

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

December 2022

- Create an Account
- Log In
- Submit Requests
- View Requests
- Reset Password

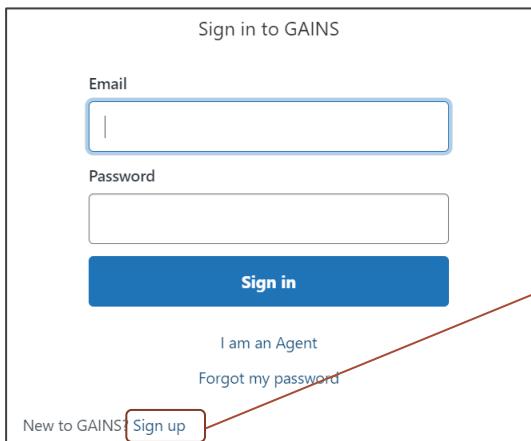
**Reference:** Create an Account

**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

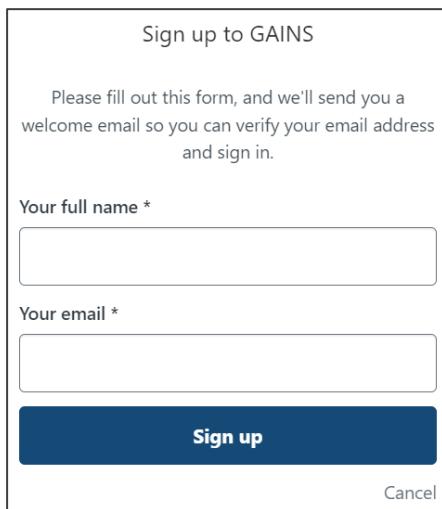
**Actions:**

1. Navigate to the GAINS Customer Support Portal

2. Create an Account



The image shows the 'Sign in to GAINS' page. It has fields for 'Email' and 'Password', a 'Sign in' button, and links for 'I am an Agent' and 'Forgot my password'. At the bottom left, it says 'New to GAINS?' and has a 'Sign up' button. A red arrow points from the 'Sign up' button to the 'Sign up' button on the 'Sign up to GAINS' page below.



The image shows the 'Sign up to GAINS' page. It has a welcome message: 'Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.' It has fields for 'Your full name \*' and 'Your email \*', both with placeholder text. It has a 'Sign up' button and a 'Cancel' link.

**Do This:**

a) Open <https://help.gainsystems.com> in your browser of choice

a) On the launch page, click "Sign Up"

b) Enter your first and last name in the "Your full name" box

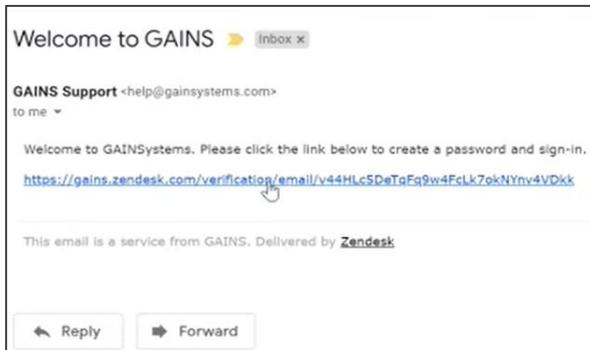
c) Enter your company email address in the "Your email" box

✓ Enter a unique company email address, ex.  
[yourname@mycompany.com](mailto:yourname@mycompany.com)

✓ **Avoid** using a general email address, ex.  
[support@generalsupport.com](mailto:support@generalsupport.com)

d) Click the **Sign Up** button

### 3. Confirm Your Email



- Check your email for a welcome email
- Click the confirmation link

### 4. Set Your Password



Choose your secret password  
You'll use this password to sign in to GAINS.

Your name  
John Danaher

Your password  
.....| 

Password requirements:  
 ✓ must be at least 5 characters  
 ✓ must be fewer than 128 characters  
 ✓ must be different from email address

**Set password**

- Choose a password that you'll remember
- Enter password in the "Your Password" field
- Click the eye icon to ensure you typed your intended password correctly
- 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:



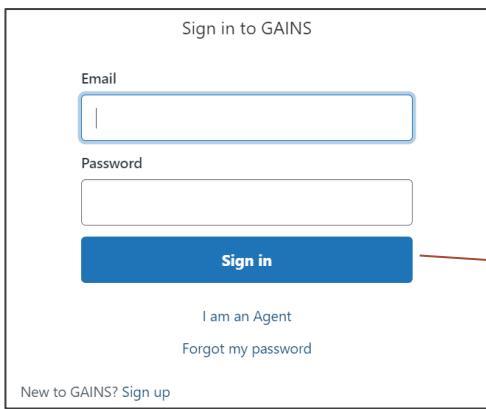
**Reference:** Log In

**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:**

1. Navigate to the GAINS Customer Support Portal

2. Sign in



**Do This:**

a) Open <https://help.gainsystems.com> in your browser of choice

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

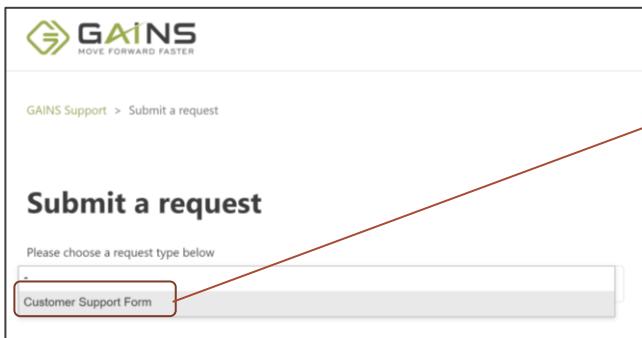
### Actions:

