



WASTELINQ

WASTELINQ Support System

User Guide

2019

WASTELINQ Support System Guide

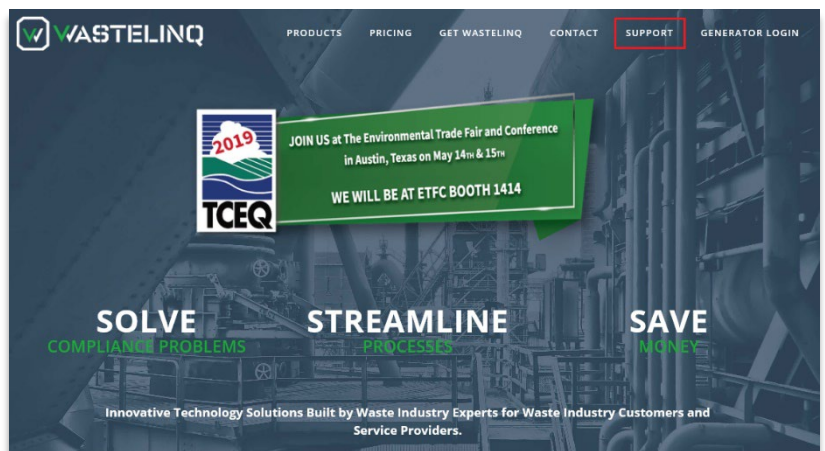
The **WASTELINQ Support site** is designed to provide WASTELINQ customers with a variety of support options, including user guides, tutorials, recommended hardware, and the ability to submit support tickets for any issues or requests with WASTELINQ.

KNOWLEDGE BASE

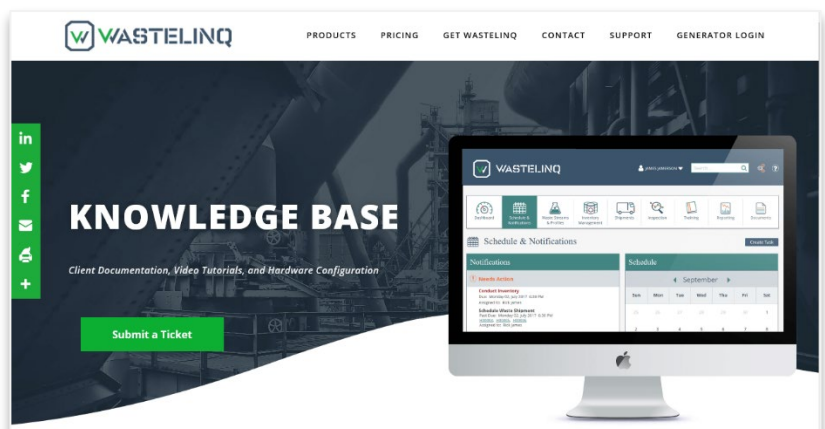
Step 1: Access the Knowledge Base by choosing one of the following two options:

Option 1: Go to www.wasteling.com.

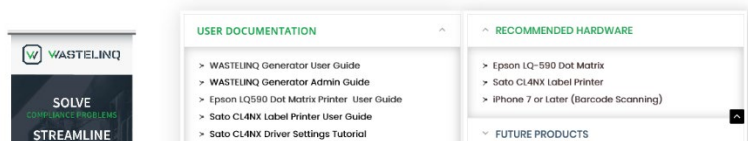
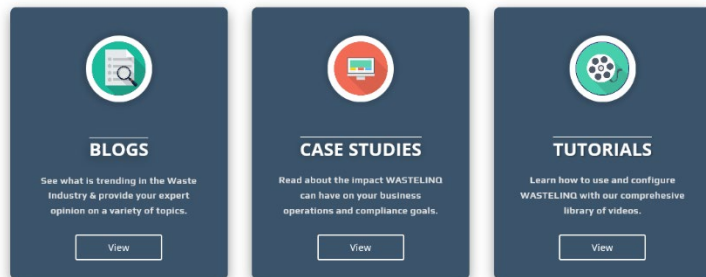
Click on the Support link in the top right corner.



Option 2: Go directly to the knowledge base site at www.wasteling.com/support.



Step 2: Click on the links provided to access the various knowledge base items as needed.



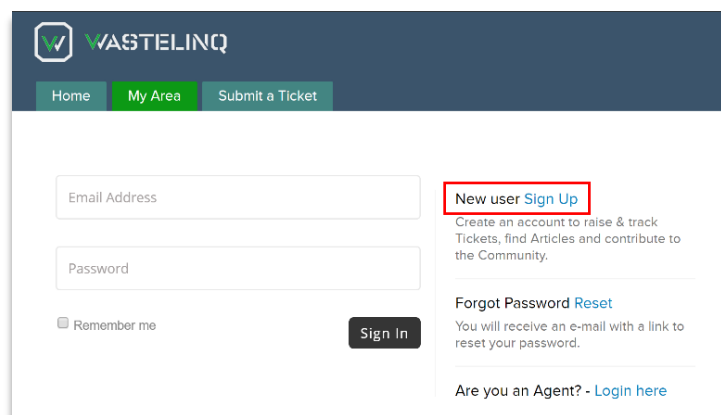
WASTELINQ SUPPORT DESK ENROLLMENT

WASTELINQ GENERATOR

Users may enroll directly via the Support Desk as follows:

