

ISP Portal User Guide



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Document Purpose

This guide explains how to use the Ingenico Support Portal.

It describes how to:

- Access the portal
- View announcements and service information
- Search for self-help information
- Create an incident
- Submit a service request
- Track and manage your support tickets
- Chat with a service agent
- View service status information, where available
- Contact the support team

This guide is intended to help users quickly navigate the portal and efficiently manage their support interactions with Ingenico. Available features may vary depending on your organization's configuration.

About the Customer Support Portal

The Ingenico Support Portal is a centralized platform for submitting and managing customer support requests.

It provides a single point of contact for support interactions across Ingenico products and services.

Through the portal, users can:

- Search the knowledge base for self-help articles
- Raise incidents when a service or product is not functioning as expected
- Submit service requests for configuration changes, access requests, or general inquiries
- Track the status of existing tickets
- View tickets submitted by coworkers within the same organization
- Interact with a virtual service agent, where available
- Contact us for additional assistance

The portal is designed to improve visibility, collaboration, and response efficiency by centralizing all support communication in one place.

What issues can be raised in the Customer Support Portal?

The Ingenico Support Portal is available to raise and manage issues regarding the products and services below:

- All Ingenico terminals (Tetra and Axium platforms)
- Moby mobile payment solutions
- Standard software (SDKs, operating systems, other terminal software components, libraries, etc.)
- Customized software developed by Ingenico for our customers
- Ingenico Solutions such as Terminal Estate Manager (TEM), Hosted Estate Manager (HEM), Remote Key Injection (RKI), Ingenico 360, eSign, etc.

For any other support services, issues should continue to be raised through the existing process and tools.

Accessing the Portal

Receiving Your Access Information

To use the Customer Support Portal, you must have an active user account.

New users receive access information from Ingenico. This may include:

- A welcome email with portal access details

- A link to set up your password
- Instructions for signing in

Access is provided only to authorized users within a customer organization.

Logging In

You can access the Customer Support Portal using your professional email address.

The login experience depends on whether you are:

- A new external customer accessing Ingenico Jira for the first time
- An existing user who already has access to another Ingenico Jira portal

New Customers

If you are accessing the Customer Support Portal for the first time, you must activate your Ingenico Jira account before logging in.

You will receive an email invitation to activate your account.

For the complete activation procedure, including password setup, verification steps, and required authorizations, refer to:

[Appendix A – External Users Access and Password Management](#)

After completing the activation steps described in Appendix A, you can access the Customer Support Portal using your professional email address and password.

Existing Ingenico Jira Users

If you already have access to another Ingenico Jira portal, you should use:

- Your professional email address
- Your existing password

No additional account creation is required. Enter your email address and password when prompted.

After successful authentication, the Home page is displayed.

Multi-Factor Authentication

Multi-factor authentication may be enabled for your account.

If required, you will receive a one-time passcode by email and must enter it during login.

This verification may not be required at every login. In some environments, verification may be required periodically, for example, every seven days.

Accessing Your Profile

Your profile menu allows you to view your submitted requests, review your account information, or log out of the portal.

1. In the top right corner of the portal, select your profile icon.
2. Choose one of the available options:
 - **Requests** to view ticket list
 - **Profile** to view your account information
 - **Log out** to exit the portal

The selected page opens. If you choose **Log out**, your session ends, and you are returned to the login page.

Understanding the Home Page

The Home page is the main entry point of the Customer Support Portal.

From this page, you can:

- View informational announcements
- Search for knowledge base articles
- Raise a support request
- Access product-specific support areas
- View your support tickets
- View tickets submitted by your coworkers, where permitted
- Start a chat with the virtual service agent
- Contact Us

Announcement Banner

The Announcement banner appears at the top of the Home page.

This banner is used to display informational messages related to the Customer Support Portal or Ingenico services.

The Announcement banner is informational only. It is not a system status page and does not display operational outages.

Notes:

- Messages may include general updates or upcoming changes.
- Operational incidents or service disruptions are managed through separate communication channels.

Service Status Page

The Service Status page provides information about operational incidents or service disruptions that may impact customers.

