Your Guide to Accessing Mithi Help Desk Support

Login to Help desk

- 1. Login to your Mithi account (https://docs.mithi.com/home/how-to-login-to-mithi-account) using a contact id with the Tech Contact Role (https://docs.mithi.com/home/how-to-manage-contacts-and-roles-in-mithi-account).
- 2. From the drop-down menu accessible from the top left corner, click on Help Desk
- 3. The Help desk window will open in a new tab.

Searching for a solution in the Helpdesk

- 1. Select the Solutions tab
- 2. Enter your keywords to search and press the Enter key
- 3. The system will show all the relevant topics. Click to open a topic.
- 4. If your topic is not present in the Solutions section, you can browse through the Knowledge Base. To access the Knowledge Base, click on the Knowledge Base widget in the bottom right corner. Search for your topic.

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Home Solutions Tickets	
 view attachments 	New Support Ticket
(Mail) Unable to view attachments (EMAIL ACCESS VIA DESKTOP & MOBILE C	ants)
Solutions	
SkyConnect	
Login (3)	SecureMailFlow Management (6)
[Mail] User is unable to login to his account using the web client (B	[SecureMailFlow] Blacklist domain
[Mail] User's account password needs to be reset	(SecureMailFlow) Whitelist domain
[Mail] User's account has been locked out	(SecureMailFlow) Blacklist user
	[SecureMailFlow] Whitelist user
	[SecureMailFlow] End users are getting mail from Trend Micro with
	See all 6 articles
Mail flow problems (5)	Email access via Desktop & Mobile clients (4)
[Mail] End users cant send mail	[Mail] Unable to view mail on a desktop client
[Mail] Mail from an external sender is not received	[Mail] How to configure email access from mobile
[Mail] Unable to send a mail to a external user	[Mail] Unable to view attachments
[Mail] Mail from another user on my domain not received	Erequent IMAP folder Synchronizations in Outlook
[Mail] Unable to send a mail to another user on the same domain	
Mail flow configurations (2)	Provisioning (6)
[Mail] How do I block a user from receiving mail	(Mail) Add/Provision domains
[Mail] How do I block a user from sending mail	[Mail] Add/Provision users
	(Mall) Delete users Kno

Raising a ticket using the Helpdesk

- 1. Click New Support Ticket
- 2. Select a Category from the drop-down list
- 3. Depending on the **Category**, you may have to select one or more options on the page. For example, if you choose the Technical category, then you have to specify the product.
- 4. In the subject field, enter your request/query.
- Once you enter the request, the system will show you topics matching your request or query from the Solutions section on the right of the screen. Clicking on any of these topics will show the details in a new browser tab.
- 6. In the **Description** field, give all the details about the problem. When reporting a problem, giving screenshots will help speed up resolution time. To add screenshots, simply press the Print Screen button and paste it in the Description box.
- 7. Attach any supporting files.
- 8. Click Submit.

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Ticket responses

- 1. When the Mithi team responds to your ticket, you will get an auto-email alert. The alert will have a response from the Mithi team.
- 2. To submit your reply, click the link in the email alert. If you are not logged in to the Helpdesk, you will be prompted to log in.
- 3. The system will automatically open the ticket.

- 4. Scroll to the bottom to see the latest response from the Mithi team.
- 5. Type in your reply and click Submit.

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APPLS CANCEL		Knowledge Base

Viewing support tickets

- 1. Click Tickets
- 2. By default, the system will show all the Open and Pending tickets
- 3. Click on the down arrow to change the filter.

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Home Solutions Tickets	
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Open or Pending. •	Export tickets
All Tickets	
Open or Pending Resolved or Closed	Being Processed
What is your support number? #113 Created on Tue, 15 Oct at 5:34 PM	Moved to Deployment
Billing Query #107 Created on Mon, 14 Oct at 9:48 AM Agent: Mrunali Patare	Escalated to L2
New Domain Creation #106 Created on Mon, 14 Oct at 9:46 AM Agent: Mrunall Patare	Awaiting your Reply
New Domain Creation #105 Created on Mon. 14 Oct at 9:30 AM	Moved to Deployment
test Flow 1 #104 Created on Fri, 11 Oct at 4:02 PM Agent: Mrunall Patare	Escalated to Billing
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upport.freshdesk.com/support/tickets#	Know

4. Change the sort order by selecting an option given.

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Date Created Last Modified Status 254	Being Processed
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New Domain Creation #106 Created on Mon, 14 Oct at 6-46 AM Agent: Mrunall Patare	Awaiting your Reply
New Domain Creation #105 Created on Mon, 14 Oct at 9:30 AM	Moved to Deployment
test Flow 1 #104 Created on Fri. 11 Oct at 4:02 PM Agent: Mrunali Patare	Escalated to Billing
port.freshdiesk.com/support/tickets/filter/twf_order+status	Know

5. To search for a specific ticket, enter a keyword to search

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Billing queries now	
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EB Billing Query TICKET	Being Processed
What is your support number? #113 Created on Tue, 15 Oct at 5:34 PM	Moved to Deployment
Billing Query #107 Created on Mon, 14 Oct at 9:48 AM Agent: Mrunali Patare	Escalated to L2
	Escalated to L2 Awaiting your Reply
Created on Mon, 14 Oct at 9:48 AM Agent: Mrunali Patare New Domain Creation #106	
Created on Mon, 14 Oct at 9:48 AM Agent: Mrunali Patare New Domain Creation #106 Created on Mon, 14 Oct at 9:46 AM Agent: Mrunali Patare New Domain Creation #105	Awaiting your Reply

- 6. Click on the Subject of the ticket to view contents and post replies
- 7. To re-open a closed ticket, click the Reply link to type in your reply.

FAQs

Do I get Helpdesk to ask when I am conducting a trial of a Mithi product?

Yes. You get access to the Helpdesk when you are trying out a Mithi product. The access will be limited to the trial period.

Do I get email support?

No, support is available via the Helpdesk.

Can I access the Helpdesk from a mobile?

Yes, you can access the Helpdesk using a mobile browser.

Will telephonic support be available.

Yes. However, the call will be to discuss the problems or solutions for tickets raised. Calls without a reference ticket id in the Helpdesk will not be encouraged. If you are having difficulties in submitting a ticket, our team will be happy to assist you.

What are the response and resolution times for the tickets?

These are explained in the SLA here (https://docs.mithi.com/home/terms-of-services#response-and-resolution-times).

Are there any restrictions on the number of tickets I can raise?

No there are no restrictions on the number of tickets you can raise.

How long will be the ticket history be maintained?

Ticket history for the last one year will be maintained.