Codemill
Help Center Portal
Quick Start Guide

1 Registering at the Help Center website portal

1.1 Locating the Help Center website

Open your web browser and enter the URL **https://support.codemill.se/**.
This URL is the only one that you need to remember in order to access the Help Center portal.
You will be redirected to another URL – this is by design and nothing to worry about.

If you already have a Help Center account, proceed with step **2.1 Logging in to the portal**.
Otherwise, if you do not already have a Help Center account, you will need to register for one.

1.2 Registering for a new account

On the front page of the Help Center website portal you will see a login screen as shown in the figure below. Click the "Sign up" link at ①:
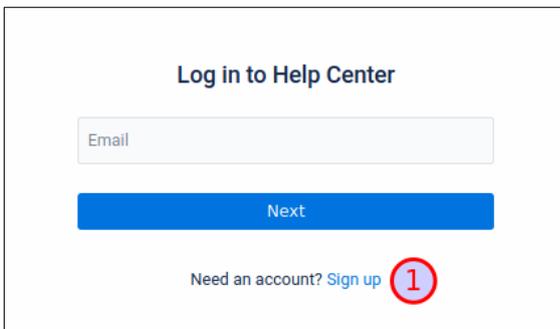
Next, you will see a "Sign up" screen as shown in the left figure below. Enter your email address ① and click the "Send link" button ②. The Help Center will then display the screen shown in the figure to the right. You will also receive an email with a sign up link which you need to use in order to complete the sign up process.
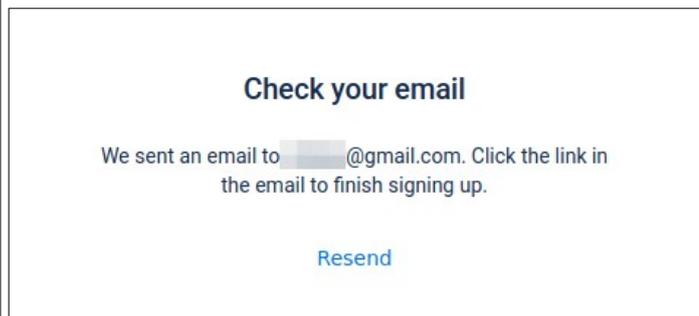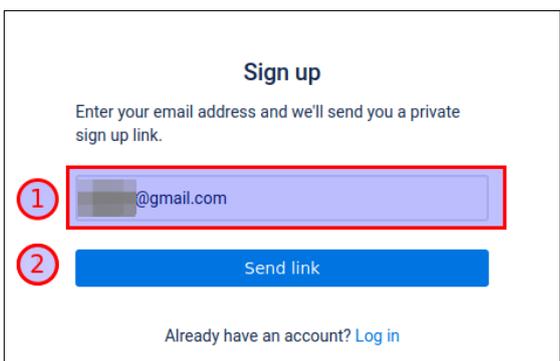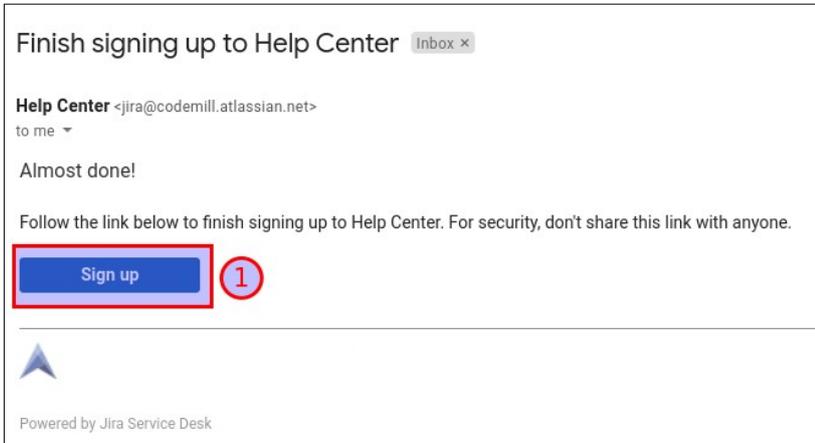

1.3 Verifying your email address

Check your email inbox for an email from the Help Center. The sender email address should be:
**jira@codemill.atlassian.net**.

