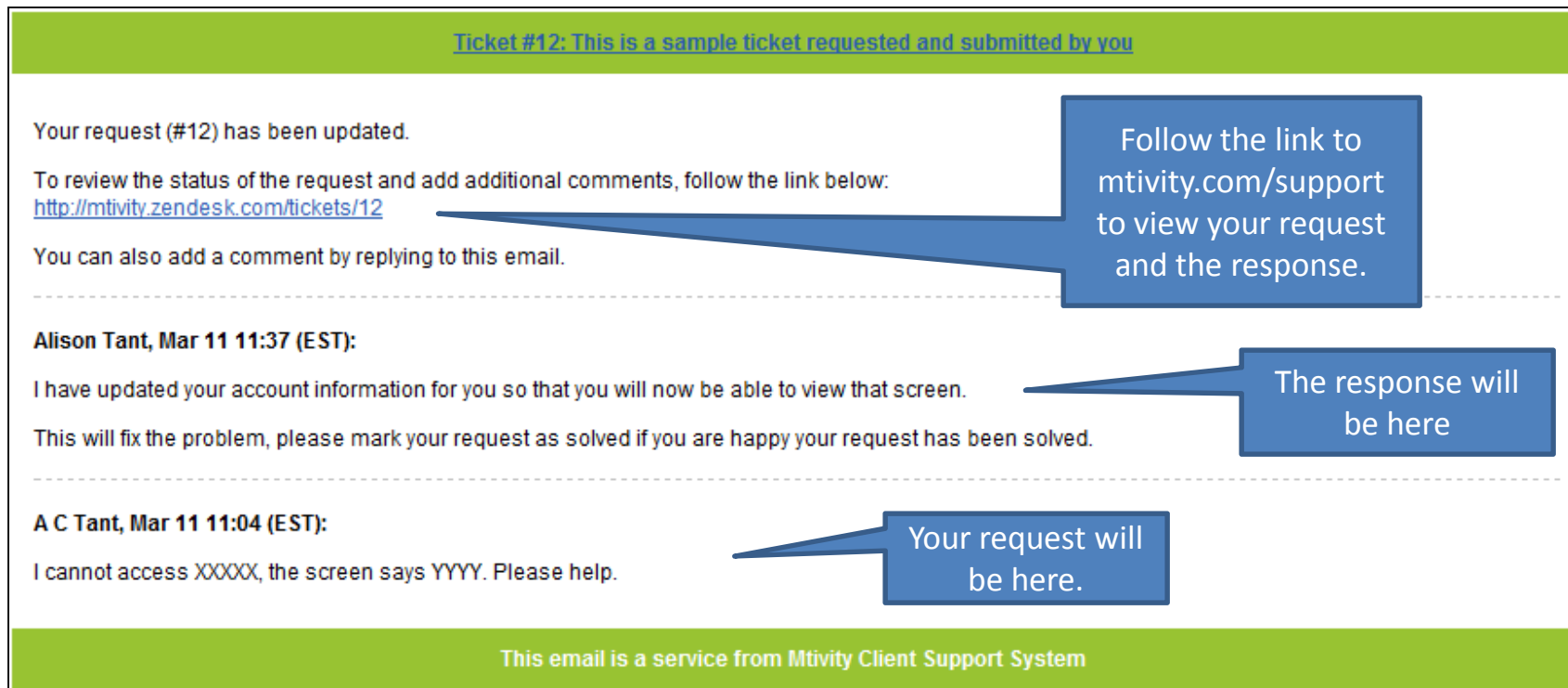
Submit

If it no longer needs attention, i.e the problem is solved, please check here.

Click SUBMIT to send on this additional information.

# Response to your Request

Once a member of our Support Staff has responded to your request, you will receive an email with the details of the response.



[Ticket #12: This is a sample ticket requested and submitted by you](#)

Your request (#12) has been updated.

To review the status of the request and add additional comments, follow the link below:  
<http://mtivity.zendesk.com/tickets/12>

You can also add a comment by replying to this email.

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**Alison Tant, Mar 11 11:37 (EST):**

I have updated your account information for you so that you will now be able to view that screen.

This will fix the problem, please mark your request as solved if you are happy your request has been solved.

-----

**A C Tant, Mar 11 11:04 (EST):**

I cannot access XXXXX, the screen says YYYY. Please help.

This email is a service from Mtivity Client Support System

Callout 1: Follow the link to [mtivity.com/support](http://mtivity.com/support) to view your request and the response.

Callout 2: The response will be here

Callout 3: Your request will be here.

