

Telestream Support Portal

Frequently Asked Questions (FAQs)

Our new customer portal is expected to go-live on June 6, 2022. Upon go-live the portal will be undergoing regular updates. Please bear with us as we roll out functionality and strive to: improve case management processes, enable better features for communication and case resolution, and increase efficiency and time savings for all of our valued customers and resellers.

TABLE OF CONTENTS

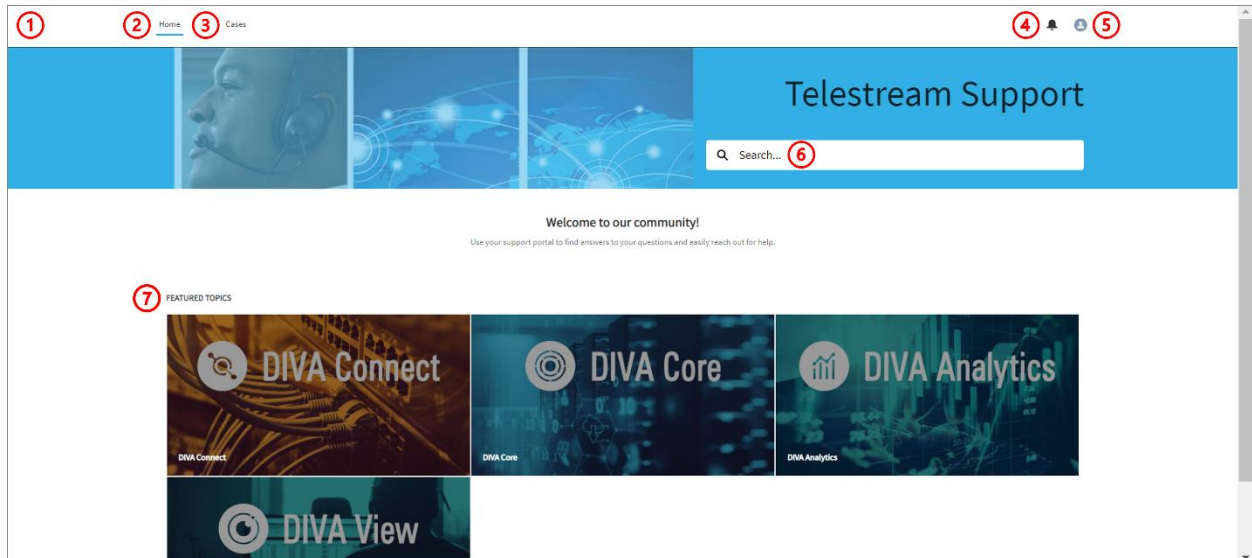
To navigate to a particular question without scrolling through the entire document, click on the desired question from the list below.

- Who do I contact if I need help accessing the portal?..... 2
- How do I get started in the portal?..... 2
- How do I find a knowledge article for self-service? 2
- What if I can't find an article in the portal? 2
- How do I open a case? 3
- How do I attach a file to my case? What else do I need to include? 4
- How do I send a message to the Telestream support team? 5
- How will I know Telestream has responded to my post, comment, or case? 7
- How do I know my case has been submitted? 7
- Will I get an email notification when my case is created? What email notifications will I receive? 8
- Can I close my own cases without waiting for Telestream support to close them? 8
- Can I change the priority on my case? 10
- How do I report a problem with the portal (e.g., I can't see all of my cases)?..... 11
- What email do I need to whitelist as a safe approved sender for portal communications? 11



Q: How do I get started in the portal?

A: After you sign-in to the customer portal, you will be oriented to the home screen (1).



To orient back to the home screen anytime, click "Home" (2), which will remain in the top left hand corner of your screen as you navigate the portal. To submit a new case, click "Cases" (3), also in the top left-hand corner of your screen. Notification alerts (4) are in the top right-hand corner along with your account/profile details (5). "Search" the portal (6) for information or follow a link for "Featured Topics" (7) by clicking on the desired image.

Q: How do I find a knowledge article for self-service?

