

**COMODO**  
Creating Trust Online®



**Comodo One**

Software Version 3.26

**Service Desk  
End-User Guide**

Guide Version 4.16.1130118

Comodo Security Solutions  
1255 Broad Street  
Clifton, NJ 07013

## Introduction to Service Desk Module

Comodo Service Desk is a web based ticketing and support platform that can be used by enterprises and service providers to manage user support requests. After creating an account, end users can raise support queries by creating tickets in the help desk portal. This guide explains how end-users can register for a service desk account, submit support tickets, view the knowledge-base and more.

- **Register for an account**
- **Open a New ticket in Service Desk**
- **Check ticket status**

### Register For an Account

You need to sign-up for an account with Service Desk in order to raise tickets. You can register your account in two ways:

- **Self Enrollment through web portal**
- **Enrollment by staff member**

**Note:** If enabled by the administrator, the Service Desk web portal allows you to create a new ticket as a guest user, even without registering for a user account. Once you raise a ticket, you will be added to service desk as a guest user. The administrator can initiate the registration process in order to add you as a registered user. You can check your ticket status through the web portal, only if your user account is registered, enabling you to login to the portal. See **Enrollment by staff member** for more details.

### Self Enrollment through Web Portal

The URL for the web portal will be provided by your administrator. You can sign-up at the web portal and register the account by entering your email address and password. Upon registration, you will receive an activation mail. You need to activate the account by clicking the activation link in the mail.

#### To sign-up for an account

- Visit the web-portal at the URL provided by your administrator
- Click 'Sign-in' at the top right

The login page will be displayed.

The screenshot shows two states of the Support Center interface. The top state is a 'Welcome to the Support Center' page with a navigation bar containing 'Support Center Home', 'Open New Ticket', and 'Check Ticket Status'. A red circle highlights the 'Sign In' link in the top right corner, with a red arrow pointing to the 'Sign in to' section of the bottom state. The bottom state is a sign-in page with the same navigation bar. It features a 'Sign in to' heading, a message encouraging account registration, and a sign-in form with fields for 'Email or Username' and 'Password', a 'Sign In' button, and links for 'Create an account' and 'I'm an agent — sign in here'. A yellow padlock icon is on the right side of the form. Below the form, there is a link to 'open a new ticket' and a copyright notice: 'Copyright © 2018 COMODO Security Solutions All Rights Reserved.'

- Click 'Create Account'

The 'Account Registration' form will appear.

## SUPPORT CENTER

Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

### Account Registration

Use the forms below to create or update the information we have on file for your account

---

#### Contact Information

**Email Address:**  \*

**Full Name:**  \*

**Phone Number:**

**Ext:**

---

#### Preferences

**Time Zone:**  ▼

**Daylight Saving:**  Observe daylight saving (*Current GMT Time: 10/09/2018 7:22 am*)

---

#### Access Credentials

**Create a Password:**

**Confirm New Password:**

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- Complete all required fields on the the form and click the 'Register' button.

## SUPPORT CENTER

Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

### Account registration

**Thanks for registering for an account.**

We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.

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Your account will be registered and an email containing account activation link will be sent to your email address.

## Welcome to

**From:** "Service Desk Notification Email" <sd-noreply@c1notifications.com>

**Date:** 2018-10-09 13:27

-- reply above this line --

**Hi Star,**

We've created an account for you at our help desk at <https://herculespopular.servicedesk.comodo.com>.

Please follow the link below to confirm your account and gain access to your tickets.

<https://herculespopular.servicedesk.comodo.com/pwreset.php?token=z-30wvYZK0mBRdCkqDu25DCUV3ipcl2oOozZpr1E4V8lCmBP>

*Your friendly Customer Support System*

On clicking the link, your account will be activated and signed in.