# Response to your Request

By clicking on the link in your email, you will straight to your Request. You can also check your Request progress directly through the system. Select Check Existing tickets > Request History.

The screenshot shows a web interface for a support request. At the top, there are navigation tabs: HOME, SUBMIT A REQUEST, and CHECK YOUR EXISTING REQUESTS. The main content area is titled "Request 12" and includes a submission timestamp: "Submitted Mar 11 11:04 by you". Below this, a message states: "This is a sample ticket requested and submitted by you" followed by a sample problem: "I cannot access XXXXX, the screen says YYYY. Please help." A "Comments" section follows, showing a comment from Allison Tant dated Mar-11 2010 11:37. Below the comments is a form to "Add a comment to this request:" with an "Attach file(s)" link. At the bottom right, there is a checkbox labeled "Please consider this request as resolved" and a "Submit" button. A right-hand sidebar provides details about the request, including the assigned staff member (Allison Tant), request type (Question), priority (Normal), and browser/version (Chrome). A "Related topics" section is also visible.

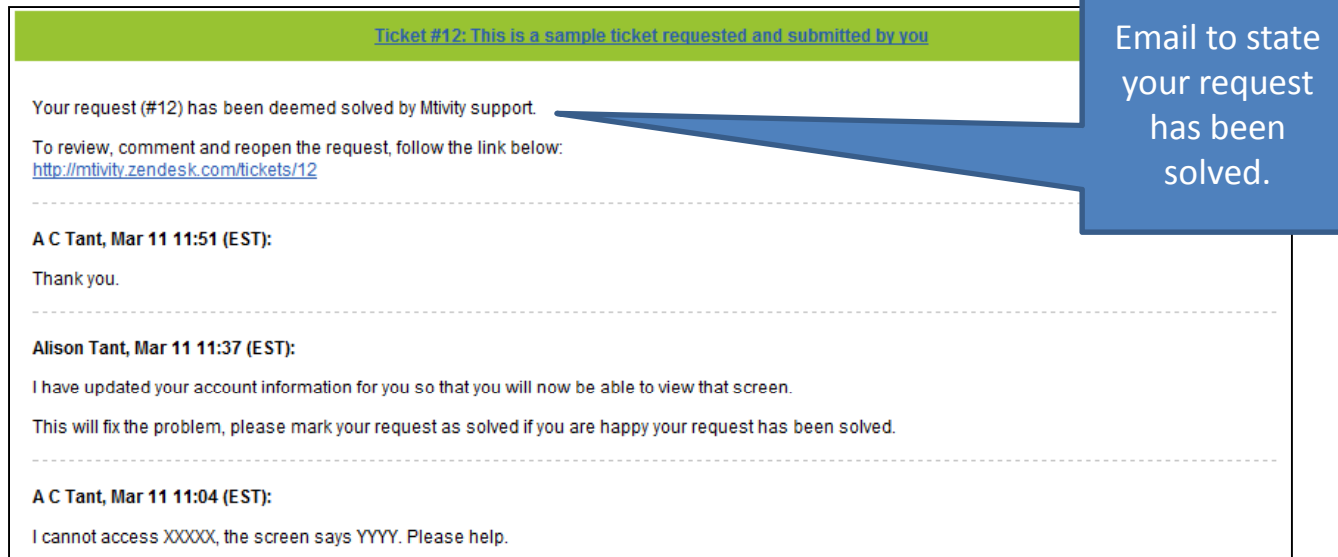
**Callouts:**

- "The response from our Support Desk is here." (points to the comment section)
- "For your information, an overview of the request will be here." (points to the right-hand sidebar)
- "If you are happy with the solution and the problem is fixed, check this Resolved box." (points to the 'Please consider this request as resolved' checkbox)
- "Finally, click SUBMIT." (points to the 'Submit' button)
- "If you wish to comment further, please do so here." (points to the 'Add a comment to this request:' form)



# Completion of your Request

If your request has been resolved Mtivity Support will be notified and your request closed. You will receive an email to this effect.



The image shows a screenshot of an email notification. At the top, there is a green header bar with the text: **Ticket #12: This is a sample ticket requested and submitted by you**. Below this, the main body of the email contains the following text: "Your request (#12) has been deemed solved by Mtivity support. To review, comment and reopen the request, follow the link below: <http://mtivity.zendesk.com/tickets/12>". There are three message entries separated by dashed lines. The first is from "A C Tant, Mar 11 11:51 (EST):" with the text "Thank you.". The second is from "Alison Tant, Mar 11 11:37 (EST):" with the text "I have updated your account information for you so that you will now be able to view that screen. This will fix the problem, please mark your request as solved if you are happy your request has been solved.". The third is from "A C Tant, Mar 11 11:04 (EST):" with the text "I cannot access XXXXX, the screen says YYYY. Please help.". A blue callout box on the right side of the screenshot contains the text "Email to state your request has been solved." with a pointer directed at the first message entry.

