

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
<ul style="list-style-type: none">• Application licenses• Account support	<ul style="list-style-type: none">• Bug• Performance issue• Security issue• System Outage	<ul style="list-style-type: none">• New user functionality and capabilities• Feedback• Enhancements

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



How to Submit a Request

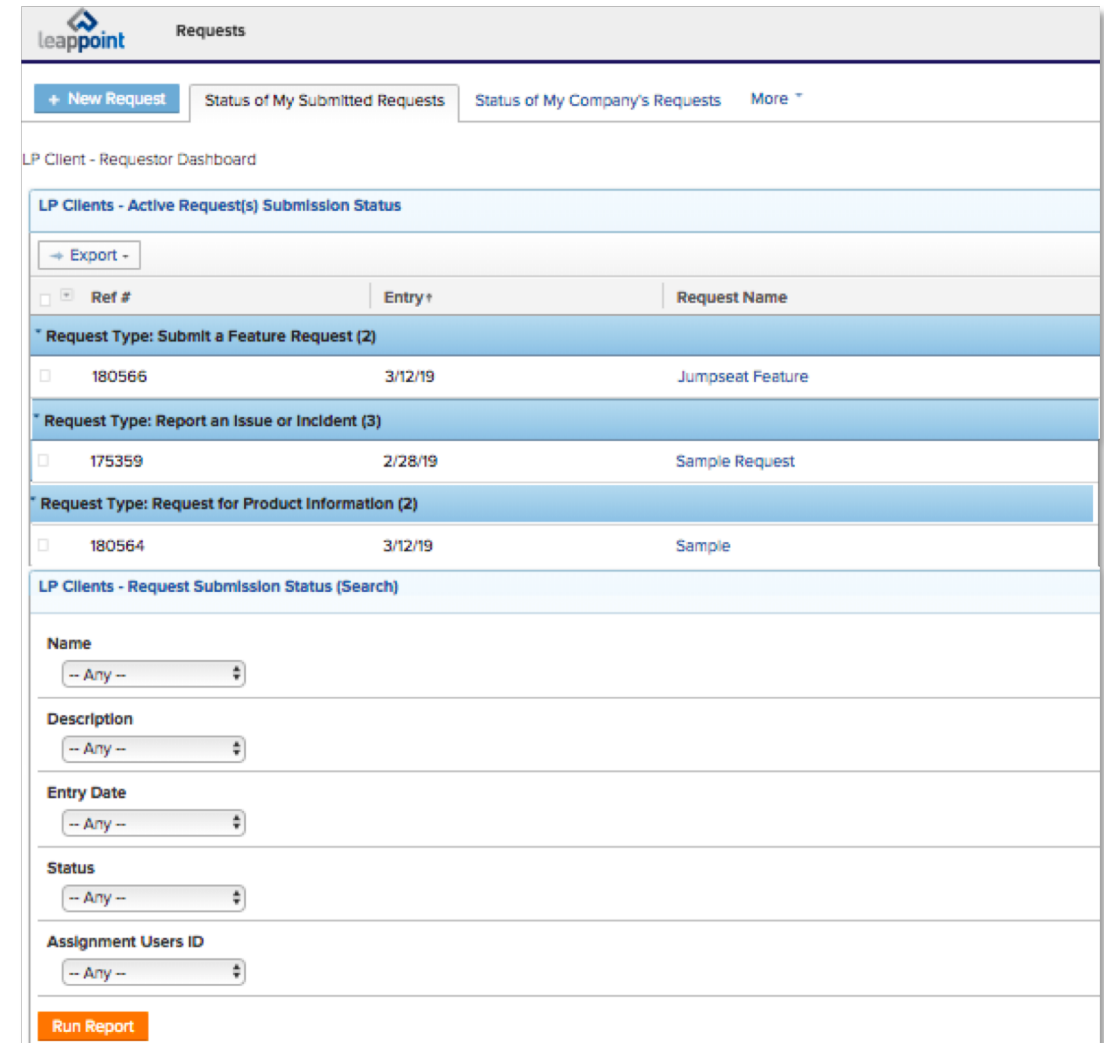
1. Before you submit a request, check out support.jumpseat.io and see if any of our knowledgebase articles or videos can help you!
2. You will receive credentials to access our Customer Portal where you can submit a Product Support Request
3. Login to <https://leappointpartner.attask-ondemand.com>
4. 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 then 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