The screenshot displays the 'SUPPORT CENTER' interface. At the top left, it says 'SUPPORT CENTER Support Ticket System'. On the top right, there are links for 'Star | Profile | Tickets (0) - Sign Out'. Below this is a navigation bar with three items: 'Support Center Home' (with a home icon), 'Open New Ticket' (with a plus icon), and 'Tickets (0)' (with a ticket icon). The main content area features a blue heading 'Account Confirmed!' followed by the text 'Thanks for registering for an account.' and 'You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.' At the bottom of the main content, it says 'Your friendly support center' and 'Copyright © 2018 COMODO Security Solutions All Rights Reserved.'

From your account, you can raise a new ticket, reply to agent queries and more.

## Enrollment by a Staff Member

When a staff member has added you as a guest user and initiated the process of registration, you will receive an email with a link to activate your account. After clicking the activation link in the mail, you will be taken to the 'Manage Your Profile Information' page.

## SUPPORT CENTER

Support Ticket System

[Star](#) | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

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[Support Center Home](#)
[Open New Ticket](#)
[Tickets \(1\)](#)

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### Manage Your Profile Information

Use the forms below to update the information we have on file for your account

---

**Contact Information**

Email Address:  \*

Full Name:  \*

Phone Number:

Ext:

---

**Preferences**

Time Zone:  ▼

Daylight Saving:  Observe daylight saving (Current Time: 10/11/2018 3:01 pm)

---

**Access Credentials**

Current Password:

New Password:

Confirm New Password:

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- Update the form with your new password and click the 'Update' button.

You will be able to sign-in into the web portal with your new credentials.

## Open a New Ticket in Service Desk

There are multiple ways to create a ticket:

- **Use the web portal**
- **Send a email to support**
- **Over the phone to a staff member**

## Open a ticket via the web portal

You can create tickets in the web portal as a **guest user** or **registered user**.

### Guest User

Service Desk web portal allows unregistered users to create new tickets without signing-in to the portal if enabled by the administrators. Once the ticket is raised, the user will be added as guest user under the company, in the Service Desk account. The administrator can initiate the account registration process for the user from the service desk console. Once the account is registered, the user can login to the web portal and check the status of the ticket and respond to the activities of the technician/staff, attending to the ticket.

To create a ticket as a guest user

- Enter the URL of the help desk web portal provided by your administrator.

The help desk web portal will be displayed.


**SUPPORT CENTER**  
Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

### Welcome to the Support Center


In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.



#### Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open a New Ticket](#)



#### Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

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- Click either the 'Open New Ticket' link at the top or the 'Open a New Ticket' button

The new ticket screen will be displayed:

## SUPPORT CENTER

Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#)
[Open New Ticket](#)
[Check Ticket Status](#)

### Open a New Ticket

Please fill in the form below to open a new ticket.

Category:  \*

Sub Category Level 1:

---

#### Contact Information

Email Address:  \*

Full Name:  \*

Phone Number:  Ext:

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#### Ticket Details

Please Describe Your Issue

Issue Summary:  \*

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System is slow

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#### Attachments:

No file selected.

---

Asset Type:

Category:

SubCategory:

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**Note:** The form fields and field labels depends on how the admin has configured the ticket form. The above form shows the default fields and labels.

- Complete the new ticket form:
  - **Category** – Ticket categories identify the area in which you need help. Choose ticket category depending on the issue on which you need support. Depending on the ticket category chosen, the form may display additional fields to precisely describe your problem.
  - **Email Address** - Your email address.
  - **Full Name** - Your full name.
  - **Phone Number** - Your contact phone number (Optional)



- **Issue Summary** - Enter a brief summary about the issue.
  - **Issue Details** - Enter the details of the issue in the text editor. To clear the field, click the trash can icon at top right side.
  - **Attachments** - You can attach materials like screenshots, documents and more, to support your request. To attach a file, click Browse, navigate to the location of the file in your computer and click Open. Repeat the process to add more attachments.
  - **Priority Level** – Select the priority level from the drop-down whether low, normal, high or critical.
  - **Asset Type** - Select the category of device, in which the issue has raised.
  - **Ticket Type** - Choose the type of category for the ticket. The options available are 'Alert', 'Order' and 'Problem'.
  - **Sub Category** - Enter the category information for the ticket.
- Click 'Create Ticket'.
  - Click 'Reset' to clear form data
  - Click 'Cancel' to close the ticket without saving details

You will see an acknowledgment screen and also receive a confirmation email. You can check ticket status by entering your email address and the ticket number in the help desk portal.

