

Qdabra Customer Support Portal

- Quick Start Guide

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INTRODUCTION



This manual is designed to be a comprehensive guide for users new to the Qdabra Support Portal.

Welcome to the Qdabra Customer Support Portal

The Qdabra Customer Support Portal is a web-based tool that offers a range of functionalities designed to enhance client experience with our services and support. Whether you are here to manage your support requests, check your balance sheet, verify your license, or track your FormsViewer usage, this manual will provide the necessary information to navigate and utilize the portal effectively.

Purpose of This Document

The primary aim of this manual is to assist you in quickly becoming familiar with the portal's features and capabilities. Serving as a step-by-step guide, it will help you understand how to:

- **Authenticate and access the portal.**
- **Create and check support tickets.**
- **Check AI assisted search based on the training materials**
- **View your balance sheet.**
- **Verify your current licenses.**
- **Monitor your FormsViewer usage.**

Target Audience

This document is specifically intended for first-time users of the Qdabra Customer Support Portal who are clients of Qdabra Solutions or Product Support. It is designed to provide clear and straightforward guidance without assuming any prior knowledge of the portal.

GETTING STARTED

Requirements

Before accessing the portal, ensure that the following system requirements:

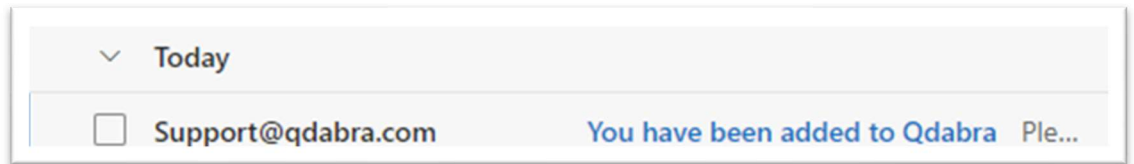
- An internet connection, and web browser.
- Smartphone with **Authentication App** (either Microsoft Authenticator, or Google Authenticator)
- **Invitation email from Qdabra** to add to your Authentication App.
 - Please contact Support@Qdabra.com via email to request the invitation.

Authenticator Setup

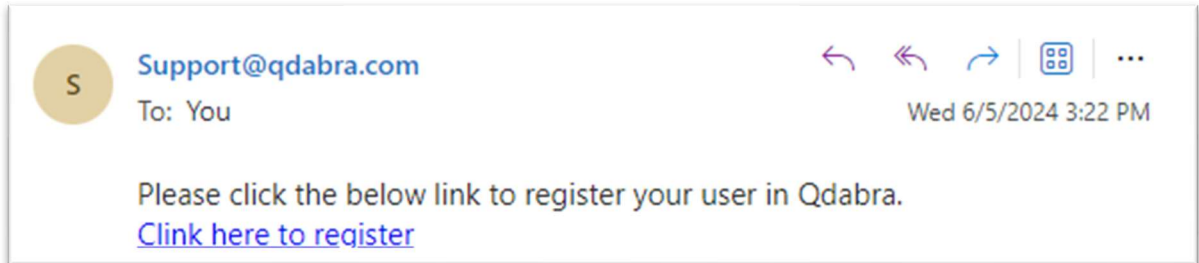
Steps:

1. Install authenticator App (Any authenticator should work, but we've tested Microsoft Authentication, or Google Authentication) if not yet installed.
2. Contact Qdabra Support, and get the invitation email to your company email address.

- Please check junk folder too if you cannot find the invitation mail.



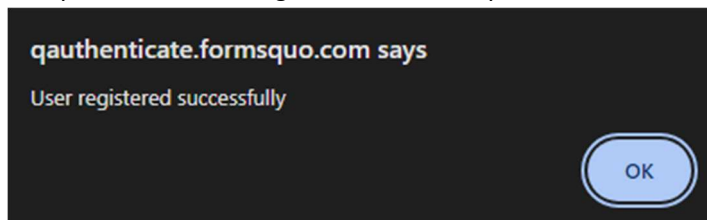
3. Open the invitation email, and click “Click here to register”



4. Follow the direction. It should ask your Phone Number. Type in the number and click **Register User**.

A screenshot of a web registration page for Qdabra Software. The page has a red header with the 'QDABRA SOFTWARE' logo. The main content area is white and contains the heading 'Register your phone number'. Below this is a form with a label 'Phone *' and a text input field containing the placeholder text 'Phone'. To the right of the input field is a red icon of a phone. Below the input field, there is a note: 'Please provide your phone number to register the user.' At the bottom right of the form is a green button labeled 'Register User'.