If your request was not resolved, the process will continue in that you will receive an email when Mtivity Support have responded to your additional comments.

Please only use additional comments for problems with this specific request. If you have another issue, please log a new request.

You can have multiple requests at any one time, and these can all be viewed on your profile though Exiting Requests tab on the Navigation bar

# Mativity Forums

# Mativity Forums

As part of our Client Support System, we now also offer interactive forum for all our clients. These are being populated with Frequently Asked Questions, Guides & Documentation as well as updates on Mativity.

As a user of Mativity and Mativity Support, you will have access to these on [www.mativity.com/support](http://www.mativity.com/support) We also have client specific forums that you will only see if you are that client or group.

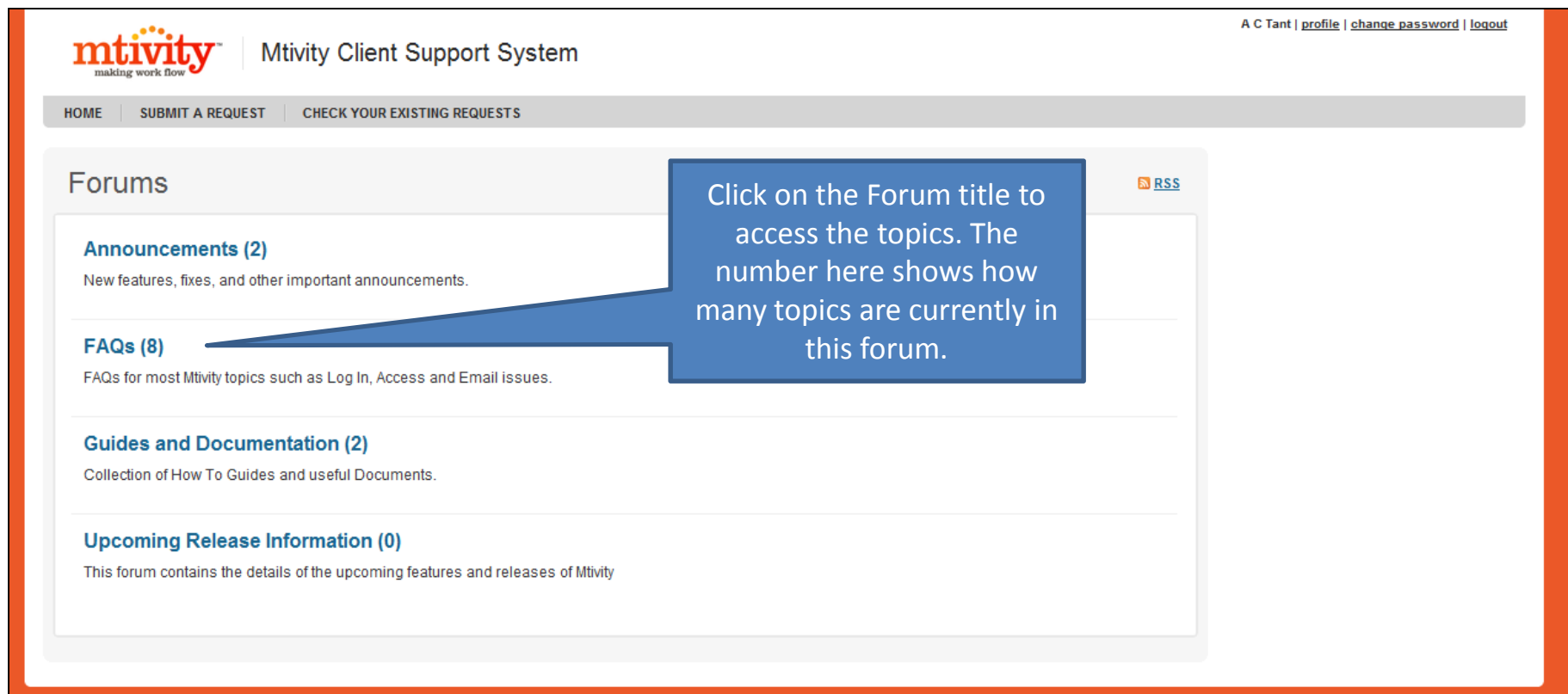
We hope these forums will help assist our client base by giving you ease of access to information previously only available through Mativity Support or your administrator.