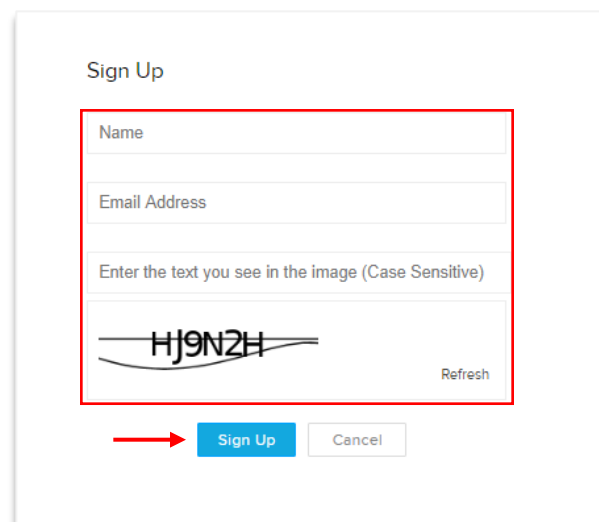
Step 1: Go to <https://support.wasteling.com>

Step 2: Click on “New user Sign Up.”



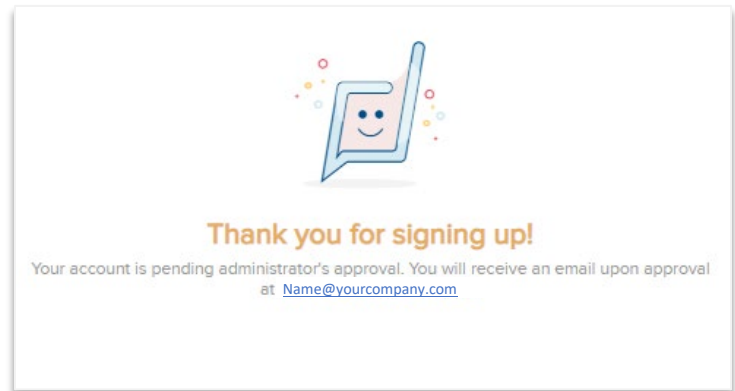
Step 3: Enter full name, email address, and captcha verification as shown.

Step 4: Click the “Sign Up” button to submit.

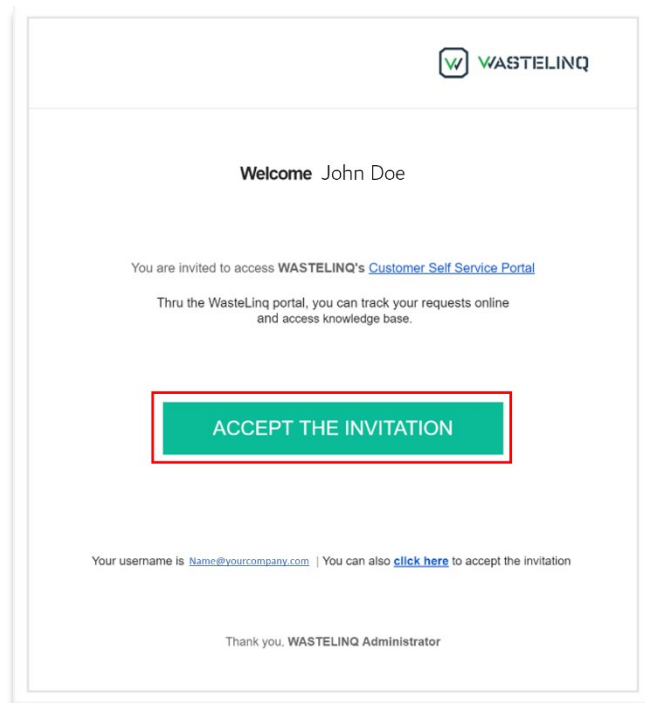


A “Thank you for signing up” message will be displayed and a Support Desk administrator will review the request.

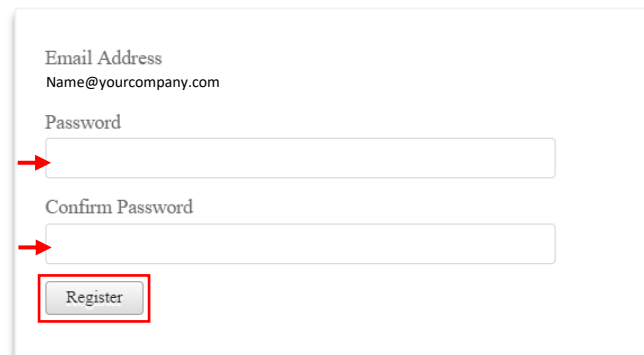
Note: Once the account has been approved, an email notification will be sent to the email address provided.



Step 5: From the email received, click on “Accept the Invitation.”

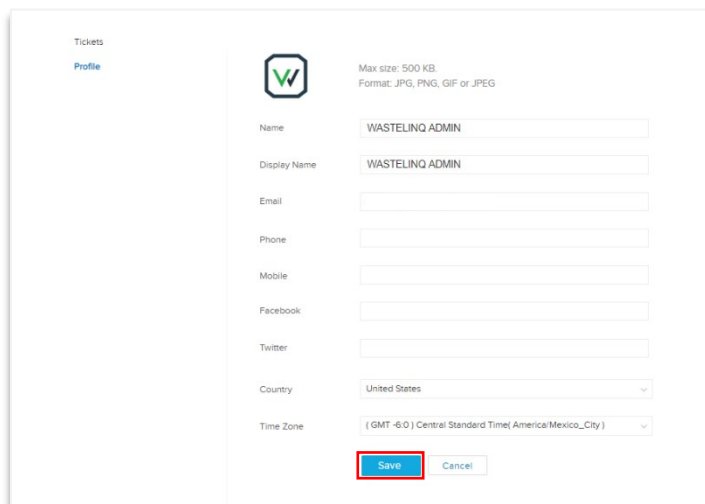


Step 6: Enter desired password and click the “Register” button to save.

