

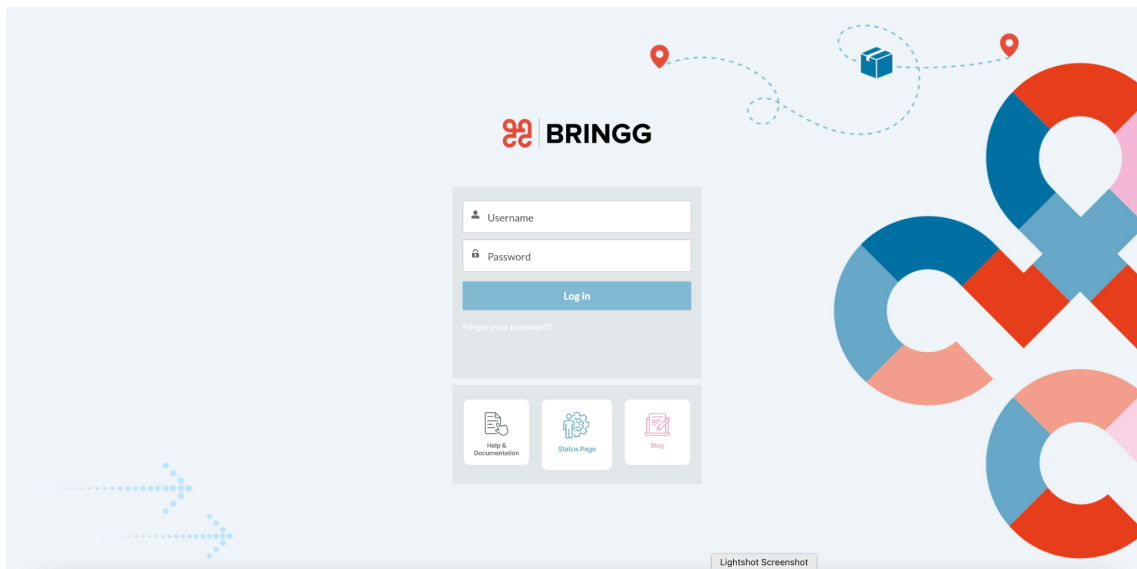
# Community Portal

1. Login Page

2. Home

3. Profile

Login Page



You can navigate through three distinct sections before entering your account on a Community Portal login page:

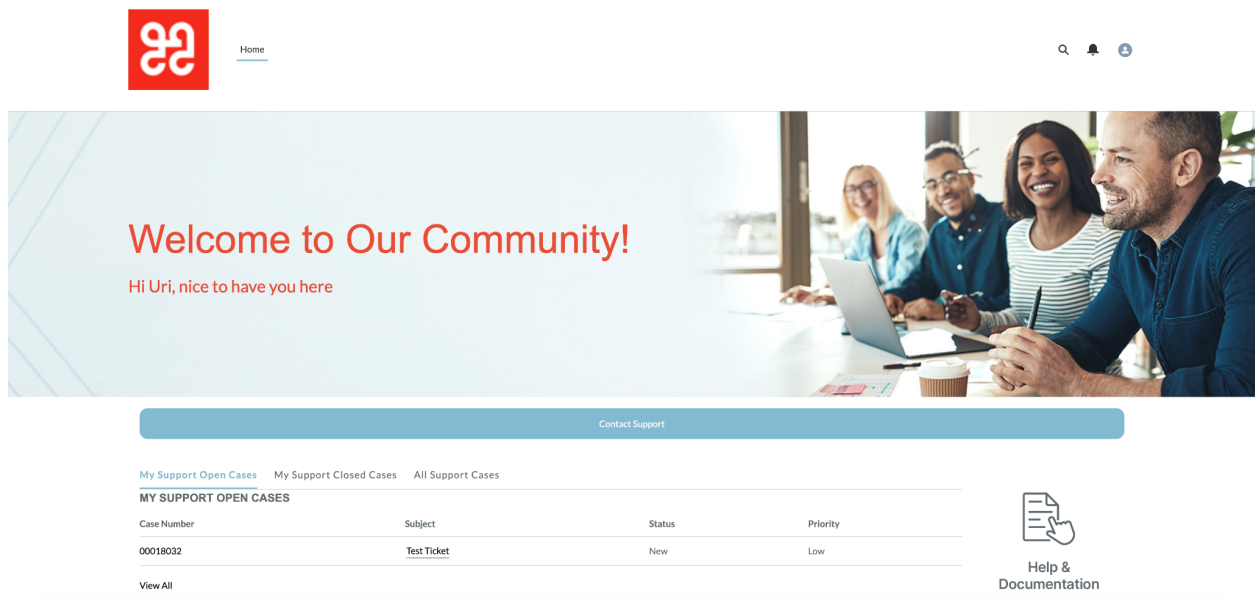
- **Help & Documentation** (contains useful product documentation for admins, dispatchers and drivers + recent news about the product updates);



