

A top-down view of a desk setup. 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, the corner of a white smartphone is visible. The background is a light-colored surface.

Support

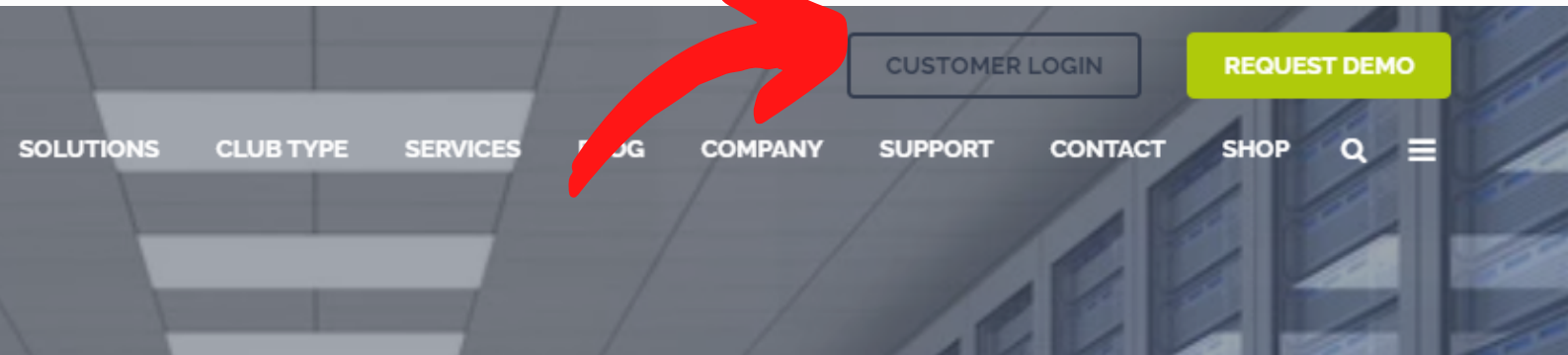
RELEASE 1.0

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.

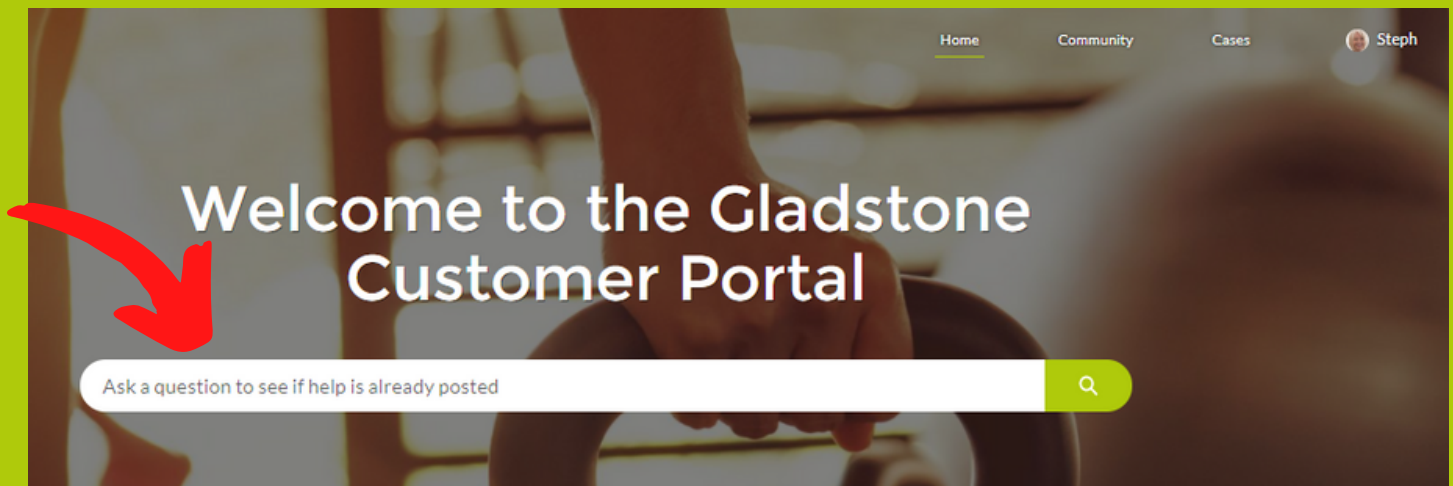
A screenshot of the Gladstone Customer Portal login form. The form is white with a grey header containing the Gladstone logo. It has two input fields: 'Username' and 'Password'. Below the 'Password' field is a blue 'Log In' button. There is a checkbox for 'Remember me' and a link for 'Forgot Your Password?'. At the bottom, there is a link for 'Gladstone LTD employee? Log In'.

