The University of Sussex – Guide

Proactis Supplier Helpdesk Registration & Raising a Helpdesk Ticket

Proactis Supplier Helpdesk

Registration & Raising Tickets

Proactis have a supplier helpdesk for any issues you may have with registering or using the portal. The supplier helpdesk can be accessed at:

http://proactis.kayako.com
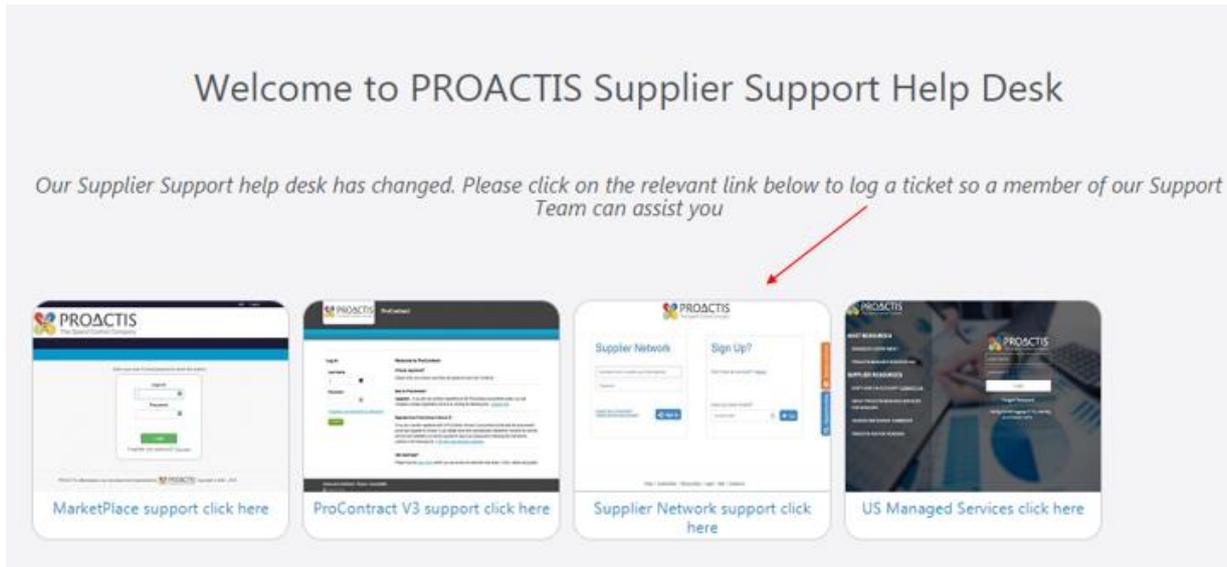
1. To register on the supplier helpdesk:

