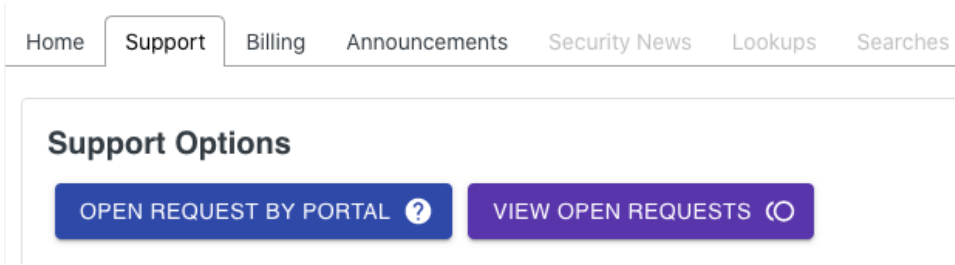
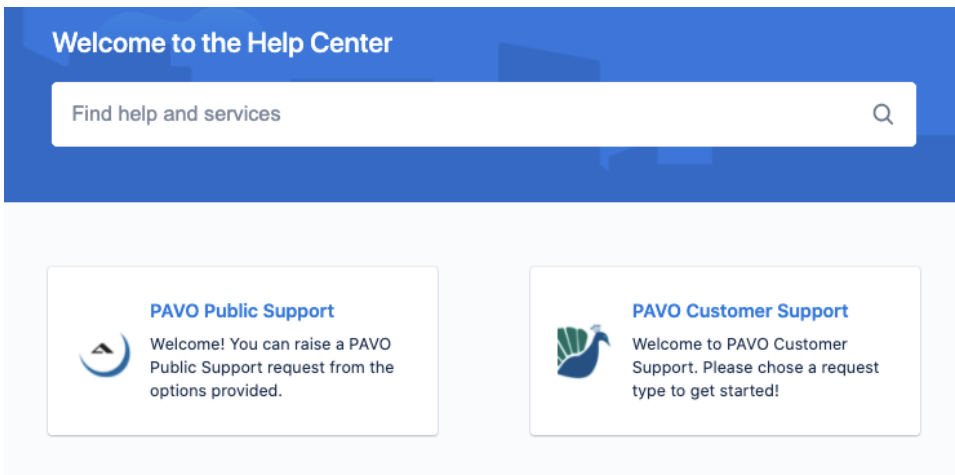


# How to put in a Support Request

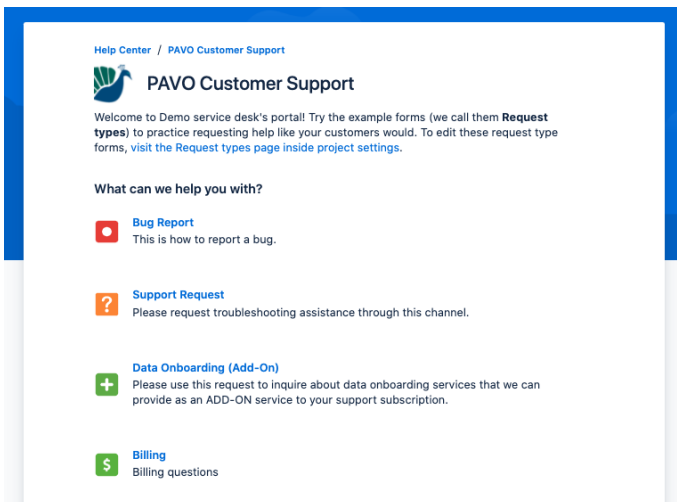
1. Once support is enabled under the **PAVO Support Management** tab in your PAVO Security App for Splunk, there will be a button under the Support tab that takes you directly to the **PAVO Support Help Center**. Click on this button, which is in blue **Open Request By Portal**. If you are already at the Help Center, please ignore steps 1 and 2.



2. Once clicked on, you will be redirected to the **PAVO Support Help Center**. This is where you will need to come to to put in a support request.



3. Click on **PAVO Customer Support**. You will be brought to the following screen where you can submit the type of request that supports your needs. Read about the various request types below.



4. There are different types of requests you can enter in the portal. Here are the different types -
  - a. Bug Report - this type of request allows you to report a bug.
  - b. Support Request - this type of request covers API Issues, Broken Links, Incorrect Searches, & Troubleshooting.
  - c. Data Onboarding - this type of request is to inquire about data onboarding services that we can provide as an add-on service to your support subscription.
  - d. Billing - this request is for billing related questions.
5. Bug Report - if you have found a bug in one of our PAVO apps, please click on "Bug Report." You will be brought to the following screen. Fill out the Summary and Description boxes to notify us of the bug. Under Front End, choose which key word (if any) relates to your bug. Once complete, click Send.

Help Center / PAVO Customer Support

**PAVO Customer Support**

Welcome to Demo service desk's portal! Try the example forms (see call from **Request types**) to practice requesting help like your customers would. To edit these request type forms, visit the **Request types** page inside project settings.

What can we help you with?

**Bug Report**  
This is how to report a bug.

Summary \*

Description

Project End

**Send** Cancel

- Support Request - if you have a support request for us, please click on "Support Request." You will be brought to the following screen. Click the dropdown menu under **Issue Type** and select which issue relates to your inquiry. Provide a summary of the issue in detail. Add in a label (i.e. troubleshooting) if you think necessary. Once complete, click Send.

Help Center / PAVO Customer Support

**PAVO Customer Support**

Welcome to Demo service desk's portal! Try the example forms (we call them **Request types**) to practice requesting help like your customers would. To edit these request type forms, visit the **Request types** page inside project settings.

What can we help you with?

**Support Request**  
Please request troubleshooting assistance through this channel.

Issue Type \*

Please select what is troubling you. If not on the list, please use Other and describe the problem in the description.

Summary of Issue \*

Labels

**Send** Cancel

- Data Onboarding - if you want to inquire about data onboarding services, please click on **Data Onboarding (Add-On)**. Give a summary and description about the what data you would like onboarded. Once complete, click Send.
- Billing - if you have an inquiry related to Billing, please click on the **Billing** request type and fill out the necessary information.
- Once you have put in a support request, you will also receive an email from PAVO Customer Support to let you know we have received your request & are working on it.
- To monitor the requests you have put in, click on the **Requests** button in the top right of your Help Center Window.

Help Center

**Requests**

Request contains... Q Open requests Aplura Externals Any request type

Type	Reference	Summary	Status	Service desk	Requester
	PCS-19	Test Bug Ticket	WAITING FOR SUPPORT	PAVO Customer Support	Sulove Khanal
	PCS-16	There seems to be an issue with search xyz. It is not pulling in the correct data. Here is some more info... Please assist.	WAITING FOR SUPPORT	PAVO Customer Support	Sulove Khanal

- Any time someone from Aplura Customer Support provides a response to your inquiry, you will see the ticket updated in the Help Center. You will also receive an email to notify you.
- If you need to follow up on your ticket, click on the ticket name in the Request area (see screenshot in step 10), and fill out the comment box. Click Save. This will notify Aplura Customer Support.

## Test Bug Ticket


 Sulove Khanal raised this on Today 2:45 PM [Hide details](#)

### Description

Bug.

Front End  
dashboard

### Activity

 Aa B I ... A ☰ 🔗 📎 +

Following up. Please advise. Test.

Save

### Status

WAITING FOR SUPPORT


 Notifications on

### Request type

 Bug Report

### Shared with

 Sulove Khanal  
Creator

 Aplura Externals

+ Share