The screenshot shows the 'New Request' form in the LeapPoint Customer Portal. The browser address bar displays <https://leappointpartner.attask-ondemand.com/requests>. The navigation bar includes links for Home, Projects, Reporting, People, Requests, and Timesheet. Below the navigation bar, there are tabs for '+ New Request', 'My Requests Overview', 'Requests I've Submitted', and 'All Requests'. The 'Select a Request Type' dropdown menu is open, showing options: 'LeapPoint Product(s) Support Requests', 'Budget or Purchase Requests', 'Internal Project Ideas', 'Internal Systems Requests', 'JumpSeat | 1.14 Release', 'Marketing Requests', 'New Business Leads', and 'PTO & Telework Requests'. The 'LP Product | JumpSeat | Bug or Issue Details' form is displayed below the dropdown. It includes a 'Request Details' section with a text area for a clear and detailed description of the support needed. Below this are three dropdown menus: 'Request Classification' (set to '-- Select --'), 'Which browser are you using?' (set to '-- Select --'), and 'Date and Time of Occurrence' (with a calendar icon). There are also radio button options for 'JumpSeat User Type' (Administrator, Guide Author, User, All) and 'JumpSeat Area' (JumpSeat Home, JumpSeat Console, Guide Configuration Console, Tooltip). At the bottom, there are text input fields for 'Description of Issue' and 'Steps to Reproduce Issue'.



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.



The screenshot displays the Leapoint Requests application interface. At the top, there's a navigation bar with the Leapoint logo and the title 'Requests'. Below this, a tabbed interface shows three tabs: 'New Request', 'Status of My Submitted Requests' (which is active), and 'Status of My Company's Requests'. A 'More' link is also present. The main content area is titled 'LP Client - Requestor Dashboard'. It features a section for 'LP Clients - Active Request(s) Submission Status' with an 'Export' button. Below this is a table with columns for 'Ref #', 'Entry', and 'Request Name'. The table is divided into three sections based on request type: 'Request Type: Submit a Feature Request (2)', 'Request Type: Report an Issue or Incident (3)', and 'Request Type: Request for Product Information (2)'. Each section contains one or two rows of data. At the bottom, there's a search section titled 'LP Clients - Request Submission Status (Search)' with dropdown menus for 'Name', 'Description', 'Entry Date', 'Status', and 'Assignment Users ID'. A 'Run Report' button is located at the bottom right of the search section.

Ref #	Entry	Request Name
* Request Type: Submit a Feature Request (2)		
180566	3/12/19	Jumpseat Feature
* Request Type: Report an Issue or Incident (3)		
175359	2/28/19	Sample Request
* Request Type: Request for Product Information (2)		
180564	3/12/19	Sample