- **Status Page** (helps to monitor the actual status of all Bringg environments and receive up-to-date information about any outages);
- **Blog** (presents information about recent trends in Last Mile Delivery business and the important role of Bringg in reaching the expectations of our customers).

## Home

The **Home** area of the Community Portal is the best place to address your concerns to the support department and monitor any important issues while the team resolves them for you.



The screenshot shows the Bringg Community Portal Home page. At the top left is the Bringg logo and a 'Home' link. On the right are search, notification, and user profile icons. The main banner features the text 'Welcome to Our Community!' and 'Hi Uri, nice to have you here' over a background image of a diverse team of people working together. Below the banner is a 'Contact Support' button. Underneath are links for 'My Support Open Cases', 'My Support Closed Cases', and 'All Support Cases'. A table titled 'MY SUPPORT OPEN CASES' displays one case with the following details:

Case Number	Subject	Status	Priority
00018032	Test Ticket	New	Low

Below the table is a 'View All' link. To the right of the table is a 'Help & Documentation' icon and link.

The **Home** area contains clear and valuable information that enables you to:

- Intuitively and easily **submit new cases**;
- Monitor open support cases, view closed cases and see a list of all cases
- Update cases for Bringg agents via Chatter section;
- Search for a specific case via keywords;
- Learn more about Bringg functionality via three sections: Blog, Status, and Help & Documentation

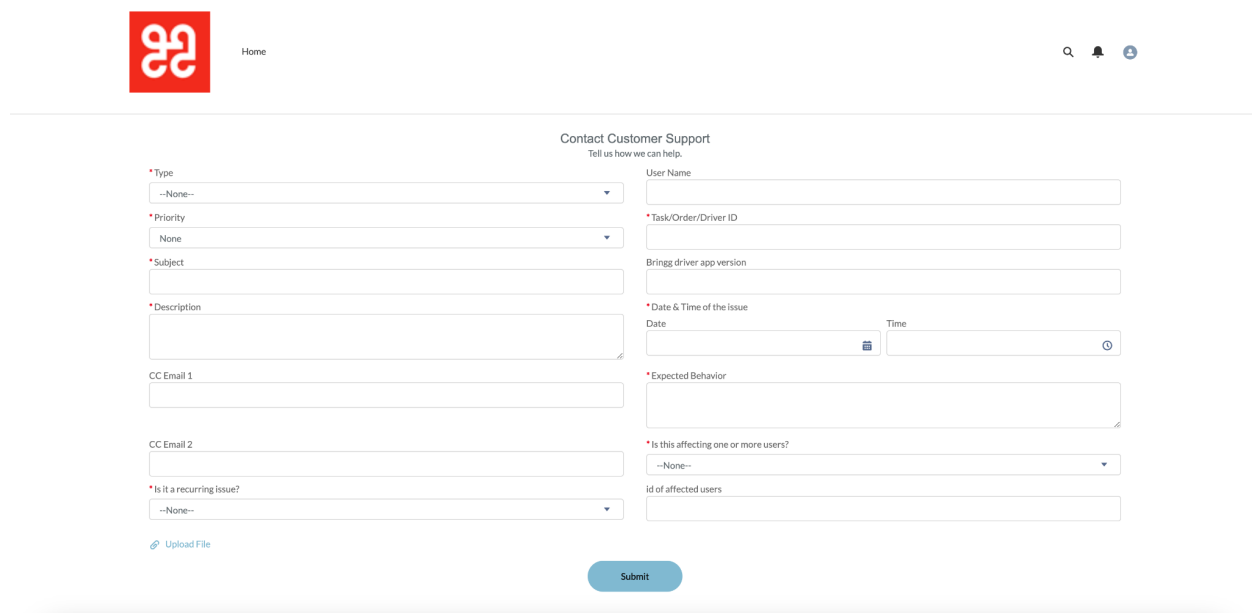
You can use the **Home** link anytime to return to the Homepage of your Community Portal.

