

# Supportal FAQ

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## Welcome to the Supportal!

This document provides our customers with the information necessary to receive support from Jive Software. Jive's Supportal is an instance of Jive SBS where customers can file cases, store related documents, and participate in projects. It is also where you can give feedback about the Supportal itself. Cases typically consist of problems, questions, bugs, and feature requests. Projects are created by our Professional Services department.

Please leave a comment if you think there's something we missed or should clarify.

## How do I get access to my company's secure space? And how do I find it?

1. **Register** for an account [here](#), using your work email address.
2. **Login** to [jivesoftware.com](http://jivesoftware.com).
3. If you cannot see or access your company's secure space (it should be listed in the **Support Communities** widget [here](#)), you need to be added by your company's designated user admin. Not sure who that person is? Email [accountsupport@jivesoftware.com](mailto:accountsupport@jivesoftware.com).

The **Group Membership Widget** on the overview tab will show you who has access to your secure space.

## Where do I get my downloads and license?

They are on the Purchases tab inside My Account. You can also get there by clicking on **My Account** at the top of the page, then Purchases. Users must be registered and logged in to see this, though this information is hidden for our hosted customers since we take care of their deployments.

## How do I contact Jive?

Please submit a case.

## How do I create a case? And what are all these fields?

Create your case from your secure space or email support@jivesoftware.com. For email submission, you 1) must have a Jivespace account with Supportal access, and 2) cannot be a member of more than one account/company.

On your secure space main page, choose **Create a Case** from the **Actions** menu.

### Create New Case in Acme Corp.

#### Case Details

Severity:  (Required)

Product:  (Required)

Environment:

Acme Corp. does not currently have any environments defined. It is highly recommended that you create an environment for this case, and other cases. Please do so here: [Create Environment](#) Then refresh this page.

Type:

Allow this case to be auto closed:

Yes  No

Allow case to be Public:

Yes  No

**Severity** For those with a Premium Support contract, choosing Critical will provide our Support team. For more information about our contracts and typical response times, please see our Support Services information, which can be found here: <http://www.jivesoftware.com/services/support>

**Product** This field is especially important for customers that have multiple products.

**Environment** Choose the Environment you have on record or create a new entry.

**Type** Tell us whether this is a problem, feature that you want to see (we always want to hear from customers about what we don't have yet!), or a question.

**You have not marked this case public.** Making cases public increases the quality of support we can offer our customers. More information can be found in our post: [The science behind public cases](#)

**Allow case to be Public** If you choose this option, your case will be viewable by everyone, not just your company and Jive. We have provided this so other users may contribute to the discussion and offer input. Once you check the box, you will be able to choose the appropriate community for discussion.

In Jive Support's view your case looks identical to any other, however it will still be listed in your own secure space, and Jive Support will still treat it as any other case (same SLAs apply).

A rich text editor toolbar with options for font (Arial), size, bold (B), italic (i), underline (u), strikethrough (ABC), style, bulleted list, numbered list, indent, outdent, link, unlink, image, smiley, and next/previous buttons.

**Attach Files** You can add attachments (great for log files, screenshots, and screencasts) or insert images in the body of your message.

Attach Files

No file chosen

Max Size: 100.0 MB , File types allowed: .html, .htm

**Tags**  (use spaces to separate multiple tags, use an underscore to combine two words)

Popular Tags: Below is a list of frequently used tags in this community.

[clearspace](#) [knowledge](#) [management](#) [rss](#) [test](#)

See a screencast of a new case [here](#).

### How will I know when Jive has responded?

If you create a new case, you will receive a Watch email when a reply is posted. For any case not created by you, use the **Receive Email Notifications** link In the **Actions** menu on the right hand side of the page. To receive Watches for all content in your secure space, use the **Receive Email Notifications** link in the **Notifications** menu on the **Overview** tab. To manage your Email Notifications Preferences, go to Your Stuff->Preferences.

### How do I reply to a case?

You can either reply within the Supportal, or reply to your Watch email. If you are replying within the Supportal, please remember to change the status to **Waiting on Jive**. This will alert Support that you have updated your case. If you are only adding information and need more time to respond, please do keep the status as **Waiting on Customer**. If the issue has been resolved, it should be marked as **Closed**.

### Who can see our secure space?

Only Jive employees and members of your company's group can see the content. Each space has an associated group that controls its View rights. Your user admin controls additions and removals to/from the group.

### How do I ask about my account if I don't have access to my secure space?

Please email [accountsupport@jivesoftware.com](mailto:accountsupport@jivesoftware.com) for assistance.

## What next?

We recommend you read the [Supportal Best Practices](#) document to familiarize yourself with the best ways to give us what we need to better solve your cases.

## Feedback

Please [let us know](#) if you encounter any problems within the Supportal or if you have any suggestions for how we can improve your experience.

**Thank you,**

Jive Support