

# The Enfold SaaS Helpdesk

# The Helpdesk

<https://enfoldsystems.freshdesk.com/support/solutions>

# The Helpdesk

## How can we help you today?

SEARCH

Login to submit a new ticket

 [Check ticket status](#)

 281 205 4485

## Knowledge base

### SaaS

#### Getting Started (3)

-  [Site Verification Checklist](#)
-  [Logging In](#)
-  [Understanding your Broken Links report](#)

#### General Documentation (16)

-  [Gathering Information About Your Issue](#)
-  [Navigating content selection menus](#)
-  [Adding, Editing, and Deleting Events](#)
-  [Adding Related Items to a Content Item](#)

#### FAQs (10)

-  [What kind of help do I need?](#)
-  [Setting Your Site's Home Page](#)
-  [How To Make A Page Public or Private](#)
-  [Changing Your Site's Title](#)
-  [How to Add or Edit a Logo](#)
- [» See all 10 articles](#)

#### Using the Text Editor (7)

-  [Changing the color and background color of text](#)

# Logging In

 **Enfold Systems Inc** Welcome  
Login

[Home](#) [Solutions](#)

### Login to the support portal

Enter the details below

Remember me on this computer

[forgot your password?](#)

### ...or login using

[Home](#) - [Solutions](#) [Cookie policy](#)

# Logging In

 **Enfold Systems Inc**

Welcome Dream Davis  
Edit profile - Sign out

Home Solutions Forums Tickets

## How can we help you today?

Enter your search term here... **SEARCH**

- + **New support ticket**
-  **Check ticket status**
-  **281 205 4485**

### Welcome to new Enfold Systems Help Desk support portal.

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You can either log a new support ticket, check on existing ticket status or browse our knowledgebase of solutions which includes FAQ articles for our Software as a Service product.

Our staff will continue to add new solution materials so please pardon our dust in the meantime. Our goal is to increase the number and diversity of articles which can provide quick solutions for our clients.

# The Helpdesk

## **Ways to get help:**

- **Solutions**
- **Forums**
- **Tickets**

# Solutions (aka “The Knowledge Base”)

This area of the Helpdesk contains [FAQs and guides](#) on a variety of subjects, from basics (“[Logging In](#)”) to more advanced topics (“[Creating Collections](#)”). While this section is not a comprehensive users’ manual, it is intended to include as much information as it can to help you use your site independently. If you have trouble with a subject that’s not yet in the Knowledge Base, we welcome your feedback!

You do not need to log in to the Helpdesk to view this section.

# The Knowledge Base: Categories and Topics



The image shows a screenshot of a knowledge base interface. It features a vertical sidebar on the left and a main content area on the right. The sidebar is a solid grey bar. The main content area is white and contains several sections of text, each starting with a category name and a count in parentheses. Each category is followed by a list of topics, each preceded by a small book icon. At the end of each list is a link to view all articles in that category. The interface is clean and modern, with a clear hierarchy of information.

**SaaS**

**Getting Started (3)**

- Site Verification Checklist
- Logging In
- Understanding your Broken Links report

**General Documentation (16)**

- Gathering Information About Your Issue
- Navigating content selection menus
- Adding, Editing, and Deleting Events
- Adding Related Items to a Content Item
- Adding Folders

>> See all 16 articles

**Portlets (12)**

- Managing Portlets
- How to Block or Unblock Portlets
- How To Hide/Unhide A Portlet
- How To Delete Portlets
- How To Delete Portlets (Video)

>> See all 12 articles

**FAQs (10)**

- What kind of help do I need?
- Setting Your Site's Home Page
- How To Make A Page Public or Private
- Changing Your Site's Title
- How to Add or Edit a Logo

>> See all 10 articles

**Using the Text Editor (7)**

- Changing the color and background color of text
- Resizing Images (Video)
- Adding Videos into a Page
- Adding a Table to your Page
- Common Text Problems

>> See all 7 articles

# Forums

If you have questions you'd like to ask, new features you'd like to discuss, or are concerned about something you're seeing, you can also start a discussion in the [Forums](#).

