



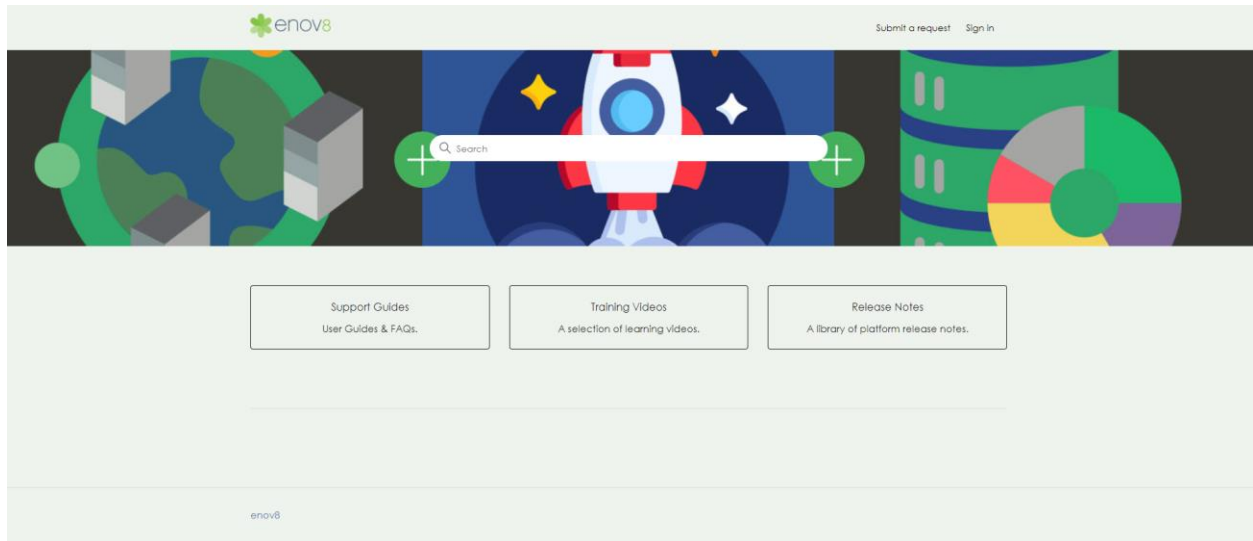
Enov8 Support Portal

Jan 2021

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Introduction

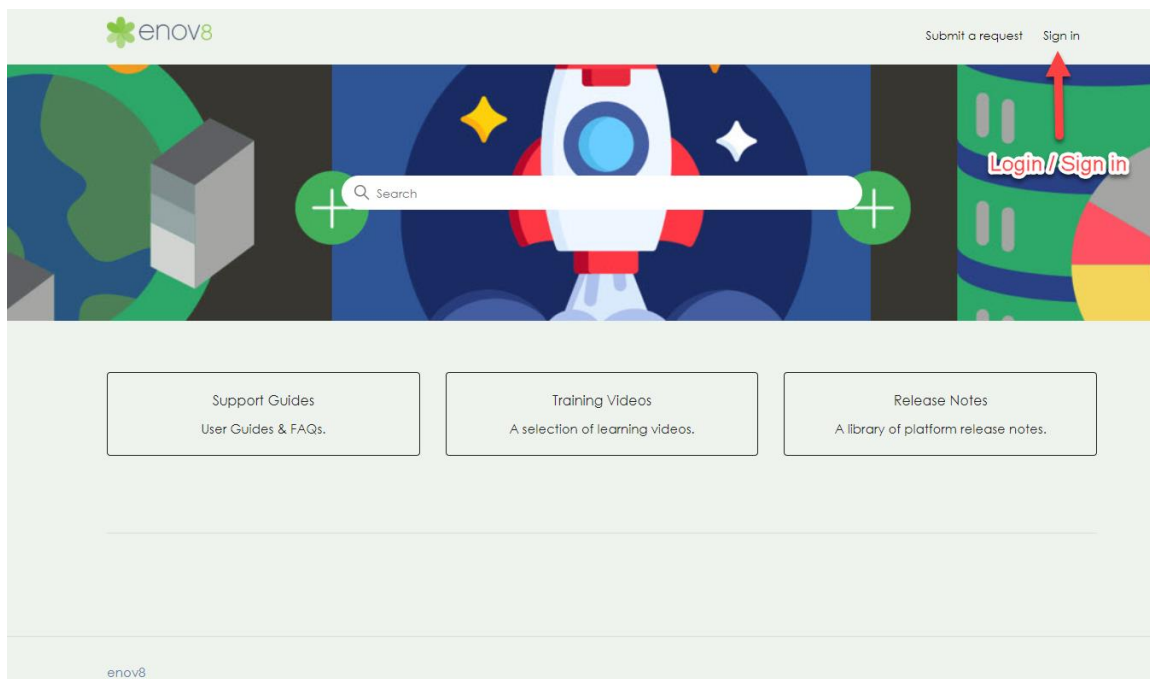
Enov8's support portal provides user access to support guides, knowledge articles, FAQs and training videos. It also allows the user the ability to raise support tickets to Enov8 team.



