

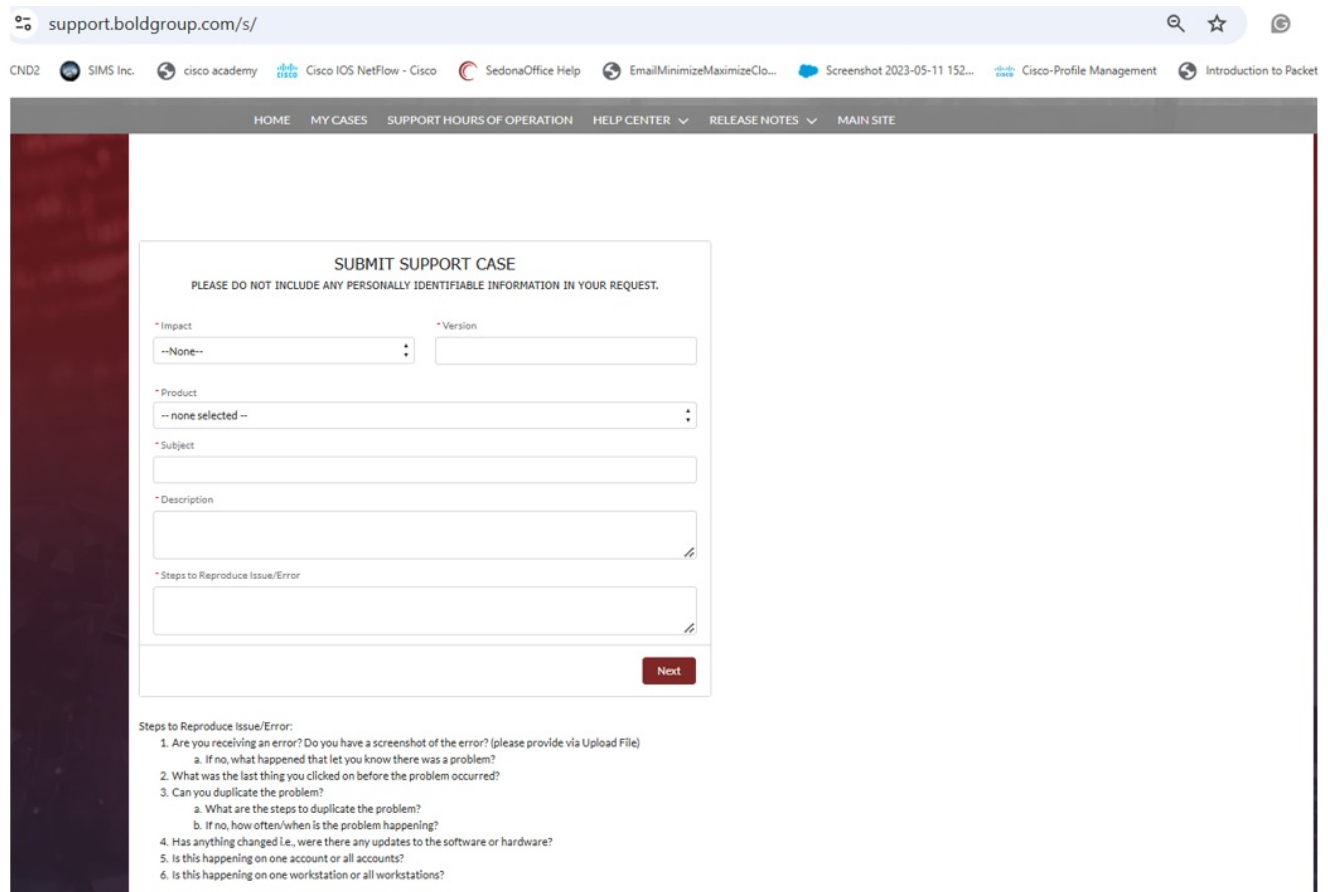
Case Creation Bold Group Portal

01/16/2025 7:11 am EST

If a customer needs Sedona Office technical support, they can create a support case in the Bold Group portal. <https://support.boldgroup.com/s/>. The following steps are needed before the Bold Group portal can be used.

- The user must be a company contact.
- The user must request Bold Group portal access.

Once Bold Group portal access is provided, the user will log in and enter the required information to create the Sedona Office case for support. The case will go into the Sedona Office queue and be assigned to a Sedona Office technician



The screenshot shows a web browser window with the address bar displaying support.boldgroup.com/s/. The browser's tab bar includes several open tabs: CND2, SIMS Inc., cisco academy, Cisco IOS NetFlow - Cisco, SedonaOffice Help, EmailMinimizeMaximizeClo..., Screenshot 2023-05-11 152..., Cisco-Profile Management, and Introduction to Packet. The website's navigation bar contains links for HOME, MY CASES, SUPPORT HOURS OF OPERATION, HELP CENTER, RELEASE NOTES, and MAIN SITE. The main content area features a "SUBMIT SUPPORT CASE" form with the instruction: "PLEASE DO NOT INCLUDE ANY PERSONALLY IDENTIFIABLE INFORMATION IN YOUR REQUEST." The form includes the following fields: Impact (dropdown menu with "--None--" selected), Version (text input), Product (dropdown menu with "-- none selected --" selected), Subject (text input), Description (text input with a rich text editor icon), and Steps to Reproduce Issue/Error (text input with a rich text editor icon). A "Next" button is located at the bottom right of the form. Below the form, a section titled "Steps to Reproduce Issue/Error:" contains a numbered list of six questions for the user to answer.

SUBMIT SUPPORT CASE
PLEASE DO NOT INCLUDE ANY PERSONALLY IDENTIFIABLE INFORMATION IN YOUR REQUEST.

* Impact: --None--
* Version:
* Product: -- none selected --
* Subject:
* Description:
* Steps to Reproduce Issue/Error:
Next

Steps to Reproduce Issue/Error:

1. Are you receiving an error? Do you have a screenshot of the error? (please provide via Upload File)
 - a. If no, what happened that let you know there was a problem?
2. What was the last thing you clicked on before the problem occurred?
3. Can you duplicate the problem?
 - a. What are the steps to duplicate the problem?
 - b. If no, how often/when is the problem happening?
4. Has anything changed i.e., were there any updates to the software or hardware?
5. Is this happening on one account or all accounts?
6. Is this happening on one workstation or all workstations?