



## Help Buddy Introduction

Hello,

As of today «Help Buddy» is the means by which every single one of your questions will reach our customer service department and our technical support team at Existanze - #connectingdots, directly and promptly.

We have tried document as brief as possible, and each section is as self contained as possible.

First things first, the url of our Help Desk is the following.

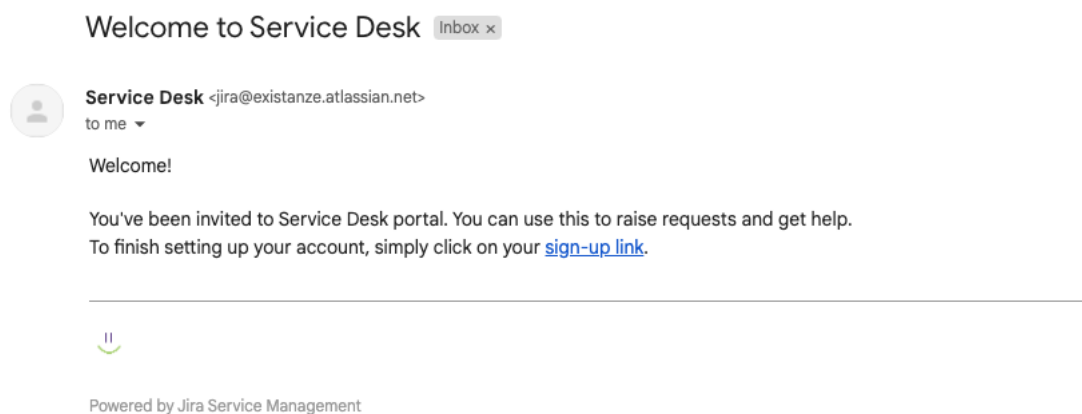
**<https://helpbuddy.existanze.com>**

### Getting Access to Help Buddy

Just send an e-mail to [support@existanze.com](mailto:support@existanze.com) and report any questions or/and any issues you may be experiencing.

Automatically, our customer service department will create an account for you, through which you will be able to keep updated about the progress of your request, track your requests history, in your own personal space and finally you will have a collective list of all the official updates our company delivers regarding each of your requests.

As soon as your account is created you will receive an e-mail, where you will be prompted to activate your account, and set a password for your account, and log into the Help Desk.



Click on the link you receive, enter your chosen passcode in the field shown in **Error! Reference source not found.** and by clicking on **Confirm** you automatically complete your registration in our company's Help Desk.



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### Create new Password

Username **happycustomer**

New Password

Confirm

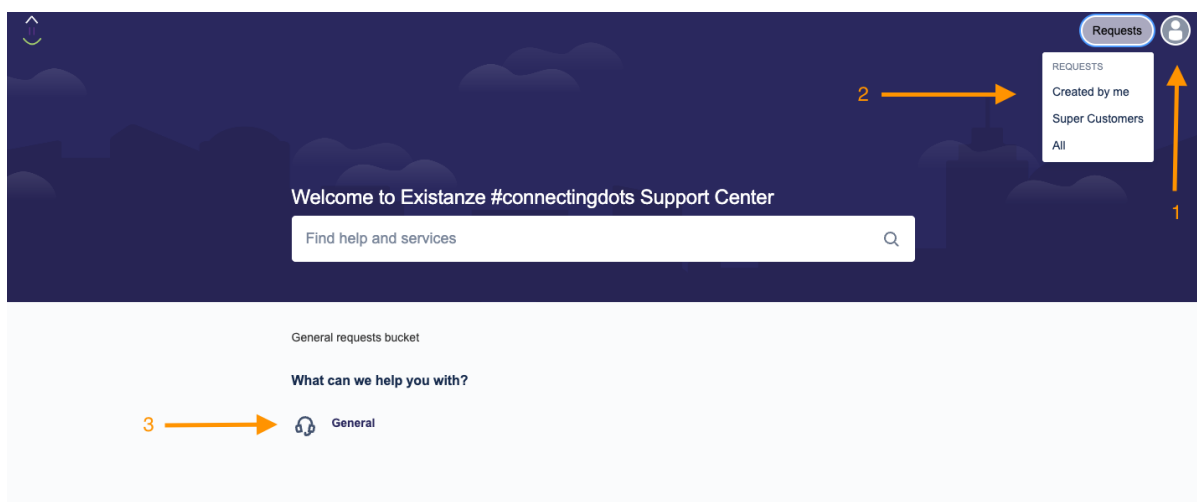
Confirm

Jira Service Desk (3.15.1) · Atlassian

Congratulation, you are done! And we are glad to help!

