

Pavo Support Quick Start Guide!

Thank you for joining the PAVO journey. At a high level, this Quick Start Guide is exactly what you need to do to get up and running with PAVO Support. For detailed instructions, please click on the links at the bottom of this page, in order.



Pre-Reqs

Download the Common Information Model (CIM) app from Splunkbase. Here is the link. <https://splunkbase.splunk.com/app/1621>

Create Atlassian Account

1. Proceed to the following link to create an Atlassian account. If you already have an account, log in here <https://id.atlassian.com/login>
2. Click on Sign up for an account.
3. Fill out the necessary information and click on sign up. Stay logged into this account.

Install PAVO & Create Account

1. Install our PAVO Security App for Splunk via <https://splunkbase.splunk.com/app/3993>.
2. Click on the PAVO Support Management tab at the top left of your screen. This is where you will create a support account.
3. Click on Create Account. You will receive a confirmation code via email. Enter upon request and click confirm.
4. You will be redirected to sign into your newly created account. Sign in.
5. Accept the EULA pop up and proceed.

Billing

1. Proceed to the PAVO Support Management tab, and click on Billing.
2. Click on Setup Payment Sources (in red).
3. Add payment information.
4. Back in the Billing tab, you should now see various available support options.
5. Once you find the support plan you are looking for, click on the plan option & hit Subscribe.

Support Portal

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. Enable support contacts.
3. Proceed to the Help Center and log in.
4. Reach out to PAVO Customer Support.

Here are more detailed guides -

[Create Atlassian Account](#)
[PAVO Support - Account Creation](#)
[PAVO Support - Billing Guide](#)
[PAVO Support - Portal Guide](#)
[How to put in a Support Request](#)

If you have any further questions, please reach out to us without hesitation customersupport@aplura.com