5. Then you will see User Registered Successfully.



6. Then you will see the QR code




7. With your cellphone, open your authenticator and scan this QR code to add.

- For Microsoft Authenticator, select “Others” among {Personal, Company/School. Others}

8. Then you will see “Qdabra” added to the authenticator.

- You can rename the account name displayed in the authenticator

LOG IN AND AUTHENTICATION

 *To access the Qdabra Customer Support Portal, users must have Authenticator App on their phone, and have added Qdabra, as described in the previous section. If you have any questions, please contact Support@qdabra.com.*

Accessing the Portal

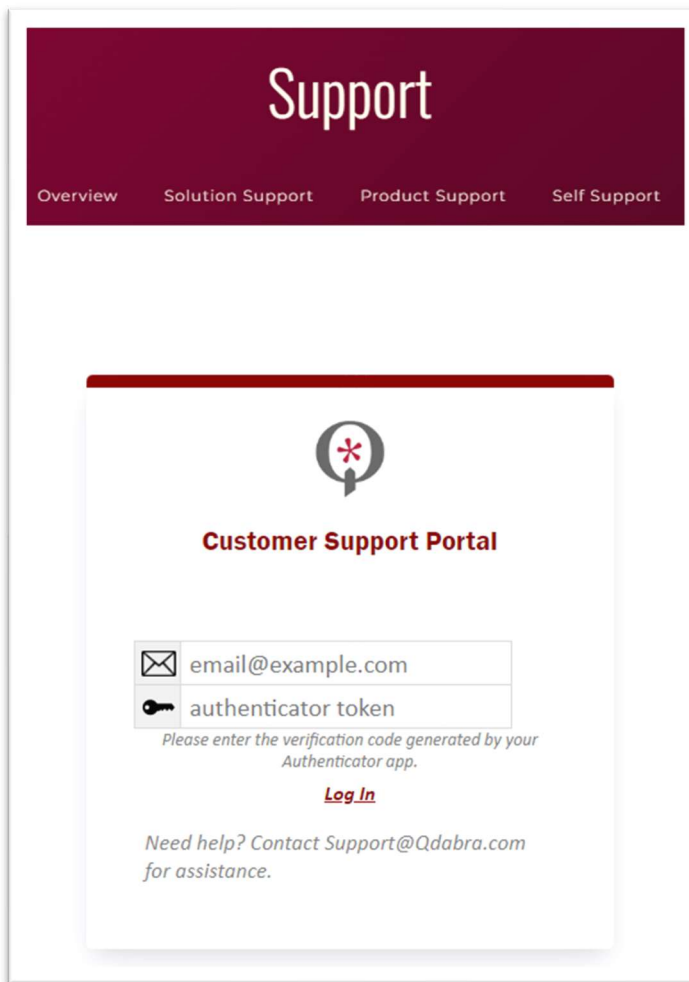
To access the Customer Support Portal, please follow these steps:

- Visit the Qdabra.com website at <https://www.qdabra.com/>
- Navigate to the **Customer Support Portal**, which can be found under the **Support** menu



The current url of the page is <https://www.qdabra.com/en/support/customerSupportPortal.aspx>

- You will be presented with a screen similar to this:



Support

Overview Solution Support Product Support Self Support

Customer Support Portal

email@example.com

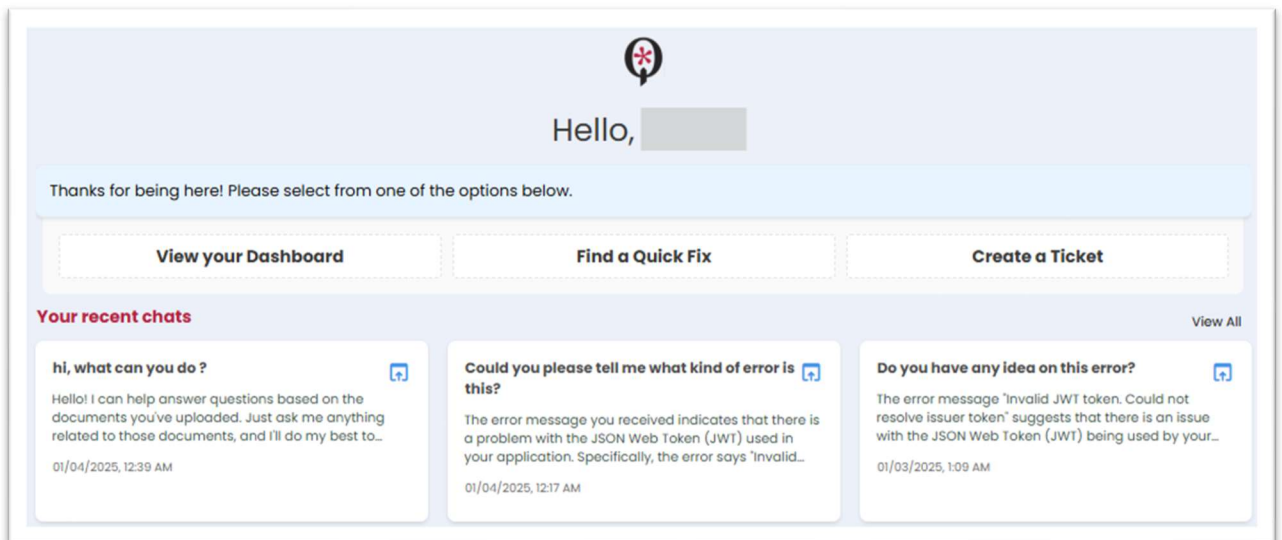
authenticator token

Please enter the verification code generated by your Authenticator app.

[Log In](#)

Need help? Contact Support@Qdabra.com for assistance.

- Enter your email address, and token from the Authenticator App.
- Then you will see the welcome screen



Hello, [redacted]

Thanks for being here! Please select from one of the options below.

View your Dashboard **Find a Quick Fix** **Create a Ticket**

Your recent chats [View All](#)

hi, what can you do ?

Hello! I can help answer questions based on the documents you've uploaded. Just ask me anything related to those documents, and I'll do my best to...

01/04/2025, 12:39 AM

Could you please tell me what kind of error is this?

The error message you received indicates that there is a problem with the JSON Web Token (JWT) used in your application. Specifically, the error says 'Invalid...

01/04/2025, 12:17 AM

Do you have any idea on this error?

The error message 'Invalid JWT token. Could not resolve issuer token' suggests that there is an issue with the JSON Web Token (JWT) being used by your...

01/03/2025, 1:09 AM

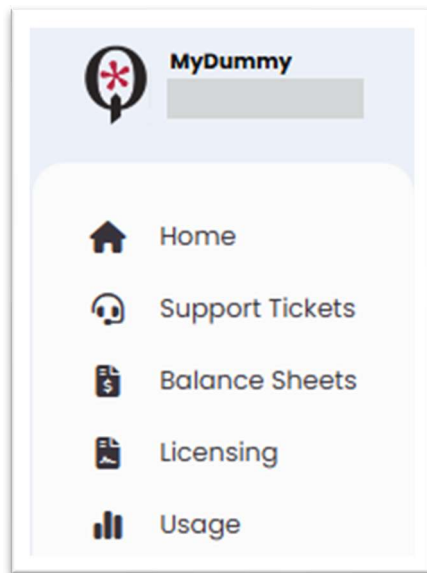
- **View Your Dashboard** includes:
 - Support Tickets dashboard
 - Balance Sheet dashboard

- License dashboard
- FormsViewer Usage dashboard
- **Find a Quick Fix** helps you to discover relevant solutions and examples from our comprehensive training materials and support data using AI-powered search
- **Create a Ticket** start the ticket creation process

DASHBOARD

View Your Dashboard includes 4 or 5 tabs:

- Support Tickets
- Balance Sheets (this tab appears only if you are associated some balance sheet)
- Licensing
- FormsViewer Usage



DASHBOARD: SUPPORT TICKETS

The **Support Ticket** is one of the central features of our Customer Support Portal. It allows you to effectively manage your interactions with our support team.