1.1   Either you can access the helpdesk on the link above, or, if you have successfully registered on the portal, your email from Proactis will include the link as shown below:
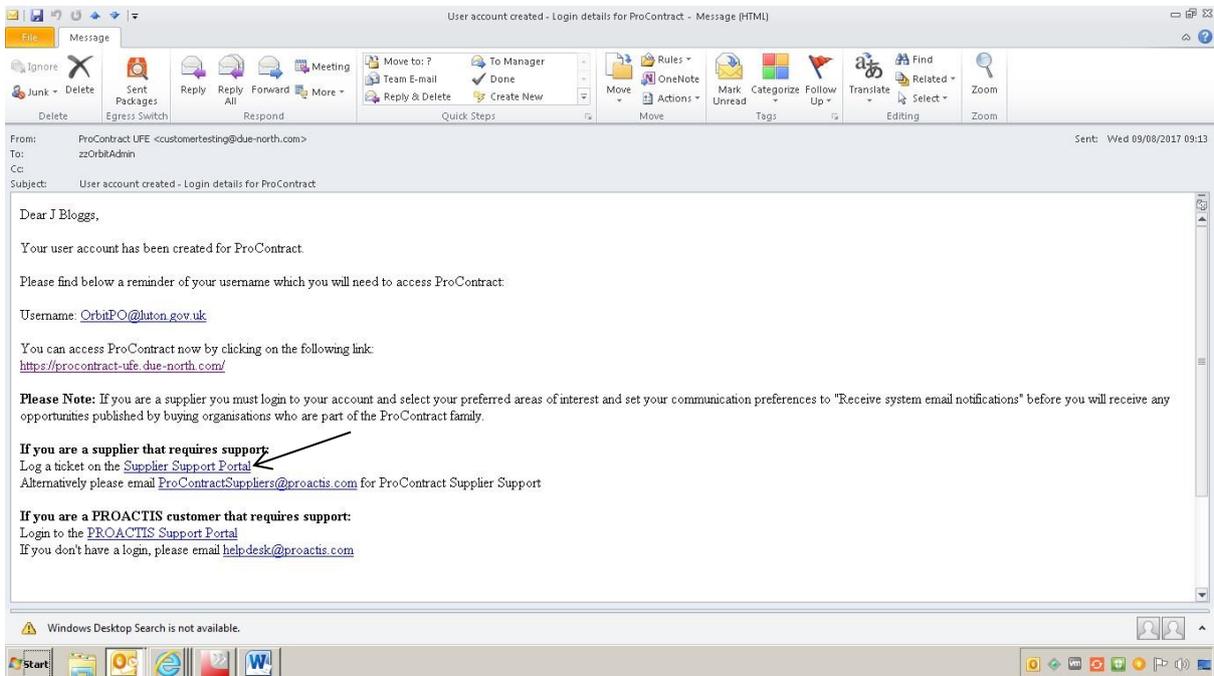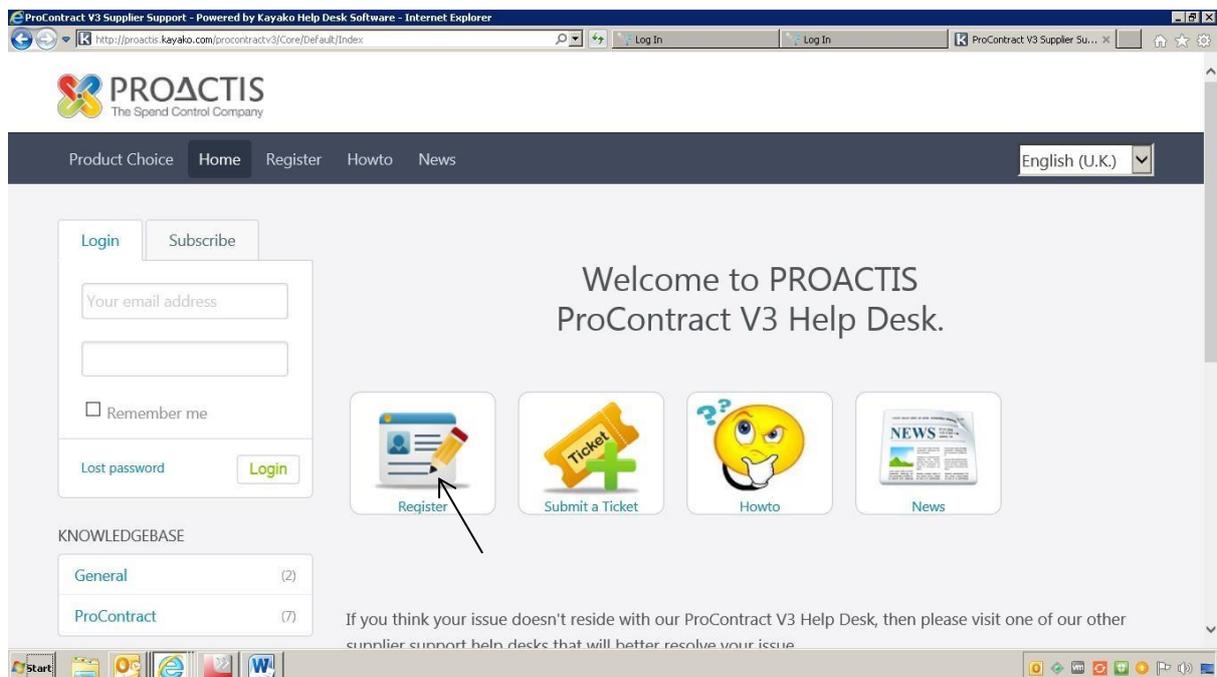
1.2 Click on the link Supplier Support Portal as shown above
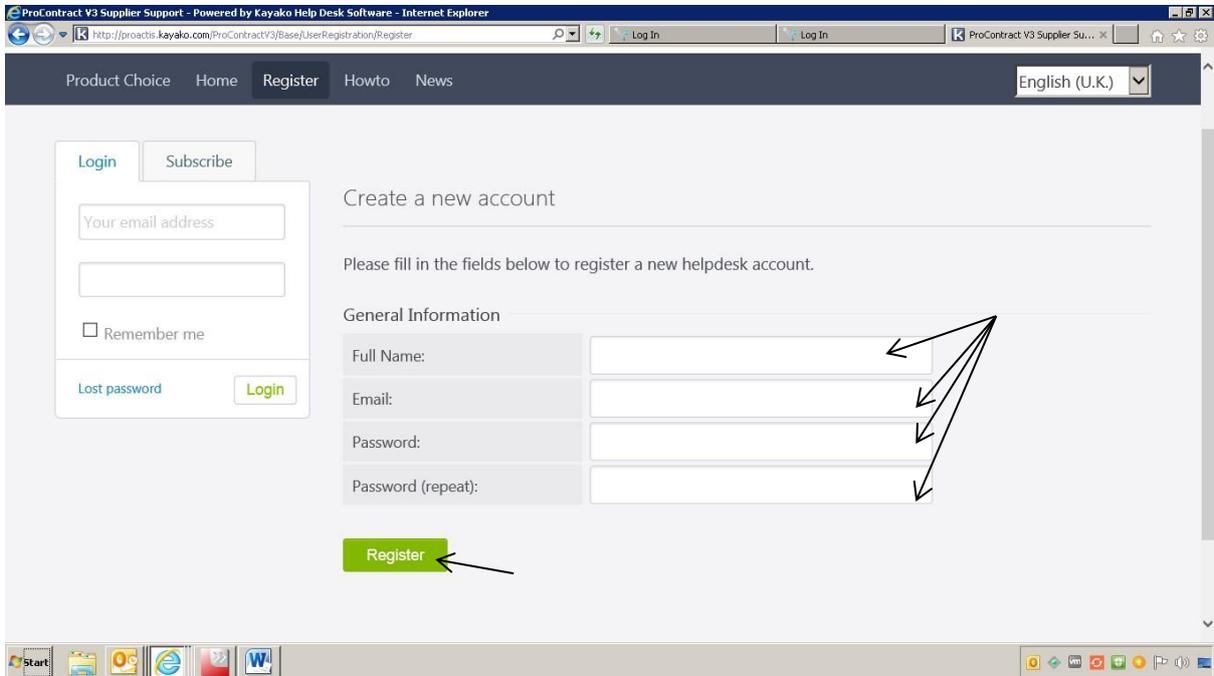
1.3 This will load the following webpage

