

Bold Support Portal Reference Guide

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For a quick view on how a customer submits a case, [click here](#). Do NOT provide this link to a customer. Download a PDF to send to them, or direct them to their KB.

Overview

The Bold Customer Portal assists you to quickly and efficiently submit support tickets to the Bold Support department and track those tickets through the support system as well as find user guides and helpful reference material. Additionally, you can take advantage of the Knowledgebase and Troubleshooter.

Contacting Support

Technical Support is available during standard business hours. After-hours support is available for emergencies.

Normal Business Hours Technical Support Procedures


Bold Technologies provides technical support services for customers Monday through Thursday from 6:00 A.M. to 10:00 P.M., and Friday from 6:00 A.M. to 5:30 P.M., Mountain Standard Time (MST).

For support-related questions and assistance during normal business hours, please contact our Technical Support department at (719) 593-2829 or toll-free at (800) 255-2653 and press 4 at the prompt. You will be transferred to a support technician.

A Technical Support Ticket is created for every issue reported. Please make sure to review the Using the Bold Customer Portal section of this document for additional information.

After-Hours Technical Support Procedures

After-hours support is defined as emergency support anytime outside normal business hours and all day on weekends and holidays.

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 - Any non-emergency calls placed to after-hours support could be billed at an hourly rate with a minimum one-hour charge.
 - An emergency is defined as the inability to process signals.

Steps to take for After-Hours Support:

- For after-hours support for both Manitou and Phoenix systems, dial (719) 593-2829 and press 4 at the prompt.
- The after-hours extension will play the following message:

“Please press 1 for Manitou support. Press 2 for Theos support. Press 3 for Phoenix support. Press 0 for the operator. Press * to repeat this menu or # to return to the previous menu.”

- After pressing 1 for Manitou, the after-hours extension will play the following message:

“You have reached Manitou after-hours support. Use of after-hours support is restricted to customers who have downed systems that are not processing signals. Please stay on the line as this may take several minutes. In the future, you can bypass this message at any time by pressing the 1 button on your keypad. Please press 1 to reach the support agent or * to repeat this menu.”

- At this point, should you want to speak to a support technician please press the pound key (#). The system will then transfer you to one of our on-call support technicians. Please be patient as this may take a moment to be connected.
- If your issue is urgent we recommend that you DO NOT leave a message as this will not yield a fast response time.

In the event you are not connected to an emergency support technician:


- If you're unable to reach a support technician through the after-hours support extension, please call our emergency support line at (719) 322-4934.
- If you're still unable to reach anyone at this number, please call our Customer Support Manager, Kimberly Ellis at 704-252-7398.

Using the Bold Customer Portal

The portal assists you in actively submitting support tickets and staying informed of where they are in the system.

Logging In

1. Open a web browser and go to <http://support.boldgroup.com/>. You're taken to the Bold Customer Portal login page.

-  Select Remember me if you want this site to retain your login information.
 - If you've forgotten or lost your password, click **Forgot Your Password**. Fill in the required information at the **Forgot Your Password** page and then click **Send**, and you will receive an email message with a link to reset your password.

2. Enter your email address and password and click **The home page appears**:

Account Information

From the pull-down under your username, you can manage the following:

- **Profile** – where you can manage your name, organization, title, phone number, profile image, and email accounts.

- Change Password – where you can change and confirm your new password.
- Logout – logs you out of the Bold Customer Portal.

Searching the Bold Customer Portal Content

When experiencing an issue, the support system offers different ways to locate information related to your support issue. Prior to submitting a ticket, you may want to search the content that already exists within the Bold Customer Portal.

The portal makes it easy to search for related content by providing a query field at the top of each page within the system. Type the search criteria in the search box and then click Search.

Any related results will display on the Search Results page.

Submitting a Ticket

To submit a ticket, click Open a New Ticket under Support > Tickets or click the Create Ticket link found at the bottom of most pages.

Choose the Software Component of interest using the search magnifying glass.

Follow the steps to submit your ticket including:

- Include a descriptive Title.
- Select a Ticket Type (Question, Issue, or Request).
- Select Software Component that the issue relates to (search using magnifying glass).
- Detail the issue. Tip: As you select options and begin typing your message, the support system begins to automatically list potential knowledgebase articles that might be of use to you.
- Note: Once the ticket is created you can add a note to attach any images or screenshots that are relevant to the issue.

Before you Submit:

- One or more Knowledgebase articles might resolve your issue and remove the need to submit a ticket. If you are able to resolve the issue through Knowledgebase suggestions, and no longer need to submit a ticket, simply click Cancel to exit the submission of the new support ticket.
- If no articles are of assistance, continue with submitting the ticket by clicking Submit.

Once you submit a ticket, a confirmation displays with the General Information and Subject related to the ticket.

Viewing Tickets

A list of tickets related to your specific login can be viewed by clicking Support > Tickets on the toolbar. Use this section to check the status of your Technical Support tickets or to read the details of a ticket in your queue.