

A top-down view of a desk. On the left, a white notebook with horizontal lines has the word "Support" written in black cursive and underlined. To the right of the notebook are two pens: a blue one with white dots and a black one. Further right is the corner of a white smartphone. The background is a light-colored surface.

Support

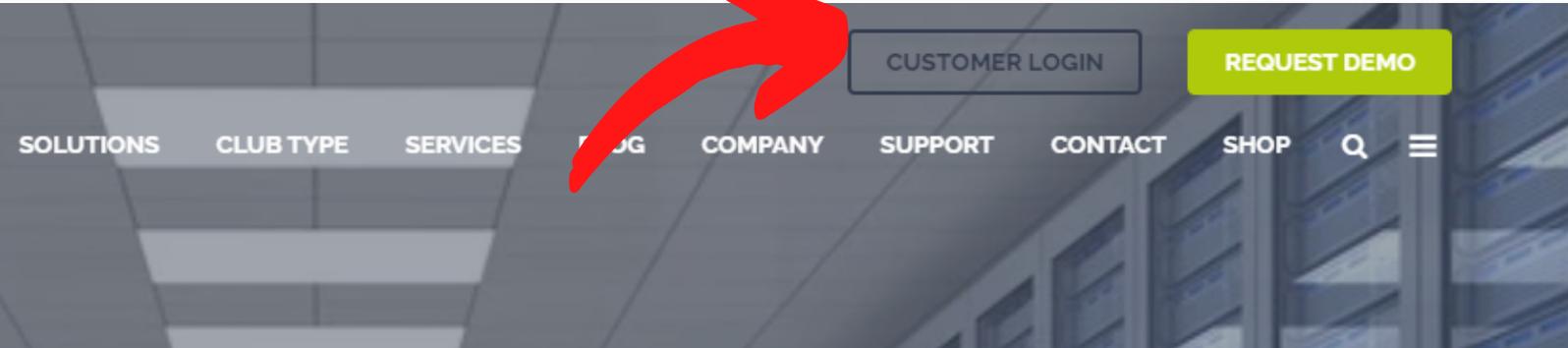
RELEASE 1.0

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

Customer Portal Access

The Customer Portal allows you to raise support tickets, access: previous webinars and webcasts, training collateral, product information as well as our community pages where you can suggest ideas for development and garner feedback and best practise from peers.

If you have a login, please proceed by clicking the button below where you will be redirected to our Customer Portal.



CUSTOMER LOGIN

If you do not have a customer login, please email Customer Service at RequestPortalAccess@gladstonesoftware.co.uk Our team will create an account for you and verify your access.

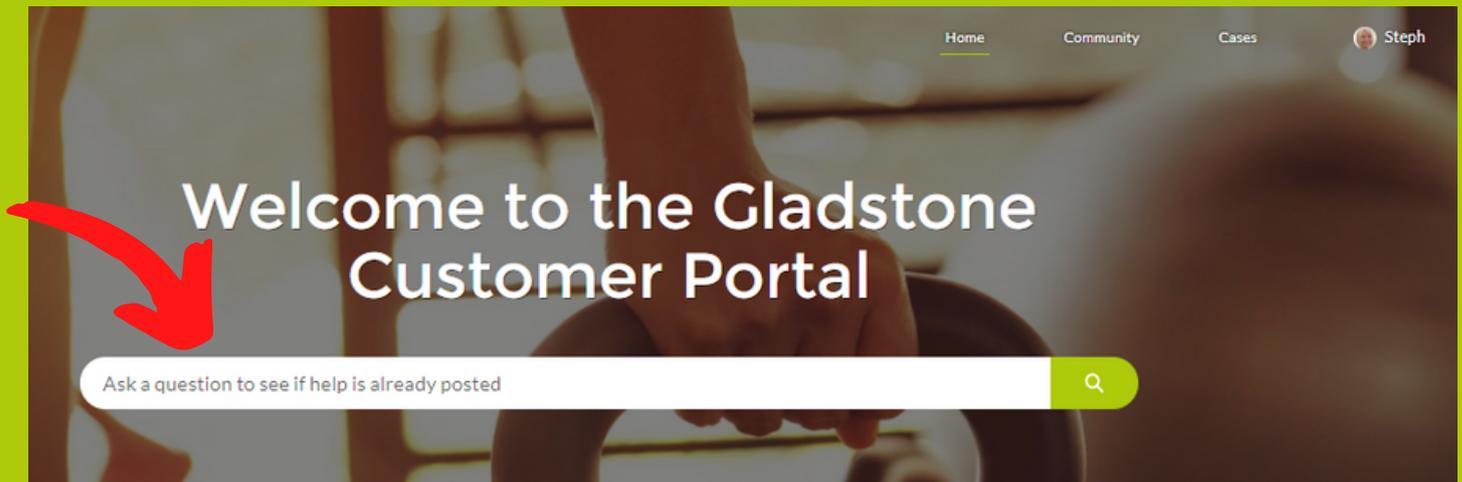
A screenshot of the Gladstone Customer Portal login form. At the top is the Gladstone logo. Below it are two input fields: 'Username' and 'Password'. A blue 'Log In' button is positioned below the password field. Underneath the button is a checkbox labeled 'Remember me'. At the bottom of the form is a link for 'Forgot Your Password?'. Below the form, there is a link for 'Gladstone LTD employee? Log In'.