Your Home Page will show you News articles and updates that we wish to bring quickly to your attention, but it will be worth looking also in our Forums, accessed from your Home Page.

The screenshot shows the Mativity Client Support System interface. At the top left is the Mativity logo and the text "Mativity Client Support System". To the right, there are links for "A C Tant | profile | change password | logout". Below the logo is a navigation bar with "HOME", "SUBMIT A REQUEST", and "CHECK YOUR EXISTING REQUESTS". The main content area is titled "Home" and features an announcement for "Mativity Release 10.1" submitted on Feb 11. A callout box points to the "FORUMS" link in the top right, stating: "Clicking on FORUMS will take you to the main Forum page. Or select a Forum listed to go directly to that one." Another callout box points to the search function in the forums sidebar, stating: "You can also use this search function to search within all (or selected) forums." The forums sidebar lists categories: "Announcements (2)", "FAQs (8)", "Guides and Documentation (2)", and "Upcoming Release Information (0)". It also includes a search box with a dropdown menu set to "(All)" and a "Search" button.

# Mativity Forums

Forums will be populated by Mtivity, but also by Users. It will be a developing knowledge bank for the use of Mtivity.



**mtivity** | Mtivity Client Support System

A C Tant | [profile](#) | [change password](#) | [logout](#)

HOME | [SUBMIT A REQUEST](#) | [CHECK YOUR EXISTING REQUESTS](#)

## Forums

[RSS](#)

- Announcements (2)**  
New features, fixes, and other important announcements.
- FAQs (8)**  
FAQs for most Mtivity topics such as Log In, Access and Email issues.
- Guides and Documentation (2)**  
Collection of How To Guides and useful Documents.
- Upcoming Release Information (0)**  
This forum contains the details of the upcoming features and releases of Mtivity

# Mativity Forums

You will see a list of topics in the Forum, number of comments, view and the latest activity.

Use the crumb trail to get back to Forum home.

The screenshot shows the 'Forums / FAQs' page. At the top right, there are links for 'Subscribe' and 'RSS'. Below the header, a sub-header reads 'FAQs for most Mativity topics such as Log In, Access and Email issues.' The main content is a table with columns for 'Topic (8)', 'Comments', 'Views', and 'Latest activity'. The table lists eight topics, including 'Orders and Catalogs - Questions and Answers', 'RFQ and PO - Questions and Answers', 'Housekeeping - Questions and Answers', 'Access - Questions and Answers', 'Email - Questions and Answers', 'Branding Catlogs/Catalogues Using HTML', 'Password issues', and 'Log In issues - Questions and Answers'. A search sidebar on the right contains a search box, a dropdown menu set to '(All)', and a 'Search' button. A blue callout box points to the 'Access - Questions and Answers' row in the table.

Topic (8)	Comments	Views	Latest activity
<a href="#">Orders and Catalogs - Questions and Answers</a>	0	5	28 days ago by Alison
<a href="#">RFQ and PO - Questions and Answers</a>	0	7	28 days ago by Alison
<a href="#">Housekeeping - Questions and Answers</a>	0	2	28 days ago by Alison
<a href="#">Access - Questions and Answers</a>	0	4	28 days ago by Alison
<a href="#">Email - Questions and Answers</a>	0	2	28 days ago by Alison
<a href="#">Branding Catlogs/Catalogues Using HTML</a>	0	1	13 days ago by James
<a href="#">Password issues</a>	0	2	14 days ago by Alison
<a href="#">Log In issues - Questions and Answers</a>		7	28 days ago by Alison

Simply click on the topic to view. From there, you can add comments – such as another FAQ in that Topic that you have the answer too and you think might be helpful to other Mativity users.

