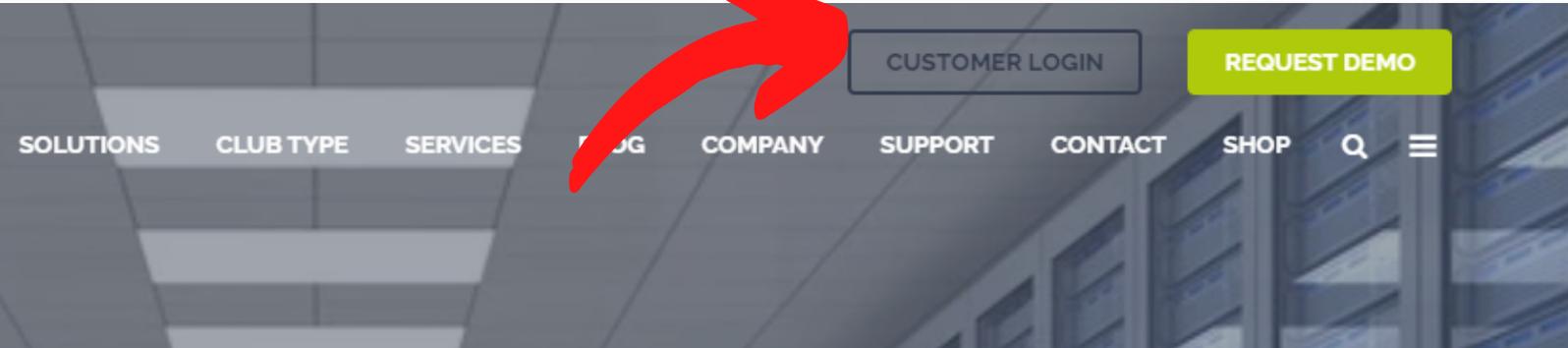RELEASE 1.0

A GUIDE TO USING THE GLADSTONE CUSTOMER PORTAL

SEPTEMBER 2020

Gladstone Customer Portal: An Overview

From any page on the Gladstone website - select **Customer Login,** on the top navigation bar.

If you don't have a login already, request access by emailing your details to **RequestPortalAccess@gladstonesoftware.co.uk**

If you have a login already select Customer login

Ways to Search for Help

Find out if your question has already been asked and answered

Simply type in some keywords to the Search Bar, discussions, peer best practises and Support Articles written by the Gladstone Team will appear, this may mean you do not need to raise a Ticket.
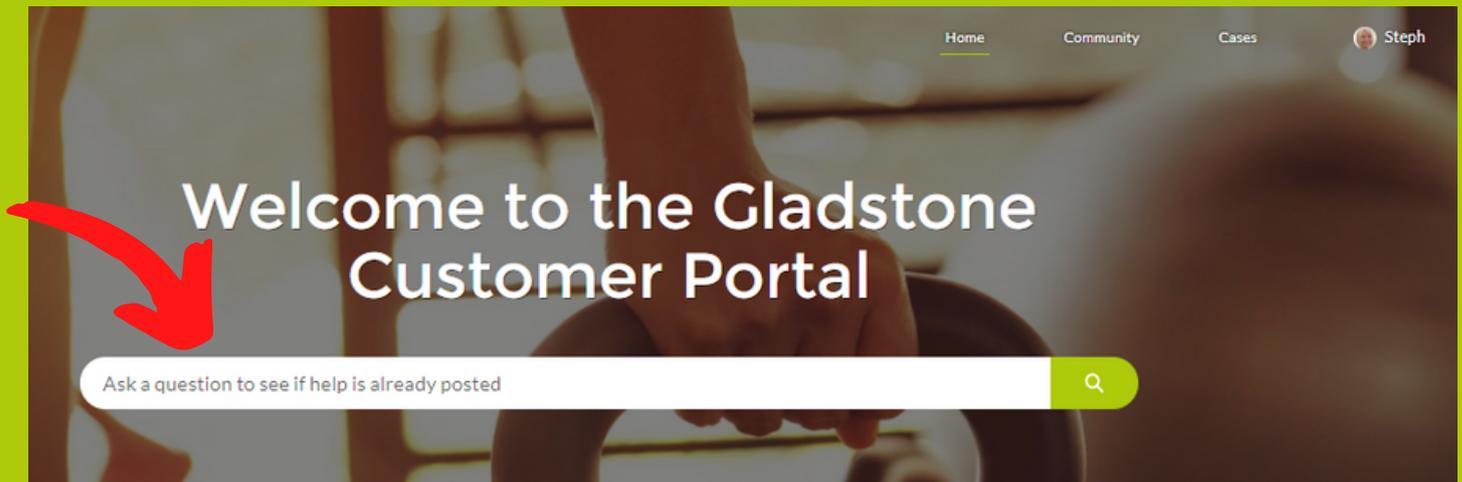