2. Click on Supplier Network Support as shown below:
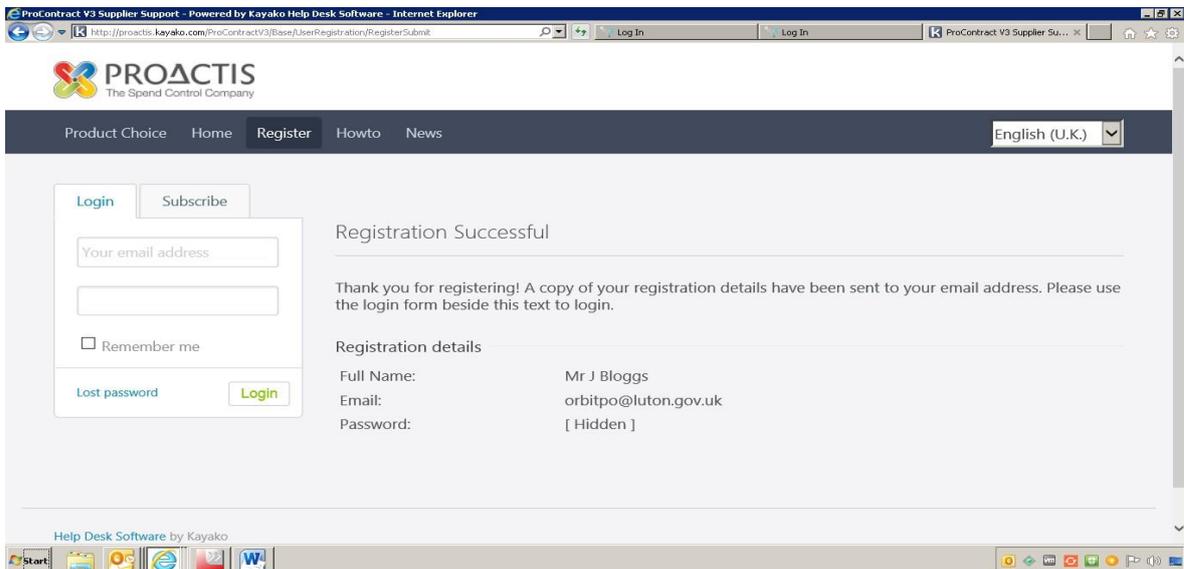

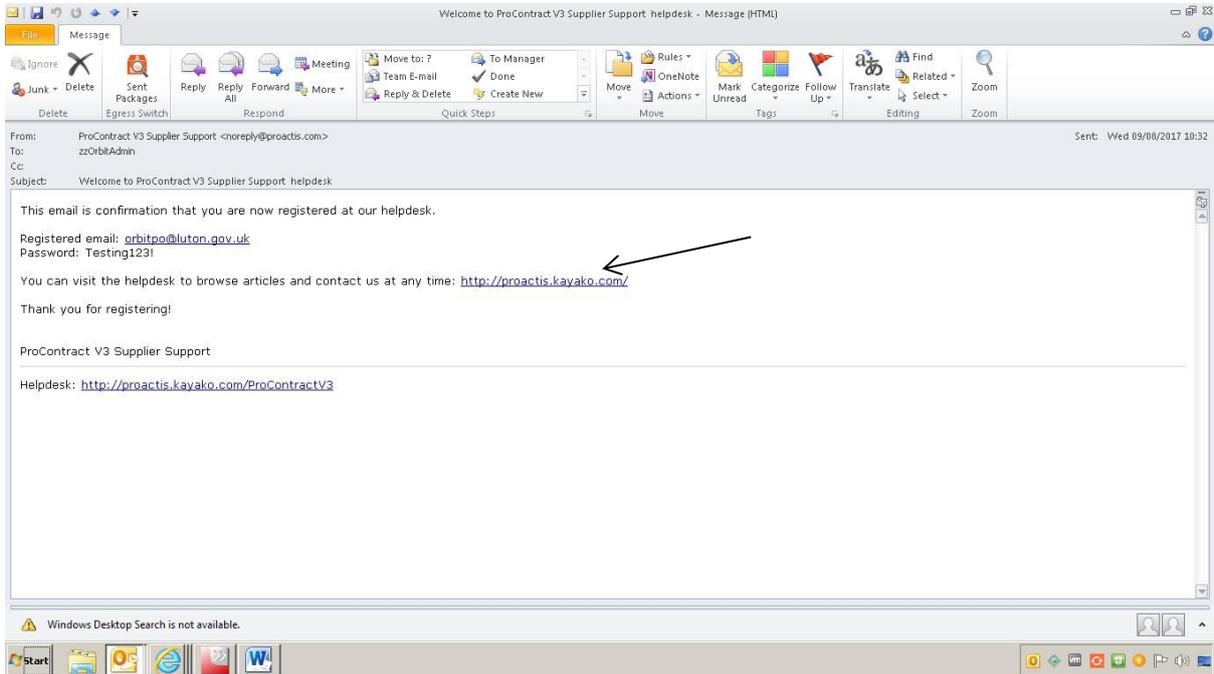3. The following screen will load

4. Click on Register as shown above

5. Complete the fields shown above