Login Access

Support portal can be accessed via <https://support.enov8.com>.

Login to support portal is not mandatory. All the support articles and creating a new support ticket can be accessed without any login. Login provides user access to the support portal tickets which has been raised by them and their current status.



Sign in to enov8 ×

Email

Password

[Sign in](#)

[Forgot my password](#)

New to enov8? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

New users can sign-up to support portal via “Sign up” link on the login form. Fill the sign up form and the user access will be enabled by Enov8 Team.

New to enov8? [Sign up](#)



Have you emailed us? [Get a password](#)


If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

Sign up to enov8

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Your full name *

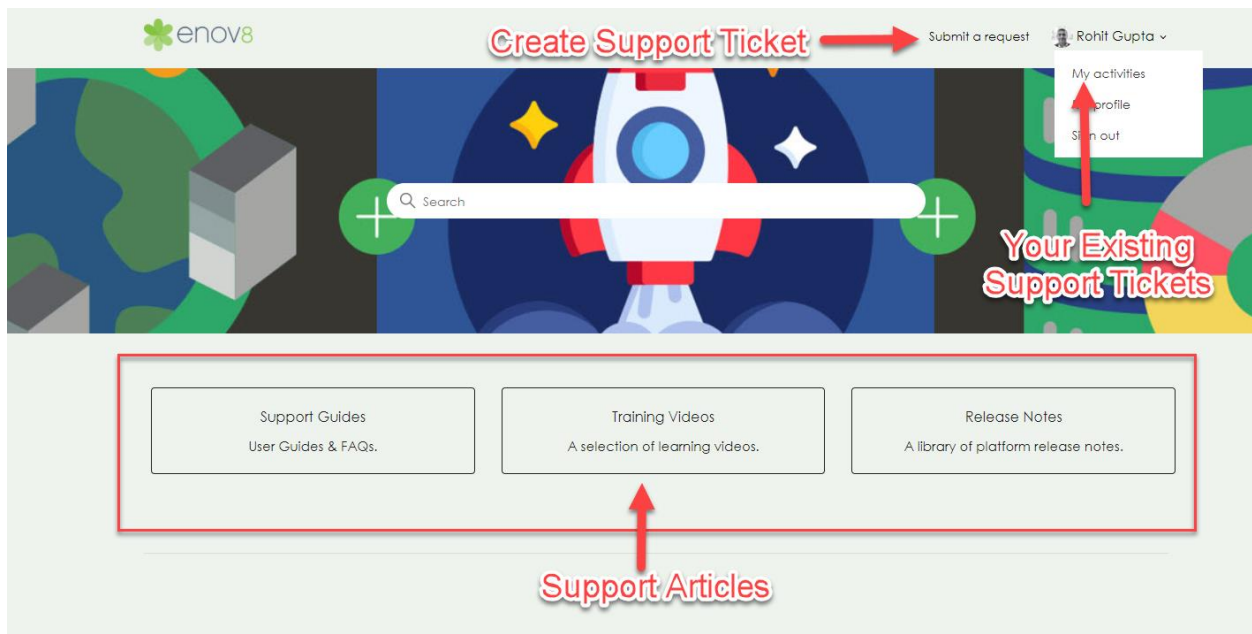
Your email *

I'm not a robot  reCAPTCHA
Privacy - Terms

Sign up

Cancel

Logged In user screen flow



The screenshot shows the enov8 user interface with several annotations:

- Create Support Ticket**: A red arrow points to the "Submit a request" link in the top right navigation bar.
- My activities, profile, Sign out**: A red arrow points to the user profile dropdown menu in the top right.
- Your Existing Support Tickets**: A red arrow points to the "Your Existing Support Tickets" link in the top right.
- Support Articles**: A red arrow points to a red-bordered box containing three menu items: "Support Guides (User Guides & FAQs)", "Training Videos (A selection of learning videos.)", and "Release Notes (A library of platform release notes.)".