What if the Question has already been asked - but Not Answered?

If you find that your question has already been asked but remains unanswered, use the **up-vote button** to reflect its importance. By upvoting discussions or community questions, it adds weight a the question and helps specialists to focus on issues and contribute to discussions that important the wider Gladstone community of users.
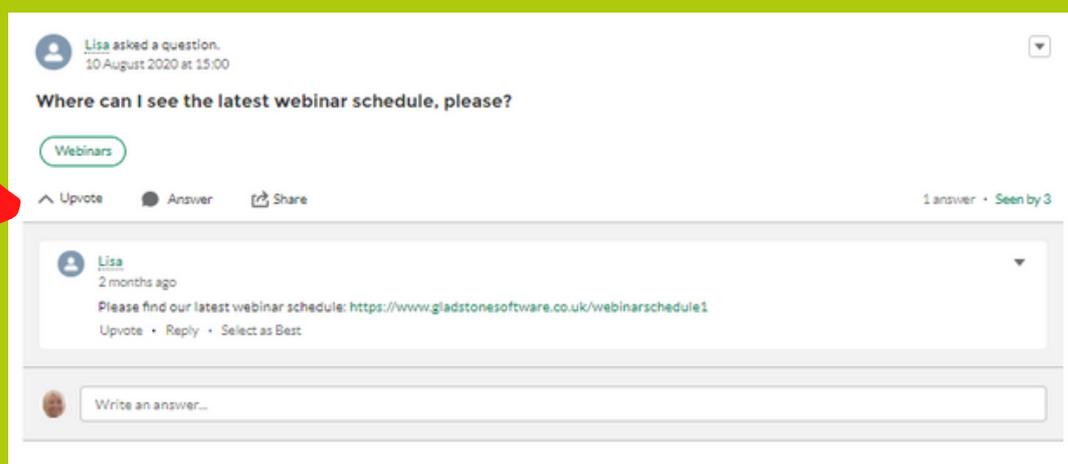
Starting a Discussion or Asking the Community

Use the discussion **predefined topic tiles** to search and post questions to the Gladstone Community. You will also find commentary from the Gladstone Product Owners and specialists contributing to peer discussions.

What if my question or precise discussion topic is not listed by the predefined tiles?

Start your question or discussion thread in the General Discussion tile, or use the GREEN buttons to ask a Question to the Community.

Gladstone Customer Portal: An Overview

What About PDRs?

Use the discussion predefined topic tile **PDRs and Futures** to create, search and contribute to Gladstone's future development roadmap.

Use the up-voting options to add weight to PDRs for current products that are important to your operation even if they have been requested by another operator. The more votes a particular request obtains helps our R&D teams to prioritise requests which are commonplace amongst many Gladstone users. We cannot guarantee that every enhancement with a high vote will be developed as they will be graded for both their popularity by community, as well as their complexity and relevance to Gladstone's ongoing vision for its platform.

This area is also where you will find posts and ask questions about the new consumer solution, code named 'Signify' and the evolution of the Gladstone LMS to the 'SaaS' environment or integrations with new APIs.

You can also use this area to create discussions with other operators concerning the broader themes of the leisure industry eg. future of payments, wearables or how digital/blended/VR is influencing the future of fitness delivery.