Features:

1. Viewing the list of Support Tickets on your company.
2. Checking the Status of Existing Support Tickets.
3. Creating a New Support Ticket.

Viewing the list of Support Tickets

Navigate to the Support Ticket Dashboard by clicking **Support Ticket** tab. Here, you will find a comprehensive list of all your company's support tickets.

Status

Select

Search

Create New Ticket

27 tickets found

ID	Status	Summary	Assigned to	Created	Last Modified	Link
825658	Resolved	User unable to open their form.	Kenneth Okumura	2023-12-05	2023-12-19	21

- You can filter by Status or Assignee
- You can sort by ID, Created Date, or Last Modified Data

Checking the Status of Existing Support Tickets

- To check the status of existing support tickets, click the arrow button in the Link column of your target ticket.
- This opens a new tab with details of the ticket, including the history of updates.

Creating a New Support Ticket

Click the “**Create New Ticket**” button within the Support Ticket Dashboard to start the ticket creation process. This guides you through each step to capture all necessary information accurately.

The Home icon in the top left corner will bring you back to the Support Portal Home. Please use this icon to go back, rather than your browser’s **back** button or shortcut, which requires re-authentication.



Utilizing the AI-Supported Chat Bot

Click the **Chat** icon in the bottom right to access our AI-supported Chat Bot.



DASHBAORD: BALANCE SHEETS



You may not have the Balance Sheets tab. The Balance Sheet tab in the Customer Support Portal is specifically available to users who are listed as recipients of each Balance Sheet.

Number ↕	Date ↕	Project	Balance ↕	Last Modified ↕
20110102	2023-11-01	Standard Support thru 2024-09-30	\$ 166	2023-11-01
22092601	2022-09-26	Support thru 2023-09-30	\$0	2023-11-01

Accessing the Balance Sheet

- Click on the 'Balance Sheets' tab located in the main navigation menu of the Customer Support Portal.
- If you do not have the 'Balance Sheet' tab in your portal, it may be because you are not designated as a recipient.
- If you believe you should have access to the Balance Sheet but do not see the tab, please contact Support@qdabra.com for assistance.

Features of Balance Sheet Dashboard

Once you access the Balance Sheet section:

1. Viewing the List of Balance Sheets:
 - The dashboard displays a list of balance sheets associated with your account.
 - Each entry includes the type of balance sheet and its current balance.
2. Accessing Detailed Information:
 - For more details on a specific balance sheet, click on the hyperlink associated with each entry.
 - This action opens a detailed view, providing in-depth information about that particular balance sheet.

DASHBOARD: LICENSES

To view and manage your company's licenses, navigate to the License Dashboard by clicking on the 'Licenses' tab in the Customer Support Portal.

Company	License	Type	Note	Expiration Date	Paid
	FormsViewer	Enterprise	Product: FormsViewer/Product: FormsViewer Subscriptions	2024-09-30	Paid
	Support	Standard	Software Consulting/Support Plans	2024-09-30	Paid

Overview of License Types

In the License Dashboard, you will find a comprehensive list of licenses associated with your company:

- Product or Solution Support
- FormsViewer Subscription
- DBXL License

Details Provided for Each License

Each license entry on the dashboard will provide the following information:

- The specific license and its type.
- The expiration date of the license.

DASHBOARD: FORMSVIEWER USAGE REPORT



Please note that the Usage Report exclusively displays data for the online version of FormsViewer. Usage data for the On-Prem (On-Premises) version is not included in this report.

Navigate to the FormsViewer Usage Report by clicking **Usage** tab. Here, you will find the monthly usage of FormsViewer within your company for monitoring and managing.

