

CLEARINGHOUSE



How to submit a Service Request

June 2013

Version 0.1



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1. THE TRADEMARK-CLEARINGHOUSE SUPPORT PORTAL

1.1. Introduction

The Trademark Clearinghouse Customer Support portal is built for the Clearinghouse users (agents & holders). This portal can only be accessed after registering with the Trademark Clearinghouse.

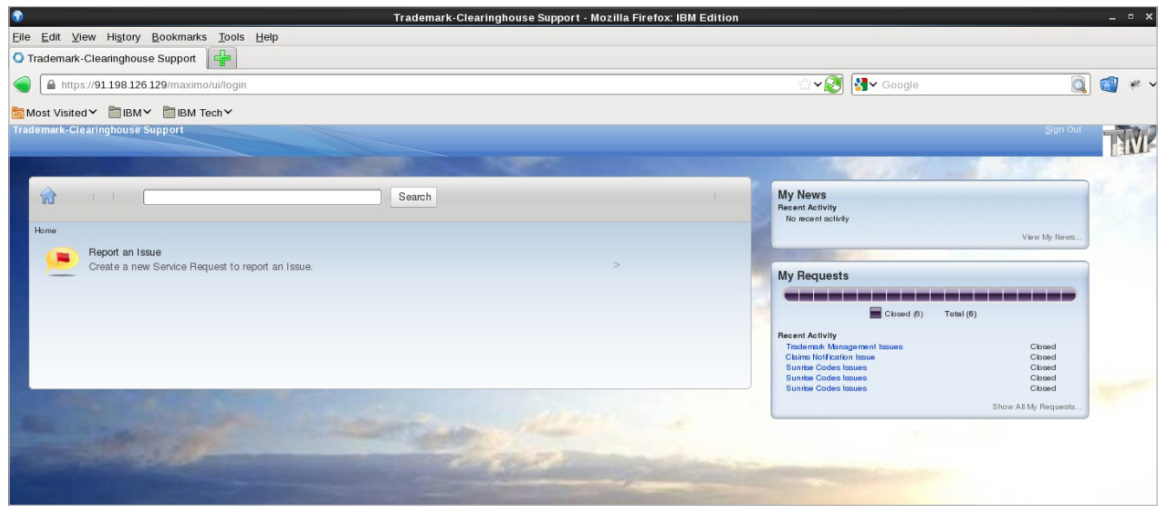
1.2. How to create a support ticket

The user will be able to select “Get Support” and raise a ticket.

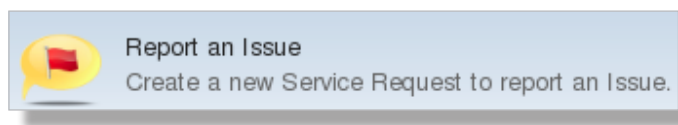




The user will then be redirected to the “Trademark Clearinghouse Support Centre”, as shown in the image below see below:

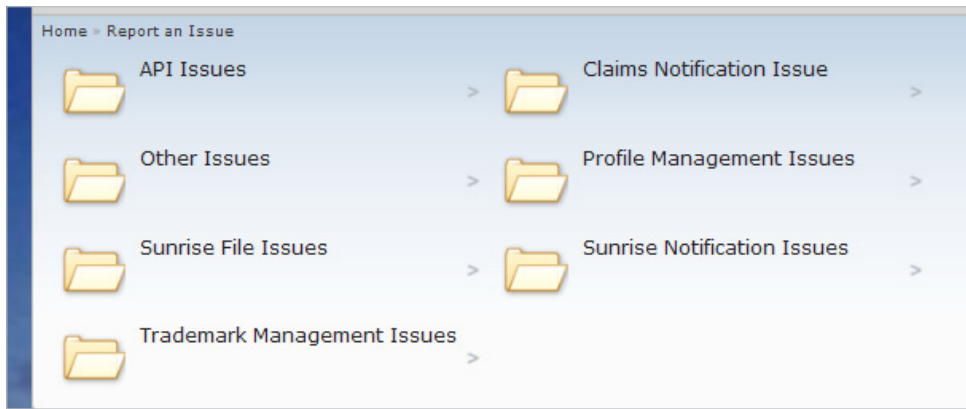


To create a new Service Request, the user can click on “Report an Issue”:



The user can select 6 predefined Service Request type and “Other Issues”.

- ➔ **API Issues:** If you have any issues or questions regarding the production Application Programming Interface (API), please select this Service Request type;
- ➔ **Claims Notification Issue:** If you have any issues or questions regarding the Claims Notification services provided by the Clearinghouse, please select this Service Request type;
- ➔ **Sunrise Notification Issue:** If you have any issues or questions regarding the Sunrise Notification services provided by the Clearinghouse, please select this Service Request type;
- ➔ **Sunrise File Issue:** If you have any issues or questions regarding the Signed Mark Data (SMD) file or its generation, please select this Service Request type;
- ➔ **Profile Management Issue:** If you have any issues or questions regarding your account, invoicing or orders, please select this Service Request type;
- ➔ **Trademark Management Issue:** If you have any issues or questions regarding mark records or their management, please select this Service Request type;
- ➔ **Other Issues:** If none of the above Service Request Types match your issue or question, for example if you have a technical issue not related to the production API, please select this Service Request type;



To return, click on the “**Home**” Button



After the user selects a Service Request type the input form will open:

Report an Issue

Tell me the description and details of your problem, and submit the new record. If the 'Attachments' tab is displayed, you can attach logs or additional files or take a screen capture of your desktop and attach that along with your submission.

