



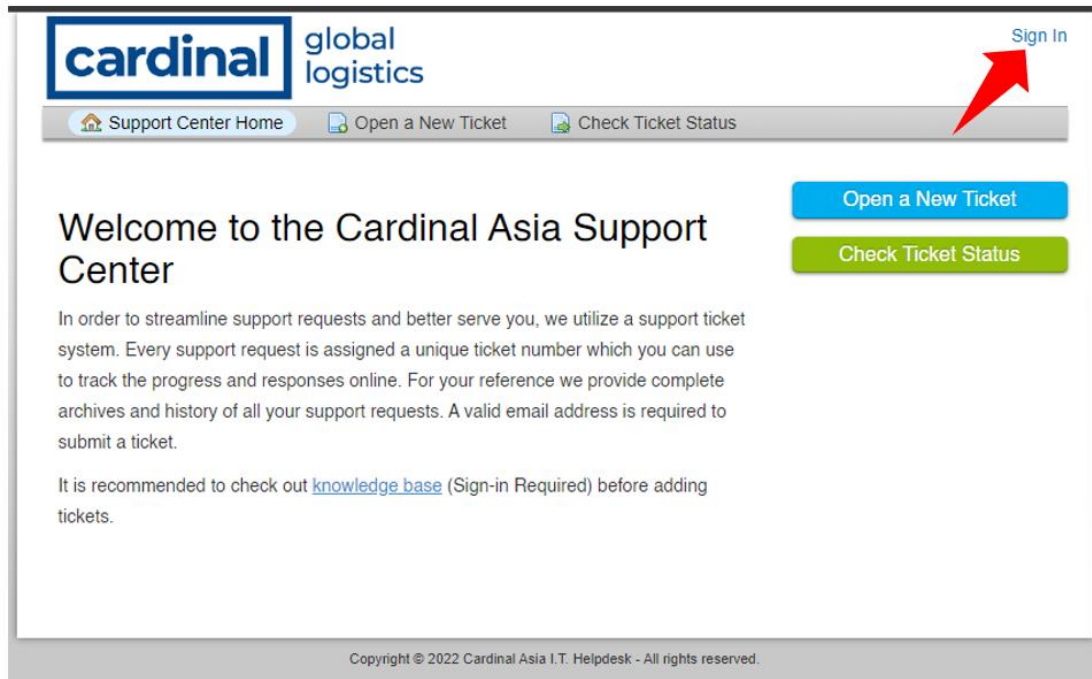
Support Ticket system for Cardinal Asia

Contents

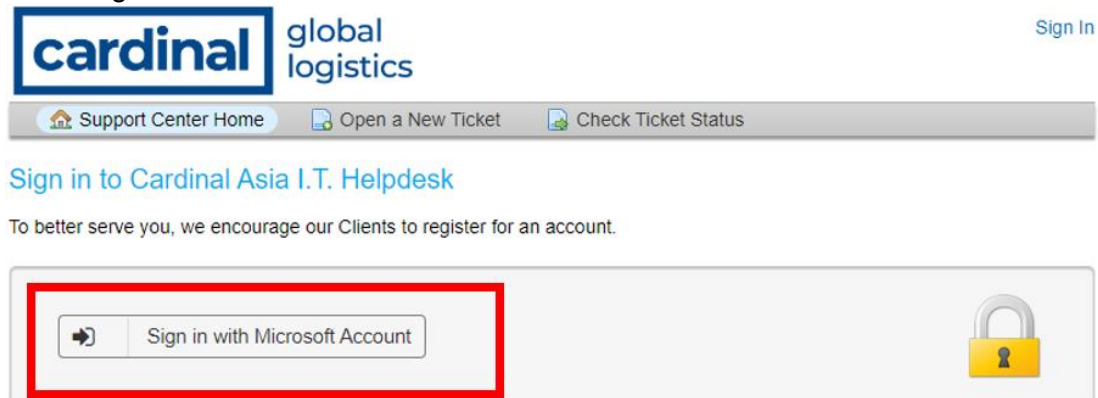
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- Login

1. Open browsers and goes to <https://support.asia.cardinalmaritime.hk/>




2. Click “Sign in with Microsoft Account”



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

3. Sign in with your @cardinalgl.com email





Sign in

@cardinalgl.com|

[Can't access your account?](#)