This page is separate from the Announcement banner and is used specifically to communicate:

- Active service incidents
- Planned maintenance activities
- Service degradation or outages

If available in your environment, the Service Status page can be accessed from the Home page or via a dedicated link.

Searching for Information

The search bar allows you to search the knowledge base for self-help articles.

This section is designed to help you resolve common questions without creating a support request.

Perform the following steps to search for an article:

1. On the Home page, locate the search field labeled Search for information.
2. Enter one or more keywords related to your question.
3. Press Enter or select the search icon.
4. Review the list of returned articles.
5. Select an article to open and review it.

The selected article opens in the knowledge base. If the article resolves your issue, no further action is required.

Notes:

- The search functionality may include AI-powered capabilities in future releases.
- Available articles depend on the products and services supported in the portal.
- The Ingenico Support Portal interface is primarily available in English. If you prefer to view the portal in another language, you can use your web browser's translation feature. For

instructions, see [Appendix B – Translating the Portal Using Your Browser](#).

Raising a Support Request

The Home page allows you to initiate a support request.

To begin, select the type of request you want to create:

- Incident
- Service Request

After selecting the request type, you will be prompted to select the relevant Solution. The Solution determines which support team will handle your request.

Examples of product areas may include:

- The Estate Manager
- Tetra
- Ingenico SoftPOS
- Ingenico 360

Selecting a category displays the available request types for that product area. For more information, please refer to the [Creating a Support Request section](#).

Selecting a Product Area

- After selecting the request type, you must choose the appropriate Product area.

Selecting the correct product ensures your request is directed to the appropriate team.

Perform the following steps to select a product area:

1. From the Home page, locate the product category relevant to your issue.
2. Select the product name.
3. Review the available request types.

The list of available request types for the selected product is displayed. You can now choose whether to create an Incident or a Service Request.

Virtual Service Agent

The Customer Support Portal may provide access to a virtual service agent.

The virtual agent helps:

- Identify the correct request type

- Provide quick answers to common questions
- Guide you toward relevant knowledge base articles

Perform the following steps to start a chat:

1. On the Home page, select **Chat with virtual service agent**.
2. Enter your question in the chat window.
3. Follow the prompts provided by the virtual agent.

The virtual agent provides suggested guidance or directs you to the appropriate next step.

Notes:

- The virtual agent functionality may evolve in future releases.
- In some environments, this feature may be marked as Coming soon.

Contacting Us

If you are unsure where to start, you can contact the helpdesk directly.

This option allows you to submit a general inquiry or request follow-up assistance.

Perform the following steps to contact us:

1. On the Home page, select **Contact Us**
2. Complete the required fields in the contact form.
3. Submit the form.

Your message is submitted to the support team for review. You may receive a follow-up response or a ticket reference, depending on the request type.

How to Create a Support Ticket

The Customer Support Portal allows you to submit two types of support tickets:

- Incident
- Service Request

Selecting the correct ticket type helps ensure that your ticket is routed to the appropriate support team and handled efficiently.

In general:

- An **Incident** is used when something is not working as expected.

- A **Service Request** is used when you need information, access, or a procedure to be executed by the support team (e.g., Mockup mode request and user access).

Creating an Incident

An Incident is used to report a problem affecting a product, service, or environment. Examples include:

- A system outage
- An error message
- A feature not functioning correctly
- Service degradation

Incidents are typically prioritized based on impact and urgency.

Perform the following steps to create an incident:

1. From the Home page, select **Raise an Incident**.
2. Complete the required fields in the incident form.
3. Provide a clear and detailed description of the issue.
4. Attach supporting files if applicable.
5. Select **Send**.

After submission:

- A unique ticket reference number is generated.
- A confirmation email is sent to you.
- The ticket appears in the **“My Tickets”** list

You may also receive email notifications when:

- The ticket status changes
- A support agent adds a comment
- Additional information is requested

The support team reviews the incident and updates the ticket status as it progresses. Email notifications help you stay informed about updates without needing to manually check the portal.