Raising Support Ticket

There are 2 ways support tickets can be created.

Email

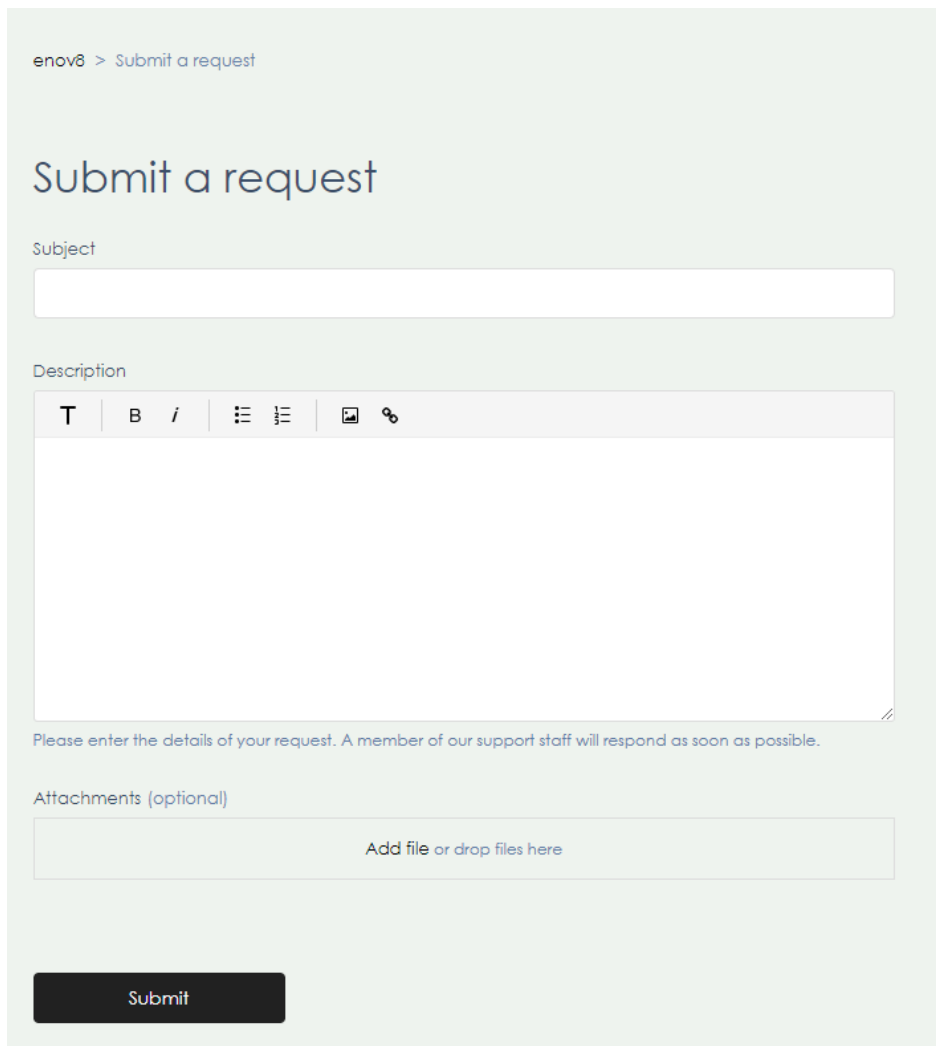
Automatic support ticket can be created by sending an email to support@enov8-support.zendesk.com

Support Portal

New support tickets can be created by clicking on “Submit a request” on top bar



The following form can be filled along with supporting details and attachments in the support ticket to Envo8 Support Team. On Submission user will receive an email notification with the ticket details.