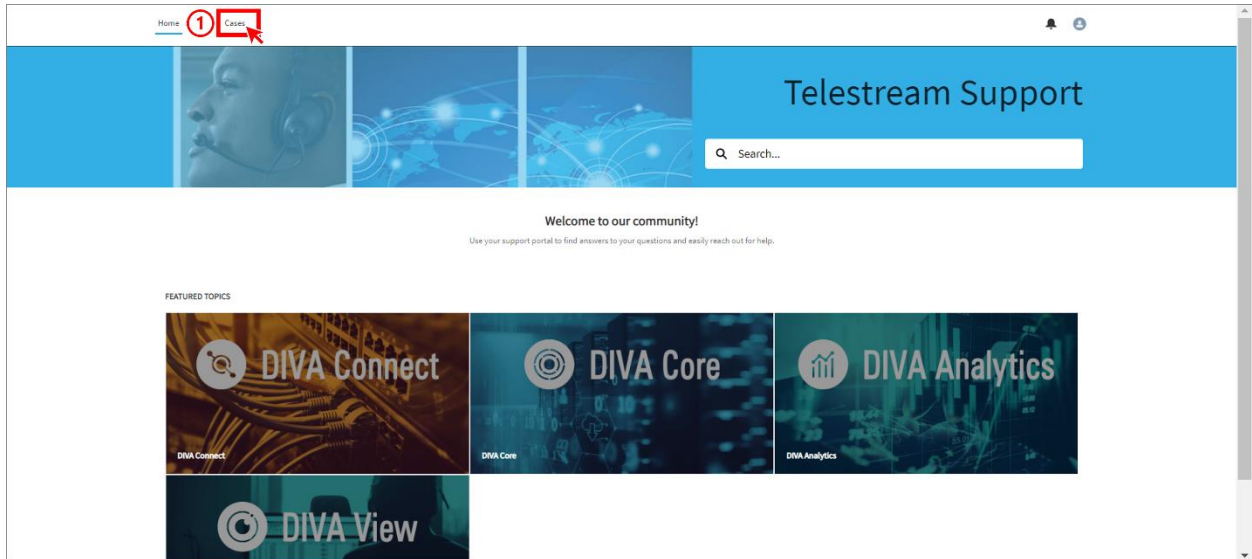
A: Use the "Search" functionality or access information for the desired product by clicking on the corresponding "Featured Topics".

Q: What if I can't find an article in the portal?

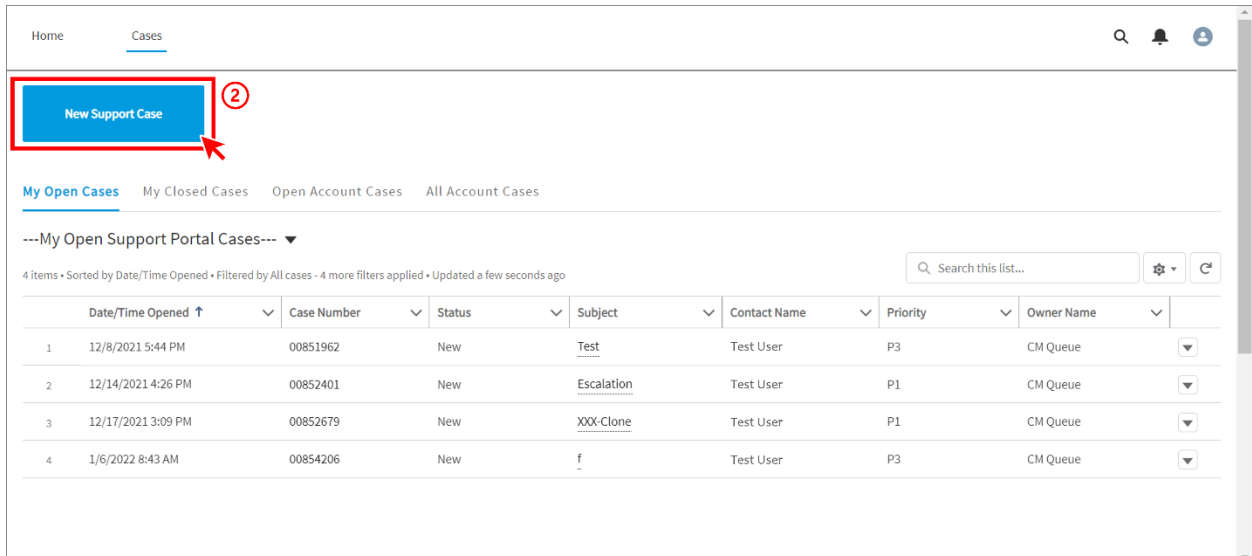
A: Open a case and submit a request for the information you are seeking.

