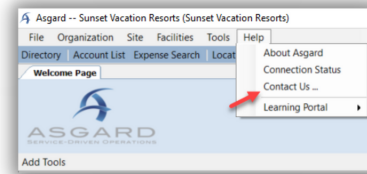





Step 1: From the **Help** dropdown, click **Contact Us**




Step 2: Fill in the required information :

1. **Your Phone Number** - contact number
2. **Problem Category** - from the dropdown, choose the area of Asgard you are experiencing the problem
3. **Common Problem** - based on the selected category, choose from the dropdown options
4. **Please provide specific information about your problem** - fill in the information requested or enter a brief description of your request
5. **When did the problem occur?** - Choose **The problem is ongoing** or a timeframe and/or enter dates, where applicable

How can we get back to you?



Your Name: Lemus, Betsy

Your Email Address: blemus@katasoft.com


Your Phone Number: 

Your Organization: Sunset Vacation Resorts

Your Site: Sunset Vacation Resorts

Problem Category:  

Please provide specific information about your problem:

When did the problem occur? 

☐ The problem occurred from 1/25/2023 2:59 PM to 1/25/2023 2:59 PM

☐ The problem is ongoing

☐ The problem occurred once on or around 1/25/2023 2:59 PM

☐ The problem has occurred several times but I don't recall the exact dates

OK Cancel

How can we get back to you?

Your Name: Lemus, Betsy

Your Email Address: blemus@katasoft.com

1 Your Phone Number: 407-555-5555

Your Organization: Sunset Vacation Resorts

Your Site: Sunset Vacation Resorts

2 Problem Category: User/Directory

3 Common Problem: Add a New User

4 Please provide specific information about your problem:

Please provide the details below:

1. User's first and last name:
2. Preferred user name (including EID):
3. User's company email address:
4. User's department:
5. User's role (Manager, runner, inspector, tech, etc.):

Optional: Is there a current user whose permissions you would like to copy for this user?

When did the problem occur?

☐ The problem occurred from 1/25/2023 3:02 PM to 1/25/2023 3:02 PM


5 ☒ The problem is ongoing

☐ The problem occurred once on or around 1/25/2023 3:02 PM

☐ The problem has occurred several times but I don't recall the exact dates

OK Cancel

Step 3: Once entered, click **OK**.

 The information will then be sent to our Customer Service Heroes, who will contact you shortly with a resolution or any follow-up questions that they may have.

How can we get back to you?

Your Name: Lemus, Betsy

Your Email Address: blemus@katasoft.com

Your Phone Number: 407-555-5555

Your Organization: Sunset Vacation Resorts

Your Site: Sunset Vacation Resorts

Problem Category: User/Directory

Common Problem: Add a New User

Please provide specific information about your problem:

Please provide the details below:

1. User's first and last name: John Doe
2. Preferred user name (including EID): jdoe1234
3. User's company email address: john.doe@companyname.com
4. User's department: Engineering
5. User's role (Manager, runner, inspector, tech, etc.): Engineering tech

Optional: Is there a current user whose permissions you would like to copy for this user?

When did the problem occur?

☐ The problem occurred from 1/26/2023 11:48 AM to 1/26/2023 11:48 AM

☒ The problem is ongoing

☐ The problem occurred once on or around 1/26/2023 11:48 AM

☐ The problem has occurred several times but I don't recall the exact dates

OK Cancel