Notes:

- The more detailed the description, the faster the issue can be assessed.
- You can add additional information or comments after submission.

Creating a Service Request

A Service Request is used to request information, access, or a planned change. Examples include:

- Access requests
- Configuration updates
- General inquiries
- Documentation requests

Service Requests are handled according to standard support processes.

Perform the following steps to create a service request:

1. From the Home page, select **Submit a Request**.
2. Complete the required fields in the form.
3. Provide a clear description of your request.
4. Attach supporting documents if required.
5. Select **Send**.

After submission:

- A ticket reference number is generated.
- The request appears in the “**My Tickets**” list.
- You receive confirmation of submission.

The support team reviews and processes the request according to the defined workflow.

Viewing and Managing Tickets

The Tickets section allows you to view, track, and manage all support tickets associated with your user account.

Depending on your organization’s configuration, you may also be able to view tickets submitted by other authorized users within the same organization.

From this section, you can:

- View open and closed tickets
- Check the current status of a ticket
- Review ticket details
- Add comments, attachments and additional information

- Track updates from the support team

Accessing the Request Page

Perform the following steps to access your requests:

1. Select your profile icon in the top right corner of the portal.
2. Select **Requests** from the menu.

The Requests page opens and displays a list of your support tickets.

Understanding the Requests List

The Requests page displays tickets in a table format. Each row represents one support request.

The table may include the following information:

- **Type** – Indicates whether the request is an Incident or a Service Request
- **Reference** – The unique ticket number
- **Summary** – A short description of the request
- **Status** – The current stage of the request
- **Service Project** – The related product or service area
- **Requester** – The user who submitted the request
- **Created** – The date the request was created
- **Updated** – The most recent update date
- **Assignee** – The support agent assigned to the request
- **Priority** – The priority level of the request

This information helps you quickly understand the state and progress of your tickets.

Filtering, Sorting, and Searching

The Requests page may provide controls to help you locate specific tickets more efficiently.

Depending on the available interface options, you may be able to:

- Filter requests by status or other attributes
- Sort requests by clicking column headers, such as Created or Updated
- Search for a specific ticket using the reference number or keywords

Use the available controls on the Requests page to refine the displayed results.

Filtering, sorting, or searching only affects what is shown in your current view. It does not modify the ticket data.

Viewing Request Details

Perform the following steps to open a request:

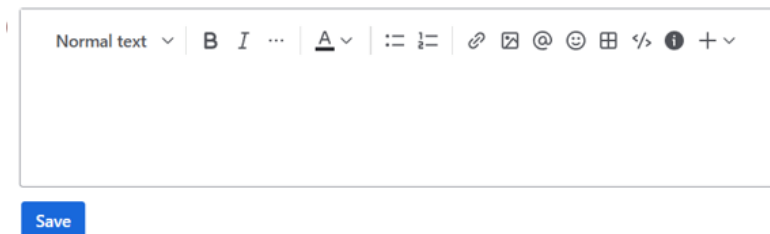
1. From the Requests page, locate the ticket you want to review.
2. Select the ticket **Reference** number.

The Request Details page opens. The details page typically includes:

- Full description of the issue or request
- Current status
- Assigned support agent
- Priority level
- Communication history
- Attachments

Adding Comments or Attachments

You can provide additional information or respond to questions from the support team directly within the ticket.



The image shows a rich text editor toolbar with various icons for text formatting (bold, italic, underline, color), alignment (bulleted list, numbered list), linking (link, unlink), and other functions (link preview, undo, redo, help, and a plus sign for more options). Below the toolbar is a blue button labeled "Save".

Perform the following steps to add a comment:

1. Open the request.
2. Locate the comments or activity section.
3. Enter your message.
4. Select **Submit** or **Add Comment**.

