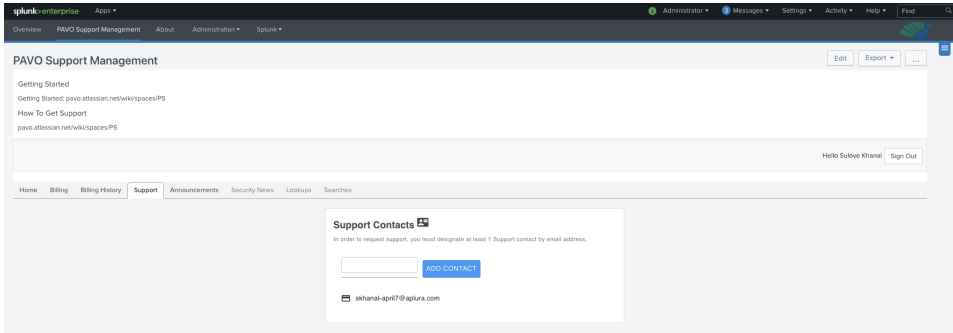


Pavo Support Portal Guide

1. If you have a question for us, found a bug, or need general troubleshooting and support, the Help Center is where you want to be.
2. Prior to opening up the Help Center, click on the **PAVO Support Management** tab at the top left of your screen. Click on the **Support** tab. Here you will see a section called **Support Contacts**. This is how you enable users in your organization for support access. The manager or admin of your team will need to choose support contacts and add them here. Without being added as a support contact, individuals will not be able to create an account in the Help Center. Fill out the necessary information and click **Add Contact**.



3. Once a contact has been added as a support contact, this contact should automatically receive a Pavo Support Account Activation email. Click on the sign up link in the email to begin signing up at the Help Center.
4. Enter your email address and click on **Send link** to receive a private sign up link via email. Click on the link received via email, fill out the necessary information, and click **Sign up** to finish signing up to the Help Center.
5. You are now logged in to the Help Center. From here, please follow this documentation to learn how to maneuver in the support portal and place support requests [How to put in a Support Request](#).

Note: If for some reason you are not able to get to the Help Center, click on the **Support** tab under **PAVO Support Management** in your Splunk instance and then click on the blue button that says **Open Request By Portal**. (see screenshot below)

Note2: To view your open support requests from the Splunk App, click on the purple button under the **Support** tab that says **View Open Requests**. (see screenshot below)