Q: How do I open a case?

A: First, click on "Cases" (1).



You will be taken to the case management screen. Click on "New Support Case" (2).



Next, complete your case submission by filling out all required fields, and as much additional information as possible, on the "New Telestream Support Case" (3) screen.

Home Cases

3 New Telestream Support Case

* Problem Type
--None--

* Subject
[Empty text box]

* Priority ⓘ
P3

* Description
[Empty text box]

* Product Type
--None--

Product Version
--None--

* Operating System
--None--

* Preferred Contact Method
--None--

Files
Create a new case here, then you will have an opportunity to attach files.

Confirm

Click Confirm.

Q: How do I attach a file to my case? What else do I need to include?

A: After you click "Confirm", the portal will navigate you automatically to the case.

Home Cases

Post

Share an update... [Share]

Need to request a priority update or close this case? [Case Action]

Sort by: Most Recent Activity

Test User (Customer) created this case. Just now

00854284 [View more details]

Like Comment

Write a comment...

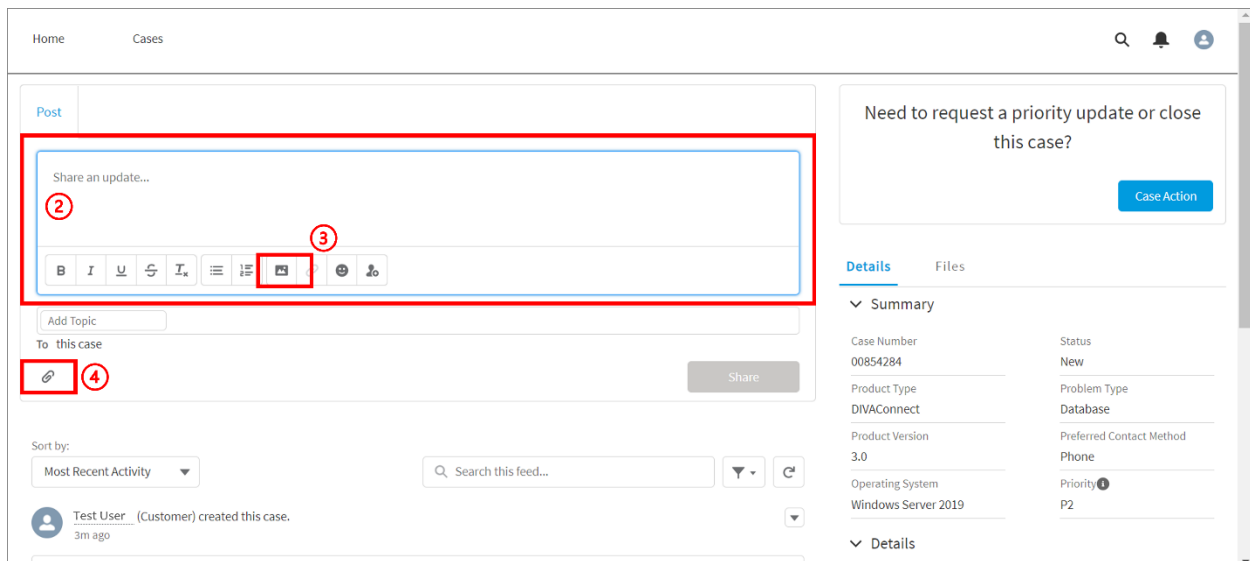
Details Files

Summary

Case Number	00854284	Status	New
Product Type	DIVACONNECT	Problem Type	Database
Product Version	3.0	Preferred Contact Method	Phone
Operating System	Windows Server 2019	Priority ⓘ	P2

Details

Click in the "Share an update..." field to activate the post functionality (1).



