

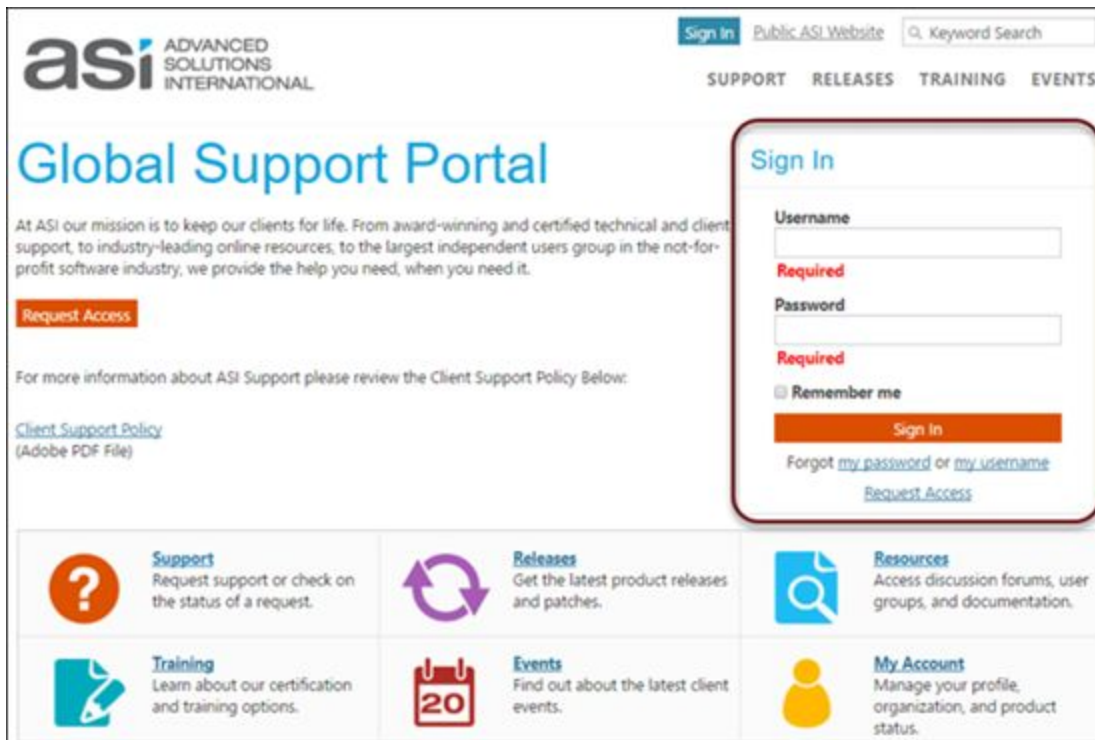
ASI Client Support Portal: Quick Start Guide

This ASI Client Support Quick Start Guide will quickly familiarize you with navigating the main areas of the ASI Support Portal, located at www.advsol.com/ASI/SupportPortal, so you can quickly find solutions.

Signing in

Note: Client Support Portal users must be approved to use the support portal. ASI Client Support does not allow self-registration.