Gladstone Customer Portal: An Overview

Ways to Search for Help

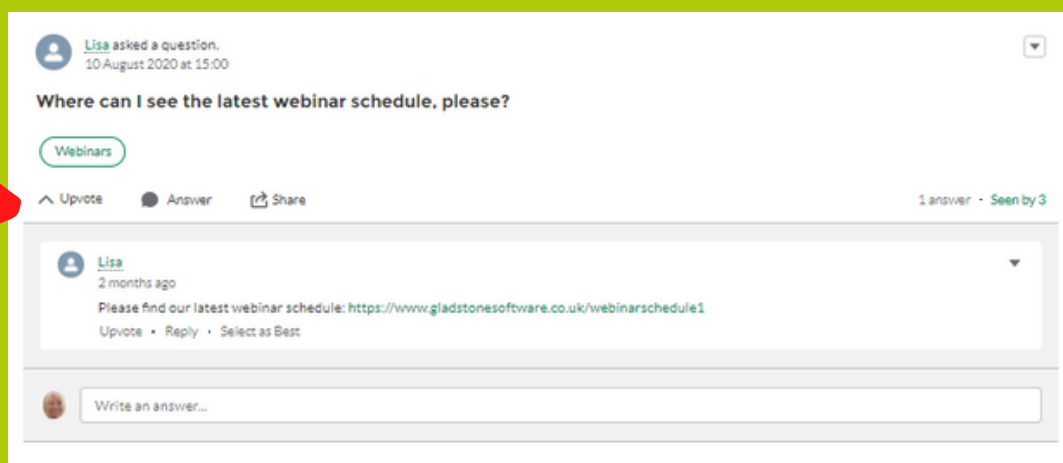
Find out if your question has already been asked and answered

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, Project Signify and Gladstone Tool.

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 several article titles and download links. 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 key 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 bottom green bar.

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

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, CRM, 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

Trending Articles

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

Ask the Community or Start a Discussion

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 Practises'. Below this is a grid of six categories: 'All Best Practises', 'Front of House', 'Back Office', 'General Discussion', 'Education Sector', and 'PDRs & Futures'. To the 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. Below the buttons is a 'Trending Articles' section with several article titles and download links. At the bottom of the interface, there is a green bar with the text 'Ask the Community or Start a Discussion'.



THE TRICK TO THE PERFECT TICKET



Log in to the portal and create your ticket. Remember, the more relevant detail you can provide, the quicker we can investigate your issue. Here's some helpful info you should include:

Problem or Query?

If you have a **query** on how to do something, have you checked our knowledge articles on the [Customer Portal](#)? Your query might be answered already! If not, please make it clear in your ticket that you're looking for 'How to' information rather than needing a specific **problem** investigated.

⚠ Severity

Site down? All users or single user? Is the issue intermittent or constant? Financially impacting?

🕒 Time

What date and time did the issue occur?

👤 User ID

We'll need your User ID, not just your name, so we are able to identify you in the system. And the ID's of specific users affected.

🔄 Subscription ID

You get the idea, ID's are important, so we'll need this too please!

⚙ Product ID

Which product is the issue occurring with? Help us narrow it down by providing the Product ID.

👤 Member ID

Is the issue only occurring for a specific member? If so we'll need to know their Member ID.

If you don't have a login to the portal, please request one by emailing:

RequestPortalAccess@gladstonesoftware.co.uk

☰ Steps to re-create issue

What **exactly** are you doing when the error occurs? What are you clicking on? It's crucial for us to know this information! As well as writing this down, you could also include a screen recording of recreating the error.

📷 Screenshots

A great way for us to understand your issue is to see it ourselves! Attach a screenshot of the issue or error message so we know what you're looking at.

You're good to go! **Submit your ticket**. By including all of this necessary information, you've saved yourself and us lots of time having to ask you for more details - so your issue can be investigated sooner!



THE TRICK TO THE PERFECT TICKET

What to include? Here are some examples...

'System is running slow'

Which product?

Which sites are affected?

Time?

Does this happen every time or intermittently?

Are all users affected? If specific users, what are their User IDs?

What are you trying to do when it's running slow? The more info the better!

Error messages/ timeouts? Send us a screenshot!

'Members can't book onto classes'

Which Gladstone product are they using?

Which browser? Or are they using the app?

What time are they trying to book?

Which Class ID are they trying to book?