Gladstone Customer Portal: An Overview

Ways to Search for Help

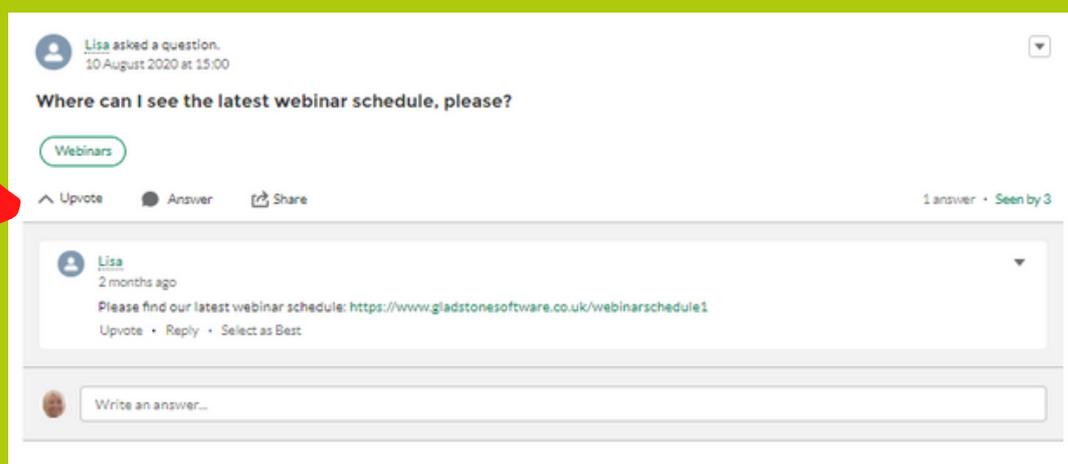
Find out if your question has already been asked and answered

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.



Gladstone Customer Portal: An Overview

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.

The screenshot displays the 'Gladstone Knowledge Base' interface. At the top, it says 'Search Support Articles, Discussion Topics and Community Best Practices'. Below this, there are six predefined topic tiles arranged in a 2x3 grid:

- All Best Practises**: Start/contribute to a discussion, share ideas with other operators.
- Front of House**: Plus2, Gladstone360, Hardware, Kiosk, Access Control.
- Back Office**: EyeQ, BPM, Payment Manager, UBM, USM, GMC, Connectors.
- General Discussion**: Topics, Thoughts, Ideas.
- Education Sector**: Share best practises within Universities, Schools & Colleges.
- PDRs & Futures**: Submit Development Ideas, Up-vote PDRs, R&D Roadmap, Report bugs and Gladstone bugs!

On the right side, there are two buttons: 'Ask the Community' (green) and 'Log a Ticket' (orange). Below these is a 'Trending Articles' section with a list of articles.

At the bottom of the page, there is a green bar with the text 'Ask the Community or Start a Discussion'.

Red and blue arrows are overlaid on the image to highlight specific elements: a red arrow points to the 'All Best Practises' tile, a blue arrow points to the 'Ask the Community' button, and another blue arrow points to the green bar at the bottom.

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.