Proceed with the sign up process by clicking the "Sign up" link ① in the email message, as shown in the figure below. (The layout of the email may vary depending on your email software.)

1.4   Specifying your name and password

The "Sign up" link in the email will take you to a new screen in your web browser as shown in the figure below. Enter your full name ①, a secure password ②, and click "Sign up" ③ .
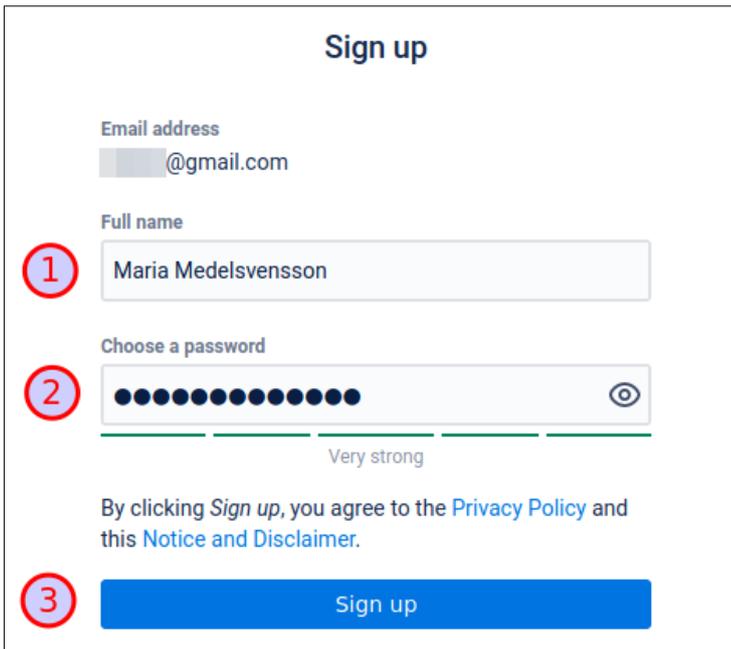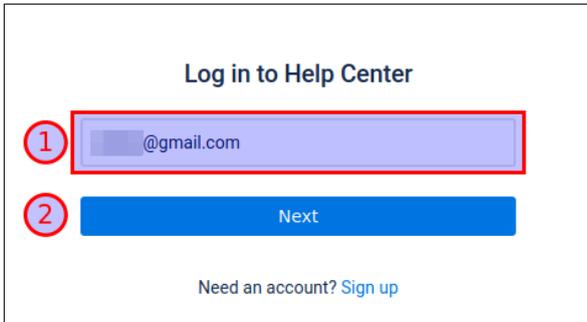

