



## Support Tickets

This article will outline how to submit a [support ticket](#).

The support ticket form is used to submit any product queries, errors, or issues you encounter with your Intranet.

Please remember that any [custom changes](#), [upgrades](#), or [user license](#) updates require different request types. This approach helps ensure that your queries or issues are resolved as quickly as possible.

Claromentis' support staff can and will raise support tickets on your team's behalf when required. (An individual from your team will appear as the submitter and be notified about this)

### Submitting your ticket

When submitting a support ticket, it's important to fill out all required fields and provide as much detail as you can.

We love to see accompanying screenshots to support your question or enquiry!

\* - required fields

### Ticket

If this is a Change Request, please submit it [here](#) instead

Select Priority\*

Please note: The priorities above are outlined within our [Support & Maintenance Overview](#). Priorities submitted will be reviewed and changed by the team where necessary.

ⓘ Impacted users\*

Please specify affected users or groups

Issue Type

- Application issue
- Server issue
- Related to existing custom work
- New Discover user request or update required to current

ⓘ Summary\*

ⓘ URL\*

ⓘ Details\*

ⓘ Additional Notification Recipients

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Add file

or select from [pre-uploaded...](#)

Maximum file upload size is 500 Mb

Description

## Priority

Select the priority level of your issue:

- **P4:** Question or request for assistance on product functionality
- **P3:** Minor impact on production site/staging or testing site issue
- **P2:** Production site is partially broken / impact on major functionality
- **P1:** Critical production issue (production site unavailable)

## Impacted users

Select the users impacted by the issue, and in the next field, specify who:

- **Individual User:** Individual user affected by the reported issue
- **Group of users:** Group of users (i.e. certain People group) affected by the reported issue
- **All users:** All users within the intranet affected by the reported issue

## Issue Type

- **Application issue:** For an application issue (i.e. People application), specify further which application is affected and what task this relates to
- **Server issue:** For a server problem that brings down the site or causes errors, specify the error and any details to replicate it
- **Related to existing custom work:** For existing custom work we have previously developed, provide the details of the custom module and its expected functionality
- **New Discover user request:** For a new Discover account or an update to an existing account, provide the full name & email address of the user

## Summary

Give your ticket a title that summarises your question or the problem

## URL

Please provide your site URL or a link to where the issue being described can be seen or is relevant to

## Details

Provide as much detail as possible to help us understand and replicate the issue you are experiencing.

Please include the names of users (if applicable) as well as provide links to the application or specific element in question.

e.g. if you are describing an issue on a particular page, please link us to that page!

## Additional Notification Recipients

Add up to 3 email addresses if you wish for others on your team to be notified about the ticket being submitted and receive email updates when notes are added or the status is changed.

Please be advised that only users with Discover accounts can log in to add their own notes.

## File Upload

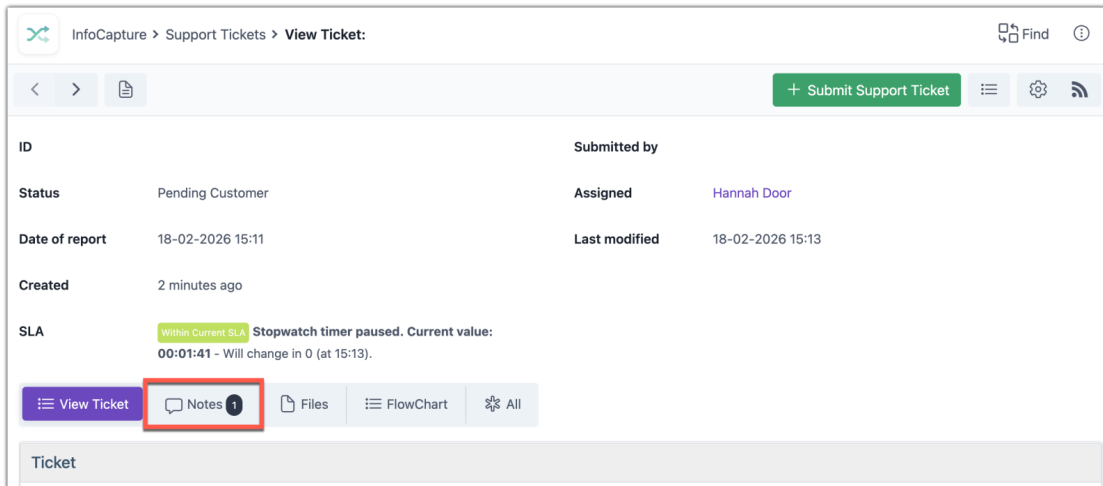
If you can, please include any relevant screenshots or recordings to support what you have written.

