GAINS Support Center (powered by Zendesk) – Quick Reference Guide

December 2022

-Create an Account
-Log In
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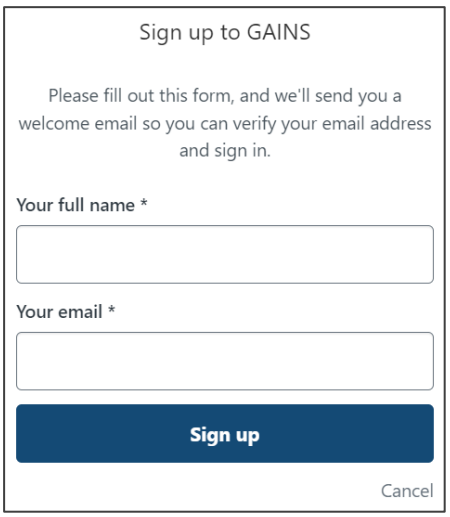
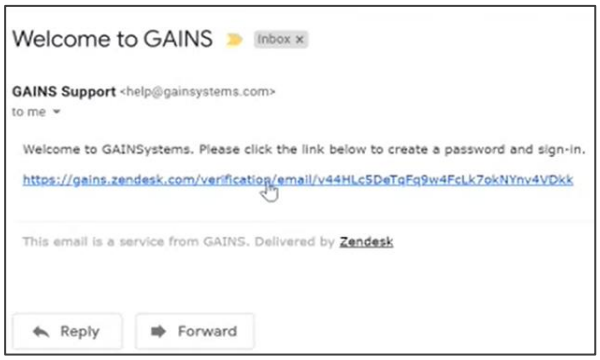
-Reset Password

Reference: Create an Account

Purpose: GAINS Customers can create an account in the GAINS Support Center to submit and manage their support requests, and to browse or search GAINS reference information

Actions:	Do This:
1. Navigate to the GAINS Customer Support Portal	a) Open https://help.gainsystems.com in your browser of choice
2. Create an Account 	a) On the launch page, click “Sign Up” b) Enter your first and last name in the “Your full name” box c) Enter your company email address in the “Your email” box ✓ Enter a unique company email address, ex. yourname@mycompany.com ✓ **Avoid** using a general email address, ex. support@generalsupport.com d) Click the Sign Up button

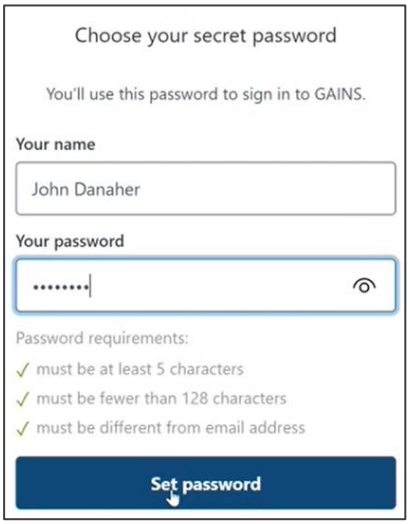
3. Confirm Your Email



a) Check your email for a welcome email

b) Click the confirmation link

4. Set Your Password



a) Choose a password that you'll remember

b) Enter password in the "Your Password" field

c) Click the eye icon to ensure you typed your intended password correctly

d) Click the Set Password button

You're Done!

You will know you have completed the process when the webpage redirects you to the Help Center pictured below:

Reference: Log In

Purpose: GAINS Customers should log in to the GAINS Support Center to submit and manage their support requests, and to browse or search GAINS reference information

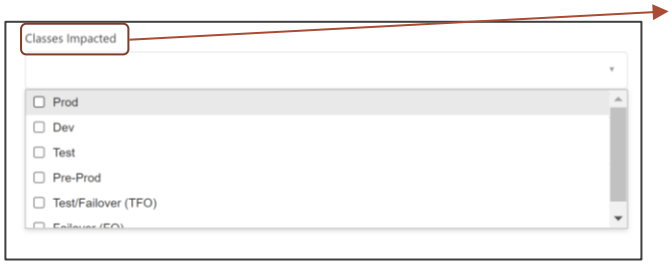
Actions:	**Do This:**
1. Navigate to the GAINS Customer Support Portal	a) Open https://help.gainsystems.com in your browser of choice
2. Sign in 	a) Enter your company email address in the "Email" box b) Enter your password in the "Password" box c) Click the Sign In button

Reference: Submit a Request

Purpose: GAINS Customers can submit support requests related to GAINS and other technical issues and questions in the GAINS Support Center