A screenshot of a registration form. It has fields for "Email Address" (pre-filled with "Name@yourcompany.com"), "Password", and "Confirm Password". Red arrows point to the "Password" and "Confirm Password" input fields. At the bottom is a "Register" button, which is highlighted with a red rectangle.

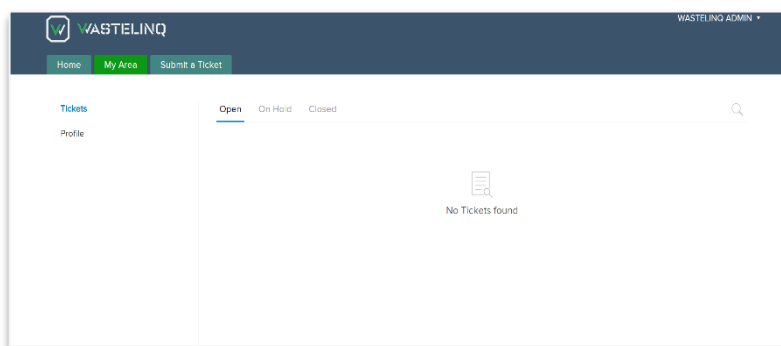
Step 7: Add any additional profile information as needed.

Step 8: Click the “Save” button.



The screenshot shows the 'Profile' tab in the WASTELINQ support desk. On the left is a sidebar with 'Tickets' and 'Profile' (selected). The main area contains a profile card with the WASTELINQ logo and a photo placeholder (Max size: 500 KB, Format: JPG, PNG, GIF or JPEG). Below this are input fields for Name, Display Name, Email, Phone, Mobile, Facebook, and Twitter. At the bottom are dropdown menus for Country (set to 'United States') and Time Zone (set to '(GMT -6:0) Central Standard Time(America/Mexico_City)'). A red box highlights the 'Save' button, with a 'Cancel' button next to it.

Welcome to the **WASTELINQ** Support Desk!



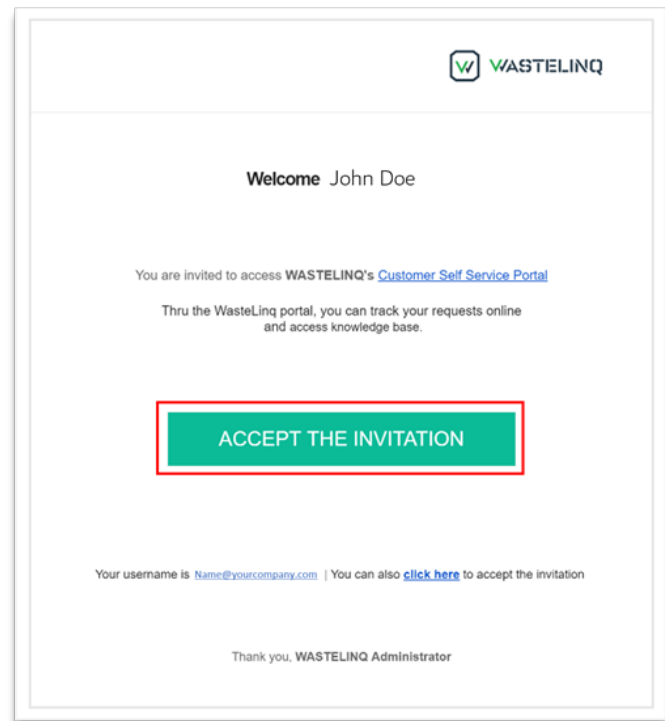
The screenshot shows the WASTELINQ Support Desk dashboard. The top navigation bar includes 'Home', 'My Area', and 'Submit a Ticket'. The 'My Area' tab is active. On the left sidebar, 'Tickets' and 'Profile' are listed. The main content area shows a filter bar with 'Open', 'On Hold', and 'Closed' tabs, with 'Open' selected. Below the filter bar, a message says 'No Tickets found' with a magnifying glass icon.

WASTELINQ Enterprise Support Desk Users

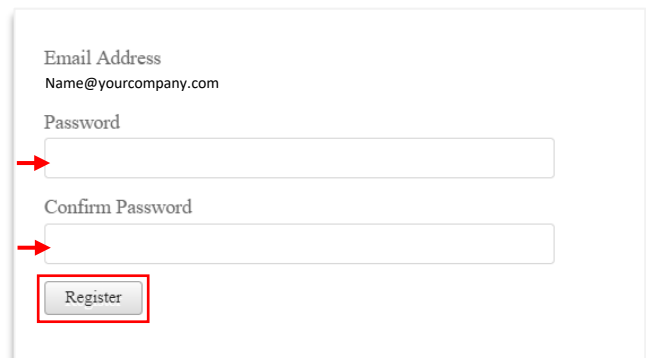
For Enterprise clients, only the technical contact(s) provided at the time of account enrollment will have access to the Support Desk. The assigned technical contact(s) information will be entered by our support team, and an invitation will be sent via email once the account is setup.

Technical contact(s) may finish enrollment to the Support Desk by:

Step 1: From the email invitation received, click the “Accept the Invitation” button.