## Submitting a New Case

You can submit a new case by clicking the **Contact Support** button.



It will open this form:



The screenshot shows the BRINGG user interface. At the top left is the BRINGG logo and a 'Home' link. On the right are search, notification, and user profile icons. The main content area is titled 'Contact Customer Support' with the subtitle 'Tell us how we can help'. The form contains the following fields:

- \* Type: A dropdown menu with '--None--' selected.
- \* Priority: A dropdown menu with 'None' selected.
- \* Subject: A text input field.
- \* Description: A large text area.
- CC Email 1: A text input field.
- CC Email 2: A text input field.
- \* Is it a recurring issue?: A dropdown menu with '--None--' selected.
- User Name: A text input field.
- \* Task/Order/Driver ID: A text input field.
- Bringg driver app version: A text input field.
- \* Date & Time of the issue: Two input fields for 'Date' and 'Time', each with a calendar icon.
- \* Expected Behavior: A large text area.
- \* Is this affecting one or more users?: A dropdown menu with '--None--' selected.
- Id of affected users: A text input field.

At the bottom left is an 'Upload File' link with a paperclip icon. At the bottom center is a blue 'Submit' button.

Here's what you need to know about these fields:

**Type** (mandatory) - address whether you have a question, incident, or a new request to support.

**Priority** (mandatory) - illustrate how severe the issue is. Use **High** priority when you cannot perform operations or if the issue affects the entire team or even several teams. In all other cases,

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you can use either **Low** or **Normal** priority, depending on the situation. Only use **Urgent** priority in case you have a production issue and can't deliver at all.

**Subject** (mandatory) - summarize the issue.

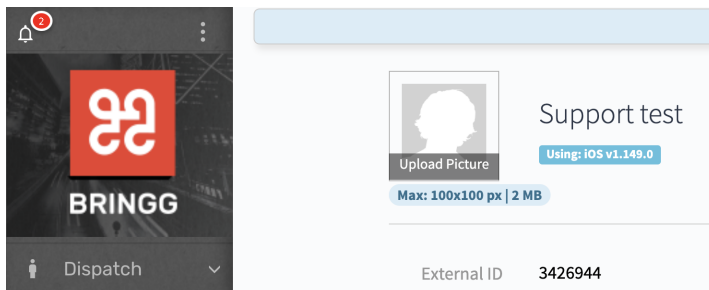
**Description** (mandatory) - include all necessary information about the issue (when it began, how it affects only you or other users/teams, etc.). It's crucial to share steps to replicate here along with screenshots or a video recording of the issue, so the support team can better understand your request and assist accordingly.

**CC Email 1** (optional) - add a person who should receive all further replies, related specifically to this case. Please keep in mind that if you would like to add a person to ALL future cases of your company - you need to create a separate request to Bringg support and clarify which email should be added to account level.

**CC Email 2** (optional) - add additional person who should receive all further replies, related specifically to this case. Please keep in mind that if you would like to add a person to ALL future cases of your company - you need to create a separate request to Bringg support and clarify which email should be added to account level.

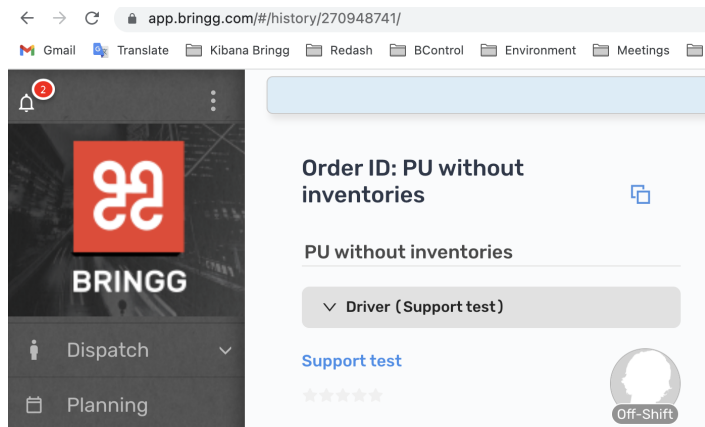
**Is it a recurring issue?** (mandatory) - tell the support team to understand whether this issue happened once or it's happening constantly.