## Registered User

### Create a ticket as a registered user

- Login to your help desk web portal at the URL provided by your administrator.

The portal should open at the 'Open New Ticket' page by default.

- Alternatively, click 'Open New Ticket' in the top-menu:



request. To attach a file, click Browse, navigate to the location of the file in your computer and click Open. Repeat the process to add more attachments.

- **Priority Level** – Select the priority level from the drop-down whether low, normal, high or critical.
- **Asset Type** - Select the category of device which your issue concerns.
- **Ticket Type** - The options are 'Alert', 'Order' and 'Problem'.
- **Ticket Type Sub Category** – Enter category information for the ticket.
- Click 'Create Ticket'.

An acknowledgment screen will be displayed and a confirmation email will be sent containing details of the ticket number and to which department the ticket is allocated. You can check ticket status by entering your email address and the ticket number in the help desk portal.

The screenshot displays the 'SUPPORT CENTER' interface. At the top, it says 'Support Ticket System' and includes navigation links for 'Star | Profile | Tickets (1) - Sign Out'. Below this is a navigation bar with 'Support Center Home', 'Open New Ticket', and 'Tickets (1)'. The main content area shows 'Ticket #3' with a status of 'Open'. A table lists ticket details: Department (Support), Create Date (Tue, Oct 9 2018 2:44pm), Asset Type (Workstation), Type (Problem), Name (Star), Email (star@yopmail.com), and Phone ((012) 345-6789 x0010). The subject is 'System is hanging'. Below the subject is a table with columns for date/time and user, showing 'Tue, Oct 9 2018 2:44pm' and 'Star'. The main body of the ticket contains the text 'System is hanging'. There is a 'Post a Reply' section with a rich text editor and an 'Attachments' section with a 'Browse...' button and the text 'No file selected.'. At the bottom of the reply section are 'Post Reply', 'Reset', and 'Cancel' buttons. The footer contains the copyright notice: 'Copyright © 2018 COMODO Security Solutions All Rights Reserved.'

## Opening a ticket via email

You can also create a ticket via email by sending a message to the mail address provided by your help desk. A ticket will be created and you will receive an automated reply (if enabled by the administrator) with ticket details. You can then check the **ticket status** from the web portal.

## Opening a ticket over phone

Another method of creating a ticket is to inform a staff member over phone who will open a ticket on your behalf. You will then receive an automated reply (if enabled by the administrator) with the ticket details. You can then check the