Perform the following steps to add an attachment:

1. Open the request.
2. Select the attachment option.
3. Upload the required file.
4. Submit the update.

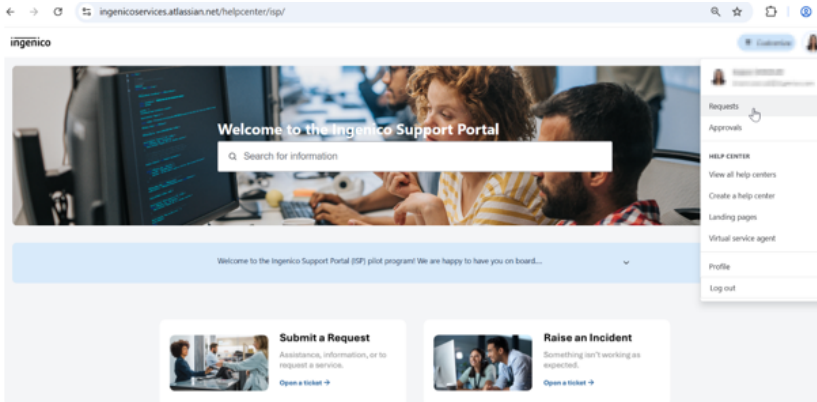
Your comment or attachment is added to the ticket, and the support team is notified.

Viewing Coworker Requests

Users within the same organization may be able to view tickets submitted by their coworkers. This allows teams to:

- Maintain visibility across shifts
- Collaborate on open issues
- Avoid duplicate ticket creation

Viewing All Tickets



Ingenico Support Portal

Requests

Switch to advanced search with more criteria

Request contains... Status: Open requests Request type

Type	Reference	Status	Service project
<input type="checkbox"/>	UCSUP-10183	WAITING FOR REPORTER	Ingenico Support Portal
<input type="checkbox"/>	UCSUP-8435	SUPPORT WORKING	Ingenico Support Portal
<input type="checkbox"/>	UCSUP-10327	SUPPORT WORKING	Ingenico Support Portal
<input type="checkbox"/>	UCSUP-5651	WAITING FOR REPORTER	Ingenico Support Portal

Ingenico Support Portal

Requests

Switch to advanced search with more criteria

Request contains... Status: In Progress Request type

- All
- Created by me
- Where I am a participant
- Shared with my organizations

Perform the following steps to view coworker requests:

1. Open your profile by clicking your avatar (image), then select “**Requests.**”
2. The list of your tickets is now displayed.
3. Use the filters to choose a ticket **status** or select **all statuses**.
4. Choose the option that shows “**Where I am a participant**” or “**Shared with my organizations**”

The Requests list updates to display tickets submitted by other authorized users within your organization. You can use filtering, sorting, or search controls to refine the displayed results.

Notes:

- Visibility depends on your organization’s configuration and permissions.
- Only authorized users within the same organization can view shared tickets.

Understanding Request Statuses

Each ticket progresses through different statuses during its lifecycle. Common statuses may include:

- **Backlog** – The request has been created and is awaiting review.
- **Work in Progress** – The support team is actively investigating or processing the request.
- **Resolved** – A solution has been provided.
- **Closed** – The request has been completed and formally closed.

Status names may vary depending on internal support workflows.

The tickets with status “Resolved” can be reopened by the reporter.

Appendix A – External Users Access and Password Management

How to Activate Your Account and Connect to Ingenico Jira

As an Ingenico Customer, you will receive an email invitation.

Step 1 – Accept Invitation

You received an email like the one shown below.



Ingenico <jira@ingenicoservices.atlassian.net>
to me ▾

ingenico

**WELCOME
TO INGENICO
SUPPORT PORTAL**



Dear Ingenico Customer,

Welcome onboard! We're excited to help your business grow!



Our support team is here to help!

[Login to your account](#)

Existing Ingenico Jira User - please use your **current** login credentials

New Ingenico Jira User – see **Appendix A** in the Ingenico Support Portal Guide below

Take a step forward and read the latest support documents:

[Ingenico Support Portal Guide](#)



Whether you need assistance with our products and services, our technical experts are always here to help.

Click on **Login to your account**.

Step 2 – Enter Your Email Address

You will be redirected to the login page.

Enter your professional email address, then click on **Next**.

