The University of Sussex – Guide

Proactis Supplier Helpdesk Registration & Raising a Helpdesk Ticket

Proactis Supplier Helpdesk

Registration & Raising Tickets

Proactis have a supplier helpdesk for any issues you may have with registering or using the portal. The supplier helpdesk can be accessed at:

http://proactis.kayako.com

1. To register on the supplier helpdesk:

1.1 Either you can access the helpdesk on the link above, or, if you have successfully registered on the portal, your email from Proactis will include the link as shown below:



- 1.2 Click on the link Supplier Support Portal as shown above
- 1.3 This will load the following webpage
- 2. Click on Supplier Network Support as shown below:



3. The following screen will load



4. Click on Register as shown above

Product Choice Home Register	Howto News	English (LK)
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Login Subscribe		
	Create a new account	
	Please fill in the fields below to register a new belode	skacount
	rease in marcheners below to register a new nepue	SK decount.
Remember me	General Information	
Lost password	Full Name:	
	Email:	4
	Password (ropost):	
	i ussivotu (repetit).	V
	Register	

- 5. Complete the fields shown above
- 6. Click on Register
- 7. The following screen will load

Registration Successfu	J	
Registration Successfu	ıl	
Thank you for registering! A	copy of your registration details have	heen sent to your email address. Please use
the login form beside this te	kt to login.	been sent to your entill duritss. Heuse us
Registration details		
Full Name:	Mr J Bloggs	
Email:	orbitpo@luton.gov.uk	
Password:	[Hidden]	
	Thank you for registering! A the login form beside this tex Registration details Full Name: Email: Password:	Thank you for registering! A copy of your registration details have the login form beside this text to login. Registration details Full Name: Mr J Bloggs Email: orbitpo@luton.gov.uk Password: [Hidden]

8. You will receive an email from Proactis confirming you are set up on the helpdesk



Raising a ticket on the supplier helpdesk:

1. Click on the link in the email to open the helpdesk webpage as shown above



You can now login and raise a ticket to the helpdesk

- 2. Login with your details as shown above and click on 'Login'
- 3. Click on Submit a ticket as shown above

The following screen will load

Home My Tickets Howt	o News	English (U.K.)				
Account						
1 My Profile	Submit a ticket					
Preferences						
Change Password	If you can't find a solution to your problem in o appropriate department below.	If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.				
€ Logout	Departments					
	ProContract V3					
	Next »					

The department will default to Supplier Network

4. Click on next

http://proactis.kayako.com/ProContractV3	/Tickets/Submit/RenderForm		K Your ticket details ×	
Account				
1 My Profile	Your ticket details			
Preferences				
Change Password	If you are reporting a probl as possible.	em, please remember to	provide as much information that is relevant	to the issue
€ Logout	General Information			
	Priority	Low		
	Additional Information (P	roContract V3)		
	(V3) Buying Portal / Buying	PLEASE SELECT		J
	Organisation:*	1st select the associated buying organisation of the second secon	ted buying portal and then if applicable select the as or select N/A if not applicable to any buying organisa	sociated ation
		PLEASE SELECT	~k	
	Query Type (V3)::*	This helps the agent t experiencing	to get a better understanding of the type of issue yo	ur
	Your Message			
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	File - Edit - Incart	- View - Format -		
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5. You will need to complete the fields shown above

6. Please note Buying Portal/Buying Organisation will need to be changed to Sussex University

By using the dropdown arrow, you will be able to scroll down and choose Sussex University

7. Scroll down the page and you can then compose your message to the helpdesk as shown below

🥖 Your ticket details - Powered by Kayako Help Desk So	ftware - Internet Explorer			_ # ×
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	~			^
				Words: 0
	Recipients You can specify multiple (recipients will receive tick	e-mail addressess seperated by a s et updates.	ingle space or comma, as cust	tom recipients. The
	CC			
	Attach Files [Acid File]			
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- You can include email addresses in the CC box for recipients to receive updates on your ticket
- Attach any files by clicking on Add file
 - 8. Click on submit as shown above once all the details have been completed

The ticket has now been raised with the supplier support helpdesk

To check on ticket updates:

1. Log in to your account

ProContract V3 Supplier Support - Powered by Kayako Help I	Desk Software - Internet Explorer wult/Index	ProContract V3 Supplie	/5 × ar Sup × ♠ ★ @
			^
Home My Tickets Howto Ne	ws		English (U.K.)
Account			
1 My Profile	Welco	ome to PROACTIS	5
Preferences	ProCon	tract V3 Help De	sk.
Change Password			
C Logout KNOWLEDGEBASE General (2) ProContract (7)	My Ticket	et Howto	NEWS CONTRACTOR
	If you think your issue doesn't reside v our other supplier support help desks	vith our ProContract V3 Help Desl that will better resolve your issue.	k, then please visit one of
			~
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2. Click on My tickets as shown above

The following screen will load

w Tickets - Powered by Kayako Help Desk Software - : v K http://proactis.kayako.com/ProContractV3/Ticket	Internet Explorer s/ViewList	D 💌 🍫 📑 Log In	[[View Tickets - Powered by K	×	_ ∎ _ © ☆ ŵ
Home My Tickets Howto	News				English (U.K.)	~
Account	View Tickets					
Change Password	Ticket ID	Last Update 🗸	Last Replier	Department	Туре	Status
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Help Desk Software by Kayako						
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From this page all your tickets will be displayed and you will be able to see the responses

3. Click on Logout as shown above once you have finished in the system