

Contact Support

Before contacting Support, please first search our self-service help documentation on this Knowledge Base.

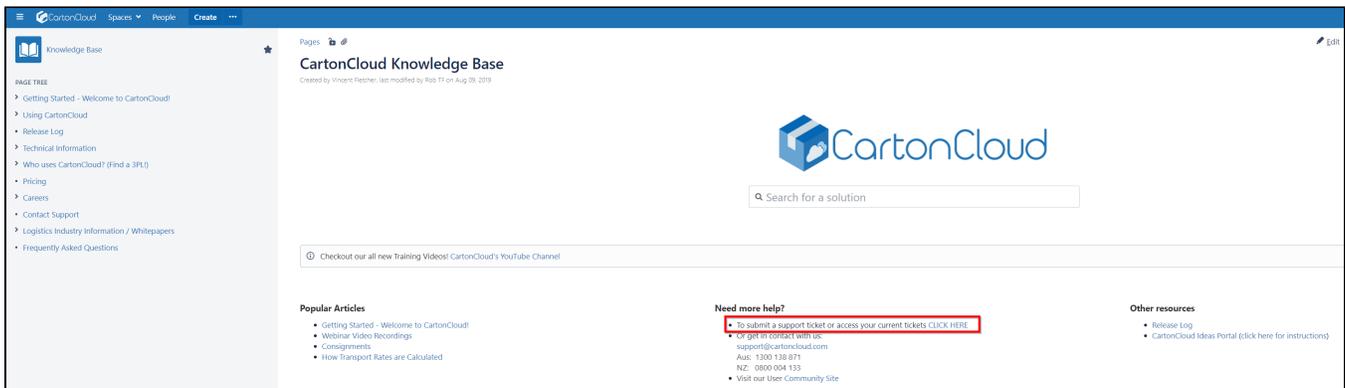
Our knowledge base provides detailed, yet easy to follow instructions on how to use the various parts of the CartonCloud system.

If your question is not resolved through our knowledge base, please contact us via our [Service Desk](#) (typical response within 4 hours, 9:00am to 5:00pm Mon-Fri AEST).

There are two ways to contact CartonCloud Support:

1. Head to our [CartonCloud Knowledge Base](#)
2. Access the Knowledge Base through the CartonCloud web app using the  at the right hand side of your screen

Once you've arrived at the Knowledge Base follow the prompts



Enter your username and password (please note, the Support Portal is a different system to CartonCloud and as such, your username and password may be different)

Login

Username

Password

Keep me logged in

[Forgot your password?](#)

Don't have a login?

Sign up for an account to raise and comment on requests

[Sign up for an account](#)

Congratulations, you have now accessed our Support Portal!



Customer Support

CartonCloud Customer Support

Welcome! You can raise a Customer Support request from the options provided.

Click this link to access our [Help Articles](#)

To view your current support requests click [HERE](#)

If you're looking to suggest a new feature/improvement, please visit our [Ideas Portal](#)



Technical Support

Need help installing, configuring, or troubleshooting? Select this to request assistance.



Report a Bug

Tell us the problems you're experiencing.



Request a Parser Build

Request a parser to be built for data going in or out of CartonCloud.



Licensing and billing questions

Choose this if you have questions about licensing or billing.



Other questions

Don't see what you're looking for? Select this option and we'll help you out.

You can use the search bar feature to type your question, where a list of related guides and how to pages will be displayed.

If this does not solve your issue, you can use the options below (Technical Support, Report a Bug etc) to create a ticket for the Support Team to assist

Please provide as much information on your ticket as you can, please see below examples of what information we require to make your experience a faster and effective one!

- 1) Summary of your issue
- 2) Description of what you were doing before the issue occurred, link from browser, customer, error message. All this information helps resolving your issue faster!
- 3) Attachment: screen shot of the screen you were using, error message are really helpful to our support team.
- 4) Create - your request will be received by our support team

Help Center / CartonCloud Customer Support

Technical support

Raise this request on behalf of

Summary

Description

Attachment (optional)

[Create](#) [Cancel](#)

Please add a clear description i.e. Sales Order 12345 stock not allocating. Invoice error #1234 error

Please use this field to give us as much information as possible for your issue:- Customer - Festival, issue with downloading stock report in their account. CSV Parser for Festival is not uploading last upload was 23/7

Attach images or files to help with the accurate and timely response from support.

- 4) You will receive a receipt notification from us with your unique ticket number. To view your current support requests with us click [HERE](#).
- 5) Please respond to support using your unique ticket number so this can be resolved more efficiently

[CARTONCLOUD] CS-3869 Testing Inbox x

CartonCloud Customer Support via atlassian.net
to me

Reply above this line.

Hi Maxine McDermott,

Just confirming that we have received your request. The CartonCloud team is on it!
Your ticket reference is **CS-3869**.

To view your current support requests with us click [HERE](#).
If you don't already have a Customer Support account, make sure you [sign up](#).

Best Regards,
CartonCloud Support

[View request](#) [Turn off this request's notifications](#)

This is shared with Maxine McDermott.

CartonCloud Help Center, powered by JIRA Service Desk, sent you this message
You can access further information and help at [CartonCloud Knowledge Base](#)

Ticket # to quote

To be able to view any screen shots sent by support you must log into JIRA - this is not your CC log in you can create a new login

Lastly but most importantly ****Our Feedback - When the ticket has been resolved you are asked to give us feedback****

to me ▾

Reply above this line.

Your ticket (CS-3947:Testing) has been marked as **Closed** because we believe the issue/request you reported is now resolved. If this ticket has been closed in error, please reply to this e-mail and we will look into this for you.

To view your current support requests with us click [HERE](#).
If you don't already have a Customer Support account, make sure you [sign up](#).

Best Regards,
CartonCloud Support

How was our service for this request?

☆ ☆ ☆ ☆ ☆

Very poor Poor Neither good nor poor Good Very good

Please review our service so we can keep improving our service to you!



[View request](#) · [Turn off this request's notifications](#)

This is shared with Maxine McDermott.

CartonCloud Help Center, powered by [JIRA Service Desk](#), sent you this message
You can access further information and help at [CartonCloud Knowledge Base](#)

RESOLVING SUPPORT ISSUES

When investigating an issue, on some occasions we are required to create a test order in your system so we can replicate and resolve the issue

We have a process in place that allows us to work in your tenancy with a test order only if the below process is followed:-

- 1) Support will contact you via email on the same ticket that you have raised your issue
- 2) Support will ask you for approval before proceeding with the test order
- 3) Once approved by the Tenant we will continue with our investigations
- 4) We will also advise the customer that the test order has been created / testing completed / issue resolved / deleted

N.B. Only email approval will be accepted to proceed

Navigating the Support Portal

Home Page

To return back to the home page, click on the  at the top left side of the screen

Support Requests

To access your tickets click  at the top right hand side of the screen



Customer Support

Requests

Open requests Created by me Any request type

Type	Reference	Summary	Service desk	Status	Requester
	CS-9126	Welcome To CartonCloud Support Desk	CartonCloud Customer Support	NEW	

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