



# ViGEM Service Desk

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## User Manual

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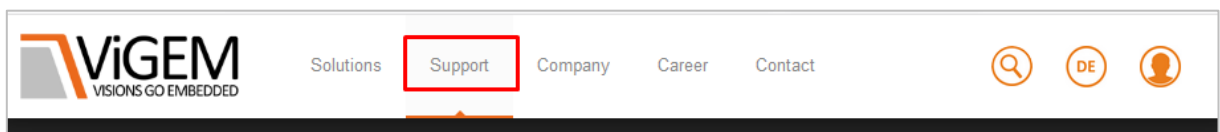
## 1 What is the ViGEM Service Desk?

The ViGEM Service Desk is a platform on which you can address your requests directly to ViGEM in the form of a ticket. Once the ticket is created, it is assigned to the relevant department and person of ViGEM. You will be informed and all further communication about the topic will take place in this ticket. It also gives you the opportunity to communicate directly with the developer / responsible person of ViGEM. All changes made to the ticket are communicated to you by e-mail.

## 2 Creating a request in the Service Desk




The following is a step-by-step explanation of how you can use the ViGEM Service Desk platform to raise issues or requests.

1. Visit the Vigem website at the URL <https://vigem.de/en> and click on “Support”:



2. Scroll down the page and click on the orange “ViGEM Service Desk” link:

Exclusively for users of ViGEM products

**Do you have any questions, requests or suggestions concerning your CCA data logger or do you require help with an error diagnosis?**  
Register at our [ViGEM Service Desk](#) or contact one of our experts directly:  
+49.721.90990.500

**Do you need access to data sheets, firmware, software, releases, operating instructions and much more?**  
Register at our [ViGEM Download Center](#). After activation, the required documents will be available to you.

**Do you wish to send us your ViGEM unit for repair?**  
We have prepared this [form](#) for you. After you have sent it to us, a new VSD ticket with your details will be created by the ViGEM Service Desk (VSD).

The log in dialog box appears:

Log in

Welcome to ViGEM Support

[Datenschutzerklärung](#)

[Impressum](#)

[Privacy Statement](#)

[Legal Notice](#)


Username

Password

Keep me logged in

[Forgot your password?](#)

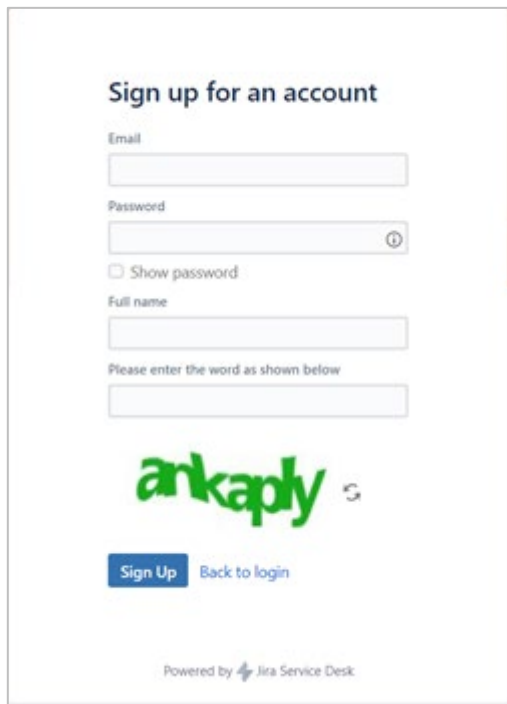
[Sign up for an account](#)

Powered by  Jira Service Desk


3. If you already have an account, enter your login data, log in and go directly to step 5.

If you are not registered yet, click on the “Sign up for an account” link.

The following dialog box appears:



The screenshot shows a registration form titled "Sign up for an account". It contains the following fields and elements:

- Email:** A text input field.
- Password:** A text input field with a visibility toggle icon (an eye in a circle).
- Show password**
- Full name:** A text input field.
- Please enter the word as shown below:** A text input field.
- ankaply** logo with a registered trademark symbol.
- Sign Up** button (blue) and **Back to login** link (blue text).
- Footer: Powered by  Jira Service Desk.

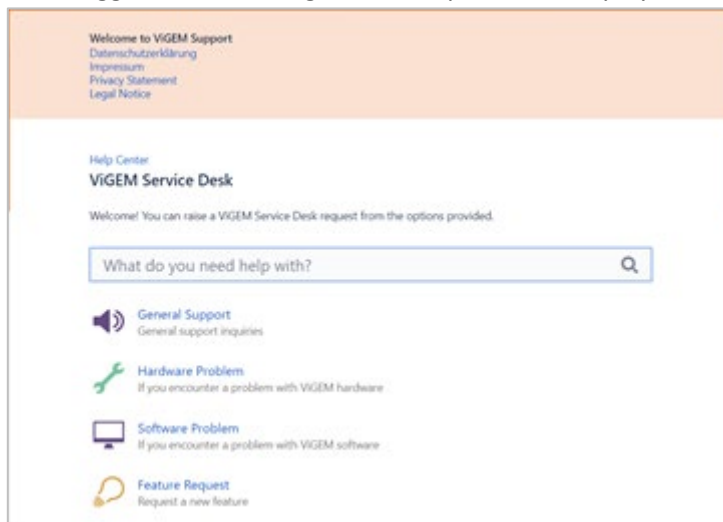
4. Fill in the fields, make sure the password meets the criteria explained in the info box and then click on the “Sign Up” button.