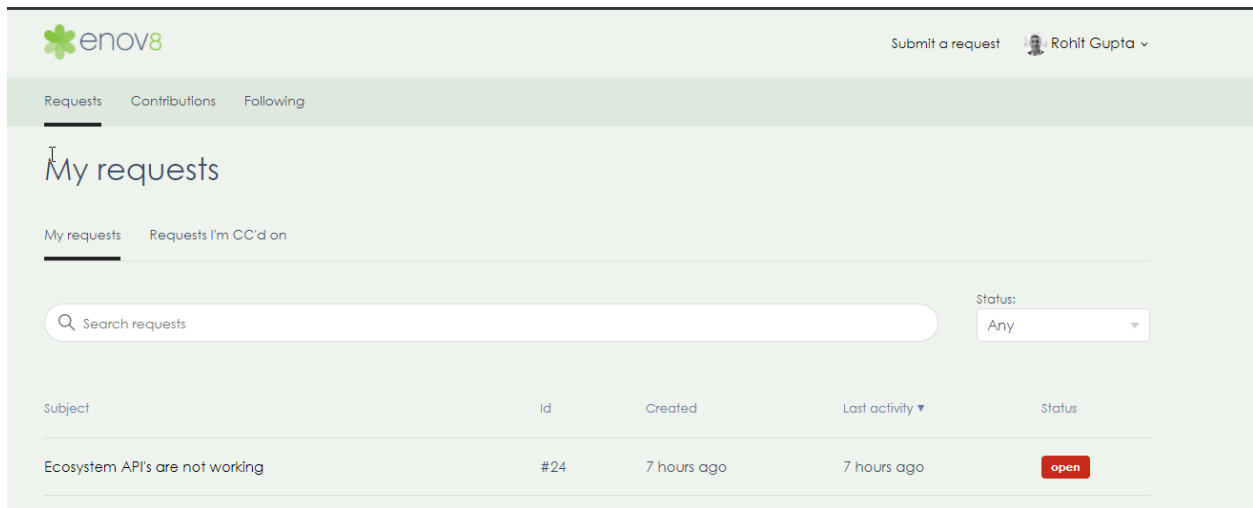
A screenshot of a web form titled 'Submit a request'. At the top left, there is a breadcrumb trail: 'enov8 > Submit a request'. The main heading is 'Submit a request'. Below the heading is a 'Subject' label followed by a text input field. Underneath is a 'Description' label followed by a rich text editor. The rich text editor has a toolbar with icons for bold (T), italic (i), bulleted list, numbered list, image, and link. Below the rich text editor is a note: 'Please enter the details of your request. A member of our support staff will respond as soon as possible.' Below that is an 'Attachments (optional)' label followed by a large text area with the placeholder text 'Add file or drop files here'. At the bottom left of the form is a dark grey button with the text 'Submit'.

Check Your Existing Ticket

Existing support ticket status can be checked by logging in the support portal and clicking on “My activities” option.



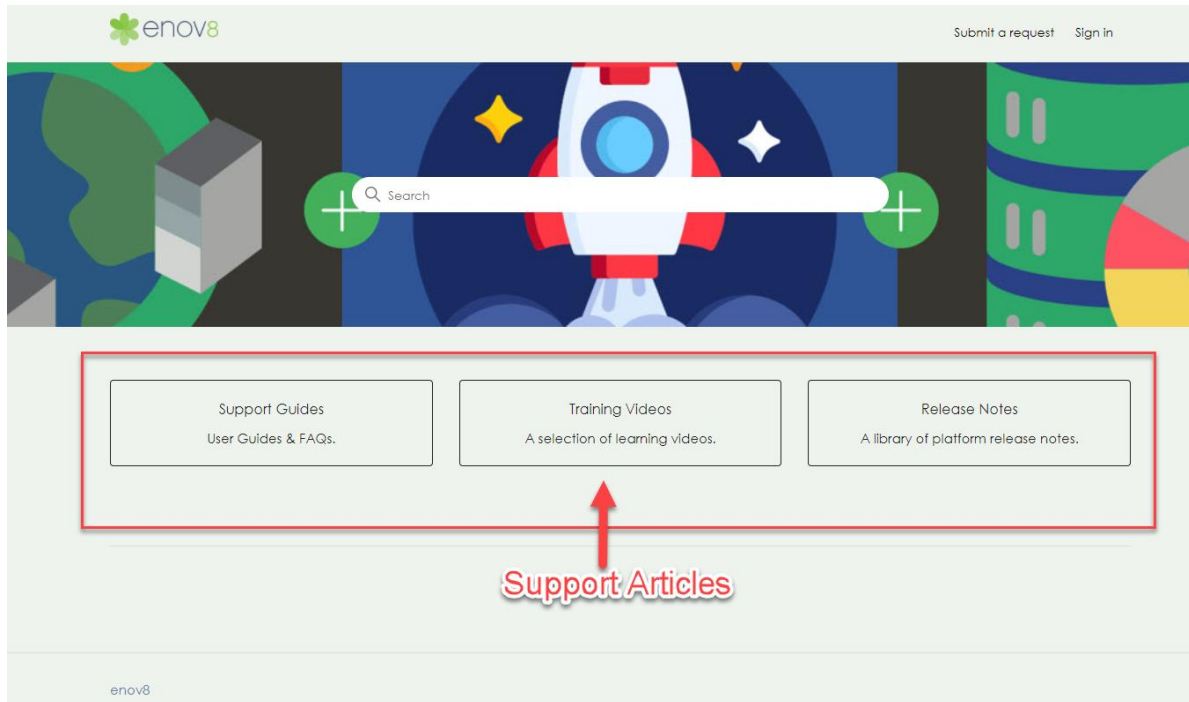
My requests section will show all your support requests and current status.