#### 1. Navigate to the GAINS Support Center

#### 2. Create a Request



#### 3. Start Your Request



#### 4. Complete the Required Fields

Subject

Description

### Do This:

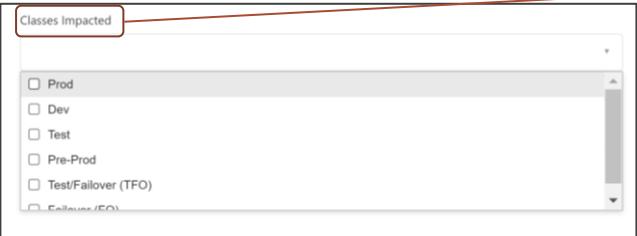
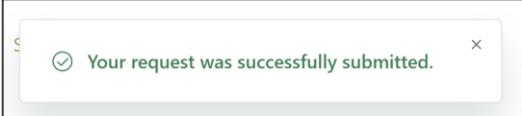
a) Open <https://help.gainsystems.com> in your browser of choice

a) Once logged in, click “Submit a Request”

a) Select “Customer Support Form” as the request type

a) Enter a “Subject”

b) Enter a “Description”

  <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Submit"/> </div>	<p>c) Select the “Issue Type”</p> <p>d) Make selection(s) for “Classes Impacted” (i.e. is this a question about a Prod, Dev, or other environment)</p> <p>e) All other fields are optional</p> <p>f) Click the <b>Submit</b> button</p>
<h2>You're Done!</h2> <p>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:</p> 	

## 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

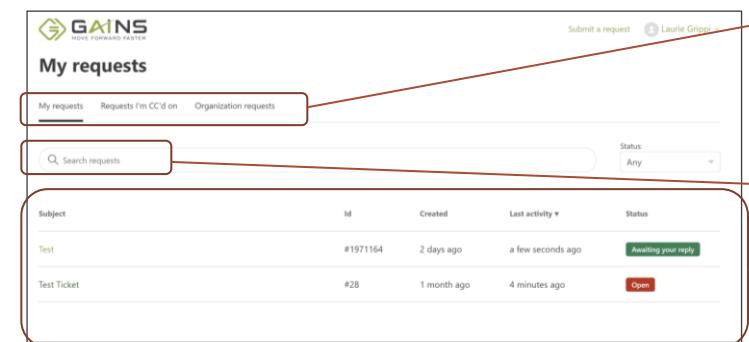
### Actions:

#### 1. Navigate to the GAINS Support Center

#### 2. Go to Requests



#### 3. View Requests



### Do This:

a) Open <https://help.gainsystems.com> in your browser of choice

a) Click on your profile, then select "Requests"

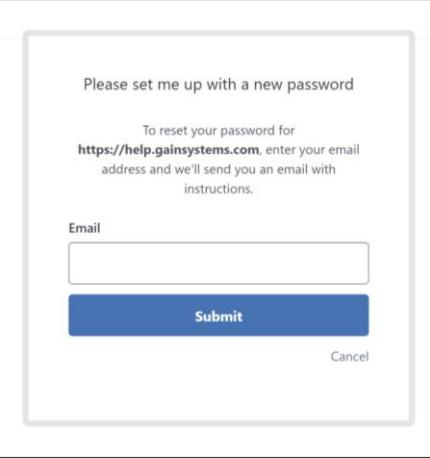
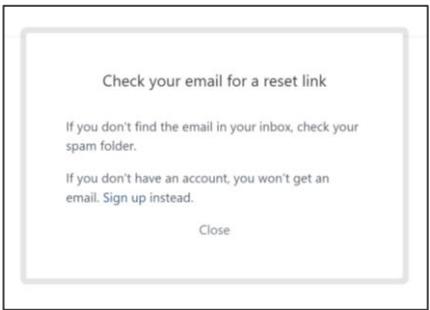
a) You will see tabs for "My requests", "Requests I'm CC'd on" and "Organization requests"

b) You can search for requests using the **Search Bar**

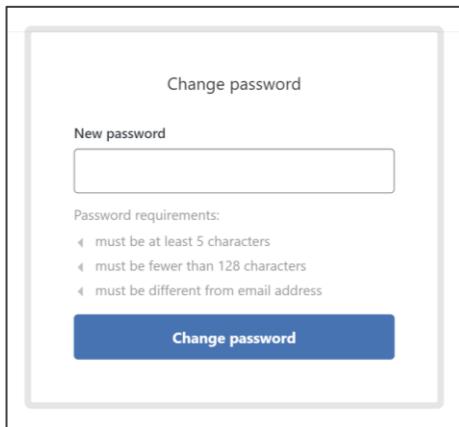
c) Request subject, ID#, Activity dates, and status are here

**Reference:** Reset Password

**Purpose:** GAINS Customers can reset their GAINS Support Center password

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

#### 4. Change your Password



Change password

New password

Password requirements:

- must be at least 5 characters
- must be fewer than 128 characters
- must be different from email address

Change 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.