This will assist our team in understanding the issue, replicating it efficiently and ensuring less back and forth.

## Communicating with us on the ticket

Once your ticket has been submitted, a support team member will pick this up, investigate the enquiry and then add a note for you to see.

These will appear in the 'Notes' tab of the ticket:

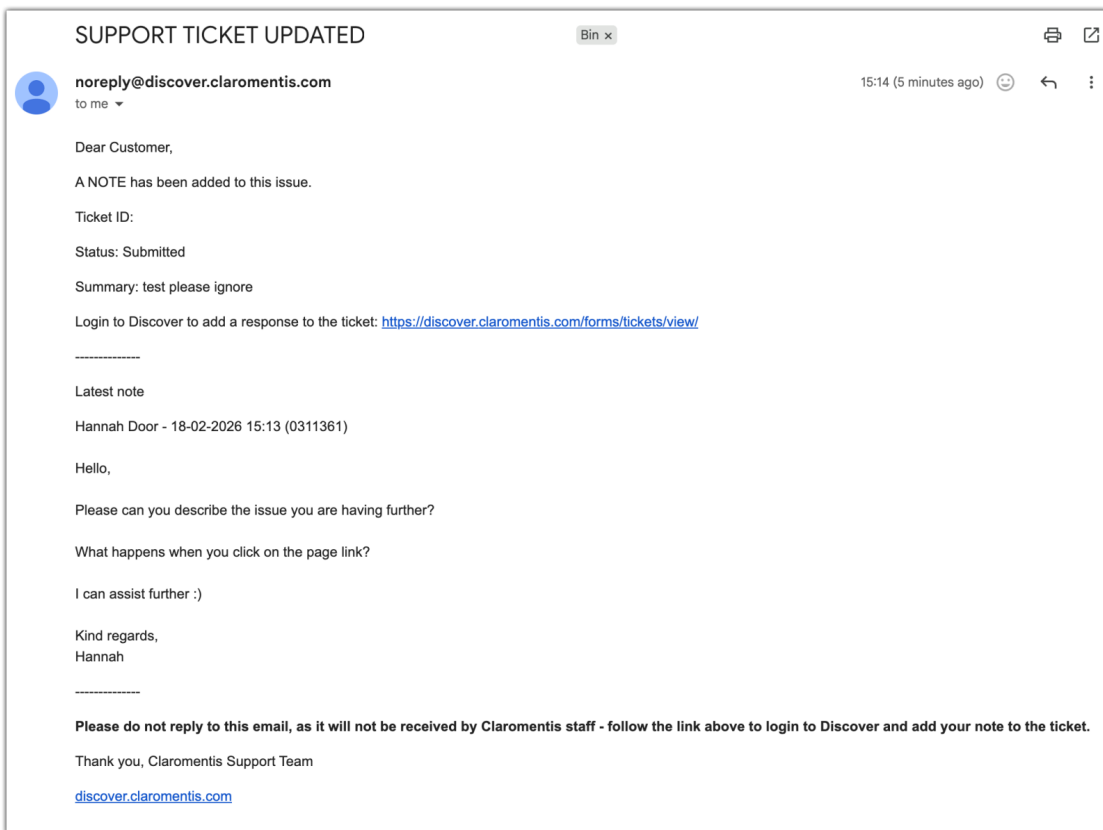


The screenshot shows the 'View Ticket' page in the InfoCapture system. The breadcrumb navigation is 'InfoCapture > Support Tickets > View Ticket:'. The page features a green '+ Submit Support Ticket' button and navigation icons. The ticket details are as follows:

ID	Submitted by
Status	Pending Customer
Assigned	Hannah Door
Date of report	18-02-2026 15:11
Last modified	18-02-2026 15:13
Created	2 minutes ago
SLA	Within Current SLA   Stopwatch timer paused. Current value: 00:01:41 - Will change in 0 (at 15:13).

At the bottom, there is a navigation bar with tabs: 'View Ticket', 'Notes 1', 'Files', 'FlowChart', and 'All'. The 'Notes 1' tab is highlighted with a red box, indicating one note has been added.

The submitter of the ticket and any additional notification recipients will all receive an email when our support team adds notes, and these will always include a link to the ticket in question as below:



## Adding a note

**⚠ Discover notes cannot be added via email ; you must log in to Discover to add notes to the ticket directly** All emails will include a link to the ticket that will prompt login to make this as seamless as possible.

To reply to a note left by a support team member, first log in to Discover (if not already) and open the ticket.