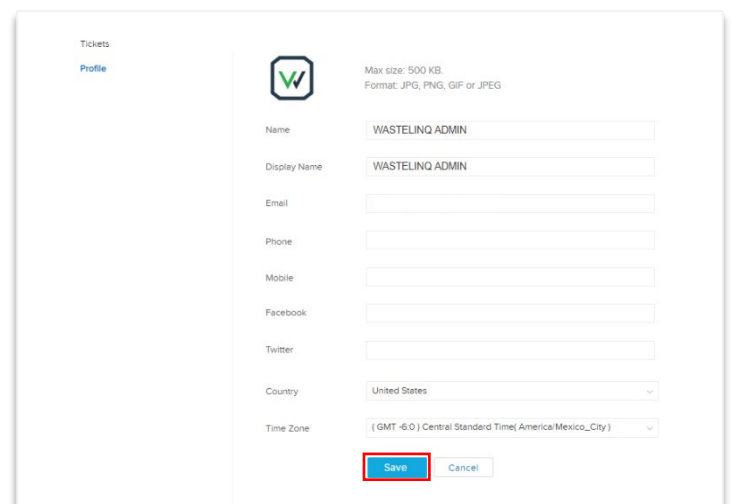
Step 2: Enter desired password and click the “Register” button to save.



The screenshot shows a registration form. It has fields for "Email Address" (pre-filled with "Name@yourcompany.com"), "Password", and "Confirm Password". Red arrows point to the "Password" and "Confirm Password" input fields. At the bottom is a button labeled "Register" which is highlighted with a red border.

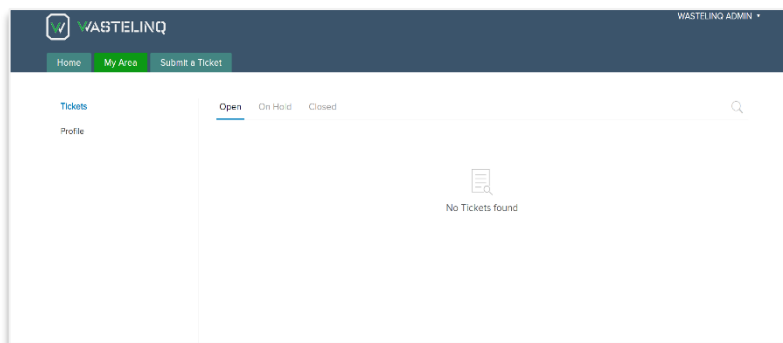
Step 7: Add any additional profile information as needed.

Step 8: Click the “Save” button.



The screenshot shows a "Profile" form. On the left, there are links for "Tickets" and "Profile". The form has a header with the WasteLinq logo and "Max size: 500 KB. Format: JPG, PNG, GIF or JPEG". Below that are input fields for "Name" (pre-filled with "WASTE LINQ ADMIN"), "Display Name" (pre-filled with "WASTE LINQ ADMIN"), "Email", "Phone", "Mobile", "Facebook", and "Twitter". There are also dropdown menus for "Country" (pre-selected as "United States") and "Time Zone" (pre-selected as "(GMT -6.0) Central Standard Time(America/Mexico_City)"). At the bottom right are "Save" and "Cancel" buttons, with the "Save" button highlighted by a red border.

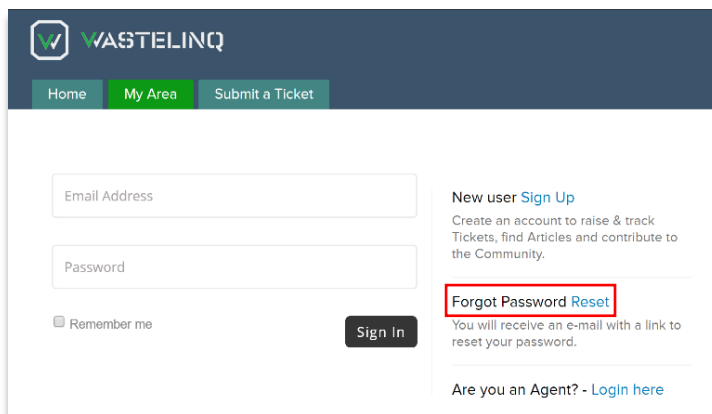
Welcome to the **WASTELINQ** Support Desk!



RESETTING ACCOUNT PASSWORD

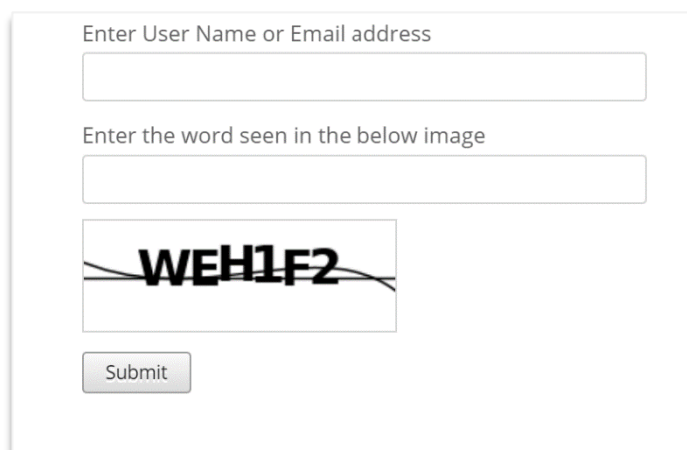
Reset account password by choosing one of the following two options:

Option 1: Click on the “Forgot Password” reset link from the sign in screen.