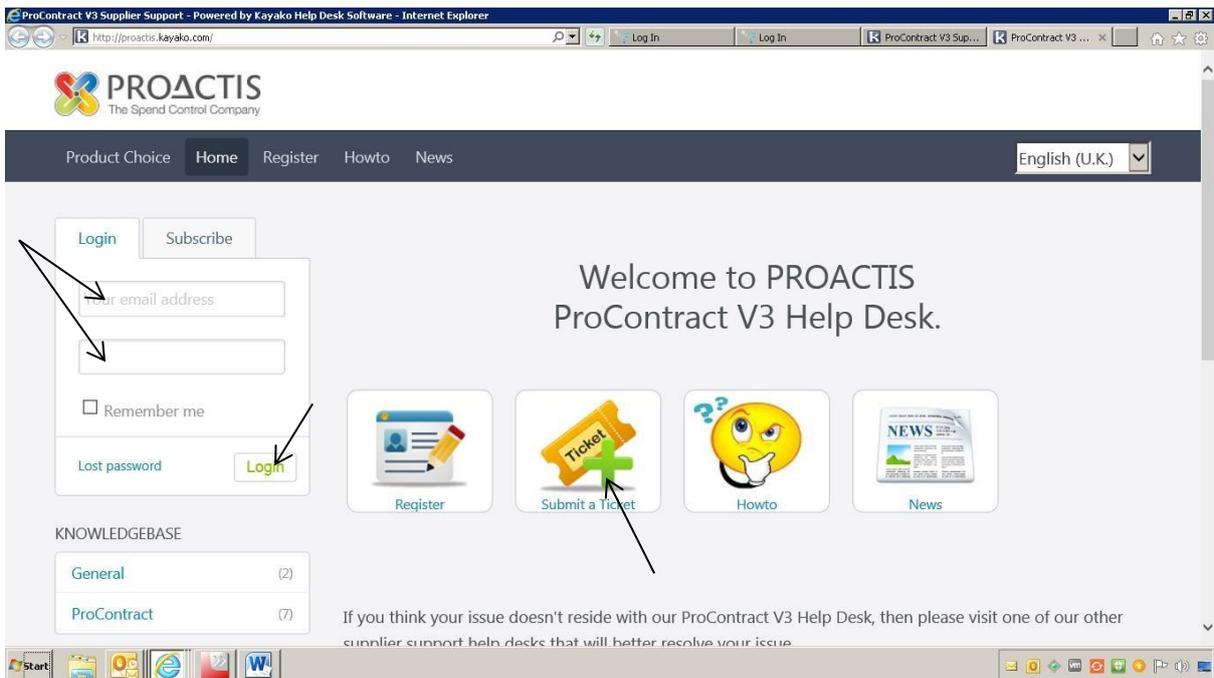6. Click on Register

7. The following screen will load

8. You will receive an email from Proactis confirming you are set up on the helpdesk
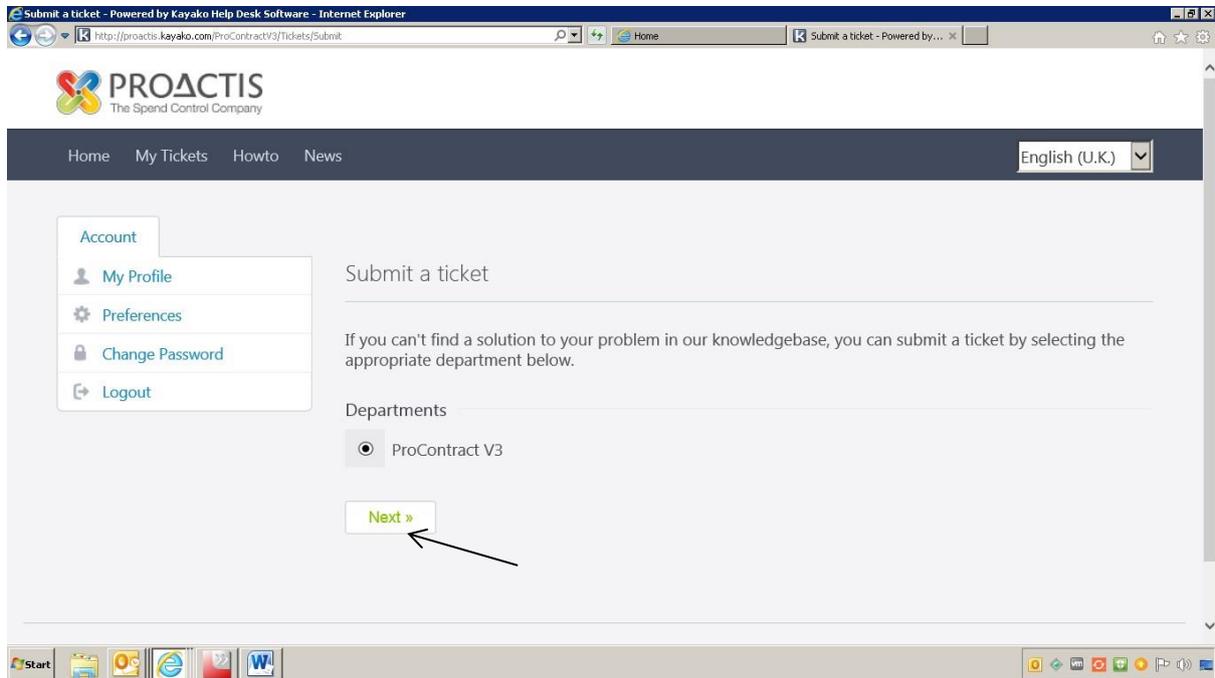

Raising a ticket on the supplier helpdesk:

1. Click on the link in the email to open the helpdesk webpage as shown above

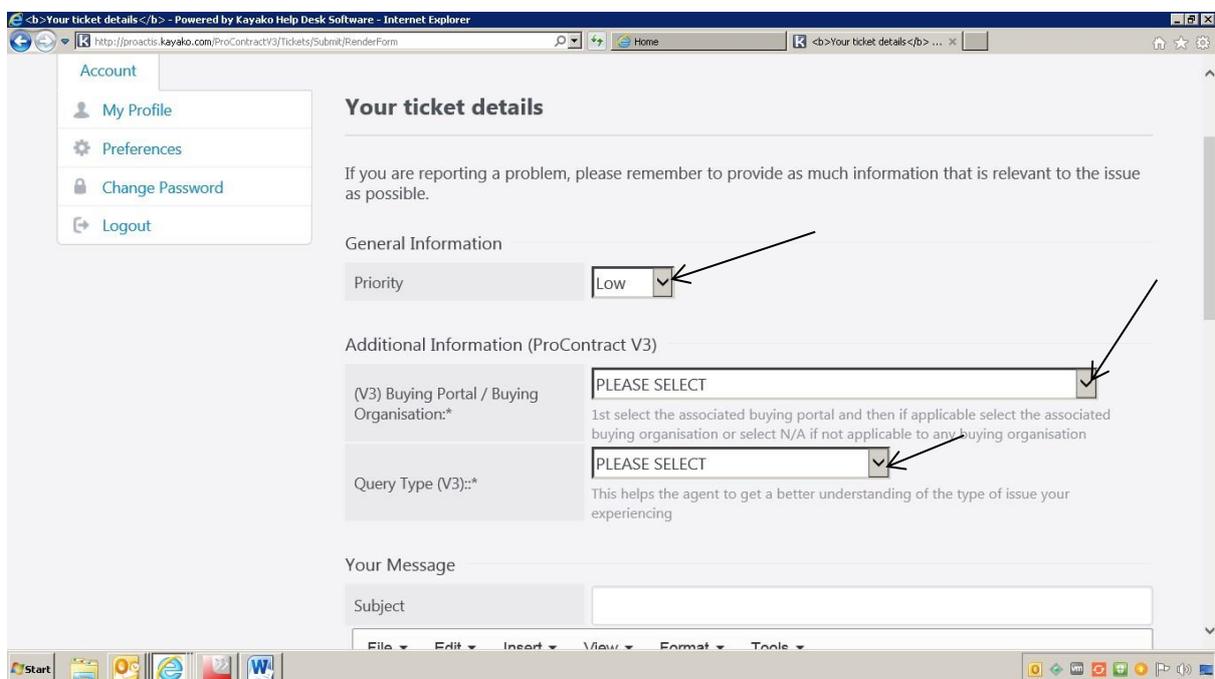You can now login and raise a ticket to the helpdesk

2. Login with your details as shown above and click on 'Login'
3. Click on Submit a ticket as shown above

The following screen will load

The department will default to Supplier Network

4. Click on next

5. You will need to complete the fields shown above

6. Please note Buying Portal/Buying Organisation will need to be changed to Sussex University

   By using the dropdown arrow, you will be able to scroll down and choose Sussex University

7. Scroll down the page and you can then compose your message to the helpdesk as shown below
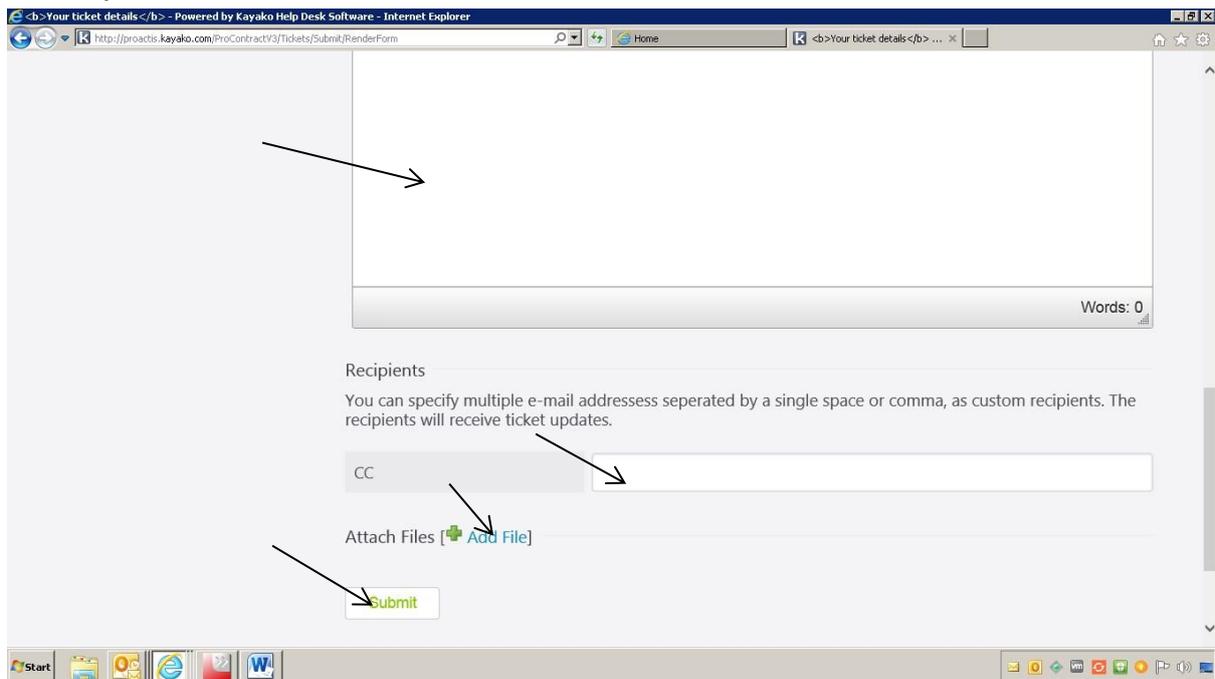
- You can include email addresses in the CC box for recipients to receive updates on your ticket
- Attach any files by clicking on Add file