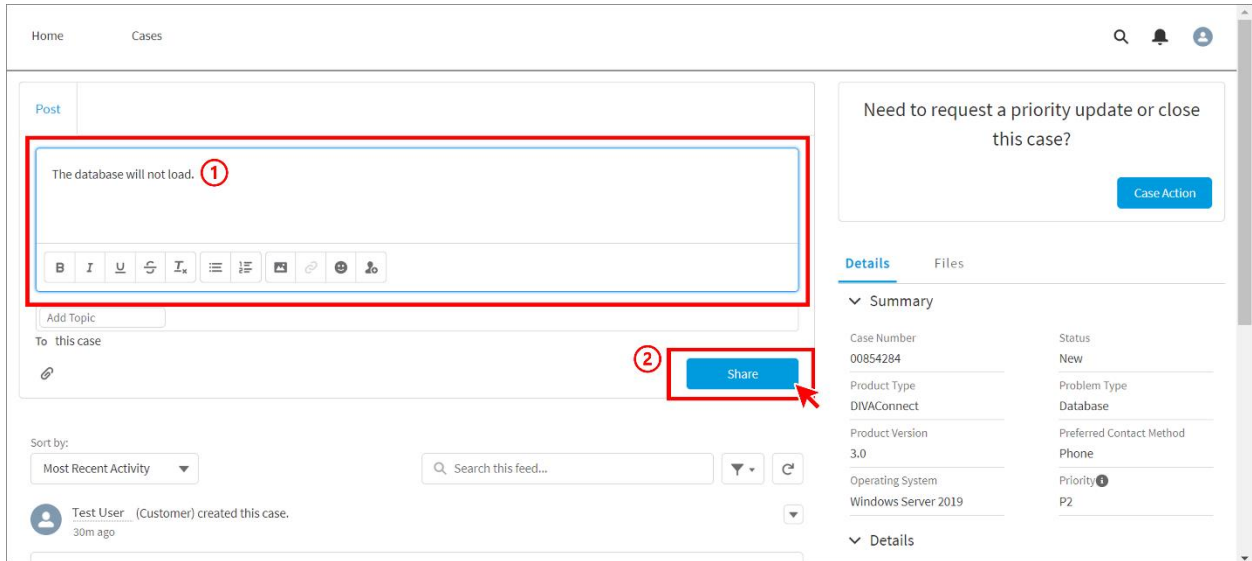
You can copy and paste a photo into the “Share an update...” field (2). You can also upload a photo using the photo icon (3). In order to attach a file, click the file icon (4) below the “Share an update...” field.

It is the most helpful for the Support Engineer assigned to your case to have all available context and information. Including relevant files and photos/screen shots will, in many cases, expedite the support process.

Q: How do I send a message to the Telestream support team?