A screenshot of the 'My requests' section in the Enov8 support portal. The page header includes the Enov8 logo, a 'Submit a request' button, and the user's name 'Rohit Gupta'. The main navigation bar has 'Requests', 'Contributions', and 'Following' tabs. The 'My requests' section has a sub-navigation bar with 'My requests' and 'Requests I'm CC'd on' tabs. Below this is a search bar with the placeholder text 'Search requests' and a 'Status:' dropdown menu set to 'Any'. A table displays the following request:

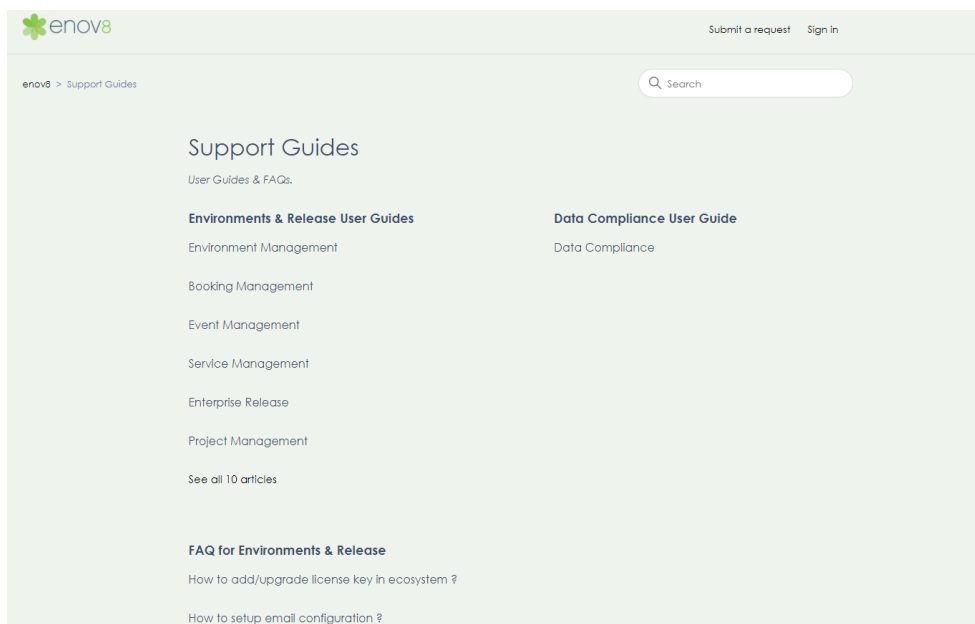
Subject	Id	Created	Last activity	Status
Ecosystem API's are not working	#24	7 hours ago	7 hours ago	open

Support Articles

Support Articles consists of user guides, release notes, training videos and FAQs. These can be accessed by clicking on the relevant section on the portal homepage.



Support Guides – This section provides user access to all user guides for various modules in enov8 platform and FAQs



Training Videos – This section provides user access to all self paced video trainings for various modules and features in enov8 platform

enov8 > Training Videos

Search

Training Videos

A selection of learning videos.

0 Product Demos

- 0.1 Product Demo - Context Video

1 Platform Overview

- 1.1 Enov8 Support Portal
- 1.2 What is TEM?
- 1.3 Product Navigation

2 Training Env & Rel

- 2.1 Environment Management
- 2.2 Booking Management
- 2.3 Event Management
- 2.4 Enterprise Release
- 2.5 Project Management
- 2.6 Service Management

See all 8 articles

3 Engineering / Integration (TEM)

- 3.1 Enov8 Video (Integration via the Open Rest API)
- 3.2 Enov8 Video (Integration via Webhooks)
- 3.3 Enov8 Video (Open Agents)
- 3.4 Enov8 Video (DevOps Management)

Release Notes – This section provides user access to all the platform release notes.

enov8 > Release Notes

Search

Release Notes

A library of platform release notes.

Release Notes for Env & Release

- 4.3.158.3 Release Notes (Sept 2020)

Release Notes for Data

- 2.4 Release Notes (July 2020)