Support Ticket system for Cardinal Asia

Contents
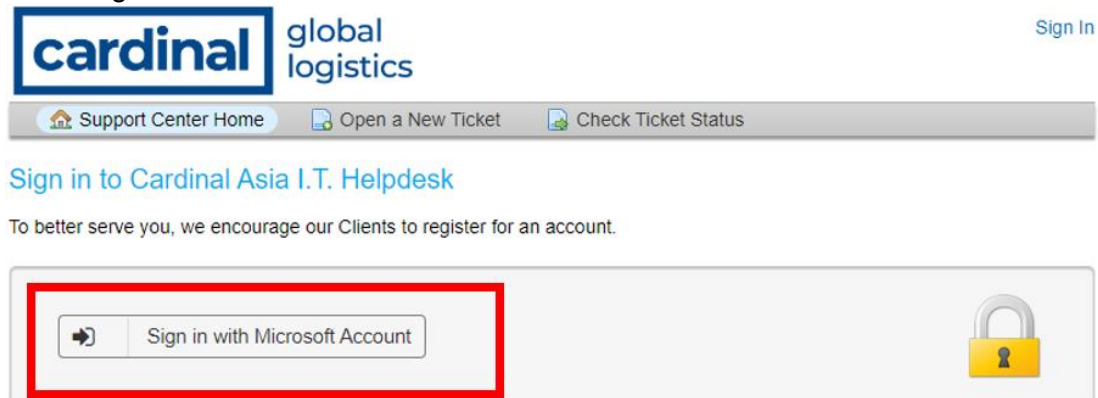
- **Login**
  1. Open browsers and goes to https://support.asia.cardinalmaritime.hk/
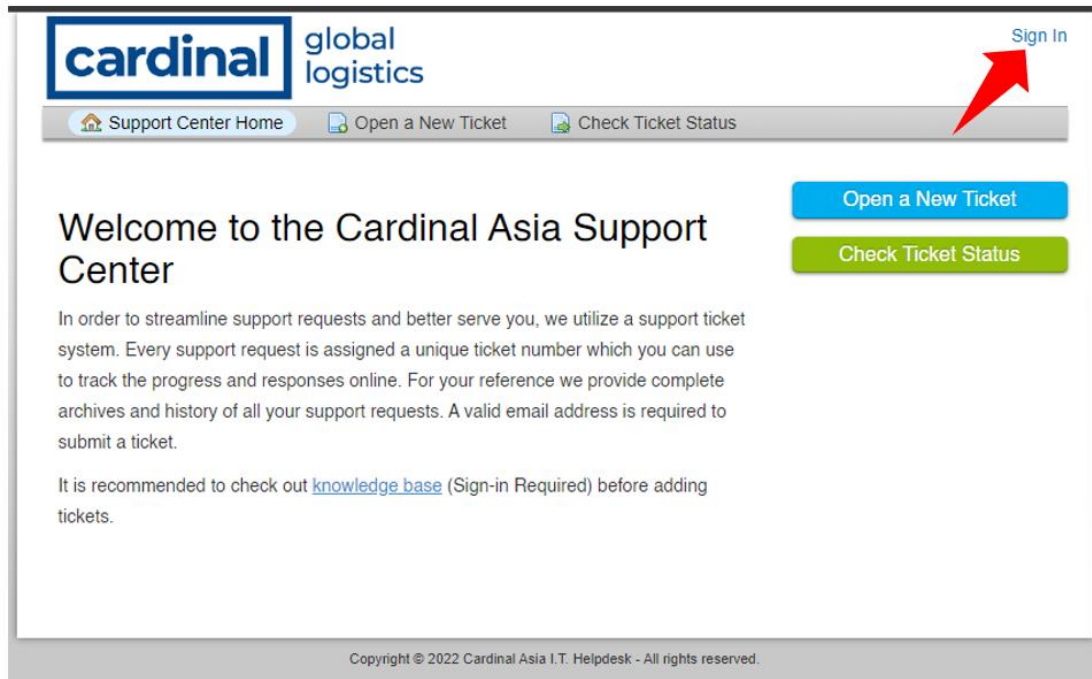
  2. Click "Sign in with Microsoft Account"

3. Sign in with your @cardinalgl.com email

Microsoft

Sign in

░░░░░░░@cardinalgl.com

Can't access your account?