## The portal

After logging in, the portal is laid out as such.:

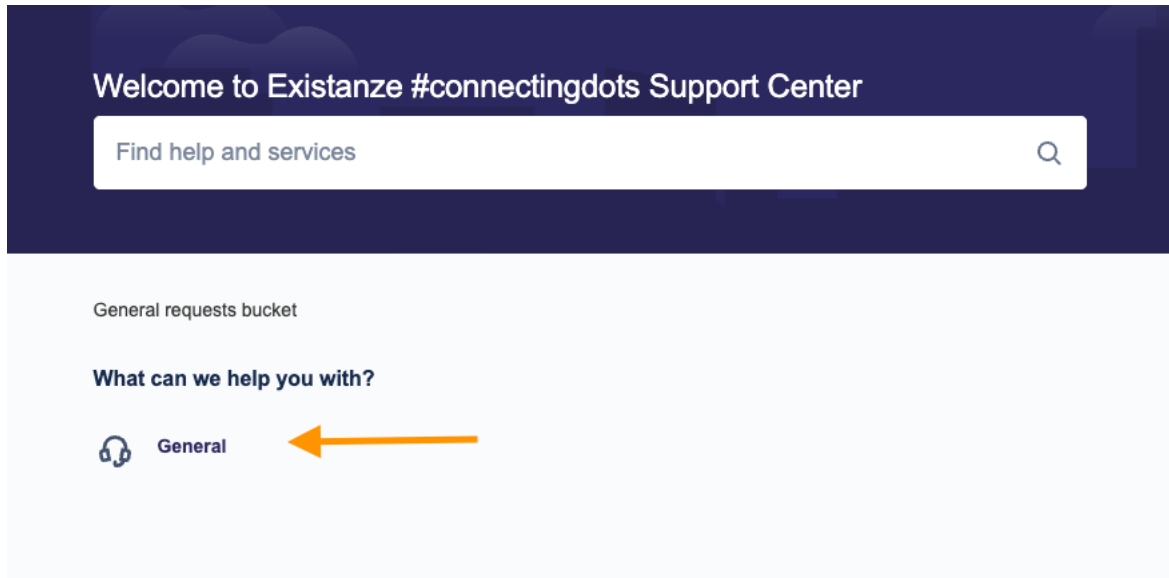


1. This your profile, here you have options to change your password, as well as change your notification settings.
2. This is where you can navigate your requests. You can see your requests as well as the requests that have been shared with you or the organizations you belong to, e.x. "All" in the example above.
3. This section includes the available request types available to you.



## Submitting a request

Once you log in into the help desk you can create the request by selecting the type of request.



Upon selecting your request type, you will be provided with a form. The form will contain the necessary fields depending the *request type*. In order to successfully open a request, you need to enter the following *required* fields.

- 1) Summary
- 2) Description

You can also *optionally* add attachments to the request.



Helpbuddy v2! / Service Desk

## Service Desk

General requests bucket

What can we help you with?



### Summary\*

### Attachment

Drag and drop files, paste screenshots, or browse

Browse

### Description

Normal text ▾ **B** *I* ... ▾ @ ” —

Send

Cancel

Once you create your request, our team will be notified, and you will be provided with the following request screen, from which you can use to manage the request.

Helpbuddy v2! / Service Desk / ESD-2308

This is my urgent issue

Happy Customer raised this on Today 11:35 [Hide details](#)

**Description**

Please, pretty please,  
Help me out with this something which is wrong.  
Thank you,  
Happy Customer

**Activity**

Add a comment

**Status**

**WAITING FOR SUPPORT** ← 1

**Notifications on**

**Request type**

General

**Shared with**

Happy Customer **Creator** ← 2

+ Share

3 →

1. The status of the request



2. Shows who you have shared the request with
3. A detailed overview of the request.

### Sharing your request

Depending on your internal processes you may wish to share your request. A request can be:

#### Private

That means that only you see the request, and only you are notified of comments and request status changes

#### Shared with Person

You are able to include any person of your organization on a task. Upon doing so, they will be able to see the request in the "All Requests" section. They can comment, as well as change the status of the request.

#### Share with Organization

Upon sharing a request with your organization any member of the organization will be able to comment, change the status of the request, as well as get notified on all changes.

You can share your request upon creating the request.

Share with \*

Share with Super Custom... ▾

Share with Super Customers

No one

### Request Communication

You can handle request communication, either by login into the Help Desk and commenting on the request, or by continuing an e-mail thread which is generated as soon as you or someone who has shared with you a request.

Once you create a request you will be receiving an e-mail like this, on the e-mail you have specified.



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**Service Desk** <jira@existanze.atlassian.net> [Unsubscribe](#)  
to me ▾

11:36 AM (29 minutes ago)

-----  
Reply above this line.

Just confirming that we got your request. We're on it.



**Help Buddy**

[Unsubscribe](#)

This is shared with Carrie Bradshaw.

Existanze - #connectingdots  
+30 2106826001  
<https://www.existanze.com>

## Request Management

Like afore mentioned you can view all the requests you have opened or any requests shared with you using your toolbar (See **The Portal**). For example selecting “All” will provide you with the following screen.

| Type | Reference | Summary                 | Status         | Service project | Requester      | Created date | Updated date | Priority |
|------|-----------|-------------------------|----------------|-----------------|----------------|--------------|--------------|----------|
|      | ESD-2308  | This is my urgent issue | WAITING FOR... | Service Desk    | Happy Customer | 11/Aug/22    | 11/Aug/22    | Medium   |

Right about here ends our brief presentation of **Help Buddy**.

We invite you to explore its various features, and most importantly help us enrich it with further information you consider useful.

Respectfully,



**Help Buddy**

Existanze - #connecingdots

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t: +30 210 6826 001 f: +30 210 6826 002 e: [support@existanze.com](mailto:support@existanze.com) w: <http://www.existanze.com> Reg. Number: 143491701000

Address: Elpidos 1 & Mesogeion Av. 443 , Agia Paraskevi , 153 43 , Athens , Greece