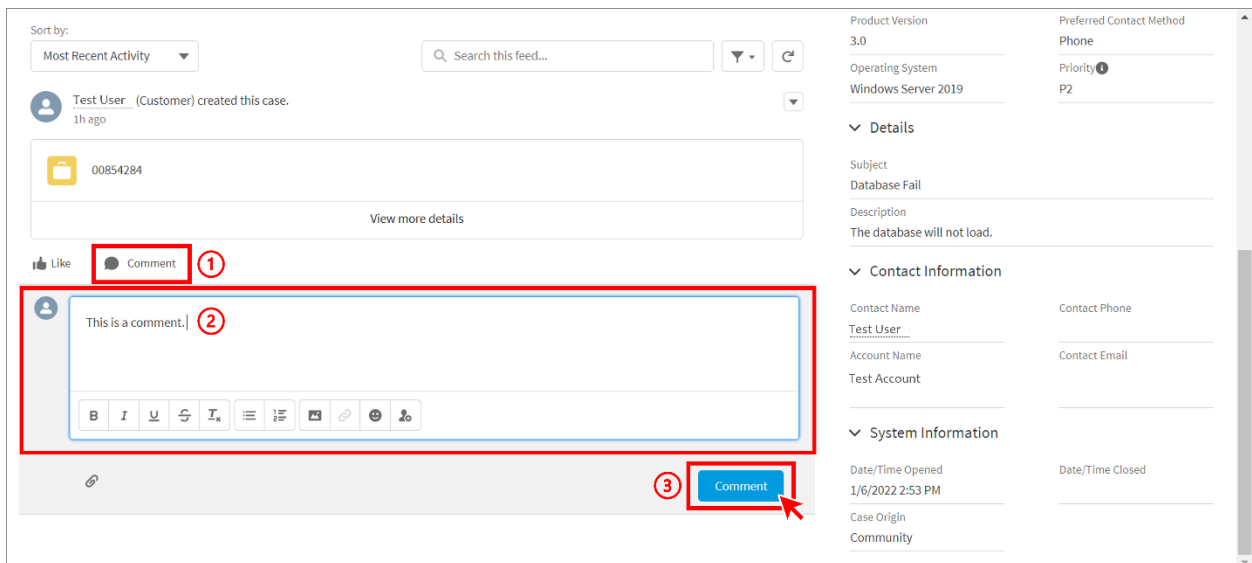
A: After you submit your case, all communication can be done within that case within the customer portal. There are two ways to submit a case message.

Option 1: Use the Post function.



Write your message in the text box (1). Click "Share" (2) to submit.

Option 2: Use the comment function.



Under each post, within the case conversation, there is an option to comment (1) on that post, specifically. Any message added as a comment will show up under the parent comment and remain attached to the post it is associated with. After writing your comment in the text box (2), click "Comment" (3) to submit.

Q: How will I know Telestream has responded to my post, comment, or case?

A: You will get an email notification letting you know that someone has responded. The email notification will include a link to the portal where you can view and address the response from Telestream support. You can also log into the portal at any time and review your case, including posts/comments/responses. You can also, very simply, respond to the email, which will add your email text as a comment to the case.

Q: How do I know my case has been submitted?

A: By checking your Cases list within the portal itself, you can see what has been officially submitted. Cases that have been successfully submitted to Telestream support will appear in the list.

	Date/Time Opened ↓	Case Number	Status	Subject	Contact Name	Priority	Owner Name
1	1/6/2022 2:53 PM	00854284	New	Database Fail	Test User	P2	CM Queue
2	12/17/2021 3:09 PM	00852679	New	XXX-Clone	Test User	P1	CM Queue
3	12/14/2021 4:26 PM	00852401	New	Escalation	Test User	P1	CM Queue
4	12/8/2021 5:44 PM	00851962	New	Test	Test User	P3	CM Queue

