



Help Guide

How to Submit a Request



Step 1: Access the Request Form

Navigate to the [Submit a Request](#) page in the support portal.

Step 2: Fill in Request Details

CC

- Add email addresses of users you want to copy on this request.
- Important: CCs must be existing registered users in our system.

New email addresses will not receive updates.

Subject

- Enter a clear and concise subject line summarising your issue.

Description

- Provide detailed information about your request or issue.
- Include any relevant steps, error messages, or screenshots.
- A member of our support staff will respond as soon as possible.

Step 3: Select Request Attributes

Product Classification

- Specify the product affected (e.g. TDE, Acumen, Flying Boat).

Issue Type

- *Question* - Seeking clarification or guidance.
- *Change Request* - Requesting a non-urgent system change.
- *Bug* - Reporting a malfunction or error.
- *Access Issue* - Login or permission-related problems.
- *Performance Issue* - System is slow or underperforming.
- *Training Request* - Need for product or feature training.
- *Quotation Inquiry* - Requesting pricing or service quotes.

Environment

- *Live, Test, or N/A* (for Questions, Change Requests, Training, or Quotations).

Priority

- *Low* - Minor inconvenience.
- *Normal* - Moderate impact, not blocking work.
- *High* - Blocking critical work.
- *Urgent* - System down or severe business

Step 4: Add Attachments

- Click **Add file** or drag and drop files into the attachment area.
- Attach any logs, screenshots, or documents that will help us resolve your issue.

Step 5: Submit

- Review all details for accuracy.
- Click **Submit** to send your request to our support team.



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