

How to use our support portal Discover Endorsed

Discover is our support portal and a one-stop shop for all Intranet-related enquiries.

We do not have a [support phone line](#), so all communication needs to take place in Discover.

Subsequently, it's paramount that your chosen Intranet management team engage with us on the platform to resolve any issues or queries they have.

As administrators, you are managing your site and are responsible for reporting any issues on behalf of your user base by raising tickets on Discover.

Discover also allows you to keep up to date with [new features, releases](#) or any of our [company updates](#).

Engaging with the content across Discover gives you the power to act in the best interest of your Intranet and assists our teams in supporting you.

Who is it for?

Discover accounts are created for your Intranet administrators; each company has 10 spaces available for use.

If you need to request a new Discover account or make changes to those currently active, please [raise a support ticket](#) so we can assist you.

What can I do on Discover?

Discover is our main method of communication and is where our teams can collaborate with your administrators and provide any assistance.

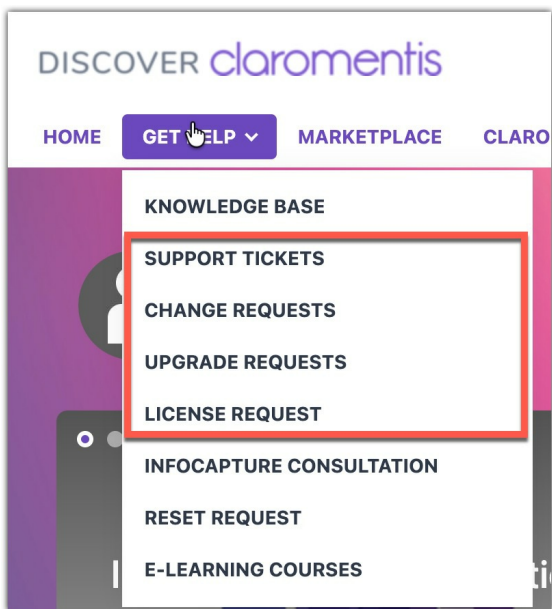
The site contains lots of useful information, including:

News: Important updates we want you to know. These can be found [on Discover's homepage](#) or in the application directly.

Knowledge Base: This is where you will find answers to many of the queries you may have! It's always best to have a quick search here before submitting a support ticket.

eLearning: We have various courses available for your team to complete. We recommend that any new site administrators take these courses as the first step in their training.

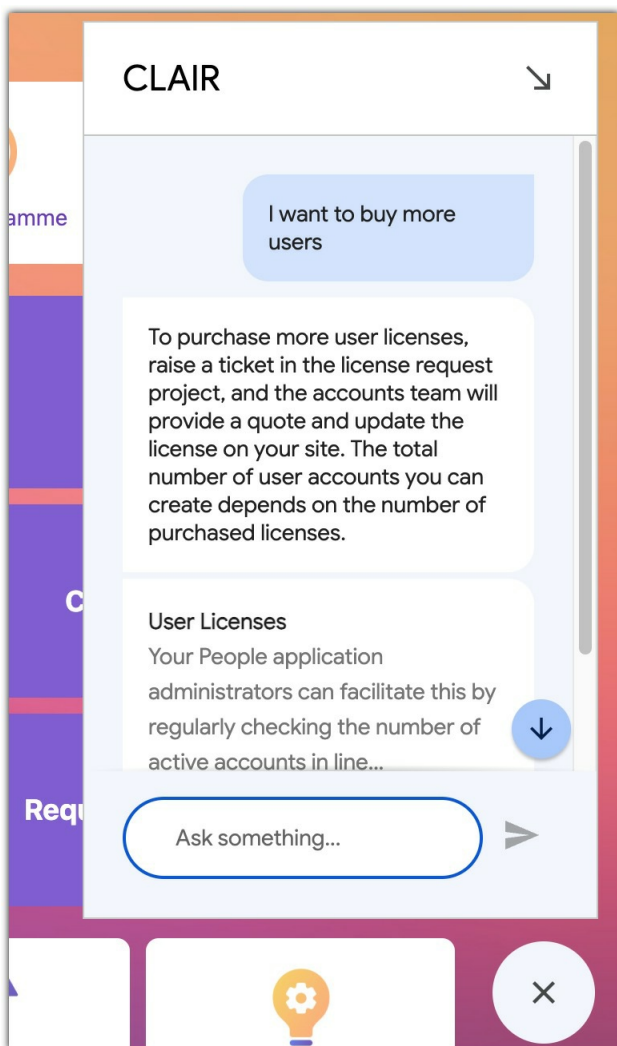
Submit tickets: Communicate a query or issue to us. We have 4 core Infocapture projects that house different requests.



Use CLAIR to get answers

Our chatbot (bottom right-hand corner of your screen) can return Knowledge base guides and instructions based on your query.

This saves you from having to search Discover yourself, and could get you an answer faster than raising a support ticket:



Support Tickets

Support tickets should be submitted if you have questions, issues or errors appearing on the site, or if you are having issues logging in.

Please review our detailed article about filling out a [support ticket](#).

Past tickets can be searched on Discover, but we will regularly remove those outside of the last 2 years.

Upgrade Requests

Your team can request an upgrade to the latest version of Claromentis at any time [here](#).

We always post the [latest release available](#) and update the [change log](#) so your team are aware of what's new.

Please review our detailed article about filling out an [upgrade request](#).

Change Requests

Change requests include work you need that is:

- A new feature or application outside the current system capabilities
- Technical support (Setting up SSO/Server migrations/URL Changes)

If a quote is required for the work, this will be provided by our team. To submit a change request, click [here](#).

Please review our detailed article about filling out a [change request](#).

License Request

Changes to your current user license total can be requested by raising a ticket [here](#).

Please review our detailed article about [license requests](#).

Ideas!

If you have a product suggestion you would like the product team to consider adding to the roadmap, you can suggest this [here](#).

Our product team will review the ideas and let you know if it has been selected for development. We try to include as many as we can.

If the functionality you are asking for is critical to your business and you cannot wait to see if we pick it up, submit a [change request](#), and we will investigate how this could be made possible for you.

⚠ **Something to remain aware of when using Discover over time:**

Archived tickets

If you cannot locate a previous ticket, it has likely been archived due to inactivity or the status it entered.

To be able to see all tickets, use the advanced search in each project to include archived tickets.

We strongly recommend that your Discover users create a permalink to this list and set it as a bookmark (either in Discover or in their browser) so it can be opened easily.

(We retain Support tickets for 2 years)

+ Submit Support Ticket

Keywords 2

1

Created Last modified Submitted by

Assigned to Status Company

TRAFFIC LIGHT Application

Include archived tickets 3 Only include tickets I'm monitoring

4 5

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