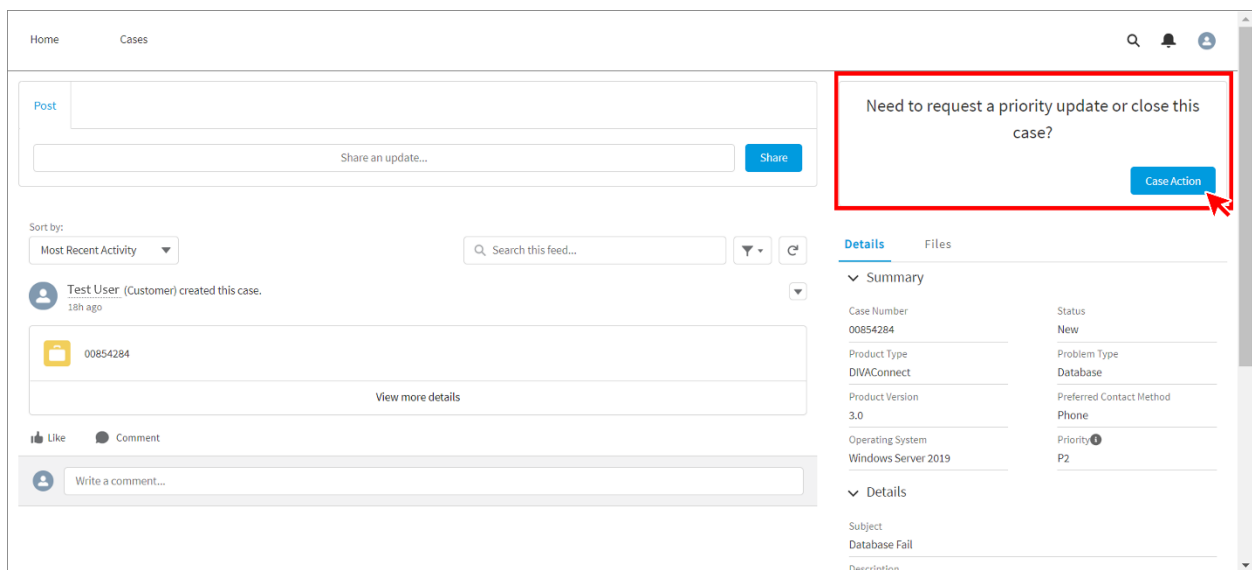
To view your active cases, click the “My Open Cases” (1) tab. You can sort the list by clicking on “Date/Time Opened” (2) until the down-pointing arrow appears to assess which case has been submitted most recently (3). To open your case, click on the Case Number or the Subject (4). Use the other tabs (5-7) to view your history of closed cases and all account cases.

Q: Will I get an email notification when my case is created? What email notifications will I receive?

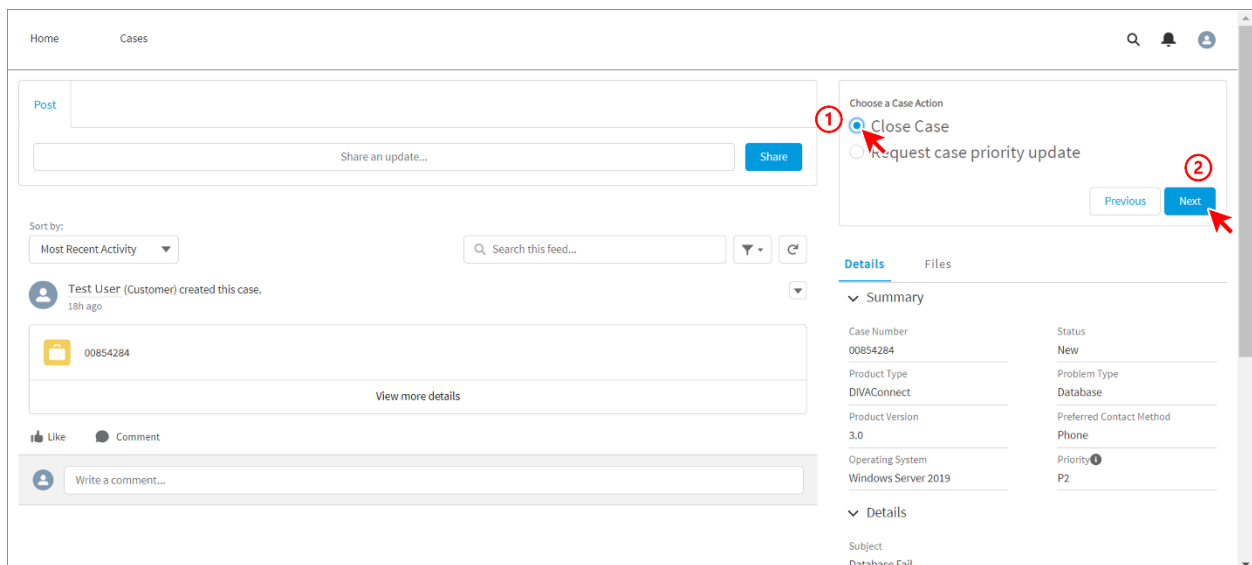
A: You will only get email notifications when Telestream support updates to your case. You **will not** get an email notification confirming case creation. You can, however, manually check that the case was created by reviewing your “My Open Cases” list (see previous question).