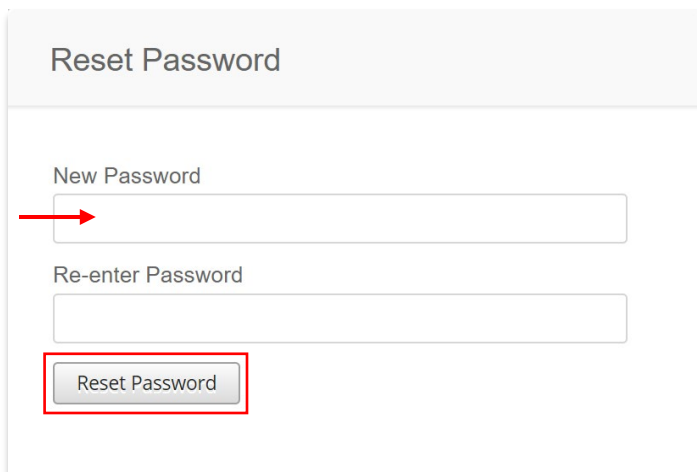


Option 1a: Enter the user name or email address associated with the account, the captcha text displayed, and click “Submit.”

Note: Please check the message sent to the registered email and follow the instructions to reset the account password.



Option 1b: Enter the desired new password and click the “Reset Password” button to submit the change.



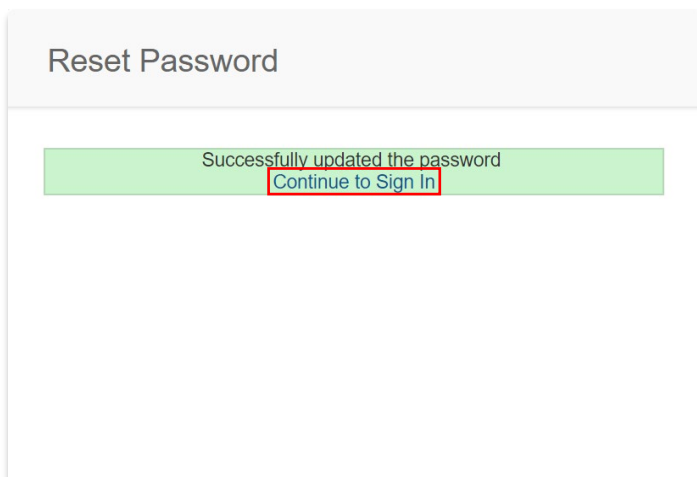
Reset Password

New Password

Re-enter Password

Reset Password

Option 1c: Click on “Continue to Sign In” to return to the sign in page.

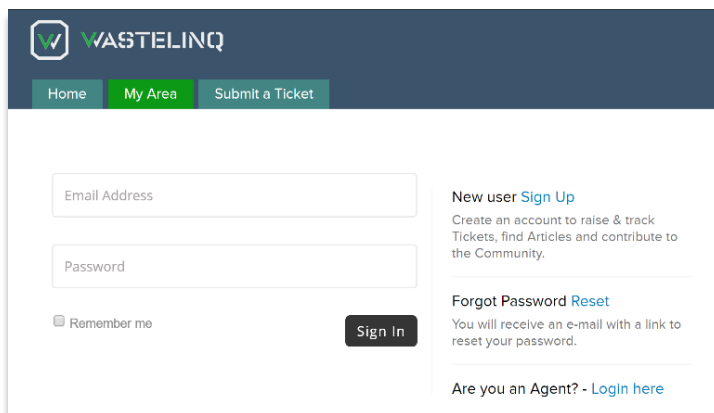


Reset Password

Successfully updated the password

[Continue to Sign In](#)

Option 1d: New user password can now be used to sign in.



WASTE LINQ

Home My Area Submit a Ticket

Email Address

Password

☐ Remember me

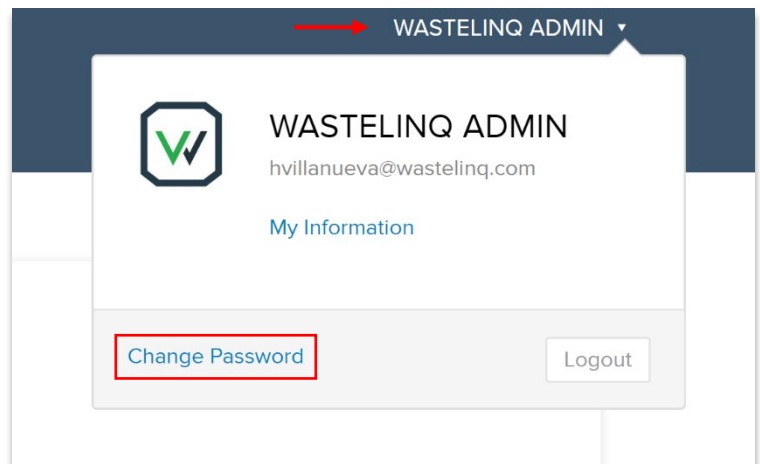
Sign In

New user [Sign Up](#)
Create an account to raise & track Tickets, find Articles and contribute to the Community.

Forgot Password [Reset](#)
You will receive an e-mail with a link to reset your password.

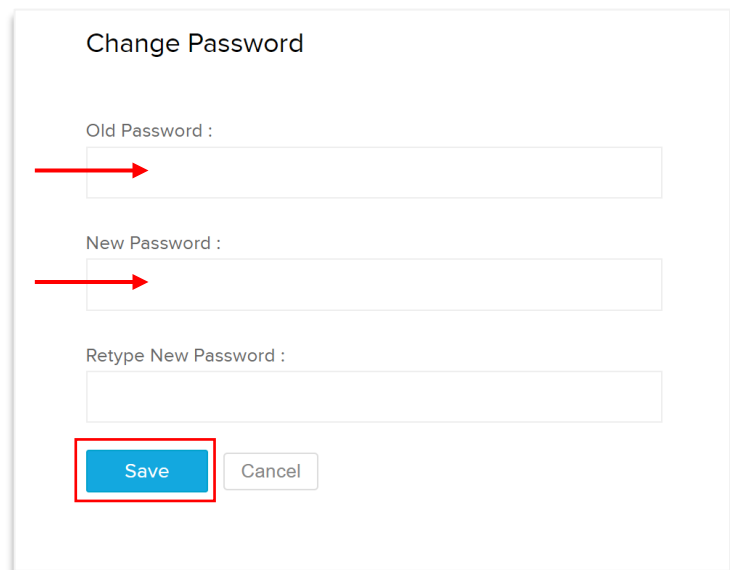
Are you an Agent? - [Login here](#)

Option 2: When logged in, click on the user's name located in the top left corner of the page and click "Change Password."