8. Click on submit as shown above once all the details have been completed

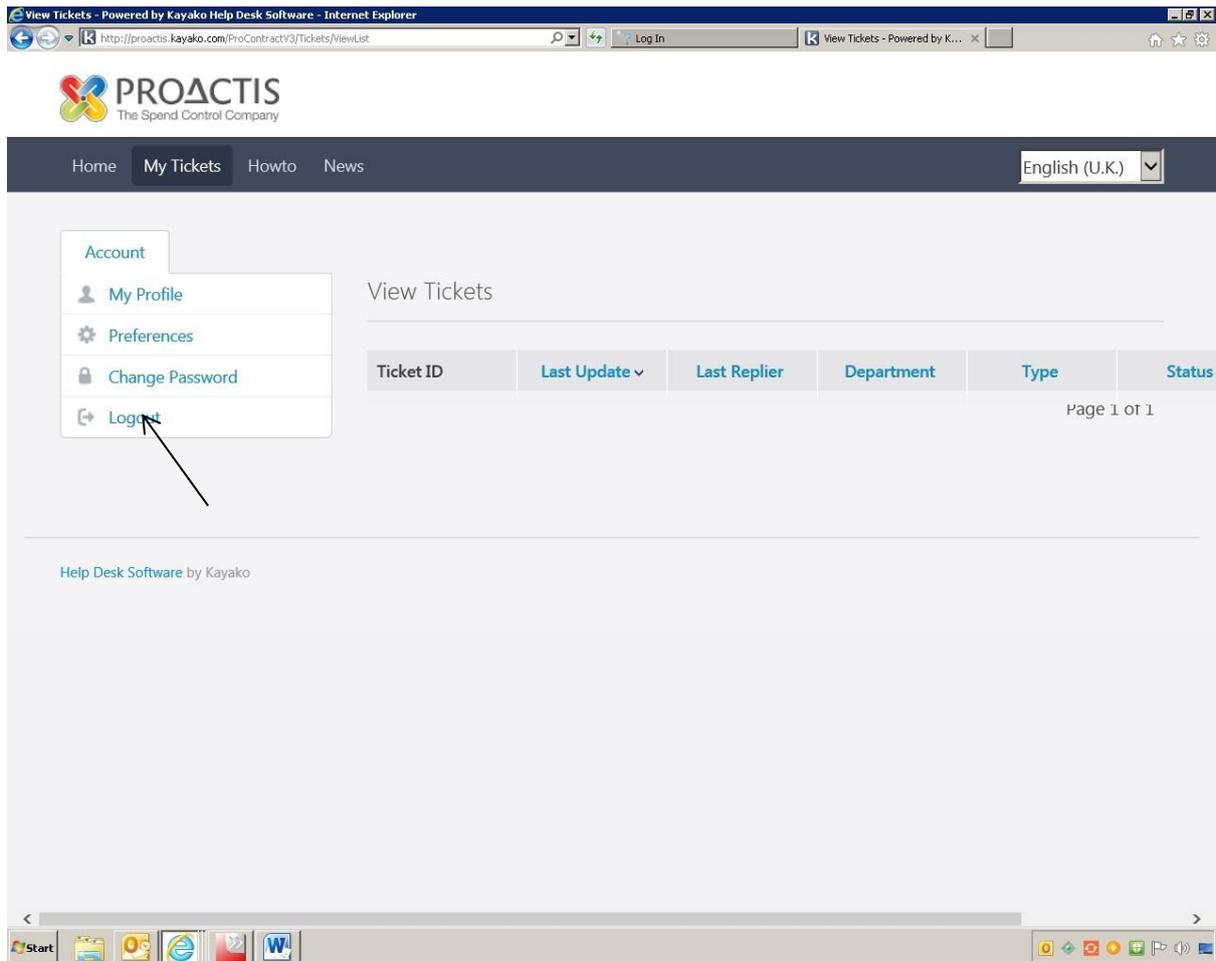The ticket has now been raised with the supplier support helpdesk