Q: Can I close my own cases without waiting for Telestream support to close them?

A: You can request your case to be closed by completing a “Case Action”.



Choose “Close Case” (1) and click “Next” (2).



You will then be given the option to include details about closing your case.

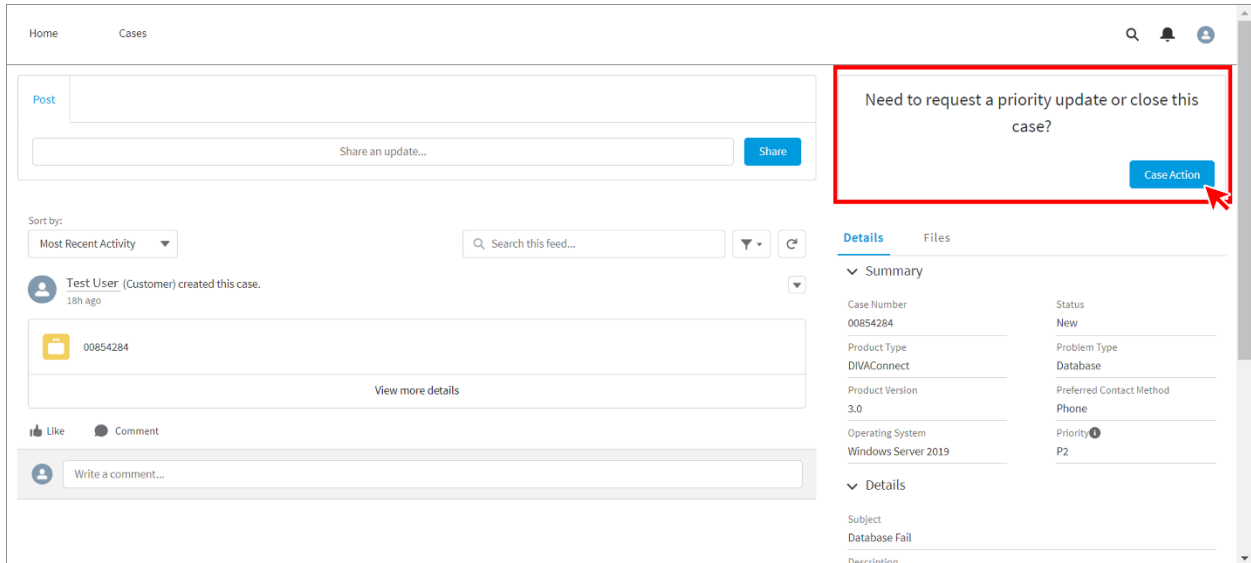
The screenshot shows a user interface for managing cases. On the left, there is a 'Post' section with a text input field and a 'Share' button. Below it, a notification states 'Test User (Customer) created this case. 18h ago' with a case ID '00854284' and a 'View more details' link. At the bottom left, there are 'Like' and 'Comment' buttons and a 'Write a comment...' input field. On the right, a red box highlights a dialog box with the text 'Would you like to tell us more about why you are closing the case?' and a 'Comment' input field. Below the input field are 'Previous' and 'Next' buttons, with a red arrow pointing to the 'Next' button. Below the dialog box, there is a 'Details' section with a 'Summary' tab selected, showing case information: Case Number (00854284), Status (New), Product Type (DIVAConnect), Problem Type (Database), Product Version (3.0), Preferred Contact Method (Phone), Operating System (Windows Server 2019), and Priority (P2). A 'Details' section is partially visible below the summary.

Click "Next" to progress to the next screen, where you can "Finish" your request to close your case. A support engineer will then review and take next steps.

