Mad Mobile Product Support Portal

Getting Started Guide Version 2

Overview

The Mad Mobile Support Portal is the first place to go to find information on system status, search our knowledge-base, view details on recent and past releases, check our maintenance schedule, and submit support tickets.

Accessing the Product Support Portal

Go to madmobile.com/supportportal.

Navigating the Support Site

The table below is a navigational overview of our Mad Mobile Product Support Portal.

❶	**More Options Menu** - Click the ellipses ⎕⎕⎕ menu for various options, such as exporting an article to Word or PDF
❷	**Search Box** - search our knowledge-base to find answers to your questions. For example, "why can't someone log on to Concierge?"
❸	**Release Notes** -Read our release notes to keep up with our most recent deployments and how they impact the system.
❹	**Concierge Status** - Check the status to find out if any systems are down, and to review metrics and incident reports.
❺	**Mad Mobile Service Desk** - Submit a support ticket through the Mad Mobile Service Desk.
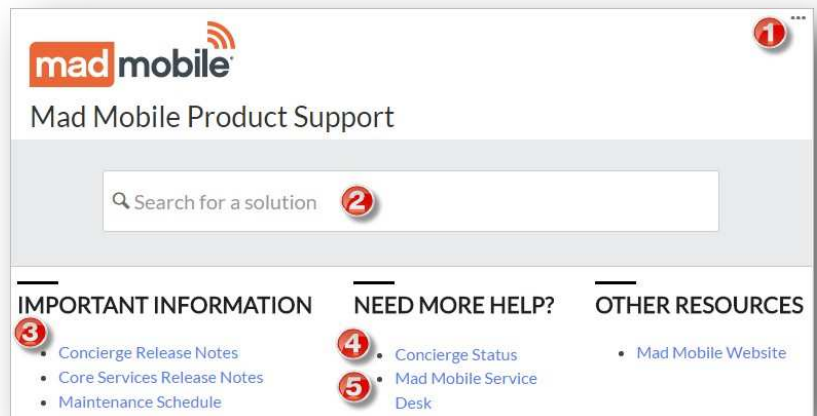
Viewing System Status

We recommend checking the status of the systems prior to submitting a ticket or searching our knowledge-base for help. To view the status of the platform service systems, click the **Concierge Status** link under the **Need More Help** section.

💡	**Tip**: On the Status screen, you can hover over the question mark icon ⑦ next to each system and metrics graph to view a description of each system or metric.

Searching for How-to and Troubleshooting Articles

Our knowledge-base contains how-to and troubleshooting articles to assist with common issues. To search for articles, enter your search criteria in the **Search** box. As you type, articles that match your search will automatically appear for you to select.

Viewing Release Notes

To view Concierge product release notes, click the **Concierge Release Notes** link under the **Important Information section**. To view Platform Services and Client Portal release notes, click the **Platform Services and Client Portal Release Notes** link under the **Important Information** section.

Viewing the Maintenance Schedule

To view the maintenance schedule, click the **Maintenance Schedule** link under the **Important Information** section.

Submitting Support Tickets

After checking the Concierge Status page *and* searching for a solution in our knowledge-base, if a solution has not been found, submit a support ticket to Mad Mobile through our Service Desk. To submit a support ticket, click the **Mad Mobile Service Desk** link under the **Need More Help** section. Our Mad Mobile Support Service Desk page appears and provides several options.

Click the support ticket link that closely describes your issue and enter the specified information.
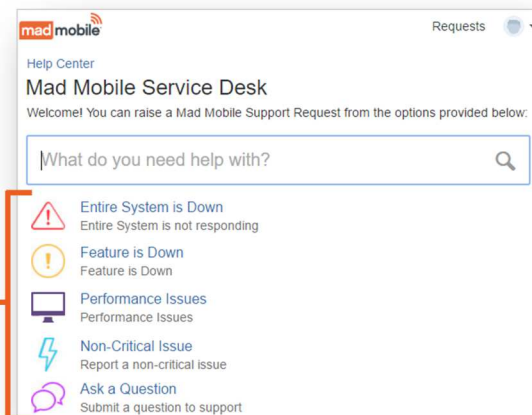

Best Practice
- ☑ Check system status
- ☑ Search troubleshooting and how-to articles
- ☑ Submit Support Ticket

Action: In order to access the Mad Mobile Support Service Desk area of the site, you must be registered as an authorized user. If you do not have access and have not received an email invitation to register on the site, contact your account manager to request access.

Getting Real-Time System Status Updates

You can subscribe to be notified of incident reports when they are published. Updates are sent per the method you specify – email, SMS text, or RSS/Atom feed.
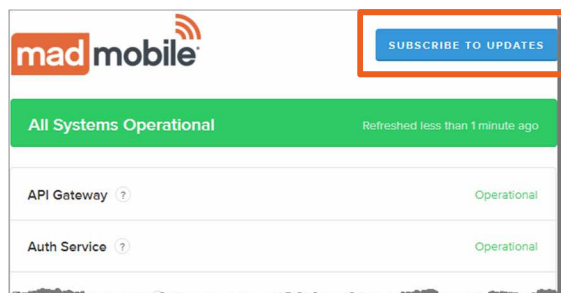
Click the **Subscribe to Updates** button to receive real-time updates.

Exporting Content to Word or PDF

To export content to Word or PDF, click the ellipses on the top-right and select **Export to Word** or **Export to PDF** from the list.

Viewing Submitted Tickets

To view any tickets you or your team submitted, click the Requests menu at the top-right of the screen and select from the drop-down list.