Gladstone Knowledge Base
Search Support Articles, Discussion Topics and Community Best Practises

Find help from the Community or Log a Support Ticket

Ask the Community

Log a Ticket

Trending Articles

- Gladstone 360-Hardware Services
- Downloads: Are your xml downloads compatible.pdf 200 KB Download
- Api - Subscriptions.aspx
- Plus2 - What are Status, Due and Raised Dates
- Join@Home-Common Join@Home FAQs

Ask the Community or Start a Discussion

All Best Practises
Start/contribute to a discussion, share ideas with other operators

Front of House
Plus2, Gladstone360, Hardware, Kiosk, Access Control

Back Office
EyeQ, BPM, Payment Manager, UBM, UTM, GMC, Connectors

General Discussion
Topics, Thoughts, Ideas

Education Sector
Share best practises within Universities, Schools & Colleges

PDRs & Futures
Submit Development Ideas, Up-vote PDRs, R&D Roadmap, Project Signify and Gladstone SaaS

Gladstone Customer Portal: An Overview

How to Log a Support Ticket

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

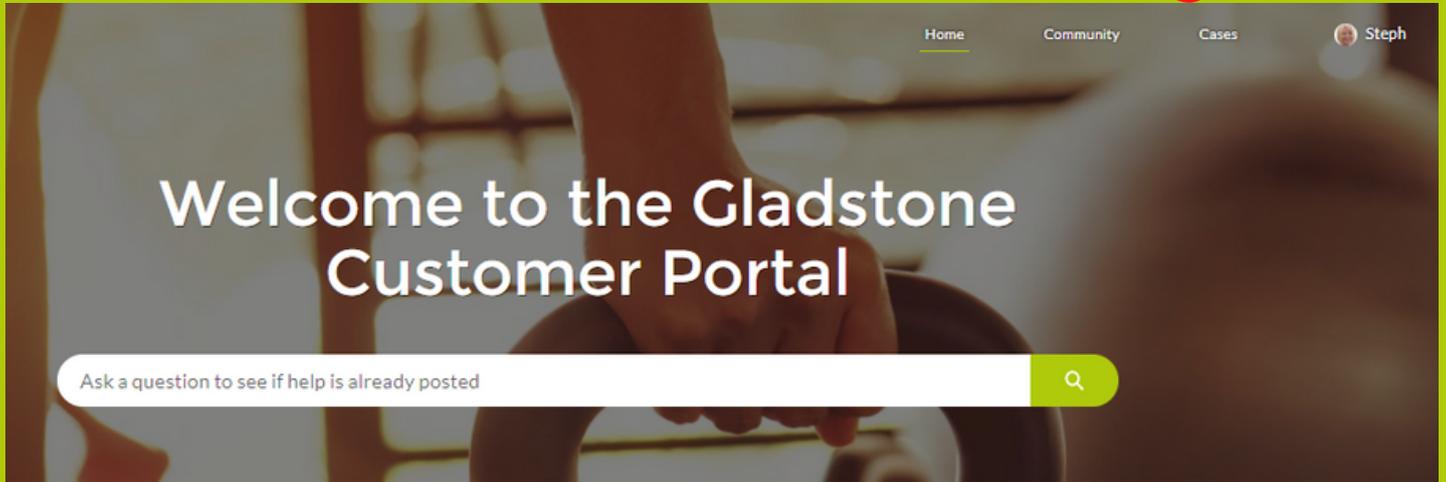
To log a new case select '**Log a Ticket**' button.

The screenshot displays the 'Gladstone Knowledge Base' interface. At the top, it says 'Search Support Articles, Discussion Topics and Community Best Practices'. Below this are several category tiles: 'All Best Practises' (Start/contribute to a discussion, share ideas with other operators), 'Front of House' (Plus2, Gladstone360, Hardware, Kiosk, Access Control), 'Back Office' (EyeQ, BPM, Payment Manager, UBM, USM, GMC, Connectors), 'General Discussion' (Topics, Thoughts, Ideas), 'Education Sector' (Share best practises within Universities, Schools & Colleges), and 'PDRs & Futures' (Submit Development Ideas, Up-vote PDRs, R&D Roadmap, Report Issues and Gladstone Staff). On the right side, there's a section for 'Trending Articles' with links like 'Gladstone 360-Hardware Services', 'Downloads: Are your xml downloads compatible.pdf 200 KB Download', 'Api - Subscriptions.aspx', 'Plus2 - What are Status, Due and Raised Dates', and 'Join@Home-Common Join@Home FAQs'. At the bottom right, there are two buttons: 'Ask the Community' (green) and 'Log a Ticket' (orange). A large red arrow points to the 'Log a Ticket' button. At the bottom of the interface, there is a green bar with the text 'Ask the Community or Start a Discussion'.



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.