**User Name** (optional) - specify the affected person. It can be a driver, dispatcher or admin (helps to find the affected user in our database). If you can access the Drivers tab in Bringg UI, you can find the required user directly there. Example: **Support test** in the screenshot below.



**Task/Order ID** (optional) - include affected **internal** Bringg order id (only numbers). You can find this directly in the Bringg UI's URL field for the order. Example:

<https://app.bringg.com/#/history/270948741/>, where 270948741 is your **internal** Bringg Order ID.



**Bringg Driver App version** - (optional) specify the actual version of the Bringg Driver App (for example, 1.1490 for iOS). You can find the Driver App version on the bottom of the app screen

 WELCOME TO  
BRINGG DRIVER APP

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Войти по номеру телефона

 UA (+380) | Ваш номер телефона

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Send code via SMS

[Trouble Logging In?](#)

By continuing you agree to our [Terms of Service](#)  
for Mobile Application and [Privacy Policy](#)

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[Log in with QR code](#)

[Log In With Your Email And Password](#)

Version: 1.149.0

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**Date & Time of the Issue** - (mandatory) specify when the issue occurred.

**Expected Behavior** - (mandatory) describe how this feature worked before the issue or how you expected it to work.

**Is this affecting one or more users?** - (mandatory) tells support agents how many users were affected by the issue.

**Id of affected users** (optional) - specify the internal or external id of the users within Bringg UI, who are affected (drivers from a specific team, etc).

Use the **Upload File** feature to attach screenshots, logs, documents, or any other files that would be useful for the support team. **Important:** you can upload files **ONLY** after the case is actually created via Chatter.

Click the **Submit** button to send the case to the support department for review.

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## Monitoring your support cases

Once you submit a case, you can monitor it anytime by clicking either on its Case Number or on its Subject. You can find the Case Number/Subject via these three lists:

- My Support Open Cases
- My Support Closed Cases
- All Support Cases (only shown for users with manager role)

[My Support Open Cases](#) [My Support Closed Cases](#) [All Support Cases](#)

### MY SUPPORT OPEN CASES

Case Number	Subject	Status	Priority
00018032	<a href="#">Test Ticket</a>	New	Low

[View All](#)


Please keep in mind that in some situations (due to different user account permissions) you can either see all cases of your organization or only cases that you created.

On each case page, you can:

- 1) See all related info about the ticket (including its status, case owner, etc.) via Case Information, Driver Information and Web Information sections;




Case 00018032 + Follow

Subject	Type	Date/Time Opened	Priority	Case Owner
Test Ticket	Question	8/29/2023 9:47 AM	Low	Support 

**Details** Chatter

Case Information


Case Number	00018032	Case Owner	Support 
Status	New	Account Name	test
Case Origin	Community	Contact Name	Uri Alanati
Type	Question	Web Email	
Priority	Low	Web Name	
Subject	Test Ticket	Web Phone	
Description	My Test Ticket		
Issue Origin			
Main Solution			

Web Information

Date/Time Opened	8/29/2023 9:47 AM	Date/Time Closed	
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2) Post new comments to the ticket via **Chatter - Post** tab or read comments from support agent(s);

Case 00018032 + Follow


Subject	Type	Date/Time Opened	Priority	Case Owner
Test Ticket	Question	8/29/2023 9:47 AM	Low	Support 

**Details** **Chatter**


**Post** Approve The Solut... Close The Case

Share an update... Share

Sort by: Most Recent Activity Search this feed... Filter Copy

 uri (Customer) Just now

Hey guys, any progress on my issue?

 Like

3) Once the support team has resolved the issue, select **Approve the Solution**.