Next

 Sign-in options



← @cardinalgl.com

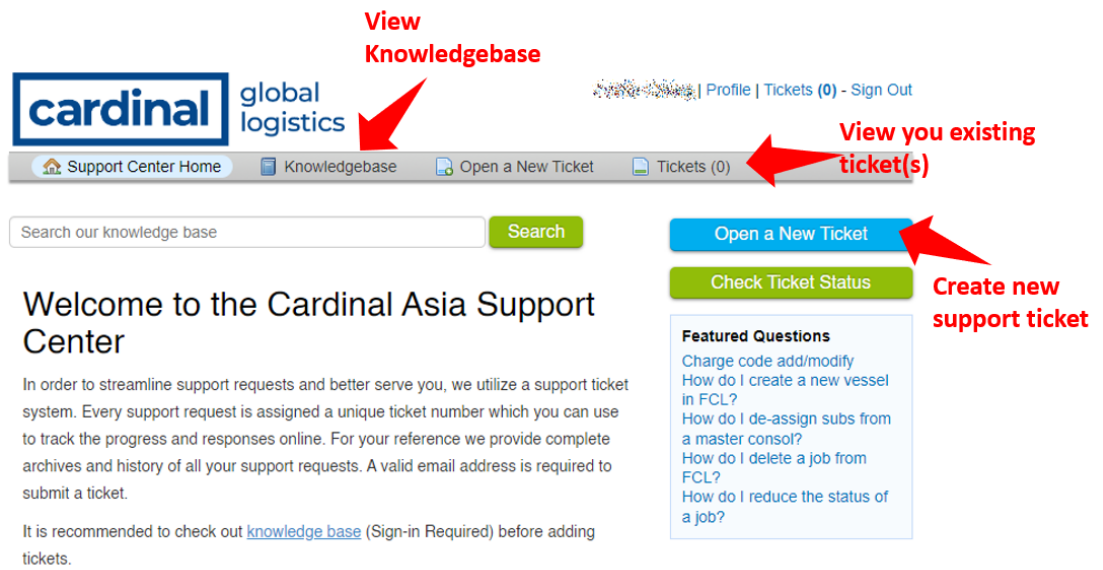
Enter password

.....|

[Forgot my password](#)

Sign in

4. You can now access to ticket system.



The screenshot shows the Cardinal Asia Support Center interface. At the top, the 'cardinal global logistics' logo is on the left, and user links 'Profile | Tickets (0) - Sign Out' are on the right. Below the logo, a navigation bar contains 'Support Center Home', 'Knowledgebase', 'Open a New Ticket', and 'Tickets (0)'. A red arrow points to 'Knowledgebase' with the text 'View Knowledgebase'. Another red arrow points to 'Tickets (0)' with the text 'View you existing ticket(s)'. Below the navigation bar is a search bar labeled 'Search our knowledge base' and a green 'Search' button. The main content area has a heading 'Welcome to the Cardinal Asia Support Center' followed by a paragraph explaining the ticket system. A red arrow points to the 'Open a New Ticket' button with the text 'Create new support ticket'. To the right of the main content is a 'Featured Questions' box with a list of questions.

View Knowledgebase

View you existing ticket(s)

Create new support ticket

cardinal global logistics

Profile | Tickets (0) - Sign Out

Support Center Home Knowledgebase Open a New Ticket Tickets (0)

Search our knowledge base Search

Welcome to the Cardinal Asia Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

It is recommended to check out [knowledge base](#) (Sign-in Required) before adding tickets.

Open a New Ticket

Check Ticket Status

Featured Questions

- Charge code add/modify
- How do I create a new vessel in FCL?
- How do I de-assign subs from a master consol?
- How do I delete a job from FCL?
- How do I reduce the status of a job?

• Open A Ticket

There are 2 ways to creating support ticket. (1. Email to support.asia@cardinalgl.com, 2. Via support portal)

To open a ticket via support portal

1. Login to support portal
2. Click "Open a New Ticket"

Open a New Ticket



Open a New Ticket

3. You will see a Help Topics field. By choosing a help topic, you are able to direct and streamline the information you are submitting to the help desk.

Help Topic

— Select a Help Topic —

— Select a Help Topic —

Feedback

General Inquiry

Report a Problem / Access Issue

4. Select the appropriate help topic relating to the issue that you are experiencing. Make a brief description in the issue summary - think of this like the subject line of an email. Share as much detail as you would like in the body of the message. Use the HTML Rich Text toolbar to format your message, upload and share photos and videos, and attach hyperlinks. When you have completed filling out your ticket, be sure to click the "Create Ticket" button.

