JumpSeat
Support Portal

JumpSeat Support Services

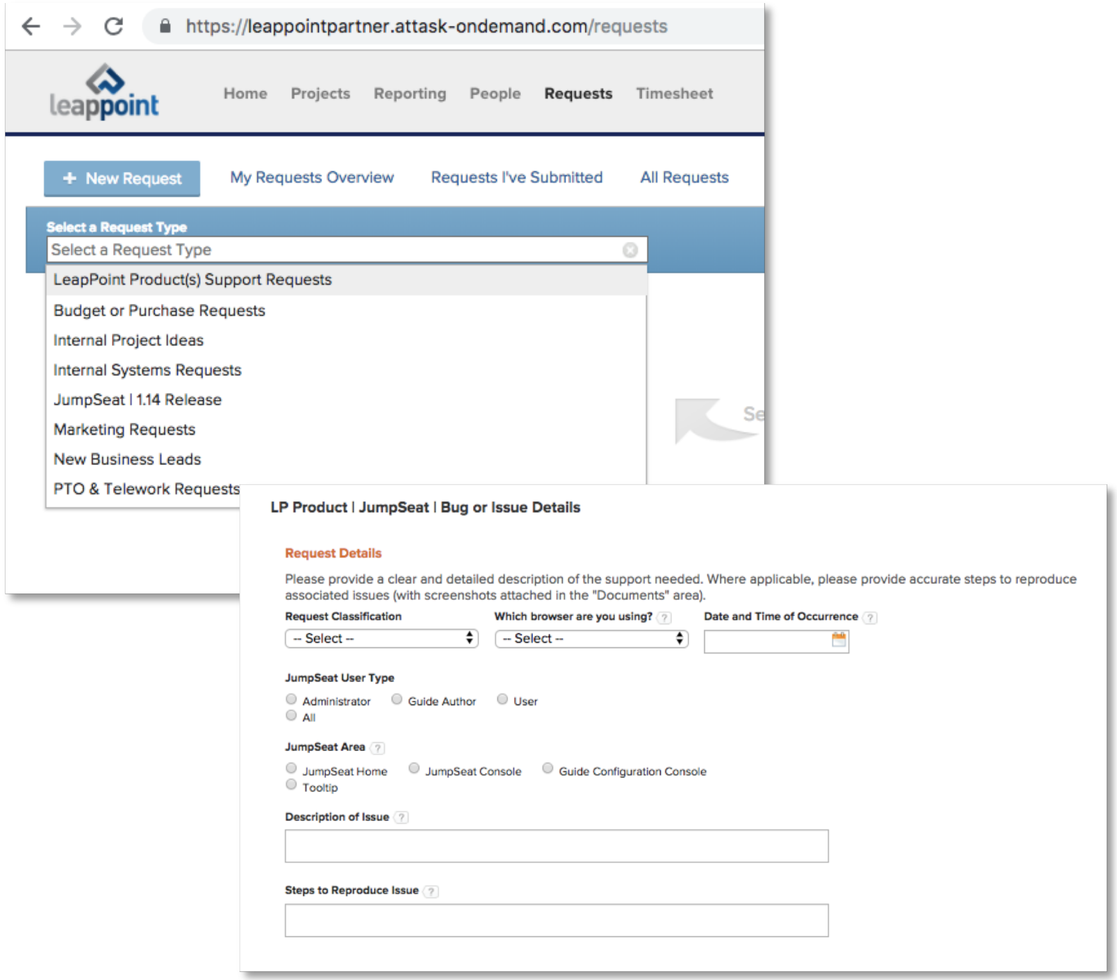
The following support topics can be addressed via the JumpSeat Support Portal:

Product Information	Report an Issue/Incident	Submit a Feature Request
Request additional services, product details and/or licenses	Report any performance or security issue	Share ideas for new JumpSeat functionality
• Application licenses • Account support	• Bug • Performance issue • Security issue • System Outage	• New user functionality and capabilities • Feedback • Enhancements

Support Hours: 9:00AM to 5:00PM EST

How to Submit a Request

1. Before you submit a request, check out support.jumpseat.io and see if any of our knowledgebase articles or videos can help you!
2. You will receive credentials to access our Customer Portal where you can submit a Product Support Request
3. Login to https://leappointpartner.attask-ondemand.com
4. Click the Requests tab
5. Click New Request and select **LeapPoint Product Support Request** from the dropdown menu
6. Select **JumpSeat** from the next dropdown menu, and the select your **Request Type** from the next dropdown (Report an Issue, Product Information and Feature Request)
7. Fill out the form to the best of your ability and attach a screenshot. Click Submit Request.
8. A second option to reach JumpSeat Support is by email at support@JumpSeat.io – after project deployment, please refrain from emailing consultants directly