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Case 00018032 + Follow

Subject	Type	Date/Time Opened	Priority	Case Owner
Test Ticket	Question	8/29/2023 9:47 AM	Low	Support

Details **Chatter**

Post Approve The Solu... Close The Case

Solution Approved by Customer

[Save](#)

4) Close the case once approved via the **Close The Case** tab.

Case 00018032 + Follow

Subject	Type	Date/Time Opened	Priority	Case Owner
Test Ticket	Question	8/29/2023 9:47 AM	Low	Support

Details **Chatter**

Post Approve The Solut... Close The Case

[Close the case](#)

You can also sort all posts in the current case by **Latest Posts**, **Most Recent Activity** or **Oldest Posts**.

Details **Chatter**

Post Approve The Solut... Close The Case

Sort by:

Most Recent Activity ▼

Latest Posts

✓ Most Recent Activity

Oldest Posts

Like



For your convenience, there is also a search bar to find such posts via keywords. You can also use this to sort updates, questions, or answers to the post.

When you preview **Search Results**, you can see the following section - **Cases**:

**Search Results**

Cases  
1 Result

CASE NUMBER	SUBJECT	STATUS	DATE/TIME OPENED	CASE OWNER ALIAS
00018023	TTTTTTT	Work In Progress	8/2/2023 12:41 PM	Daniel

**Expand List**

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**Refine By**

Case Number

Subject

Status  
Choose... ▼

Date/Time Opened  
Choose... ▼

Case Owner Alias

**Cases** section presents more features to easier sort your cases and find the right one, based on their Number, Subject, Status, Date/Time Opened and Case Owner Alias.

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**Search Results**

All

**Cases**

Expand List

**Refine By**

Case Number

Subject

Status  
Choose... ▼

Date/Time Opened  
Choose... ▼

Case Owner Alias

Cases  
1 Result

CASE NUMBER	SUBJECT	STATUS	DATE/TIME OPENED	CASE OWNER ALIAS
00018023	<u>TTTTTTT</u>	Work In Progress	8/2/2023 12:41 PM	Daniel

If you wish to **notify a specific person** (like a support agent), make sure to **tag them by typing @ and then their username** and add your comment, then click the Share button. This will notify them about your post.


Details **Chatter**

**Post** Approve The Solut... Close The Case

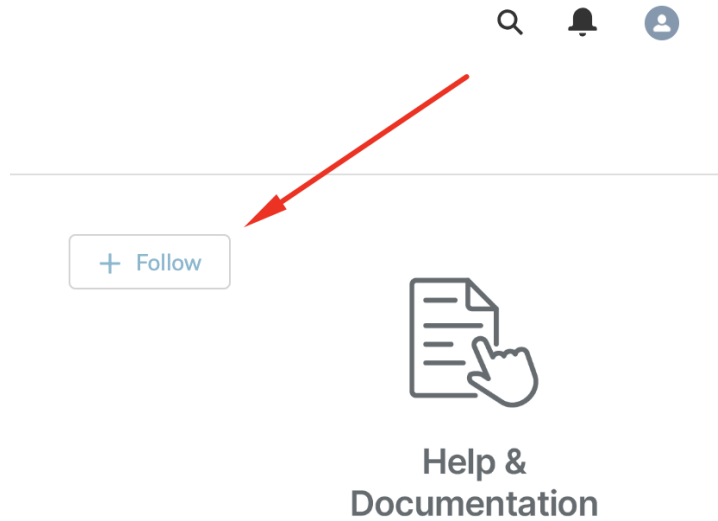
@[uri] Well done! You can close the case 😊

**B** *I* U ↺ *I*<sub>x</sub> ☰ ☷ 🖼️ 🔗 😊

To this case



Make sure that you clicked the **+ Follow** button to receive regular updates about your current case.



## Profile

This section contains the information about your profile. The only fields you can edit at the moment are Email and Phone fields. Keep in mind that you can't modify all other fields here. If you need to change some info - please open a support case with the information you would like updated and support make the adjustments listed in the support case.





Home



uri  
Customer

Edit

Name

Uri Alanati

Account

test

Email

uri@bringg.com

Mobile

Address

Phone

Fax