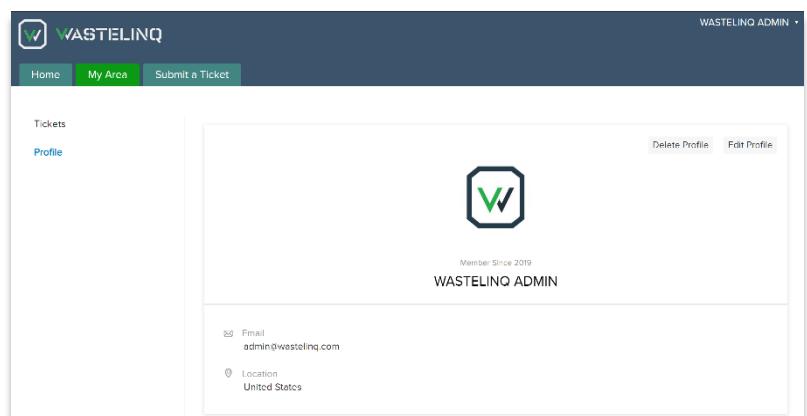


Option 2a: Enter the old password and the new password credentials.

Click "Save" to submit the changes.

A screenshot of the "Change Password" form. It contains three input fields: "Old Password :", "New Password :", and "Retype New Password :". Red arrows point to the "Old Password" and "New Password" fields. At the bottom, there are two buttons: "Save" (highlighted with a red box) and "Cancel".

Option 2b: Password change is complete.

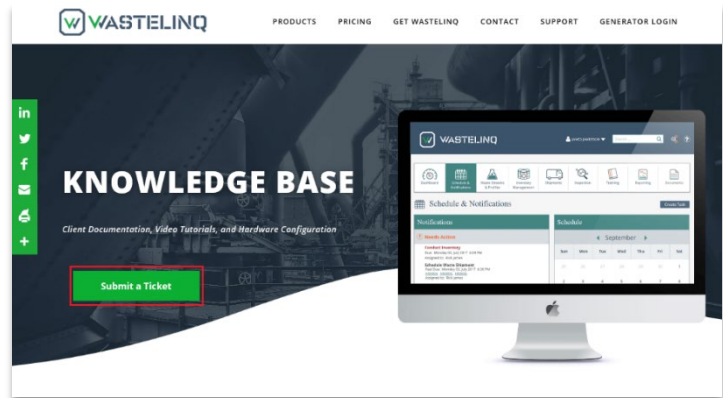


SUBMITTING A TICKET

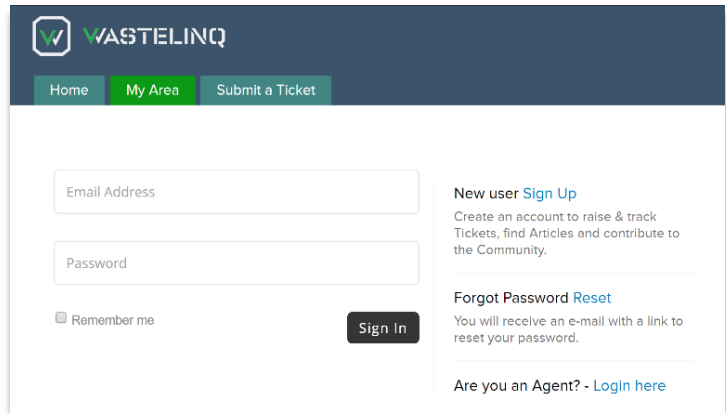
Step 1: Submit a Support Ticket via one of the following two options:

Option 1: Go to www.wastelinq.com/support

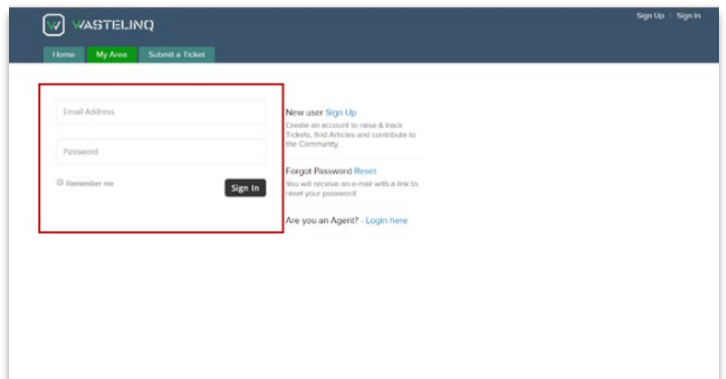
Click on “Submit a Ticket.”



Option 2: Go directly to the ticketing site at <https://support.wastelinq.com>.



Step 2: Enter the user’s log in credentials.
(These consist of the user email address and password entered at the time of enrollment)



Step 3: Enter the Case Information.

Step 3a: Type in a subject summarizing the issue.