Actions:	Do This:
1. Navigate to the GAINS Support Center	a) Open https://help.gainsystems.com in your browser of choice
2. Create a Request 	a) Once logged in, click “Submit a Request”
3. Start Your Request 	a) Select “Customer Support Form” as the request type
4. Complete the Required Fields 	a) Enter a “Subject” b) Enter a “Description”

c) Select the “Issue Type”



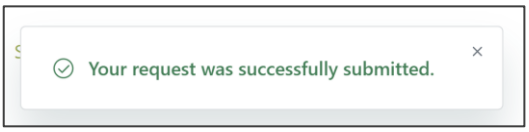
d) Make selection(s) for “Classes Impacted” (i.e. is this a question about a Prod, Dev, or other environment)

e) All other fields are optional

f) Click the **Submit** button

You’re Done!

You will know you have successfully submitted your request when the webpage redirects you to a view of your ticket and you see this notification:



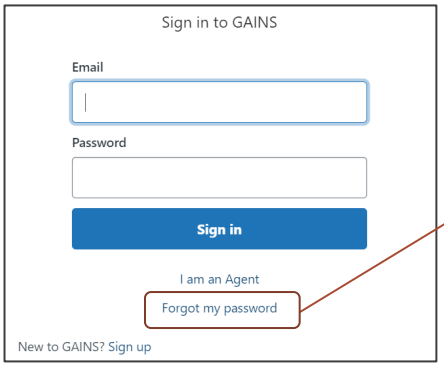
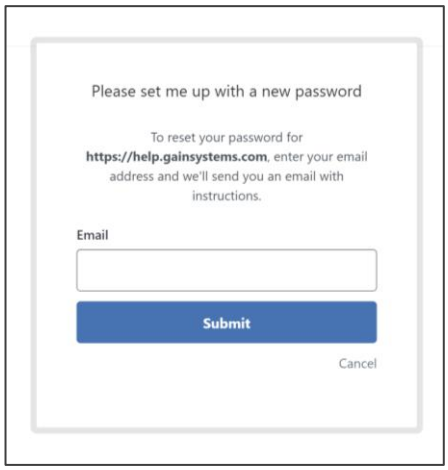
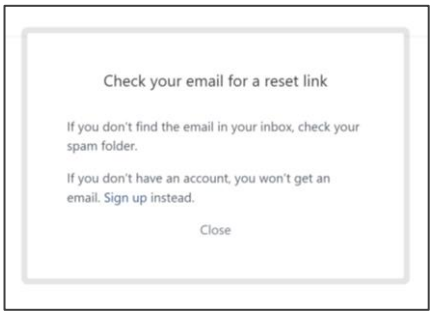
Reference: Viewing Requests

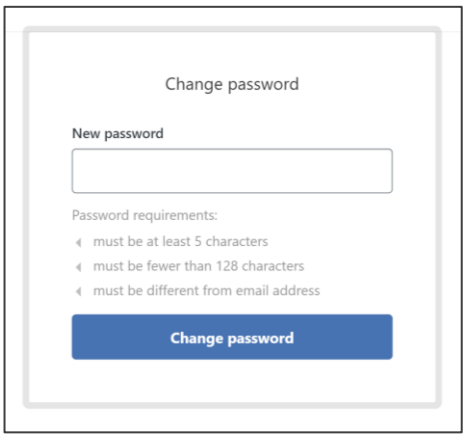
Purpose: GAINS Customers can view their support requests related to GAINS and other technical issues and questions in the GAINS Support Center

Actions:	Do This:
1. Navigate to the GAINS Support Center	a) Open https://help.gainsystems.com in your browser of choice
2. Go to Requests 	a) Click on your profile, then select “Requests”
3. View Requests 	a) You will see tabs for “My requests”, “Requests I’m CC’d on” and “Organization requests” b) You can search for requests using the **Search Bar** c) Request subject, ID#, Activity dates, and status are here

Reference: Reset Password

Purpose: GAINS Customers can reset their GAINS Support Center password

Actions:	Do This:
1. Navigate to the GAINS Customer Support Portal	a) Open https://help.gainsystems.com in your browser of choice
2. Reset your Password  	a) At the GAINS sign in prompt, click the "Forgot My Password" link b) Enter your company email address in the "Email" box c) Click the Submit button
3. Check Your Email 	a) Check your email for a reset link b) In the email, click the confirmation link

4. Change your Password	
	a) Choose a password that you'll remember b) Enter the password in the "New Password" field c) Click the Change Password button

Other:

1. You can add information to your profile by clicking your name in the top bar, then click "Profile".
2. You can view the knowledgebase by clicking on a category icon (beneath the search bar) and browsing topics.
3. You can search for content in the help center by using the search bar.