Describe the Issue

• Summary:
Profile Management Issues

Details:

Reported For:

• Priority:

Class Description: Profile Management Issues >>

Phone:

E-mail:

Description	Value
What is the preferred manner of contact?	MAIL
What is your preferred contact language?	ENGLISH

Add to Favorites Submit Now Cancel

The users name, phone and e-mail will be automatically filled in based on the information gathered during registration, the fields marked with an asterisk must be filled in, in order to submit the ticket.

The Service Request will be created by clicking on the “Submit Now” button and a pop up screen will inform the user of the ticket number linked to the service ticket:

Submit Now

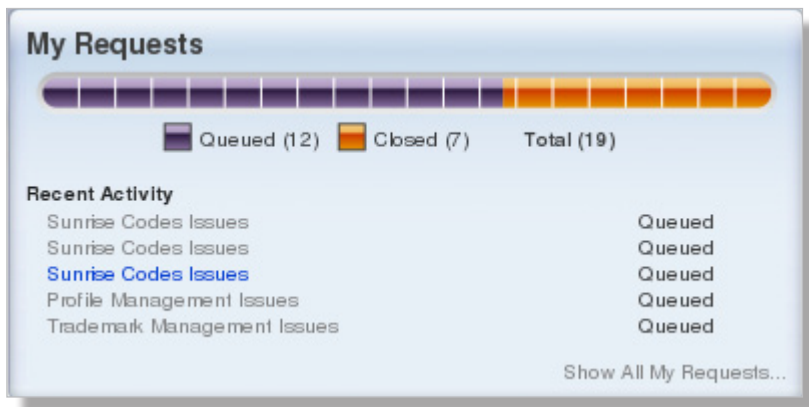


When the ticket is created, it will be set in the status QUEUED. The user will receive an e-mail. By clicking on “OK”, the user will be guided back to the Start Screen.

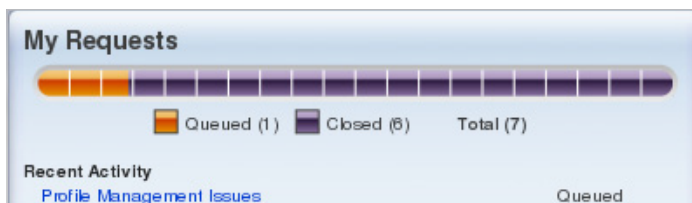
If the user does not want to submit the ticket, he/she can click on the “Cancel” button:

Cancel

In the “**My Requests**” section the user can follow up the tickets that he or she has submitted.



By clicking on one of the links in “**Recent Activity**” zone, the user can open the submitted ticket:





The user can follow up the progress of the submitted Service Request by checking the Status, and by checking the General and Solution Tab.

Request Details

Summary:
Other Issues

Details:

Service Request: [] Status: []

Creation Date: []

Reported By: [] Affected User: []

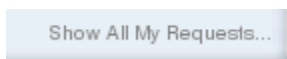
Target Start: [] Target Finish: []

Changed Date: [] Changed By: []

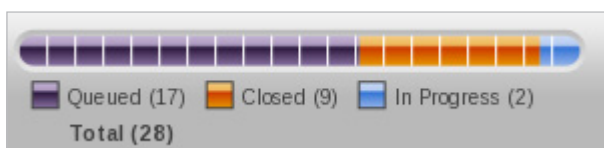
Attribute	Value	Unit of Measure
What is the preferred manner of contact?	E-MAIL	
What is your preferred contact language?	ENGLISH	

OK

By clicking on the “Show all my Requests...” link, the user has an overview of all the requests he or she has ever submitted:



The user can even filter this view by clicking on the statuses below:






To update the list, the user can click on the **“Refresh”** button:



By selecting a row and clicking on **“Show details of the select row”** button ...

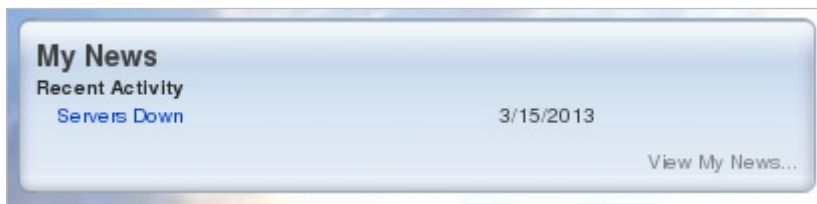


...the details of the Service Request will be displayed:

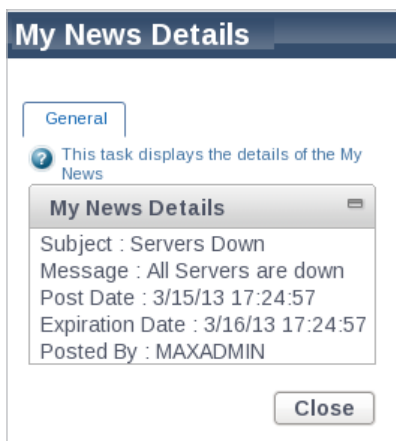
Click on **“OK”** to close the ticket, and on the cross  in the upper left corner to close the view.

1.3. Bulletins

If there are general messages to be displayed this will be visible in the “My News” pod. This is usually used, when there are general messages or information that needs to be shared with the whole organization or community:



By clicking on the link, the message will be displayed:



Click on **“Close”** to close message.





1.4. Sign Out

To sign of the “Trademark-Clearinghouse Support” Center, click on the “Sign Out” button



The user will be redirected to the Trademark-Clearinghouse home page