Ingenico Support Portal
Enter your email to log in or sign up

Email address

Next

On the next page, click on
Continue with Atlassian account

Click on **Continue**

← Back
Ingenico Support Portal
Use Atlassian account to log in

Email address

samuel.klee09@gmail.com

Continue with Atlassian account

Your Atlassian account

Make things easier by using one account across all of your Atlassian apps. [Learn more](#)

Jira

Log in to continue

Email *

Remember me ⓘ

Continue

Or login with:

Passkey

Or continue with:

Google

Microsoft

Apple

Slack

[Can't log in?](#) • [Create an account](#)

ATLASSIAN

One account for Jira, Confluence, Trello and [more](#).

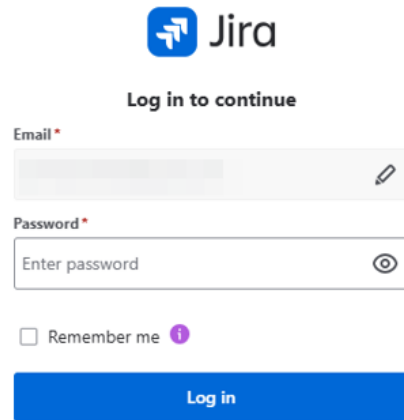
[Privacy Policy](#) • [User Notice](#)

Step 3 – Authentication Scenarios

Two cases may occur:

3-a – You Have Already Used Jira Cloud

Enter your Atlassian account password and click **Log in**



The screenshot shows the Jira login interface. At the top is the Jira logo. Below it is the text "Log in to continue". There are two input fields: "Email" and "Password". The "Email" field has a placeholder and a pencil icon. The "Password" field has a placeholder "Enter password" and an eye icon. Below the fields is a checkbox labeled "Remember me" with an information icon. At the bottom is a blue button labeled "Log in".

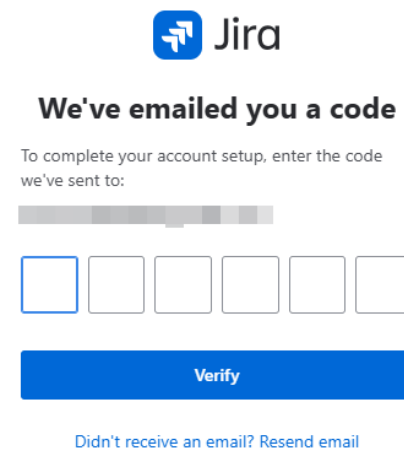
3-b – You Have Never Used Jira Cloud Before

Atlassian verifies that the email address belongs to you.

Enter the **verification code** received at your email address



Complete the creation of your Atlassian account by entering your

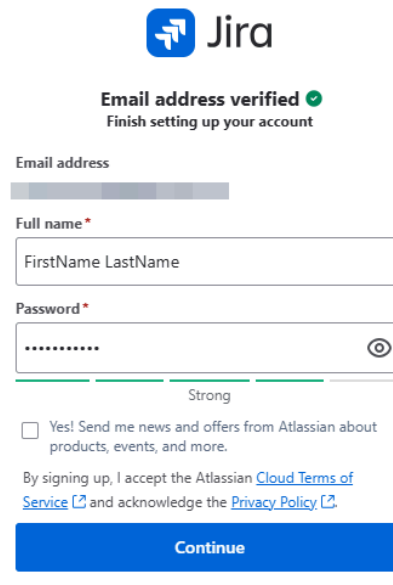


The screenshot shows the Jira verification page. At the top is the Jira logo. Below it is the text "We've emailed you a code". Underneath is the text "To complete your account setup, enter the code we've sent to:" followed by a blurred email address. Below that are six empty input boxes for the verification code. At the bottom is a blue button labeled "Verify". Below the button is a link that says "Didn't receive an email? Resend email".

ATLASSIAN
One account for Jira, Confluence, Trello and [more](#)

display name (Full name) and setting a **password**.

Click on **Continue**



Jira

Email address verified ✓
Finish setting up your account

Email address

Full name*

FirstName LastName

Password*

Strong

Yes! Send me news and offers from Atlassian about products, events, and more.

