

(THE NEW!) EVOTIX SUPPORT

How to manage support tickets through our
upgraded interface

Welcome to Evotix Support!



Raise A Support Case



Assure Administrator Tutorials

Assure User Tutorials

Assure Go + Tutorials

Assure Knowledge Base

Welcome to Evotix Support!



Raise A Support Case



Access help
resources

Assure Administrator Tutorials

Assure User Tutorials

Assure Go + Tutorials

Assure Knowledge Base



Easy access
to resources

 Search

Assure

AssureGO+

Insights

Promoted articles

[Map Option for Location - Main System Configuration](#)

[IQ Scoring Guide](#)

[View and manage actions in AssureGO+](#)

[Assure SSO Azure AD Configuration Guide - UK \(EMEA\)](#)

[Assessment and Inspection Template Library](#)

[Creating and assigning actions on AssureGO+](#)

[Setting Org Unit Defaults and Module Specific Defaults in Assure](#)

[Filter Based Notifications](#)

[How to find and share your AssureGO+ URL](#)

Welcome to Evotix Support!



Raise A Support Case



Submit a
new ticket

Assure Administrator Tutorials

Assure User Tutorials

Assure Go + Tutorials

Assure Knowledge Base

Raise a Support Ticket for Evotix

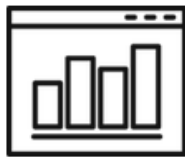


Submit based
on system
area

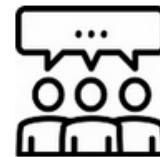
Raise An Assure Go + Issue



Raise An Insights Issue



Raise An Assure Issue



Raise a Learn Issue



My Open Cases ▾

7 items • Sorted by Case Number • Filtered by My cases - Closed • Updated a few seconds ago



Streamlined submission
through simplified drop-
downs

Assure

Type

--None--

✓ --None--

Problem

Question

Question

Description

What product are you raising for

--None--

Internet Browser Used

--None--

Number of Users affected

--None--

Confirm

Assure

Type

--None--

Case Reason

--None--

Subject

Description

What product are you raising for

--None--

Internet Browser Used

--None--

Number of Users affected

--None--

What kind of ticket

Issue Info- the more, the better!

Details for our team

Confirm



Raise An Assure Go + Issue

Raise An Insights Issue

Raise An Assure Issue

Raise a Learn Issue

Cases raised
by you

My Open Cases ▼

7 items • Sorted by Case Number • Filtered by My cases - Closed • Updated a few seconds ago

	Case Number ↑	Subject	Status	Date/Time Opened	Case Owner Alias	
1	00001017	How do I setup my homepage dashboards	New	12/09/2022, 10:04	slong	▼
2	00001020	I can't log into Learn	New	16/09/2022, 14:20	slong	▼
3	00001021	Can't see AFR Rates in Insights	New	16/09/2022, 14:20	slong	▼
4	00001038	How do I publish Observations to my portal?	New	23/09/2022, 20:27	slong	▼
5	00001040	How do I use branching for iQ sections?	New	23/09/2022, 20:55	slong	▼
6	00001043	Publish inspection to the portal	New	29/09/2022, 00:14	slong	▼
7	00001044	Add Org. Units	New	29/09/2022, 05:15	slong	▼

Assure Administrator Tutorials



Assure User Tutorials



Assure Go + Tutorials



Assure Knowledge Base



Cases raised by all users
in your Org.



All Cases



24 items • Sorted by Case Number • Select a List View • Updated by All cases • Updated a few seconds ago

Search this list...



	Case Number ↑	Subject	Status	Date/Time Opened	Case Owner Alias	
1	00001016	When saving an incident I am getting an error.	New	12/09/2022, 09:55	pfawc	▼
2	00001017	How do I setup my homepage dashboards	New	12/09/2022, 10:04	slong	▼
3	00001018	How do I share a dashboard?	On Hold	12/09/2022, 17:45	pfawc	▼
4	00001019	Can I modify the questions without going into Assure	New	16/09/2022, 14:20	pfawc	▼
5	00001020	I can't log into Learn	New	16/09/2022, 14:20	slong	▼
6	00001021	Can't see AFR Rates in Insights	New	16/09/2022, 14:20	slong	▼



Case
How do I publish a policy to the portal?

Status
Closed

All updates on the case

Follow cases to receive updates on cases other users in your Org. have submitted

+ Follow

Activity

Details

Attachments

Share updates as needed

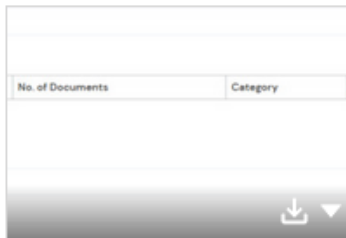
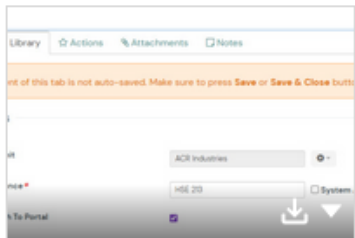


anna.relph@evotix.com (Employee)
2m ago

To publish a new policy to the Document Library on the Employee Portal, there are two steps:

First, click into the policy itself and tick Publish to Portal. This enables the policy to appear as an option within the portal settings.