You will be logged in automatically.

If you wish to register again at a later time, visit

<https://support.vigem.de/servicedesk/customer/user/login> and log in.

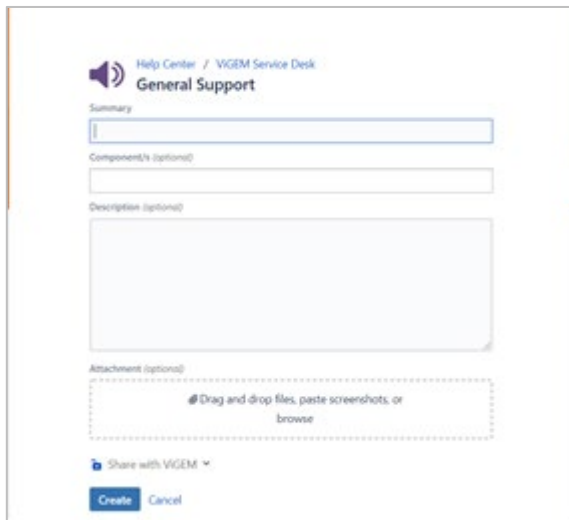
Once logged in, four categories of requests are displayed:



The screenshot shows the ViGEM Service Desk help center interface. It includes:

- Welcome to ViGEM Support** header with links for [Datenschutzerklärung](#), [Impressum](#), [Privacy Statement](#), and [Legal Notice](#).
- Help Center** and **ViGEM Service Desk** title.
- Message: **Welcome! You can raise a ViGEM Service Desk request from the options provided.**
- Search bar:** "What do you need help with?" with a search icon.
- Request Categories:**
  - General Support:** General support inquiries (represented by a speaker icon).
  - Hardware Problem:** If you encounter a problem with ViGEM hardware (represented by a wrench icon).
  - Software Problem:** If you encounter a problem with ViGEM software (represented by a monitor icon).
  - Feature Request:** Request a new feature (represented by a lightbulb icon).

5. Select the category in which your request fits. If you are unsure, select "General Support".



Help Center / ViGEM Service Desk  
**General Support**

Summary

Component (optional)

Description (optional)

Attachment (optional)  
# Drag and drop files, paste screenshots, or browse

Share with ViGEM

Create Cancel

6. Fill in the fields. Please provide as many details as possible such as screenshots, scenarios, documentation, etc. Then click "Create".

As soon as the issue is submitted, ViGEM will be informed. A new ticket number is assigned to the ticket and you are notified of this:



Help Center / ViGEM Service Desk / VSD-259  
**Test ticket**

Comment on this request...

**Details** just now

Description  
Please do not delete this.  
This is a test ticket.

**WAITING FOR SUPPORT**

- Don't notify me
- Share
- Escalate
- Resolve this issue
- Cancel request

Shared with

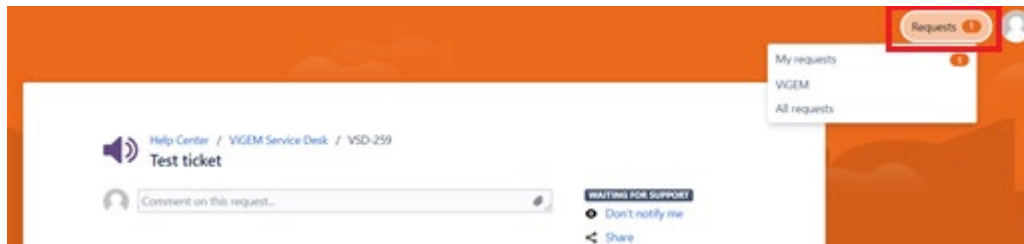
- Mr. XYZ [Name of the organisation]  
Creator
- ViGEM

Powered by Jira Service Desk

Under "Shared with" you will see your name as creator and with whom this ticket is shared (in this case ViGEM).

### 3 Opening existing requests

1. To see all requests which you have created or that someone has shared with you, click on the “Requests” button at the top right corner of the page, next to the profile icon:



The list of requests/tickets that you have created appears:

Type	Reference	Summary	Service desk	Status	Requester
	VSD-259	Test ticket	ViGEM Service Desk	WAITING FOR SUPPORT	Mr. XYZ [Name of the organization]

1-1 of 1

2. To read or edit a ticket click on the link of the ticket which you want to open.

### 4 Cancel email notifications for a ticket

If you no longer wish to be informed of changes to a ticket by e-mail, open the ticket and click on “Don`t notify” me.