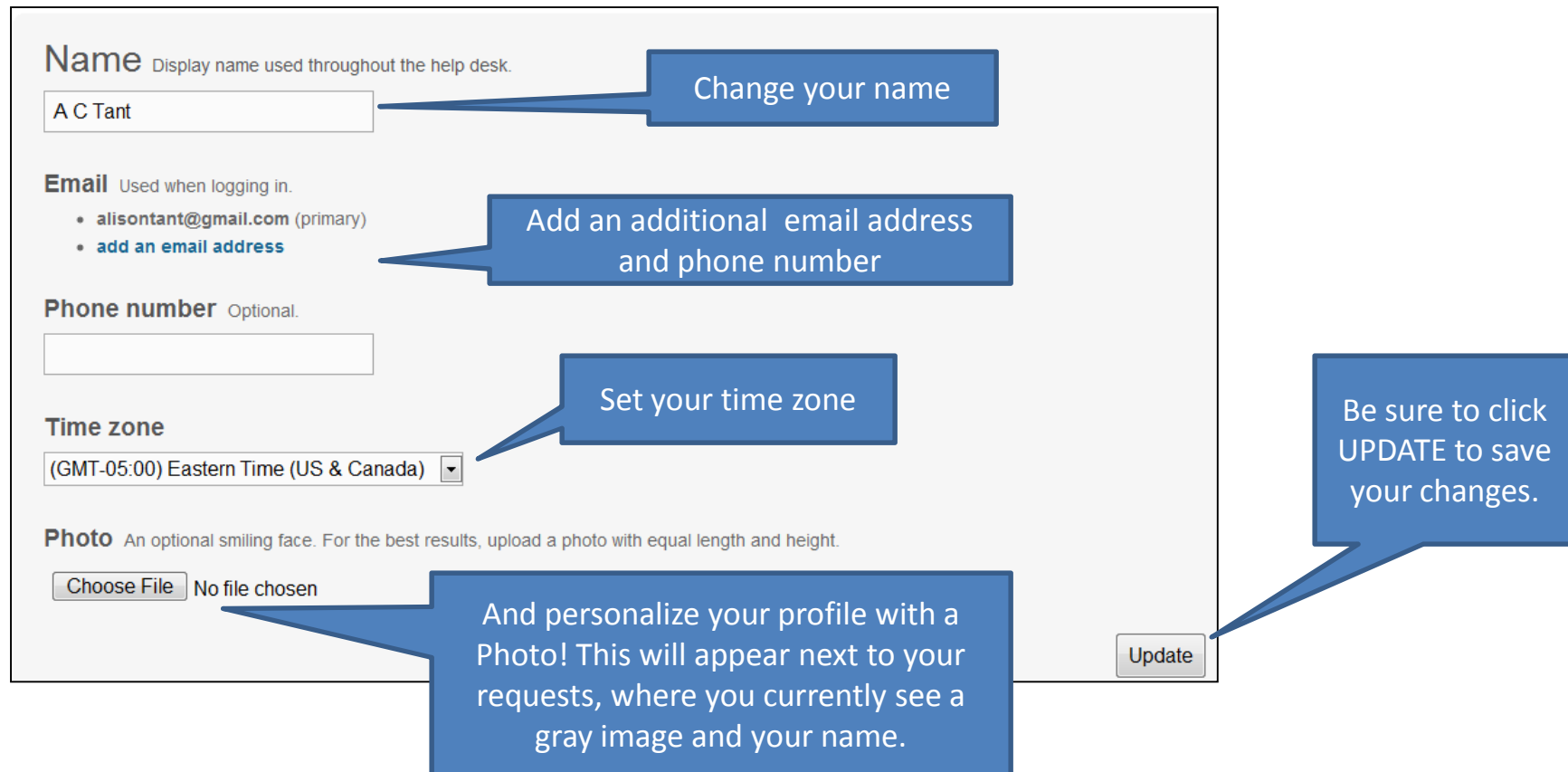
# Editing Your Information

# Editing your information.

At the top right hand side of every screen on [mtivity.com/support](https://mtivity.com/support), you will see your name and 3 links – Profile, Change Password and Logout.

A C Tant | [profile](#) | [change password](#) | [logout](#)

Profile will allow you to add details to your account.



**Name** Display name used throughout the help desk.

**Change your name**

**Email** Used when logging in.

- [alisontant@gmail.com](#) (primary)
- [add an email address](#)

**Add an additional email address and phone number**

**Phone number** Optional.

**Set your time zone**

**Time zone**

(GMT-05:00) Eastern Time (US & Canada) ▼

**Photo** An optional smiling face. For the best results, upload a photo with equal length and height.

No file chosen

**And personalize your profile with a Photo! This will appear next to your requests, where you currently see a gray image and your name.**

**Be sure to click UPDATE to save your changes.**

We hope you find our Mtivity Client Support System easy to use and see the many benefits of this upgrade.

Please do let us have your feedback or any questions you have – we'd love to hear from you.

On behalf of all at Mtivity, we thank you for adopting this change and we are pleased that this system will allow us to manage your requests with high efficiency.