Next

🔑 Sign-in options

Microsoft
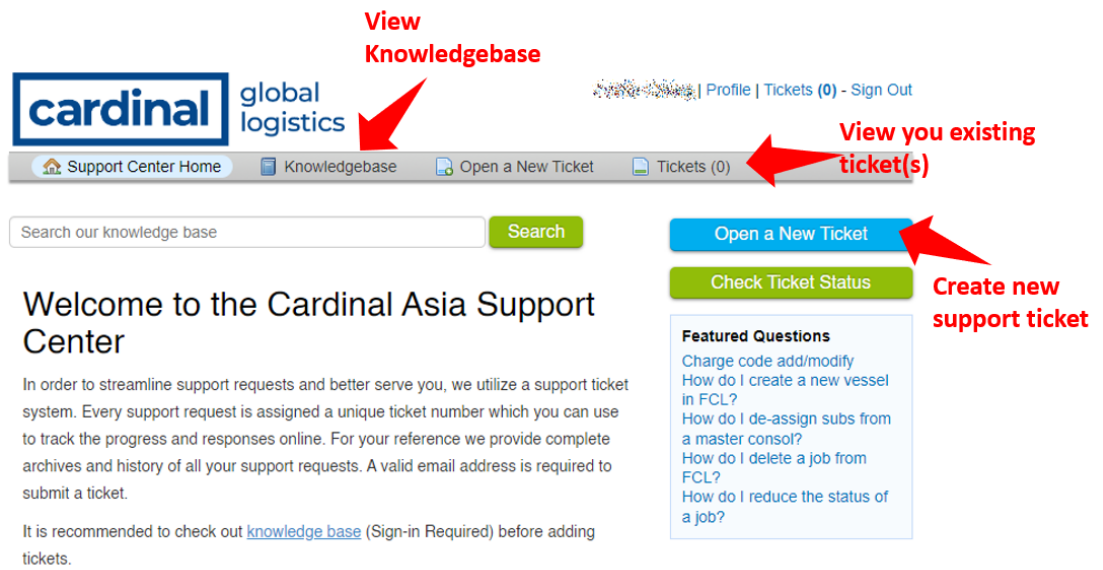
← ░░░░░░░@cardinalgl.com

Enter password

••••••••••

Forgot my password

Sign in

4. You can now access to ticket system.

- ## 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"

  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.

  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.
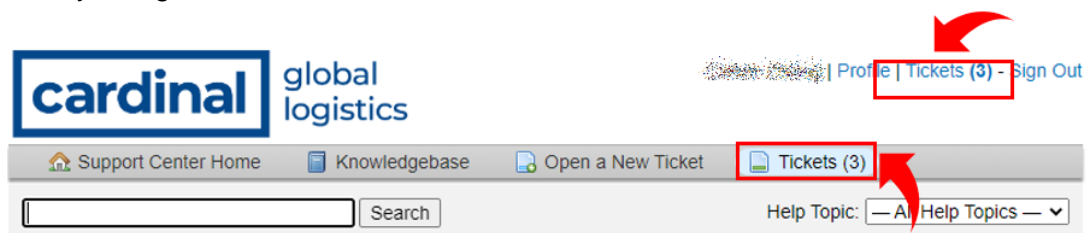

5. Once you have successfully created the ticket, you will be directed to a confirmation of the ticket request being created.
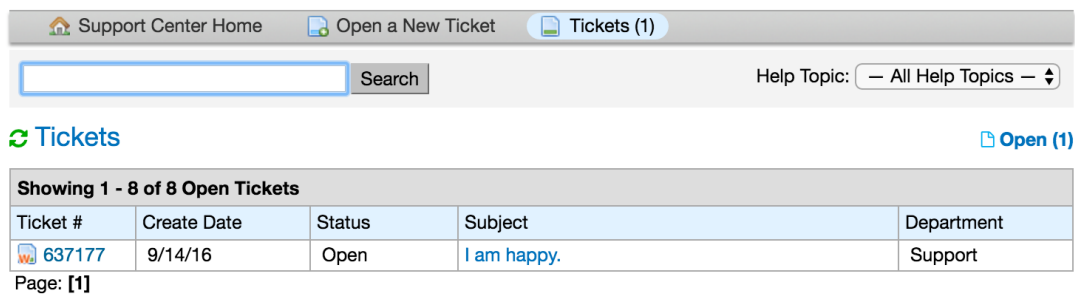

Support ticket request created
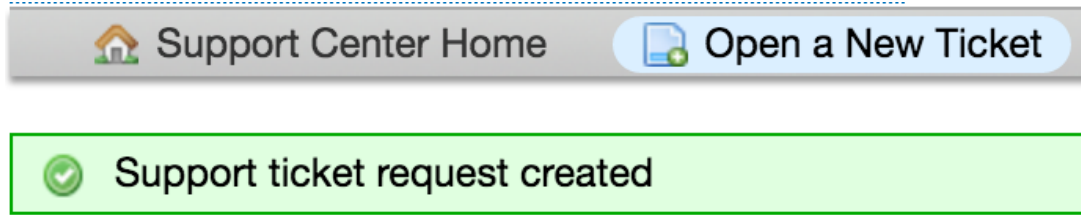
• Check Ticket Status

• *With User Account*

1. Login into support portal
2. After you login, click "Tickets"

3. You will see all current tickets

Ticket #	Create Date	Status	Subject	Department
637177	9/14/16	Open	I am happy.	Support

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- ## 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.