

# Ruijie Service Portal User Guide v3.0



2015.9

# | Preface

## Audience

Ruijie business partners and customers

## Revision Record

Version	Release Date	Contents	Author
v3.0	2015.9	Reorganized structure	Amy&Scott

Ruijie Service Portal is a track system that provide post sale technical support for Ruijie business partners. This slide mainly describe the case process workflow and timeliness.

You may visit Ruijie Service Portal at <http://case.ruijienetworks.com> ,and you have to register before submit a ticket . For more information , see below “User Guide” as attached.

For more technical documents and information , visit Ruijie Official website at <http://www.ruijienetworks.com> .

## I Case Portal Log in page

Visit case portal at <http://case.ruijienetworks.com> , the login page displayed as below .

Click “signup for a new account” .

# Ruijie Service Portal

Login	
<b>Username</b>	<input type="text"/>
<b>Password</b>	<input type="password"/> 
<b>Remember my login in this browser</b>	<input type="checkbox"/>
<b>Secure Session</b>	<input checked="" type="checkbox"/> Only allow your session to be used from this IP address.
<input type="button" value="Login"/>	

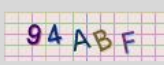
[ [Signup for a new account](#) ] [ [Lost your password?](#) ]

# | Case Portal Signup

Provide your basic information to sign up.

**Note:** Register your account with your company Email address

## Ruijie Service Portal

Signup	
<b>Username:</b>	<input type="text"/>
<b>E-mail:</b>	<input type="text"/>
<b>Company:</b>	<input type="text"/>
<b>Country/Region:</b>	Please select your country <input type="text"/>
<b>Enter the code as it is shown in the box on the right.:</b>	<input type="text"/> 
<p>On completion of this form and verification of your answers, you will be sent a confirmation e-mail to the e-mail address you specified. Using the confirmation e-mail, you will be able to activate your account. If you fail to activate your account within seven days, it will be purged. You must specify a valid e-mail address in order to receive the account confirmation e-mail.</p>	
<input type="button" value="Signup"/>	

[ [Login](#) ] [ [Lost your password?](#) ]

After submit application , system will send a Email to you for confirmation.

# Case Portal Overview

Login with your account , Homepage displayed as below :

**Ruijie Service Portal**

Logged in as: *ruijie2015* (Scott test - reporter)      2015-10-22 14:46 MYT      Project:

[Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [My Account](#) | [Logout](#)     

**Unassigned [ ^ ] (0 - 0 / 0)**

**Resolved [ ^ ] (0 - 0 / 0)**

**Monitored by Me [ ^ ] (0 - 0 / 0)**

**Reported by Me [ ^ ] (1 - 1 / 1)**

[0000462](#) test  
Router - 2015-10-13 16:27

**Recently Modified [ ^ ] (1 - 1 / 1)**

[0000462](#) test  
Router - 2015-10-13 16:27

new    feedback    acknowledged    confirmed    resolved    closed

Copyright © 2012 Ruijie International Service Portal  
[webmaster@example.com](mailto:webmaster@example.com)

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Networks



# Manage Your Account

[Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [My Account](#) | [Logout](#)

Click “My Account” , you may change your personal information .

**Note: Provide your Company and Country so that we are able to classify you in correct group.**

Edit Account		[ My Account ]	[ Preferences ]	[ Manage Columns ]
<b>Username</b>	ruijie2015			
<b>Password</b>	<input type="password"/>			
<b>Confirm Password</b>	<input type="password"/>			
<b>E-mail</b>	scott@ruijie.com.cn			
<b>Real Name</b>	Scott ruijie			
<b>Company</b>	Ruijie			
<b>Country/Region</b>	China ▼			
<b>Access Level</b>	reporter			
<b>Project Access Level</b>	reporter			
<b>Assigned Projects</b>				
<input type="button" value="Update User"/>				

# | Request a Technical Support

[Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [My Account](#) | [Logout](#)

Click “Report Issue” .

\* **Category**

Select category in drop down menu

\* **Summary**

Brief your issue in summary

\* **Description**

Describe your issue in detail. Proper description is useful to get issue resolve more efficient . It is required to provide: **1.Network topology. 2.Configuration File. 3.Any findings during your trouble shooting.**

# I Request a Technical Support

\*Customer Name

Provide customer information

\*Model Name

Provide detail product name

\*Product Series

Select Product Series in drop down menu

\*Software Version

Provide software version

Upload File (Maximum size: 419,430k)

Upload your **1.Network topology. 2.Configuration File. 3.Any findings during your trouble shooting.**



# View a Case

Go back to homepage , select and view your case in detail.

Reported by Me [ ^ ] (1 - 1 / 1)

<a href="#">0000462</a>	test Router - 2015-10-13 16:27
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View Issue Details [ [Jump to Notes](#) ]

[ [Issue History](#) ] [ [Print](#) ]

ID	Project	Category	View Status	Date Submitted	Last Update
0000462	service portal (Global)	Router	private	2015-04-29 23:17	2015-10-13 16:27
<b>Reporter</b>	ruijie2015				
<b>Assigned To</b>	scott				
<b>Urgency</b>	1	<b>Impact</b>	1	<b>Reproducibility</b>	have not tried
<b>Status</b>	feedback	<b>Resolution</b>	reopened		
<b>Summary</b>	0000462: test				
<b>Description</b>	test				
<b>Additional Information</b>	test				
<b>Tags</b>	No tags attached.				
<b>Attach Tags</b>	(Separate by ",") <input type="text"/> Existing tags <input type="button" value="Attach"/>				

# | Update a Case

In case view , you can check manager 's comment and add your comment. **To be efficient , it is recommend to update the latest information in time .**

<a href="#">(0003209)</a> <a href="#">ruijie2015</a> (reporter) [ private ] 2015-09-01 16:54	private note
<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Make Public"/>	

⊖ **Add Note**

<b>Note</b>	<div style="border: 1px solid #ccc; height: 150px;"></div>
	<input type="button" value="Add Note"/>

# | Search a Case

[Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [My Account](#) | [Logout](#)

Go to “View Issues” , add filter , and Apply Filter.

<a href="#">Reporter:</a>	<a href="#">Monitored By:</a>	<a href="#">Assigned To:</a>	<a href="#">Category:</a>
any	any	any	any
<a href="#">Status:</a>	<a href="#">Hide Status:</a>		
any	closed (And Above)		
<a href="#">Show:</a>	<a href="#">View Status:</a>	<a href="#">Show Sticky Issues:</a>	<a href="#">Changed(hrs</a>
50	any	Yes	6
			<a href="#">Tags:</a>
<a href="#">Customer Name</a>	<a href="#">Hardware Version</a>	<a href="#">Model Name</a>	<a href="#">Product Serie</a>
any	any	any	any
<a href="#">Note By:</a>	any	<a href="#">Sort by:</a>	Updated Des
⊖ Search <input type="text"/>	<input type="button" value="Apply Filter"/>	[ <a href="#">Advanced Filters</a> ]	

THANKS

**Ruijie**  
*Networks*

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