



Ramp RFID Support

How to Raise a Support Ticket

You can access the RAMP Support Portal and submit tickets via the following link

<https://support.ramprfid.com/tickets>

Registering an Account

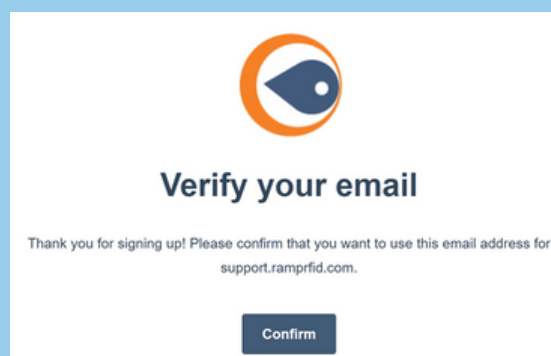
Prior to registering an account, RAMP will verify whether you have access to the support portal. If you have been verified, an email link with the above URL will be sent.

To register your account, enter your email address and password and agree to have your personal information stored and processed.

The screenshot shows a registration form with the following fields and text:

- Email***: A text input field containing "name@company.com".
- Password***: A password input field with masked characters "*****". To the right is a "Show password" link.
- Confirm Password***: A second password input field with masked characters "*****". To the right is a "Show password" link.
- Instructions**: Below the password fields, it states: "Password must be at least 8 characters long and include lower and uppercase letters, a number, and a symbol".

A verification email will be sent to the nominated email address. Open the email and verify your account by pressing **Confirm**. Your account will be confirmed and activated.



Submitting a Ticket

To submit a new ticket, click on **File a Support Ticket** located in the top menu bar.



File a Support Ticket Tickets Go to Knowledge Base Sign out

You will be greeted with a page where you can list details about the issues that you're facing.

- **Email:** Your preferred email address to receive communications from the RAMP Support Team. This should be automatically filled and match your login email address.
- **Ticket Subject:** A small description of the issue.
- **Description:** A more detailed explanation of the issue.
- **File Upload:** You'll be able to upload and attach any files or screenshots that are related to the issue at hand.



The form contains the following fields and elements:

- Email:** A text input field.
- Ticket Subject *:** A text input field with an asterisk indicating it is required.
- Serial Information:** A text input field.
- Description *:** A text area with the instruction "Describe your issue in as much detail as possible." and an asterisk indicating it is required.
- File upload:** A section with the instruction "Upload any images or files that may assist us with your issue." and a "Choose Files" button. The status below the button reads "No file chosen".
- Submit:** A blue button at the bottom of the form.

Pressing **Submit** will submit your ticket to the RAMP Support Team. Return to the main screen to view your open tickets and see any updates made by the Support Team.

Viewing Open Tickets

All tickets can be viewed from the main ticket page. You can filter out your tickets based on status, ticket ID or on ticket subject.

Tickets

Search View My tickets Status All

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
#884403500	Fwd: unable to print Order 10255, 10256, 10257	April 26, 2022	4 months ago	CLOSED
#782307167	I need help.	February 17, 2022	6 months ago	CLOSED

Clicking on the ticket will open up the ticket and view additional details and any responses made by the RAMP Support Team.

Fwd: unable to print Order 10255, 10256, 10257

Status: **CLOSED**

#884403500

↑ Show older messages

Bien 4 months ago

Hi Bianca,

It may be a reoccurring issue if we do surpass the number of allowed requests but we don't foresee it happening often as this is the first time we've seen it happen. If it does continue to be a problem, then we'd have to adjust how frequently we make requests (extending the wait time