How to Log a Support Ticket

Once logged in you have access to the Community, Knowledge Base and **to log or review a case.**

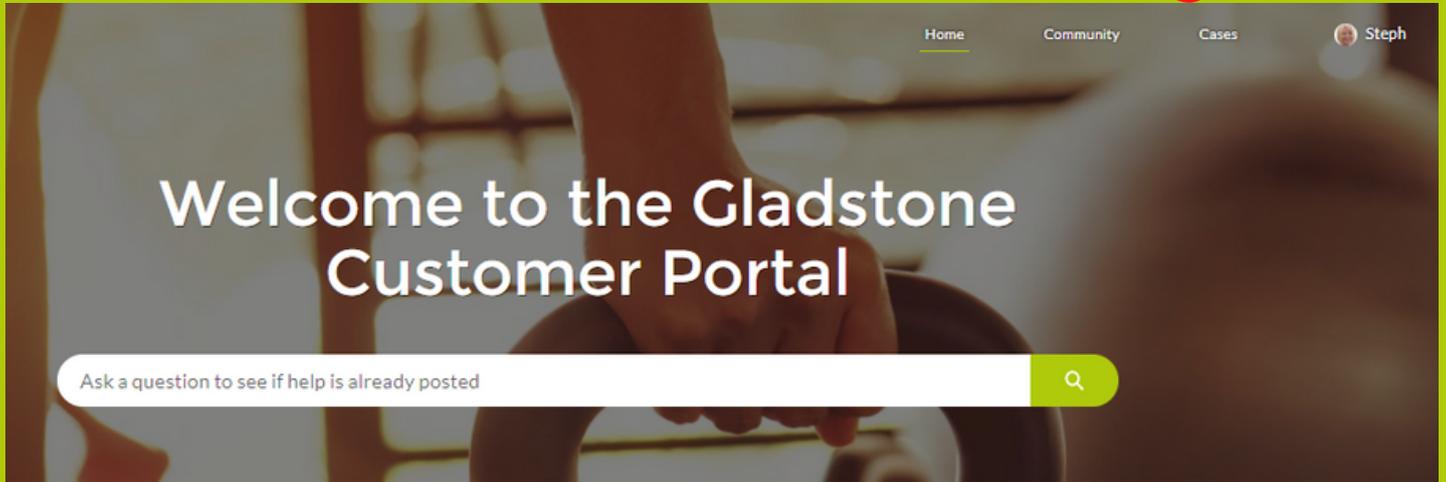To log a new case select '**Log a Ticket'** button.

Gladstone Customer Portal: An Overview

To review an existing case select 'Cases'

To see cases that only you have logged chose My Cases, for those logged by anyone within your organisation, chose My Site (or Operator) – Open, or My Site (or Operator) – Closed.

These options of Site or Operator will depend on the settings and details we hold for you.

If you are unable to see all cases that you believe you should be able to see, please email **RequestPortalAccess@gladstonesoftware.co.uk**
with details around which cases you believe you should be able to view.