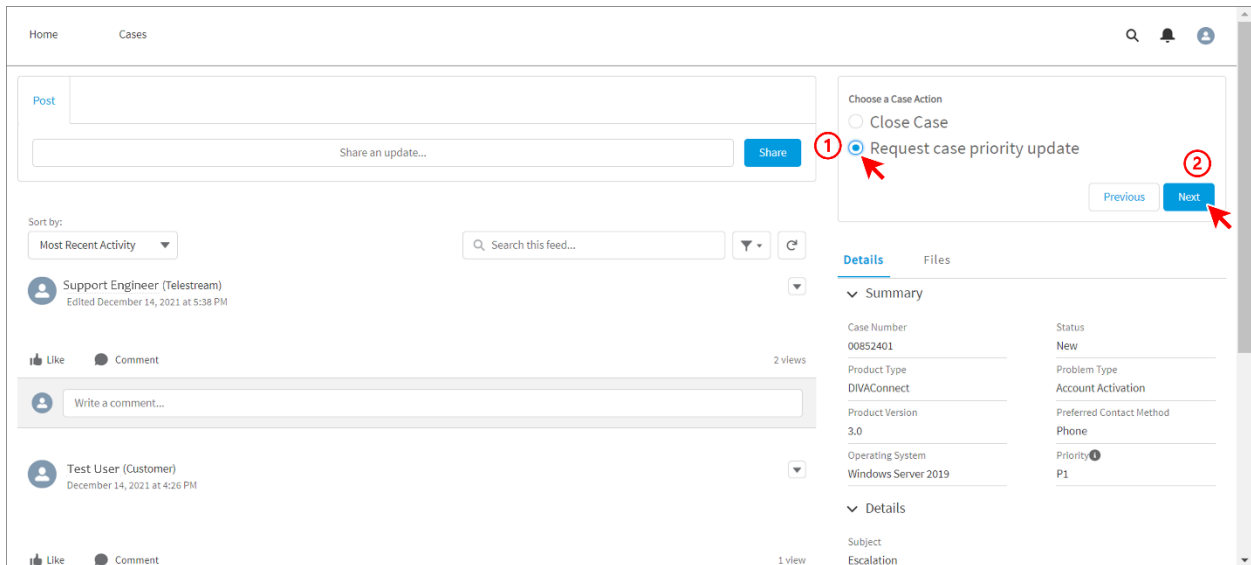
The screenshot shows the same user interface as the previous one, but the dialog box now displays the text 'Thank you for closing your case. A support agent will review your request and formally close your case.' and a 'Finish' button, which is highlighted with a red box and a red arrow. The 'Details' section below shows the same case information as before, with the 'Subject' field now visible, containing the text 'Database Fail'.

Q: Can I change the priority on my case?

A: You can request that the priority on your case be changed by using the “Case Action” functionality.



Choosing “Request case priority update”. Then click “Next”.



You will be required to "Update Case Priority to" and provide a "Reason for Case priority update". Complete both fields and click "Next".

Select the priority you want to escalate your case to.

* Update Case Priority to
--None--

* Reason for Case priority update

Previous Next

Details Files

Summary

Case Number	Status
00852401	New
Product Type	Problem Type
DIVAconnect	Account Activation
Product Version	Preferred Contact Method
3.0	Phone
Operating System	Priority
Windows Server 2019	P1

Details

Subject

Escalation

To finish requesting a priority change, click "Next".

Thank you for requesting a case priority update. A support agent will review your request and make the update.

Next

Details Files

Summary

Case Number	Status
00852401	New
Product Type	Problem Type
DIVAconnect	Account Activation
Product Version	Preferred Contact Method
3.0	Phone
Operating System	Priority
Windows Server 2019	P1

Details

Subject

Escalation

Description

Escalate this case.

Contact Information

Q: How do I report a problem with the portal (e.g., I can't see all of my cases)?

A: Open a case and provide details of the problem/issue.

Q: What email do I need to whitelist as a safe approved sender for portal communications?

A: portal@telestream.net