(You can open this from the link in the email received or from the ticket list)

InfoCapture > Support Tickets > View Ticket: 054716

Submitted by: Hannah Door

Status: Pending Customer

Assigned: Hannah Door

Date of report: 18-02-2026 15:11

Last modified: 18-02-2026 15:13

Created: 2 minutes ago

SLA: Within Current SLA Stopwatch timer paused. Current value: 00:01:41 - Will change in 0 (at 15:13).

View Ticket | **1** Notes | Files | FlowChart | All

Hannah Door wrote...  
Hello,  
Please can you describe the issue you are having further?  
What happens when you click on the page link?  
I can assist further :)  
Kind regards,  
Hannah  
#0311361 - 18-02-2026 15:13

Hello,  
So when I click on the page (www.myintranet.com/pages/marketing) it does not load.  
I get this error:  
'You do not have permission to view this page'  
Many thanks,

**3** Add note | Attach files by drag & drop or browse. Preview

Change status to: Pending Customer | **4**  
**5** Submit | Edit | Monitor | Clone

1. Click on the 'Note' tab
2. Type your message into the box
3. Click 'Add note' to save your note (the page will reload)
4. Next, change the ticket status to 'pending customer support'
5. Click 'submit' to save this change.

The assigned team member will be notified about your message and respond in kind when possible.

These steps will be repeated across all changes made to the ticket until we conclude assistance.

If you have any further information to add to the ticket at any time, please just add a note :)

## Submitting tickets about InfoCapture issues

When submitting issues for InfoCapture (IC) tickets, please include the following information in your original submission, it will help us investigate the issue more quickly and reduce initial back and forth:

### Urgency

Use the 'Priority' field when submitting the ticket and tell us in the ticket what impact this issue is having based on how critical this IC project is to your business processes.

### Issue details

Explain in detail the current behaviour vs. the expected behaviour of the project. Also, link to any ticket examples and details of the affected users. If you

can, include any relevant screenshots or recordings to help us identify the problem.

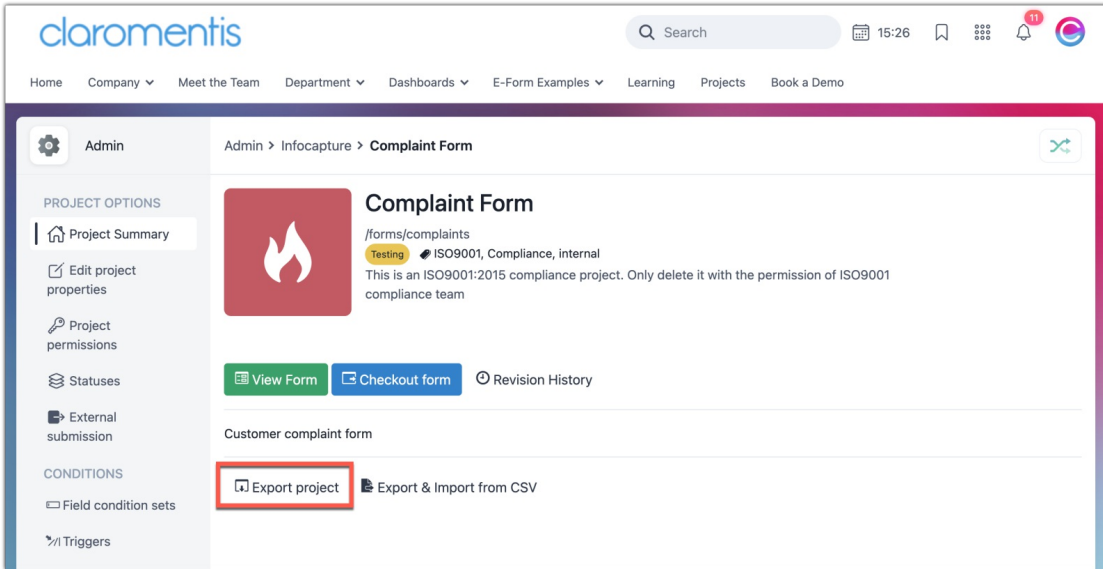
As your internal IC projects are managed solely by your admin team, any supporting information will help our team get a better understanding of the issue and assist efficiently.

### Changes

Outline any recent changes that have been made to the project. For example, new Automatic changes or updates to Trigger configurations.

### Export of the project

Attach an export of the affected IC project. This will allow us to test the form freely without impacting your Live site.



**Please note:** We appreciate that some IC projects contain sensitive/personal information; in these cases it is not necessary to include tickets in the project export

Created on 18 February 2026 by [Hannah Door](#)

Tags: [help](#), [support tickets](#), [discover](#), [helpdesk](#)