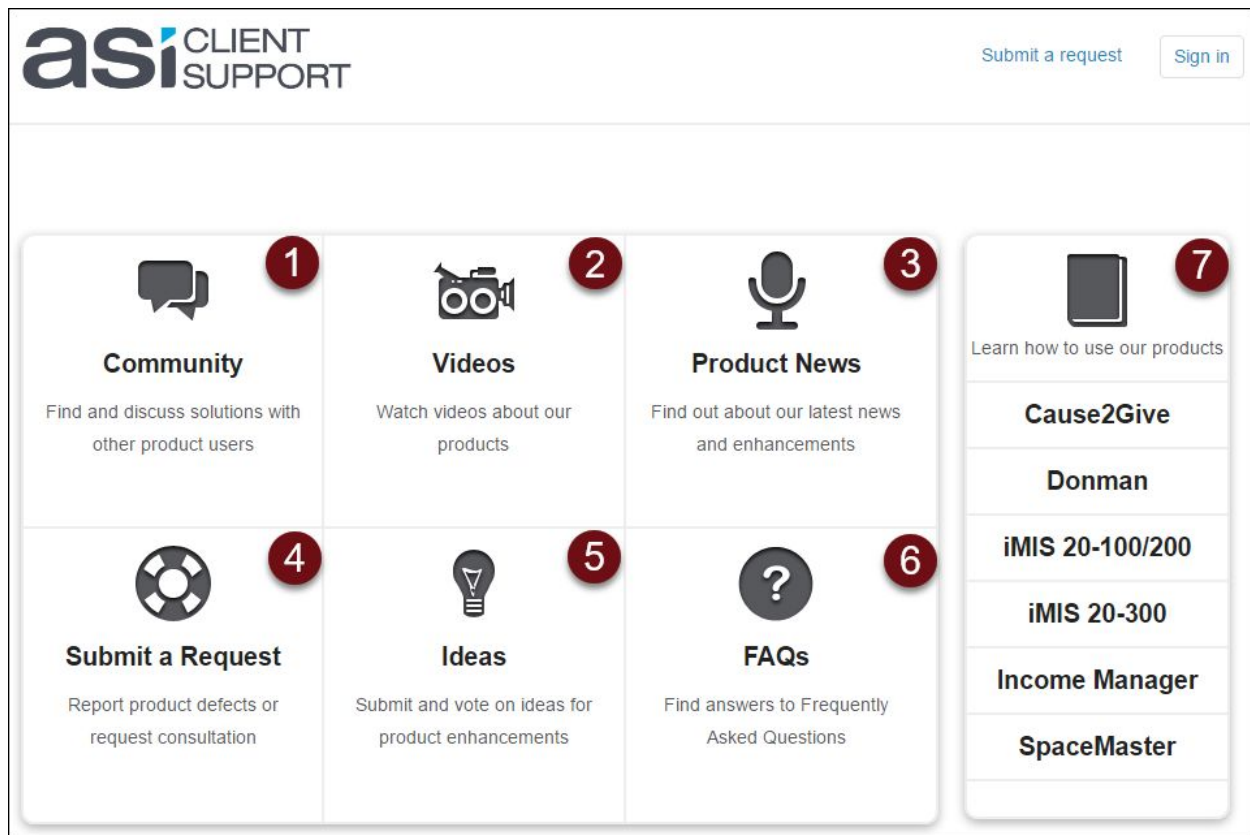
1. Enter your ASI login credentials.



The screenshot shows the ASI Client Support Portal sign-in page. At the top left is the ASI logo (Advanced Solutions International). To the right are links for 'Sign in' and 'Public ASI Website', and a search bar. Below the logo is the title 'Global Support Portal' and a mission statement. A 'Request Access' button is visible. A 'Sign In' form is highlighted with a red border, containing fields for 'Username' and 'Password', both marked as 'Required'. There is a 'Remember me' checkbox and a 'Sign In' button. Below the form are links for 'Forgot my password or my username' and 'Request Access'. At the bottom, there are six service tiles: Support (request support), Releases (latest product releases), Resources (discussion forums), Training (certification options), Events (latest client events), and My Account (manage profile).

- **Requesting sign-in credentials** - If you need to request a new password or your username, use the **Forgot my password** or **my username** links. Enter the email address that is associated with your ASI account, and follow the instructions to receive your credentials.
2. Go to **Support > Technical Support > Request Support** to gain access to the ASI Client Support Portal.
 3. Select a portal area based on the outcome you wish to achieve.

Site layout



The ASI Client Support Portal features seven main areas:

1. **Community**: Features topics and posts from ASI staff and iMIS users.
2. **Videos**: Help videos segmented by iMIS version.
3. **Product News**: Features the latest product news by iMIS version.
4. **Submit a Request**: Report product defects or request help.
5. **Ideas**: Submit ideas for a new feature or function.
6. **FAQs**: Frequently Asked Questions by iMIS version.
7. **Documentation**: Features articles segmented by product.

Community

The Community gives clients a place to engage in dialogue with other ASI clients, give and receive feedback.

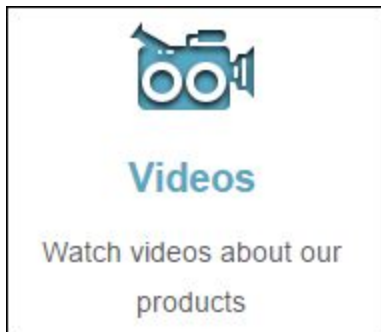


What can you do?

- Read and follow topics posted by ASI product experts
- Read, follow and comment on posts by other support portal clients.
- Create your own posts.
- Vote for your favorite posts.

Videos

Watch detailed product-related videos, and read how-to articles.



What can you do?

- Watch, comment on videos, and follow video posts that interest you.
- View related articles, comment, and Submit a request if you have further questions.
- Share videos and articles on your preferred social media platform.

Product News

In Product News ASI clients can learn about the latest product enhancements, new features, and other product-related news.

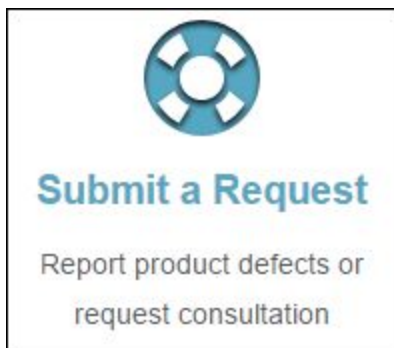


What can you do?