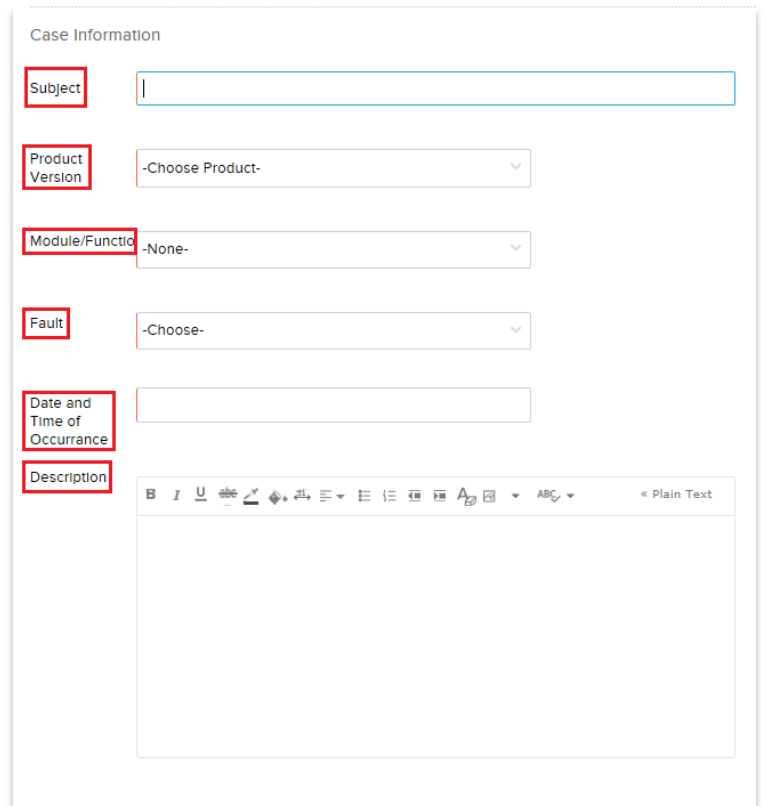
Step 3b: Choose a Product Version from the drop down.

Step 3c: Choose the Module or Function that is experiencing the issue.

Step 3d: Choose a Fault that best fits the issue.

Step 3e: Enter the date and time of the occurrence.

Step 3f: In the description box, describe the issue or request further if needed. Providing additional details will help the WASTELINQ Support Team narrow down the cause.



The screenshot shows a 'Case Information' form with the following fields: 'Subject' (text input), 'Product Version' (dropdown menu), 'Module/Function' (dropdown menu), 'Fault' (dropdown menu), 'Date and Time of Occurrence' (text input), and 'Description' (rich text editor). Red boxes highlight the labels for 'Subject', 'Product Version', 'Module/Function', 'Fault', 'Date and Time of Occurrence', and 'Description'.

Step 2: Add Attachments

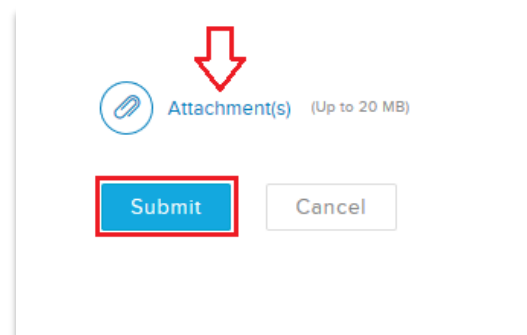
Upload attachments to help explain the issue.

Click on "Attachments"

Chose the file from the documents folder then click "Open."

Step 3: Submit the form.

Click the Submit button to submit the form to the support team.



The screenshot shows the 'Attachments' section with a red arrow pointing to the 'Attachment(s) (Up to 20 MB)' label. Below this, there is a 'Submit' button (highlighted with a red box) and a 'Cancel' button.

Once the user submits the ticket, a WASTELINQ Support Team member will be notified. The user will be contacted by the WASTELINQ Support Team member for additional information with information about problem resolution.

WASTELINQ SUPPORT DESK (MY AREA)

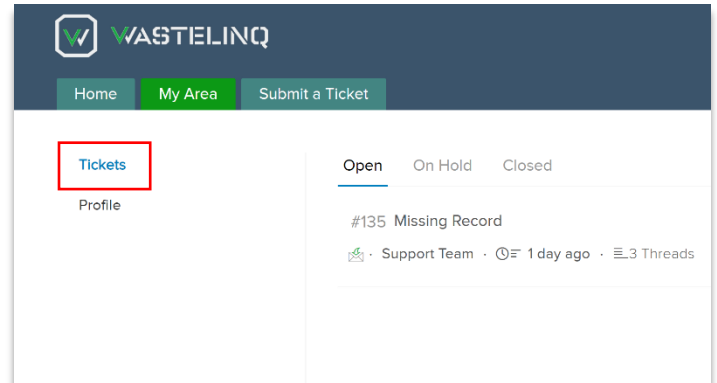
View all communications, tickets, statuses, and profile information from this section.

TICKETS

View all communications, tickets, and status information from this section.