By signing up, I accept the Atlassian [Cloud Terms of Service](#) and acknowledge the [Privacy Policy](#).

Continue

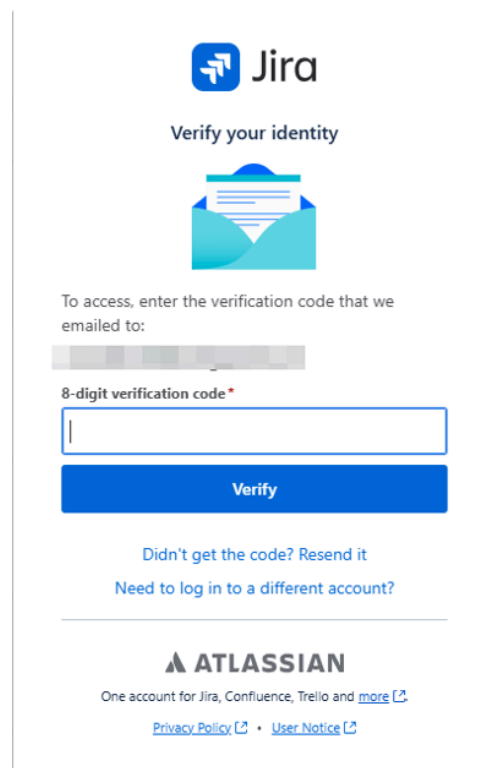
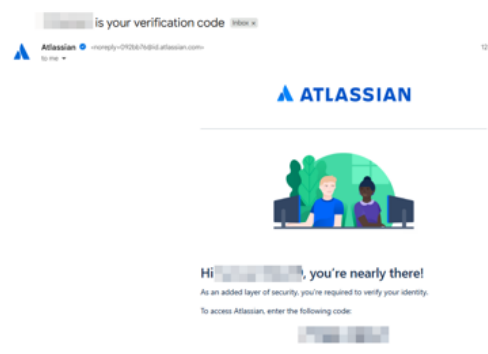
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One account for Jira, Confluence, Trello and [more](#)

Step 4 – Final Verification

This step confirms that your account is authorized to connect to our instance.

Enter the **verification code** received at your email address



Jira

Verify your identity

To access, enter the verification code that we emailed to:

8-digit verification code*

Verify

Didn't get the code? [Resend it](#)

[Need to log in to a different account?](#)

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[Privacy Policy](#) • [User Notice](#)

Step 5 – Access Atlassian Home

Finally, you will be redirected to the Atlassian Home page.

You can now access the Ingenico Support Portal.

Appendix B – Translating the Portal Using Your Browser

The Ingenico Support Portal is primarily available in English. If you prefer to view the portal in another language, you can use the translation features provided by your web browser.

Many modern browsers offer built-in page translation capabilities that allow you to automatically translate web pages into your preferred language.

Google Chrome

To translate the portal using Google Chrome:

1. Open Google Chrome.
2. Navigate to the Support Portal.
3. When the page loads, a translation prompt may appear in the address bar asking if you want to translate the page.
4. Select your preferred language.

If the translation prompt does not appear:

1. Right-click anywhere on the page.
2. Select **Translate to [language]**.

You can also manually select the translation language by:

1. Selecting the three dots in the top right corner of the browser.
2. Selecting **Translate**.
3. Choosing the language you want to translate the page into.

Microsoft Edge

To translate the portal using Microsoft Edge:

1. Open Microsoft Edge.
2. Navigate to the Support Portal.
3. When the page loads, a translation prompt may appear asking if you want to translate the page.
4. Select your preferred language.

If the prompt does not appear:

1. Right-click anywhere on the page.

2. Select **Translate to [language]**.

You can also configure preferred languages in the browser settings.

Firefox

Firefox may not include a built-in translation feature in all versions.

To translate the portal in Firefox:

1. Install a translation extension from the Firefox Add ons website.
2. Examples include **Google Translate** or similar translation tools.
3. After installing the extension, follow the instructions provided by the extension to translate the page.

Alternatively, you can copy text from the page and translate it using an online translation service such as Google Translate.