- View product news, such as tech alerts, resolved defects and product announcements.
- Follow, comment and share on your preferred social media platform
- Submit a request.

Submit a Request

Encounter a product defect, or need help with a product-related issue? Submit a request.



What can you do?

- Submit a product question/issue
- View **Suggested articles** related to your submission
 - View image

Submit a request

Organization *

Advanced Solutions International, Inc.

Please tell us which Organization you would like to report this issue for.

Subject *

Publishing

Submit ideas to ASI Product Champions. Entering text in the **Title** field returns **Similar posts** related to the title.

Suggested articles

- [Important: Change to Staff Site navigation following 100.1.27 upgrade](#)
- [Intermittent Issues with Publish Pending](#)
- [None of my Events, Products or Groups are showing up -- what happened?](#)
- [Defects resolved in version 100.1.64](#)
- [Defects resolved in version 100.1.65](#)
- [Defects resolved between 100.1.13 and 100.1.14](#)
- [How can I change my website template \(for a different look and feel\)?](#)
- [Defects resolved between 100.1.2.276 and 100.1.10](#)
- [Defects resolved between builds .41 and .46](#)
- [Defects resolved between builds .47 and .52](#)

- Enter a detailed **Description**.
 - For example, instead of “When I load a specific page, I get an error message” try including the name of the site, the page you were trying to access, the error details, and any other pertinent details.
 - Detail what troubleshooting methods you attempted, prior to contacting Support.
- Choose the **Product** your submission concerns.
- Tag your submission as a Hosting or non-Hosting issue.
 - Example: Your site is down, or you need an SSL certificate would be considered a Hosting issue.
- Choose your Client Priority: Is your submission of **Low**, **Medium**, **High** or **Urgent** priority.
- Tag your ticket type as a **Request**, **Question**, **General Issue** or **Site Down**.
- Add **Attachments**. Screenshots add a helpful visual element to your ticket. Try to always include screenshots with your ticket request.

Ideas

ASI clients can share ideas for product enhancements and view other submitted ideas.



What can you do?

- Submit your great ideas about product enhancements you would like to see.
- Vote on existing submissions.
- Create, view and follow posts.
- Share posts on your preferred social media platform.

FAQs

View the most Frequently Asked Questions about ASI products.




What can you do?

- View Frequently Asked Questions segmented by iMIS version.
- Comment on (if available), and share FAQs.
- Follow and FAQ thread.
- Submit a request.
- See **Recently viewed articles** and **Related articles**.

Documents

Learn how to use ASI products with highly-detailed documentation.

 Learn how to use our products
Cause2Give
Donman
iMIS 20-100/200
iMIS 20-300
Income Manager
SpaceMaster

What can you do?

- View documentation segmented by ASI product.
- View **Training Resources** segmented by ASI product.
- Follow, comment on, and share articles.
- Submit a request

Client Support Portal Profile

The profile area of the ASI Client Support portal gives you the ability to review your activities, and view your profile information.

My Activities

The **My Activities** section shows all your activity on the support portal, including requests, contributions and what you are following.

- **Requests**
 - **My requests** - Shows your requests with the ID, subject, how long ago the request was created, the time of last activity and the status of the request.

- **Requests I'm CC'd on** - Shows requests that you have been copied on. View the request ID, how long ago the request was created, the time of last activity and the status of the request.
- **Contributions**
 - **Posts** - Shows your posts with the title, type, how many votes it received, time of last activity and when the post was created.
 - **Community comments** - Shows comments made in the Community section with the title, type, how many votes it received, time of last activity and when the post was created.
 - **Article comments** - Shows comments made on articles with the title, type, how many votes it received, time of last activity and when the post was created.
- **Following**
 - View all the items you are currently following. You can also Unfollow from here.

Profile

View your profile information. Your support portal profile information is linked to your iMIS profile information.

Now that you've reviewed all the areas of the support portal, and what you can achieve in each area, you are ready to take advantage of all **ASI Client Support** has to offer!

Technical Support Hours

Telephone support for the following regions is available at these times:

North America (512) 491-0550 ext. 2

Mon - Thurs: 8:00 a.m. to 7:00 p.m. CST

Friday: 8:00 a.m. to 5:00 p.m. CST

Europe +44 (0)20 3267 0067

Mon - Thurs: 9:15 to 24:00 BST

Friday: 9:00 to 23:00 BST

Asia-Pacific +61 3 9869 7500 ext. 2

Mon - Fri 9:00 to 17:00 AEST

Global Support Contact Email:

SupportServices@advsol.com