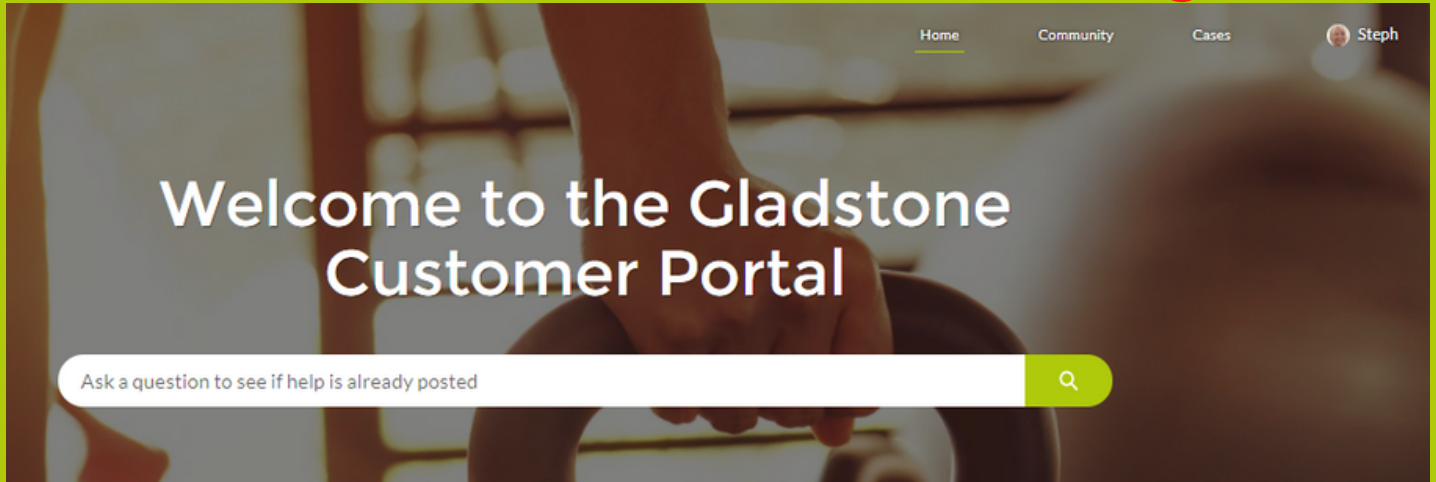
Which Member ID is it?

Which step is preventing them from completing their booking?

Try what your member is trying and see if it works for you - if not, send us all of the above along with a screenshot/screen recording!

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.

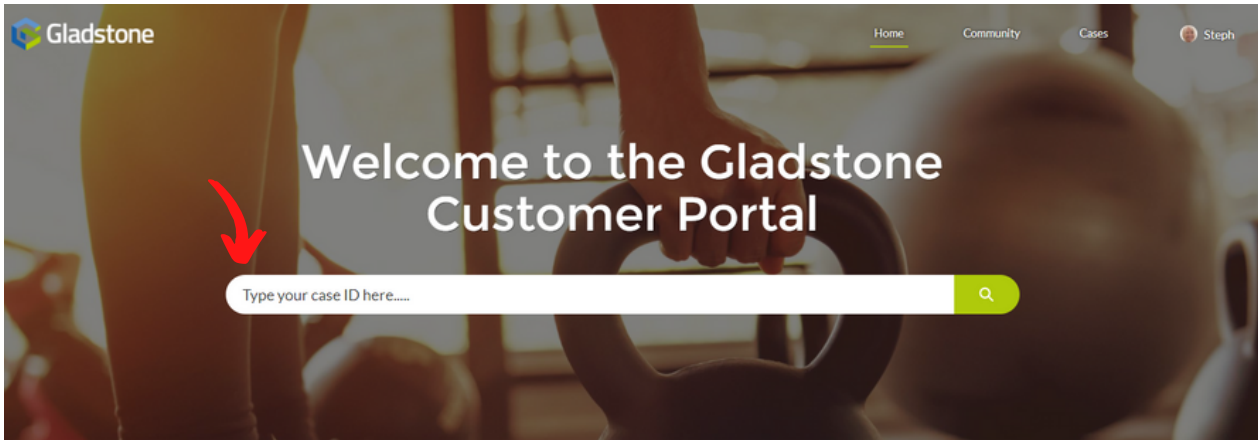
These options of Site or Operator will depend on the settings and details we hold for you.

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

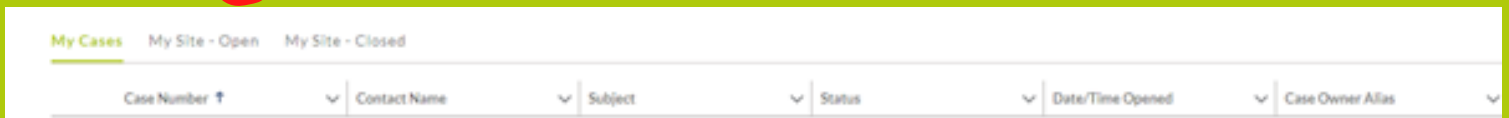
Finding and Viewing Cases

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

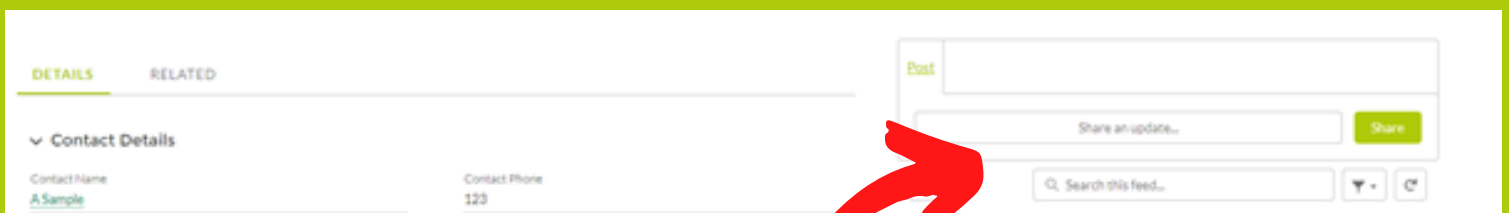


Viewing cases

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.

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