# Mirasys Service Desk Guide

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# 1. Mirasys Service Desk User Guide

The Mirasys Service Desk is a web-based customer support system intended for a convenient and structured way to submit Mirasys support requests.

It eliminates the need to use the telephone, email, and the difficulties to keep a track of phone or email-based requests and their support status.
In the Mirasys Service Desk you can easily:

- Create a new user account for the use of the Service Desk portal

- Reset a forgotten Service Desk password

- View and change profile information

- View submitted support requests

- Submit a new support request

- Keep a track of the status of a support request

- Update a request with a new information

- Log out of the system

Each support request will get its own easily trackable support ticket identifier. Currently, the Mirasys Service Desk consists of the Mirasys Technical Support Requests portal, but additional Service Desks may be created for specific purposes.

## Mirasys Service Desk Location

The Mirasys Technical Support Service Desk can be found on the web through this direct link: [Mirasys Service Desk](#)

## Creating a New Service Desk User Account

Before you are able to submit any Service Desk requests, you must first have a **user account** (user credentials, a username and a password) to the **Mirasys Service Desk**.

- Open Mirasys Service Desk site https://support.mirasys.com.
- To create a new account, you need to click the **Signup link**.

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- After that service desk is asking your account email address. Fill this and click **Send Link**.



Now in your email has a registration link for the Mirasys Service Desk. If not please check your email junk mail folder.

Click the **Sign-up** link in your email and now you can fill in your user details; Full name and password.

When details are filled in and you have clicked the Sign uplink, you are forwarded to Mirasys Service Desk front page.

On this page, you can see the Mirasys Service Desk support phone number and also create a new ticket.

# Creating a New Technical Support Request

On the front page, you can find the link to the New Technical Support Request. With this, you can create a new ticket on Mirasys Service Desk.

1. Click **New Technical Support Request**

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Mirasys Service Desk / Mirasys Technical Support Requests

## Mirasys Technical Support Requests

You can raise a Mirasys technical customer support request from the options provided. You can also search for solutions by using search. Tip for searching: use complete words eg. camera or use an asterisk eg. cam*

Please check here current Mirasys Support and Warranty Statement.
https://documentation.mirasys.com/articles/mirasys-support-and-warranty

When you are creating new ticket for us, please check that you fill in all possible fields and include VMS system logs.

If problem is related to hardware, please contact manufacturer support.

HP
+358 9 8171 0031
https://support.hp.com/

Dell Support
+358 20 753 3555

Dell ProSupport 24/7
+358 20 753 3566
https://www.dell.com/support/home

Sometimes it's easier to check situation remotely, then you can use our Mirasys Quick Support software

https://get.teamviewer.com/mirasupport

Support Phone
+358 600 12335
Monday to Friday 8.00 - 16.00 GMT+2
Call costs € 2.95 per minute (+ local call charge)

What can we help you with?

**New Technical Support Request**
Create/submit a new technical support request (ticket) to Mirasys.

2. Enter **Customer Country**
3. Type **End Customer**
4. Select **the status of the SMA**
5. Enter **VMS license number**
6. Type **Problem summary**
7. Select **Which product the problem is related to**
8. Enter a **detailed description of the problem**
9. Click **Send**

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Raise this request on behalf of *

Tapio Koistinen (tapio.koistinen@mirasys.com)

Customer Country *

[2]

What is your phone number?

E.g. +358 45 111 0000

End Customer *

[3]

Name of the end customer

Status of SMA *

[4]

VMS license number *

[5]

Distributor

Problem Summary *

[6]

Which product is the problem related to? *

[7]

Please choose "Other" if product not listed

Please describe the problem in detail *

[8]

Any files that can help us?

Drag and drop files, paste screenshots, or browse

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When a ticket is sent to the Mirasys Service Desk page is updated with these details and you can add more information there if needed.
When Mirasys update details etc. on case you will receive a notification email.

# Checking open tickets

You can check open tickets under Request, which is located upper right corner.

At this same location, you can also see your own company other tickets, if you have added them under the company.

Mirasys Service Desk person can do this change.

# Searching articles

You can find helpful information on https://training.mirasys.com or using a magnifying glass to search articles.

# Changing password

You can change your password and details under the profile icon, which is located upper right corner.

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Send feedback on this topic to Mirasys Ltd.