To check on ticket updates:

1. Log in to your account
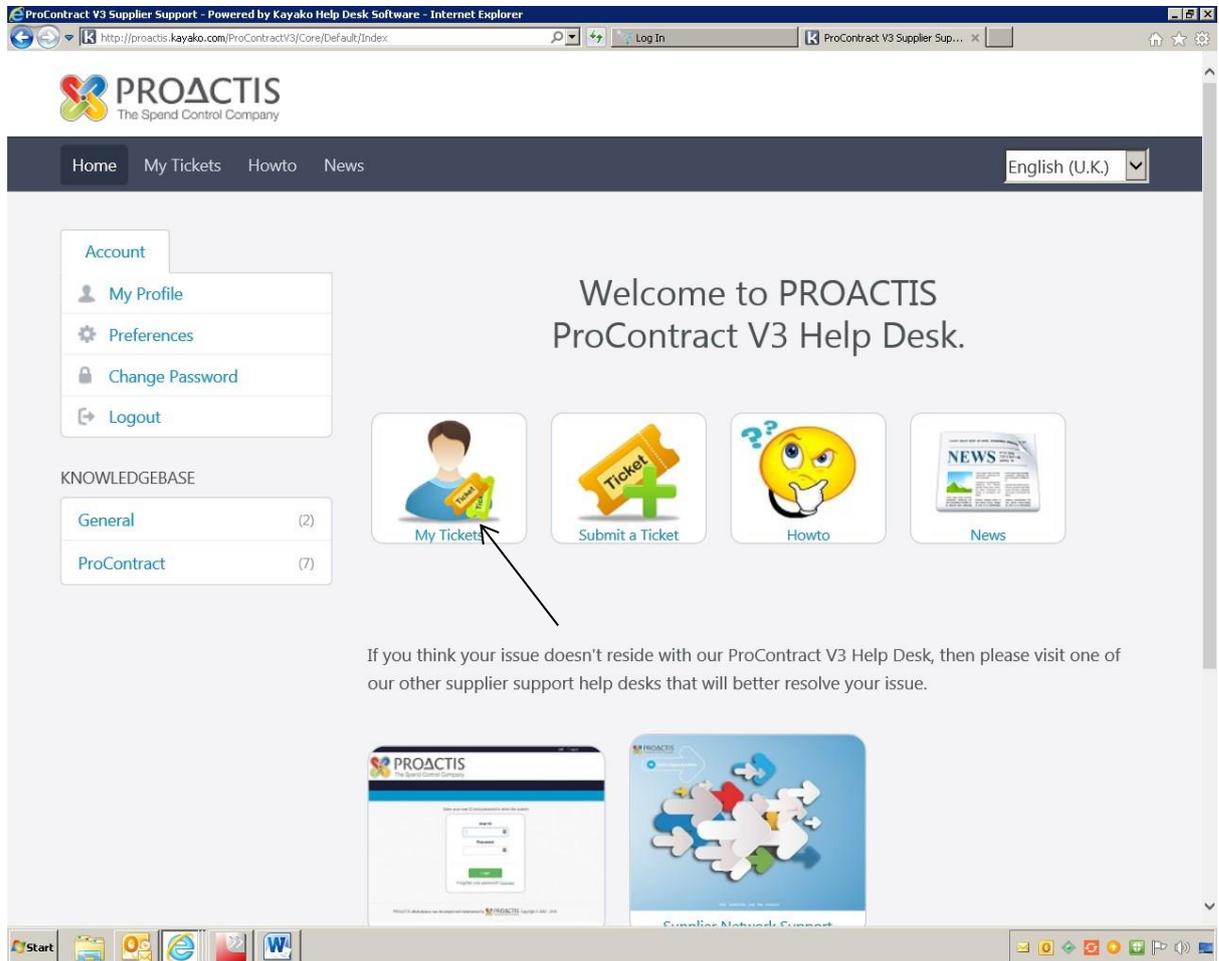
2. Click on My tickets as shown above

The following screen will load

From this page all your tickets will be displayed and you will be able to see the responses

3. Click on Logout as shown above once you have finished in the system