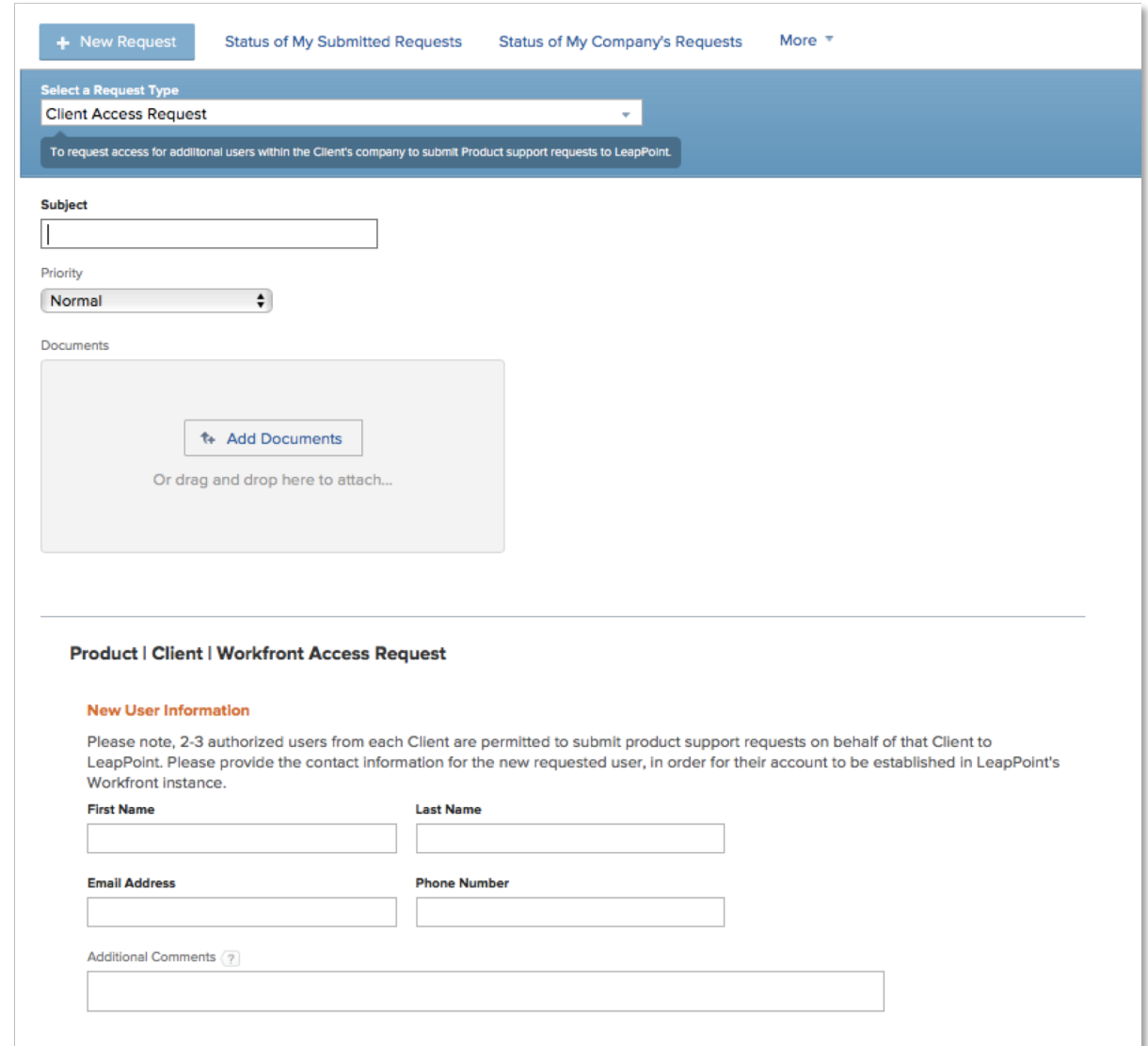


How to Add a New Requestor

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



The screenshot shows the 'Client Access Request' form in the JumpSeat Support Portal. At the top, there are navigation links: '+ New Request', 'Status of My Submitted Requests', 'Status of My Company's Requests', and 'More'. Below these is a blue header bar with the text 'Select a Request Type' and a dropdown menu currently set to 'Client Access Request'. A blue box below the dropdown contains the text: 'To request access for additional users within the Client's company to submit Product support requests to LeapPoint.'

The main form area has the following sections:

- Subject:** A text input field.
- Priority:** A dropdown menu currently set to 'Normal'.
- Documents:** A large light gray box with a button that says 'Add Documents' and the text 'Or drag and drop here to attach...' below it.

Product | Client | Workfront Access Request

New User Information

Please note, 2-3 authorized users from each Client are permitted to submit product support requests on behalf of that Client to LeapPoint. Please provide the contact information for the new requested user, in order for their account to be established in LeapPoint's Workfront instance.

First Name **Last Name**

Email Address **Phone Number**

Additional Comments