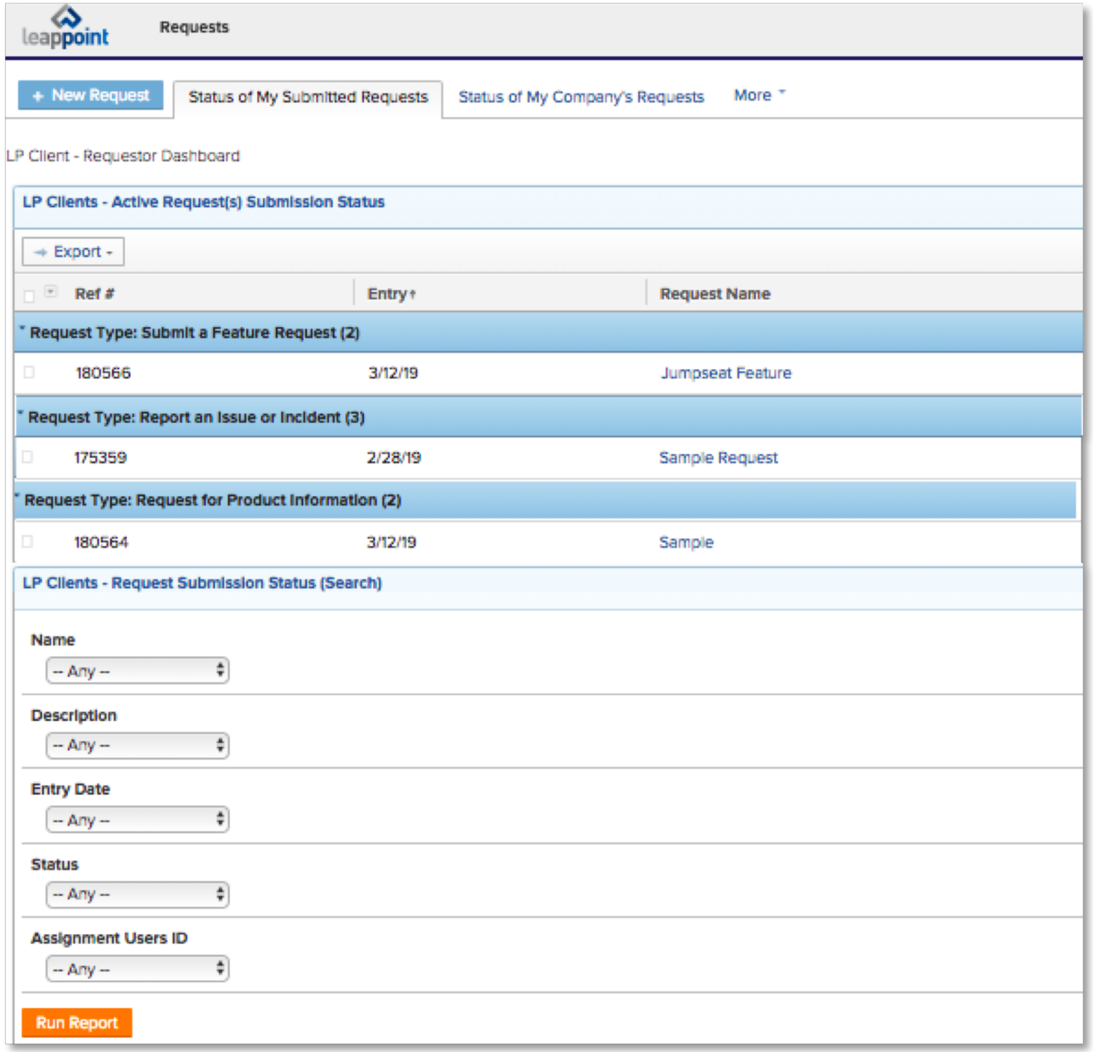
How to View the Status of Your Request

1. Navigate to the **Status of My Submitted Requests** tab in the Requests area

2. On this page you can view all requests that you submitted as well as the:
   - Status
   - Planned Completion
   - Assigned To

3. Go to the **Status of My Company's Requests** tab to view request submitted by other people in your company.

4. You will be notified through email about any request status changes.



How to Add a New Requestor

If one of the JumpSeat Administrators from your team does not have access to the JumpSeat Support Portal or if a new Admin is coming on board, use the Client Access Request Form to request access on the new user's behalf.

You will just need the following information about the new Requestor:

- First and Last Name
- Email Address