**ticket status** from the web portal.

## Checking Ticket Status

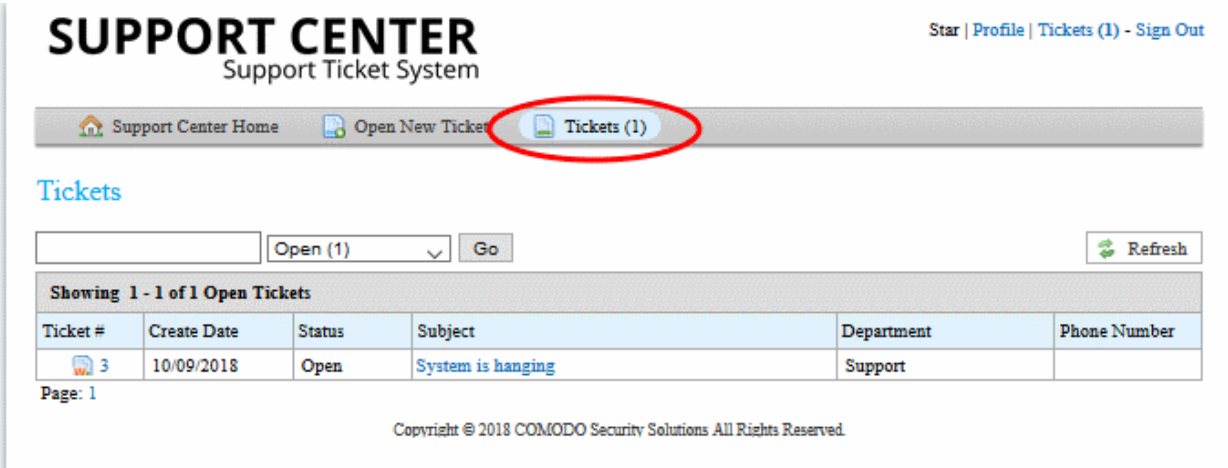
Users, registered or guest, can check their tickets from the web portal and from emails on staff responses to their tickets.

### Registered Users

Registered users should first sign-in into their account at the help-desk web portal:

#### To view your tickets

- Login to your help desk web portal
- Click 'Tickets' from the top



**SUPPORT CENTER**  
Support Ticket System

Star | Profile | Tickets (1) - Sign Out

Support Center Home Open New Ticket **Tickets (1)**

### Tickets

Open (1) Go Refresh

Showing 1 - 1 of 1 Open Tickets

Ticket #	Create Date	Status	Subject	Department	Phone Number
<a href="#">3</a>	10/09/2018	Open	<a href="#">System is hanging</a>	Support	

Page: 1

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The total number of open tickets created by the user is displayed at top-right. To search for a particular ticket, enter a word or sentence from the ticket in the search box, select a status (open or closed) then click the 'Go' button.

Clicking the ticket number or the subject will display the ticket thread. This will contain your initial request and all staff responses. To post a reply, type your response and click the 'Post Reply' button.

**SUPPORT CENTER**  
Support Ticket System

Star | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

[Support Center Home](#) | [Open New Ticket](#) | [Tickets \(1\)](#)

**Ticket #3**

Ticket Status:	Open	Name:	Star
Department:	Support	Email:	star@yopmail.com
Create Date:	Tue, Oct 9 2018 2:44pm	Phone:	(012) 345-6789 x0010
Asset Type:	Workstation		
Type:	Problem		
SubType:			

**Subject: System is hanging**

Tue, Oct 9 2018 2:44pm	Star
System is hanging	

**Post a Reply**

*To best assist you, please be specific and detailed \**

Attachments:  
 No file selected.

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## Guest Users

Guest users can view the status of their tickets by providing their email ID and ticket number.

- Open the help desk portal
- Click the 'Check Ticket Status' link
- Enter your email address and ticket number in the respective fields

## SUPPORT CENTER

Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)


### Check Ticket Status

Please provide us with your email address and a ticket number, and an access link will be emailed to you.

E-Mail Address:

Ticket Number:

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#).

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Depending on the settings implemented by the administrator, the button below the 'Ticket Number' field will be either 'View Ticket' or 'Email Access Link'.

- **View Ticket** - Will validate your email address and ticket number then open your ticket.
- **Email Access Link** - A verification mail will be sent to your email ID. Click the verification link in the mail to view your ticket.

To post a reply, enter your response to the ticket and click the 'Post Reply' button at the bottom.

## About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

## About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit [comodo.com](https://www.comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoDesktop) or [LinkedIn](#).

1255 Broad Street

Clifton, NJ 07013

United States

Tel : +1.877.712.1309

Tel : +1.888.551.1531

<https://www.comodo.com>

Email: [EnterpriseSolutions@Comodo.com](mailto:EnterpriseSolutions@Comodo.com)