Report Contents

The FormsViewer Usage Report includes several key metrics and visualizations:

- Monthly usage chart
- Last month usage
- License Level, and allowed open per month
- Usage percentage



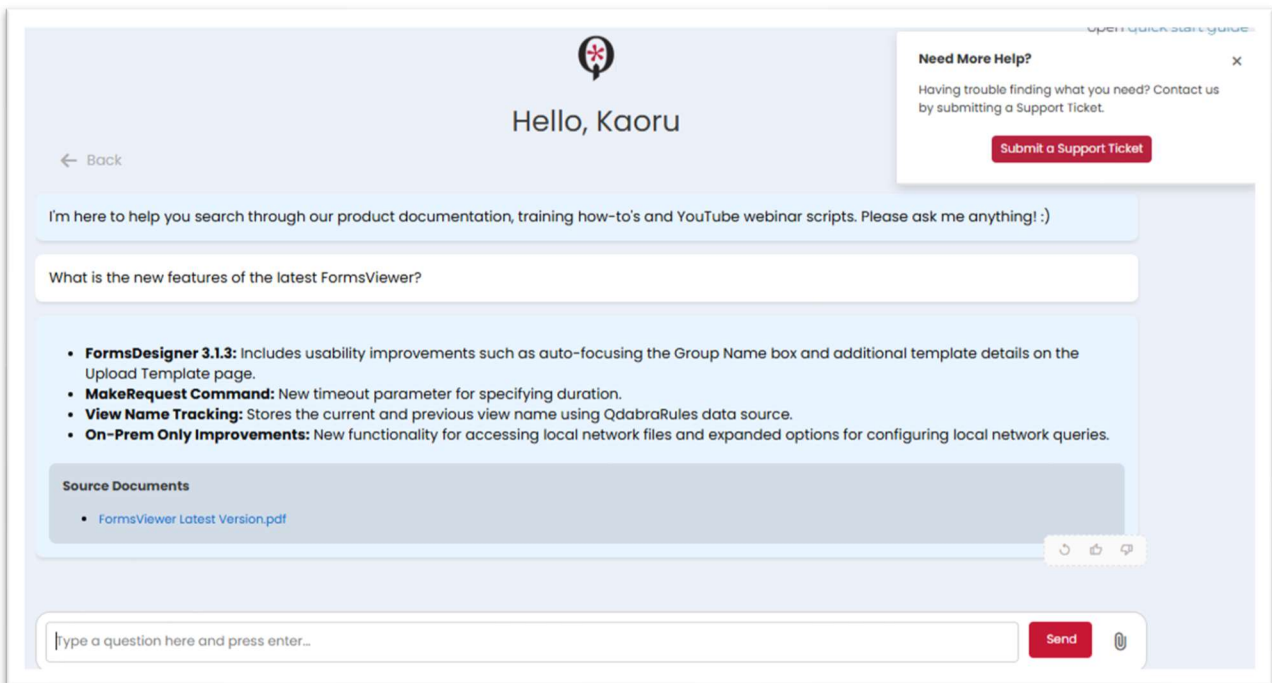
FIND A QUICK FIX



The AI assistant searches through our training and other content to provide accurate information, but for critical implementations, we recommend verifying with official documentation or contacting our support.

The AI-powered Solution Search feature helps you quickly find relevant information across Qdabra's extensive knowledge base. This tool searches through product documentation, how-to guides, and webinar transcripts to

provide specific answers and examples for your questions. Whether you're looking for implementation examples, troubleshooting tips, or best practices, the AI assistant can help you find and understand the relevant information from our training resources.



1. Ask Your Question: Simply type your question in natural language and click the **Send** button.
2. Review the Response: The AI assistant will provide a relevant answer based on our training materials.
3. Access Source Documents: When applicable, you'll see "Source documents" referenced in the response. Click on these to view the original training materials



CREATE A TICKET



You can create a new ticket by clicking the "Create a Ticket" button on the Support Ticket Home page. For detailed instructions, please refer to [the "Creating a New Support Ticket" section in Dashboard: Support Ticket.](#)