Ticket Details

Please Describe Your Issue

Issue Summary *

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Details on the reason(s) for opening the ticket.

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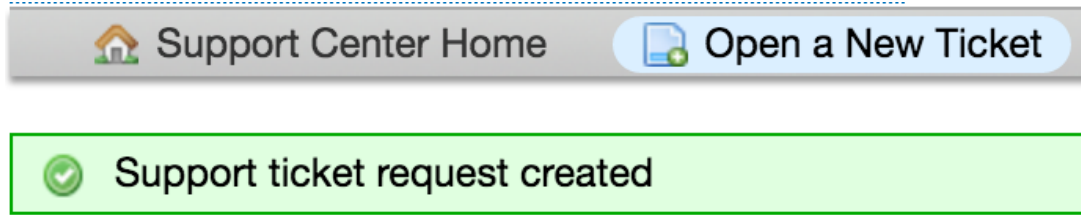
Drop files here or choose them

Create Ticket

Reset

Cancel

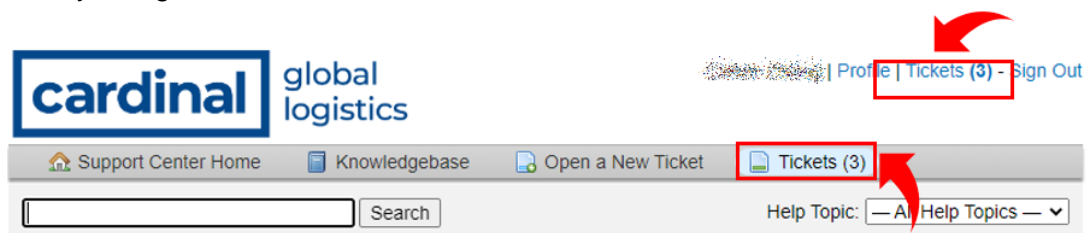
- Once you have successfully created the ticket, you will be directed to a confirmation of the ticket request being created.



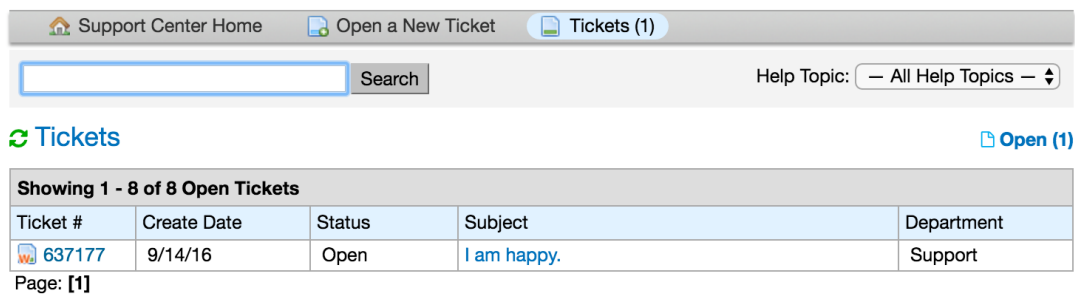
Check Ticket Status

With User Account

- Login into support portal
- After you login, click "Tickets"



- You will see all current tickets




• Knowledgebase

Knowledgebase articles are a convenient way for the support team to share information. By pre-populating articles with help topics relating to FAQ's, clients are able to help themselves with more common issues that arise to reduce wait time and make happy customers. Knowledgebase articles may be posted on the main page of the help desk or you may be required to login for access to them.


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[Profile](#) | [Tickets \(3\)](#) - [Sign Out](#)






[Support Center Home](#)
[Knowledgebase](#)
[Open a New Ticket](#)
[Tickets \(3\)](#)


Click on the category to browse FAQs.


—Browse by Topic—
 



FCL (13)





-  [Adding PORT in FCL](#)
-  [Charge code add/modify](#)
-  [Cloning a job](#)
-  [Generating Report from FCL](#)
-  [How do I add a new contact person in FCL?](#)




Mimecast (Email Security) (1)




-  [Switching mailbox to release on hold email](#)


Network (2)



-  [Connect to office WiFi - Android](#)
-  [Connect to office WiFi - iOS](#)


Office 365 (1)



Micros

Other Resources