Gladstone

Gladstone Customer Portal: An Overview

Finding and Viewing Cases

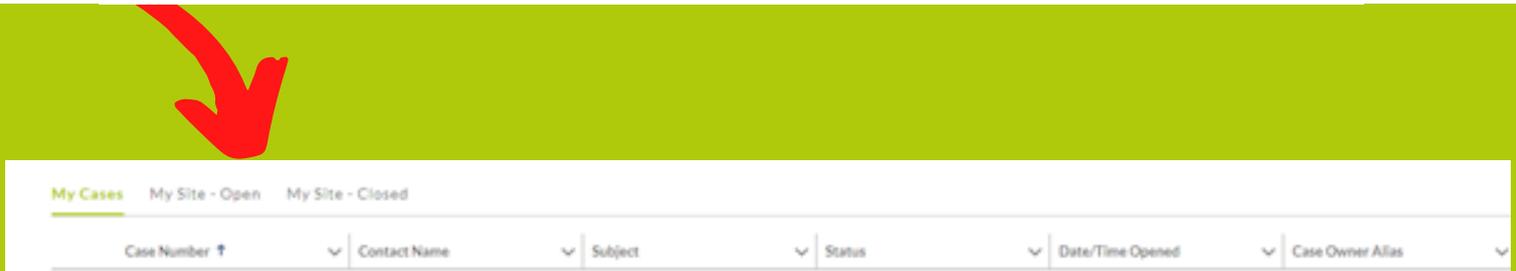Fastest way to find progress against a logged ticket is to simply type the case number into the search bar.
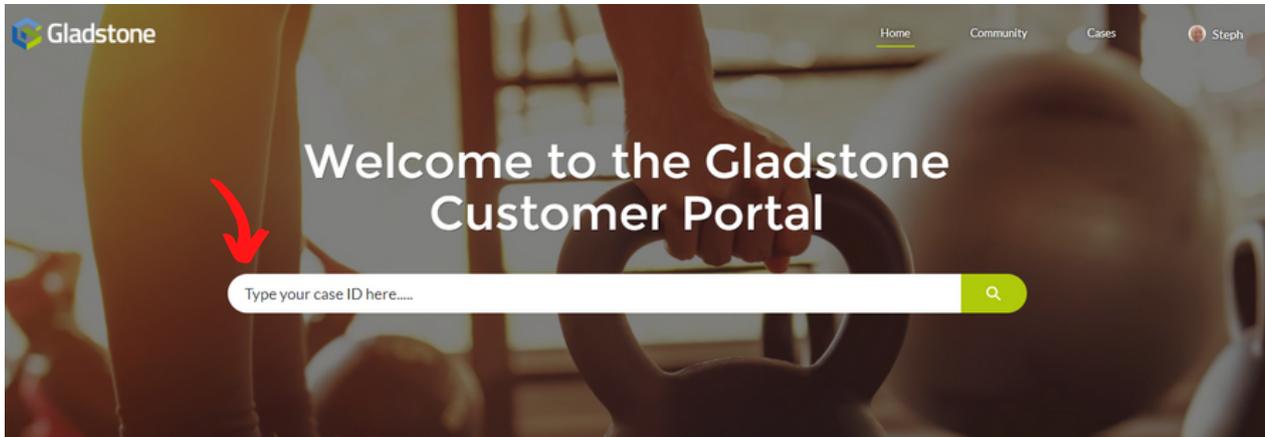
Viewing cases

To provide us with any updates on your case, please click into it and use the 'Post' section. This will send our support team a note to advise you have added some information.
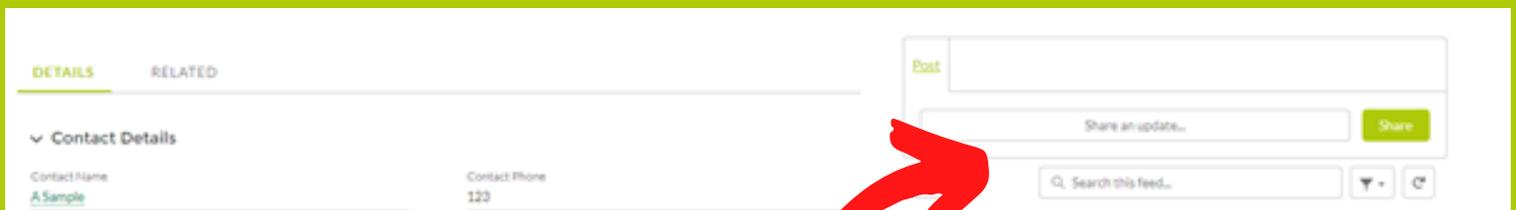
To view the latest status and updates on your case please click into the case to see these too.

Gladstone Customer Portal: An Overview

Gamification - Coming Soon

Users will receive recognition badges for their contributions to the community. These will identify members that are knowledgeable super users and regular participants that that will foster trust and build relationships between community members. Badges will appear in community user profiles.

Members will be able to thank one another by awarding recognition badges as well as earn special badges for completing missions, such as completing their profile and achieving 'best answer' status when responding to discussions and questions.

Brain Box

Top Contributor

Looking Sharp

Cherry on the Top

Profile Complete

Mission Badges

Welcome

Congratulations

Nice Work

Thanks

Recognition Badges

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