- WAITING FOR SUPPORT**
- Don't notify me
- Share
- Escalate
- Resolve this issue
- Cancel request

## 5 Sharing the access to a request

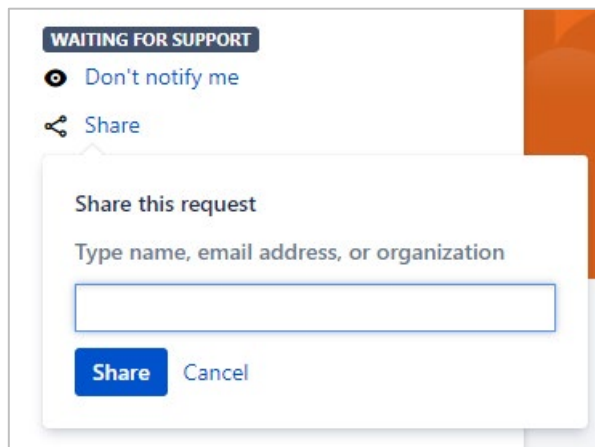
### 5.1 Sharing the access to a request with someone who's in the same group or organization

If you want to give a person or organization access to a request who is in the same group or organization like you, proceed as follows:

1. Open the request and click on the link "Share".

A dialog box appears.

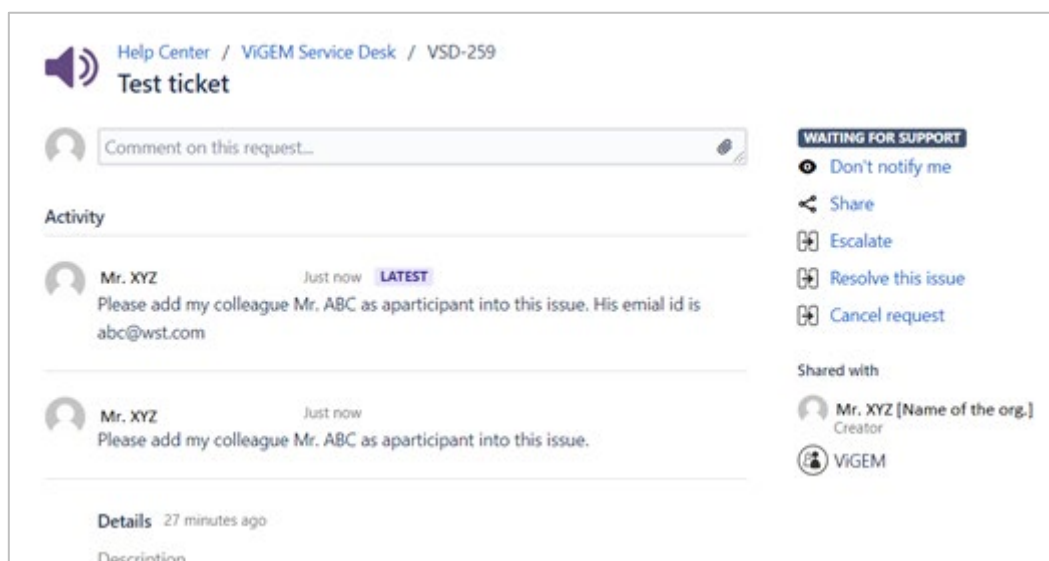
2. Enter the name or email address of the person or organization and confirm by clicking on the blue button "Share".



### 5.2 Sharing the access to a ticket with anyone or accessing a ticket without invitation

If you want to involve a person or organization to a ticket who is neither in the same group nor in the same organization as you, or if you want to get access to a ticket even though no one in your group or organization has shared the ticket with you, you can leave a comment requesting us to include you/other persons/other organizations in the ticket. Proceed as follows:

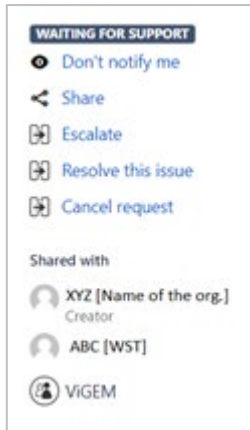
1. Use the comment field to request us to include new users in the ticket. Tell us their names and email addresses.



After a check Vigem will add the person(s)/organization(s) as participants. Once this is done, both you and the added users will receive an e-mail notification.

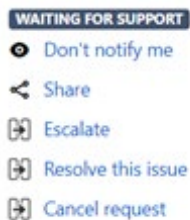
2. After receiving the notification, refresh the page.

The added users are displayed in the “Shared with” area:



## 6 Resolving a request

If you are satisfied with the answer and no longer wish to participate in the discussion, open the ticket and click on “Resolve this issue”.



## 7 Cancelling a request

If a request has been created by mistake, it cannot be deleted but can be cancelled by clicking on “Cancel request”.

## 8 Escalating a request

In an emergency or if the response is not satisfactory, open the ticket and click on “Escalate”.

**NOTE:** Please use this option only if necessary. ViGEM always tries to keep you informed about the current status of the problem. We also inform you in case of any unexpected delays.