You have now registered an account and can start using the Help Center.
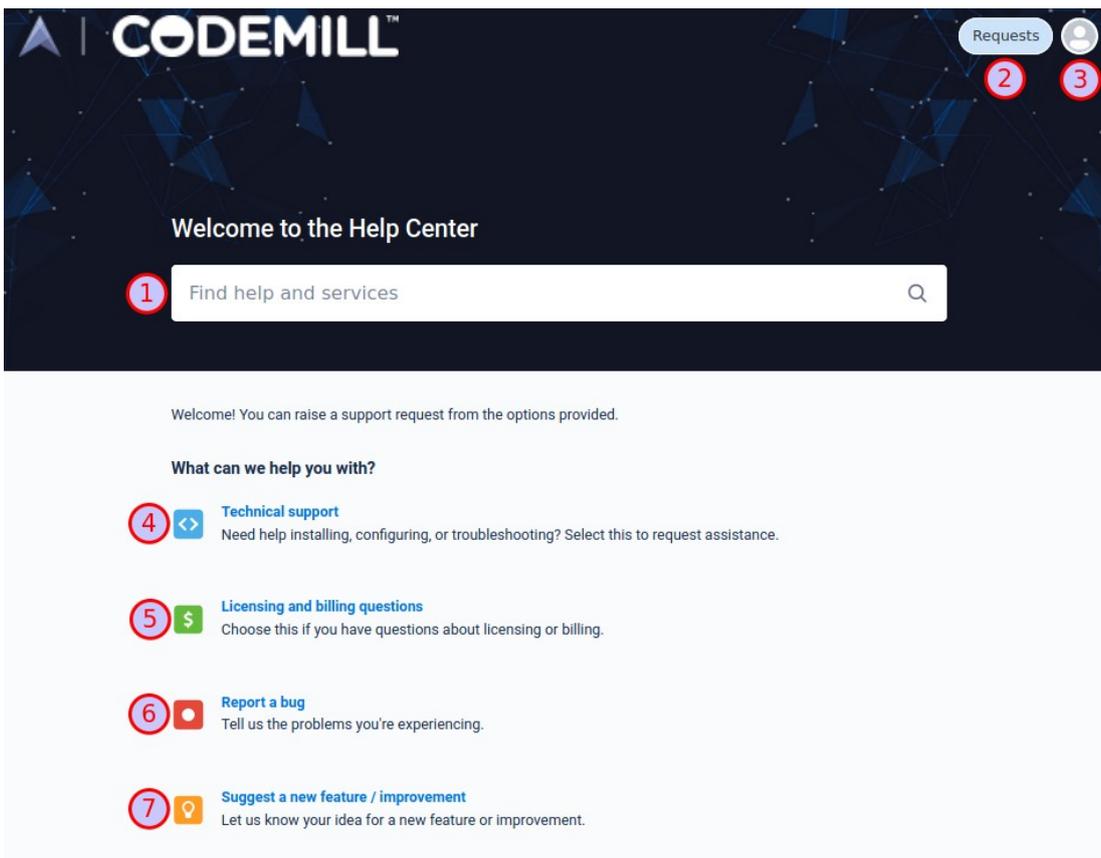
2 Inside the Help Center portal

2.1 Logging in to the portal

When you go to the Help Center website portal you will see a login screen as shown in the figure below. Log in by entering your email address ① and then click "Next" ②.

2.2 Overview of the Help Center main page

When you have successfully logged in to the Help Center portal, you will see the main page:

At the top of the previous figure you can see a search form ① where you can enter keywords or phrases and get suggestions for relevant documents or web pages based on your search. If you do not find what you need you can proceed to use one of the links at numbers ④ ⑤ ⑥ and ⑦. Those your links will take you to a new screen where you can register a ticket (see **2.3 Creating a new support request** below).

Also in the upper half of the main page you can see a button labeled "Requests" ②. By clicking on that button you will be able to access all the support tickets that you or your organisation has created. Next to that button you have an button to access your personal profile ③.

2.3   Creating a new support request

As mentioned above there are four types of support requests.

Technical Support ④: If you need help with e.g. installing or configuring the software, or if you cannot figure out how to accomplish certain tasks, then you can register a "Technical support" request.

Licensing and billing questions ⑤: For non-technical questions concerning licensing and billing we recommend you choose this option.

Report a bug ⑥: If you notice the software is not functioning correctly, e.g. a button or link is broken or misbehaving or an image or some text seems incorrect, then you should report a bug. If you are not sure, you can also register a "Technical support" request.

Suggest a new feature/improvement ⑦: Last of all, if you have an idea on how the software can be made better, perhaps you want a new functionality or think some existing aspect can be improved, then we recommend you choose this option.

When you select one of these four request types, you will see a new screen (not shown here). We recommend that you try to enter as many details as possible in the fill out form. Think of it this way: if you provide sufficient details, we can reduce the risk where the support engineer need to get back to you to ask for clarifications. This will speed up the time it takes for us to solve the issue.

As soon as you have created a support request, our support team will be automatically notified. When we reply to your request, you will get a notification both in your Help Center account as well as to your email address.

For more in-depth instructions on how to use the Help Center portal, including aspects not covered here, we also offer the *Codemill Help Center Portal Getting Started Guide.*