Second, navigate to the Portal Dashboard , select which portal you'd like to publish to, and click on Edit within the cog wheel. Here, scroll down to Policies and click on "Add." You can then select which the new policy you'd like to display.



Post

Can we search policies in the app? |



To this case



Share

Click, or press Ctrl+



Case

How do I publish a policy to the portal?

✓ Following

Status
Closed

Case Number
00001039

Case details & status

Activity

Details

Attachments

Case Number
00001039

Case Owner
Stuart Long

▼ Description Information

Case Record Type
Assure Go +

Type
Question

Case Reason
Unsure how to do something

Subject
How do I publish a policy to the portal?

Description
I've uploaded a policy to the Document Library. How do I publish to our Employee Portal?

What product are you raising for
Other

Internet Browser Used
Google Chrome

Post

Share an update...

Share



Case

How do I publish a policy to the portal?

✓ Following

Status
Closed

Case Number
00001039

View existing attachments or
upload additional



Activity

Details

Attachments


Attachments (2)

Upload Files

Title	Type	Last Modified	Created By	
 Screenshot (334)	File	28/09/2022, 20:09	Anna Relph	▼
 Screenshot (333)	File	28/09/2022, 20:09	Anna Relph	▼
View All				

Post

Share

✓ Description Information

Case Record Type

Assure Go +

Type

Question

Case Reason

Unsure how to do something

Subject

How do I publish a policy to the portal?

Description

I've uploaded a policy to the Document Library. How do I publish to our Employee Portal?

What product are you raising for

Other

Internet Browser Used

Google Chrome

Number of Users affected

Multiple Users

Closing Comments

Status

Closed

✓ Contact Details

Contact Email

salesforcetest21@outlook.com

Contact Phone

01011 101010

✓ System Information

Created By

[Stuart Long](#) , 23/09/2022, 20:37

Date/Time Opened

23/09/2022, 20:37

Customer Success Manager At Evotix

customer.success.manager@evotix.com

Last Modified By

[Anna Relph](#) , 28/09/2022, 20:11

Date/Time Closed

28/09/2022, 20:11

✓ Contact Details

Contact Email

salesforcetest21@outlook.com

Contact Phone

01011 101010

Customer Success Manager At Evotix

customer.success.manager@evotix.com

The link to your Customer Success Manager's email address will display in ticket details

Find Out What's New at Evotix



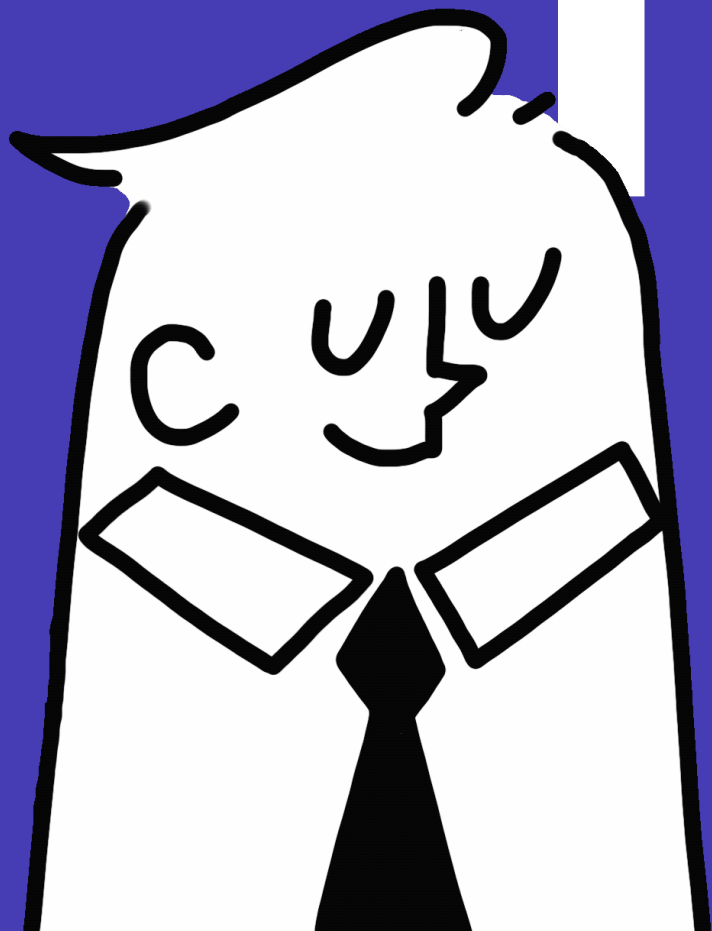
Links to any additional Evotix updates will be available on the What's New page

What's New!

· Assure Makeover - NOW LIVE - [Read More](#)

Upcoming Events

· Click to see events we have happening - [Read More](#)



Thank you

Any questions?