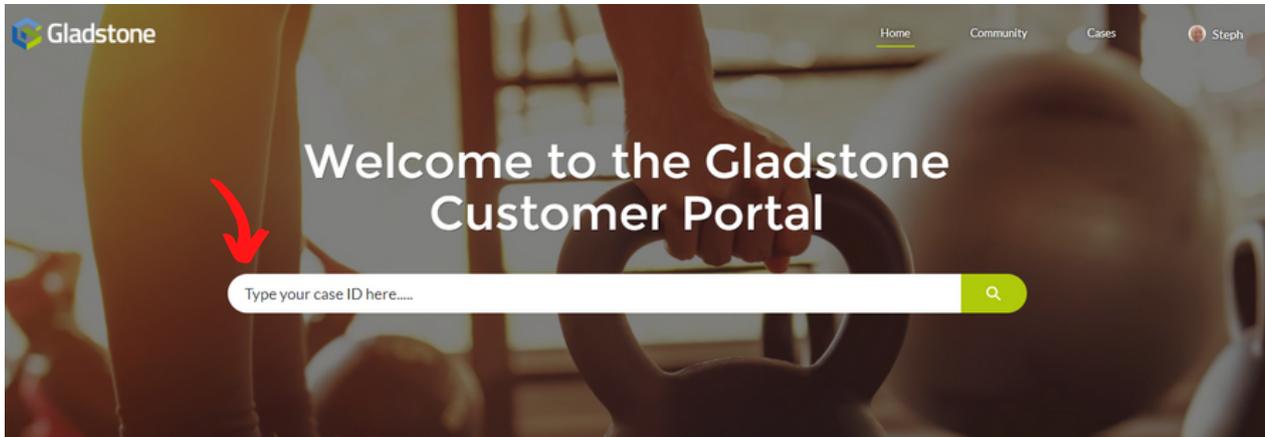
These options of Site or Operator will depend on the settings and details we hold for you.

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 Customer Portal: An Overview

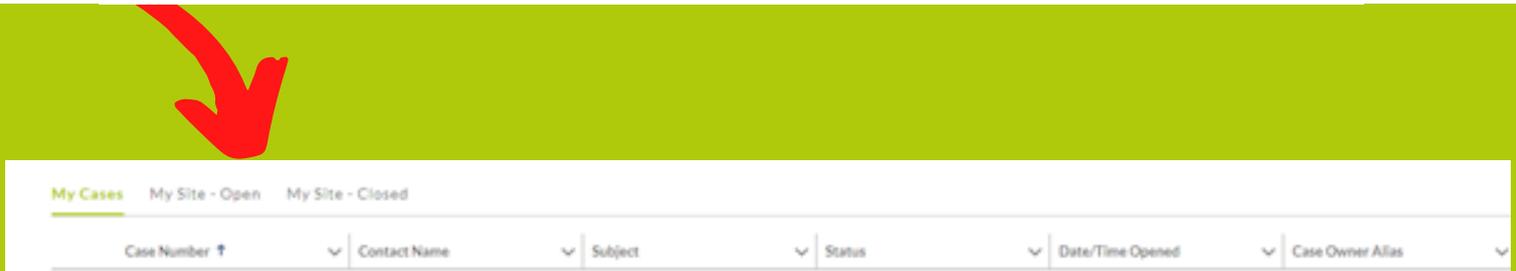
Finding and Viewing Cases

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

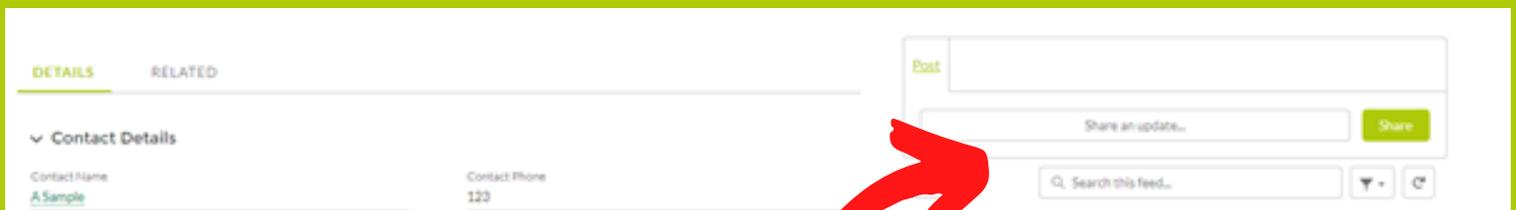


Viewing cases

Gladstone Knowledge Base
Search Support Articles, Discussion Topics and Community Best Practices



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



Welcome



Congratulations



Nice Work



Thanks

Mission Badges

Recognition Badges

**Gladstone
Hithercroft Road
Wallingford
Oxfordshire
OX10 9BT**

www.gladstonesoftware.co.uk