This is a way to have a public conversation about things you're seeing or things you want to know more about, meaning that staff from other libraries can chime in as well if they are interested in the same things.

# Forums: Categories and Topics

## How can we help you today?

Enter your search term here...

SEARCH

+ [New support ticket](#)

 [Check ticket status](#)

 [281 205 4485](#)

## Community forums

[Start a new topic](#)

### SaaS Customer Forum

#### Announcements (1)

 [Welcome to the forums!](#)  
Posted by [Dean Davis](#), 10 days ago

#### Report a problem (0)

#### Tips and Tricks (0)

#### General Questions (1)

 [Waldport Public Library- Question on Web B...](#)  
Posted by [Barbara Ann Fischer](#), 3 days ago ,  
[Last Reply](#) by [Dean Davis](#) a day ago

#### Feature Requests (0)

## Popular topics

Showing recently popular topics

 [Waldport Public Library- Question on We...](#)  
Posted by [Barbara Ann Fischer](#), 3 days ago ,  
[Last Reply](#) by [Dean Davis](#) a day ago

 [Welcome to the forums!](#)  
Posted by [Dean Davis](#), 10 days ago

# Logging Tickets

If your question isn't answered by any article in the Knowledge Base, or if you're experiencing a problem with your site, you can always create a new support ticket to request help by clicking the "New support ticket" link (see the article "[Gathering Information About Your Issue](#)" for guidelines on creating tickets).

You will have to log in to create or view tickets, so make sure to keep your login info handy.

# Submitting a New Ticket

## Submit a ticket

Requester \*

Subject/Short Title \*

URL of Page \*

Type \*

Priority \*

Description (Steps to Reproduce and Attach Screenshots) \*

**B** *I* U       

Attach a file

Submit

Cancel

# Submitting a New Ticket – Required Info

<b>Field:</b>	<b>What we're looking for:</b>
Requester	This will automatically be filled with your email address.
Subject/Short Title	In brief, what's happening?
URL of Page	Where did you encounter the issue?
Type	Is this a feature request, a question, or a bug?
Priority	How soon does this need to be addressed?
Description	What details can you give us about what you're seeing?

# Submitting a New Ticket - Screenshots

Ways to take screenshots:

- Jing (by TechSmith) - <https://www.techsmith.com/jing.html>
- [How to take a screenshot on your Windows 7 PC](#)
- [How to take a screenshot on your Mac](#)

# Ticket Priorities

<b>Priority</b>	<b>Time until first response</b>
Low	8 hours
Medium	4 hours
High	2 hours
Urgent	1 hour

# Ticket Priorities: Low

A part of my site is not displaying as desired.

- Examples:
  - Text in my “Locations & Hours” portlet is not aligning correctly even after being reset.
  - A part of my site is showing up with different background colors than the other parts of the site.
  - I am trying to create a table and cannot get it to format in the desired manner.

# Ticket Priorities: Medium

It is difficult to use part of my site that I need to use on a weekly or monthly basis, or for which there is a workaround solution.

- Examples:
  - I can only insert one new link or image into a page at a time.
  - To resize images on a page, I have to delete them and re-add them at a different size.

# Ticket Priorities: High

- It is very difficult to use a part of my site that I need to use on a daily basis.
  - Examples:
    - Trying to set an event as repeating causes it to disappear from the Calendar.
    - I cannot add links to pages on my site.

# Ticket Priorities: Urgent

I cannot use my site at all and need immediate assistance.

- Examples:
  - When I try to go to the homepage, I get an error page instead.
  - I cannot add events to my site.

# Questions?



We'd love to hear from you!

[support@enfoldsystems.com](mailto:support@enfoldsystems.com)