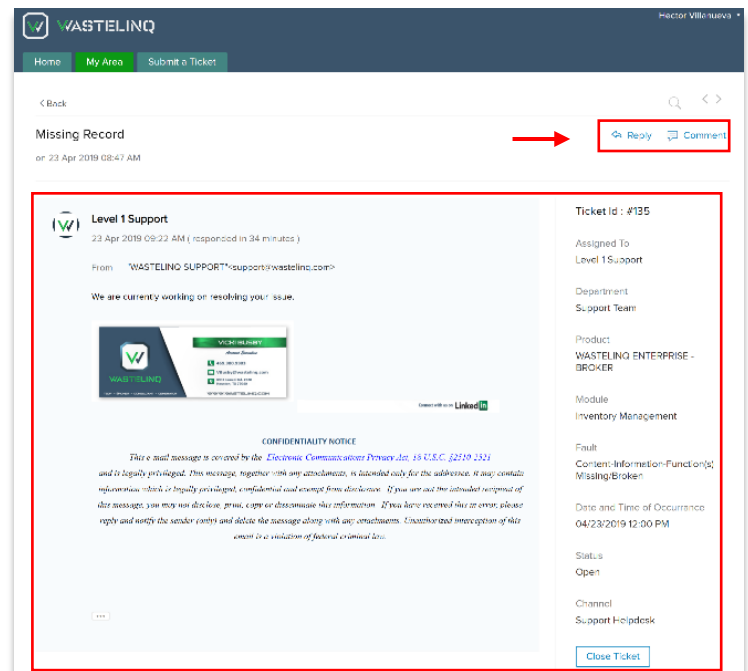
Step 1: Click on Tickets

Choose “Open” to view all current tickets.
Choose “On Hold” to view tickets awaiting response.
Choose “Closed” to view all closed cases.



Step 2: Choose any of the records to view all communications, ticket numbers, and information regarding your case.

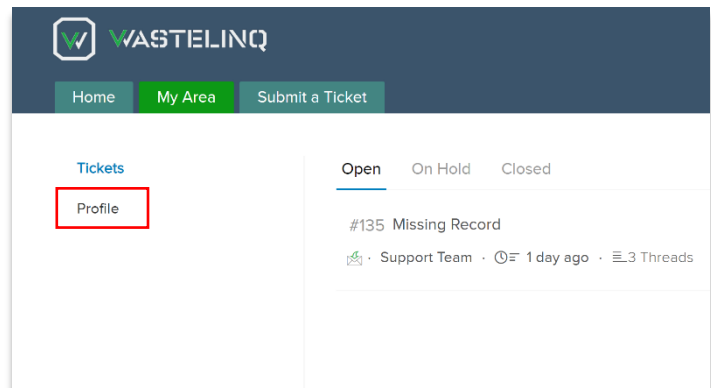
Note: Replies and comments may be entered from this section. Click on the Reply or Comment link on the right side of the page and enter the information the user wishes to provide.



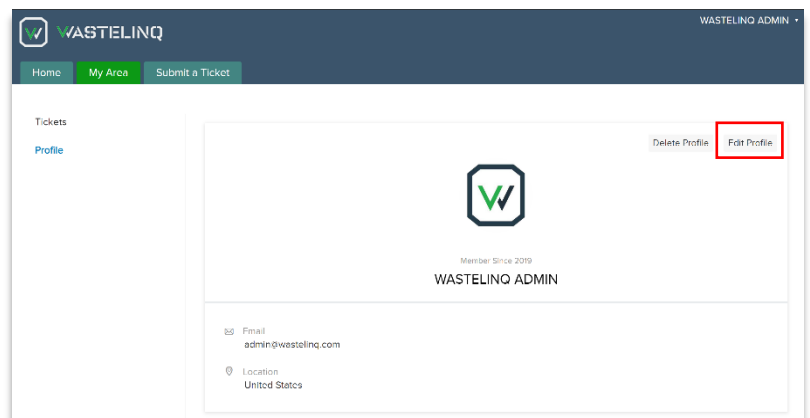
PROFILE

View all profile information from this section.

Step 1: Click on Profile.

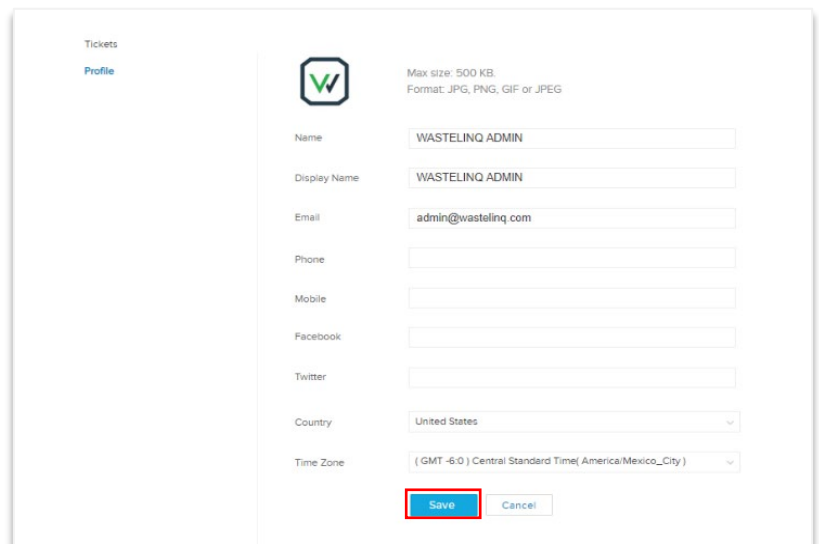


Step 2: Click on “Edit Profile.”



Step 3: Update the information as needed.

Step 4: Click “Save” to submit changes.



The screenshot shows the 'Edit Profile' form. It includes a profile picture placeholder with the WasteLinq logo and a note: 'Max size: 500 KB. Format: JPG, PNG, GIF or JPEG'. The form fields are: Name (WASTE LINQ ADMIN), Display Name (WASTE LINQ ADMIN), Email (admin@wastelinq.com), Phone, Mobile, Facebook, Twitter, Country (United States), and Time Zone ((GMT -6:0) Central Standard Time(America/Mexico_City)). At the bottom, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box.