



maxgeo Customer Support Portal

Quick Guide

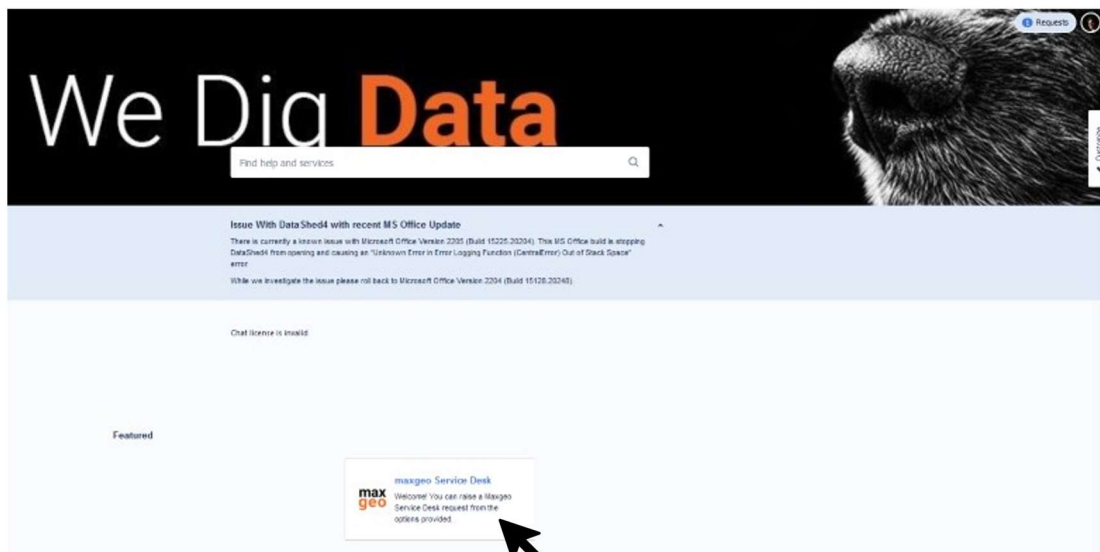
Nov 2022

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maxgeo Service Desk Portal:

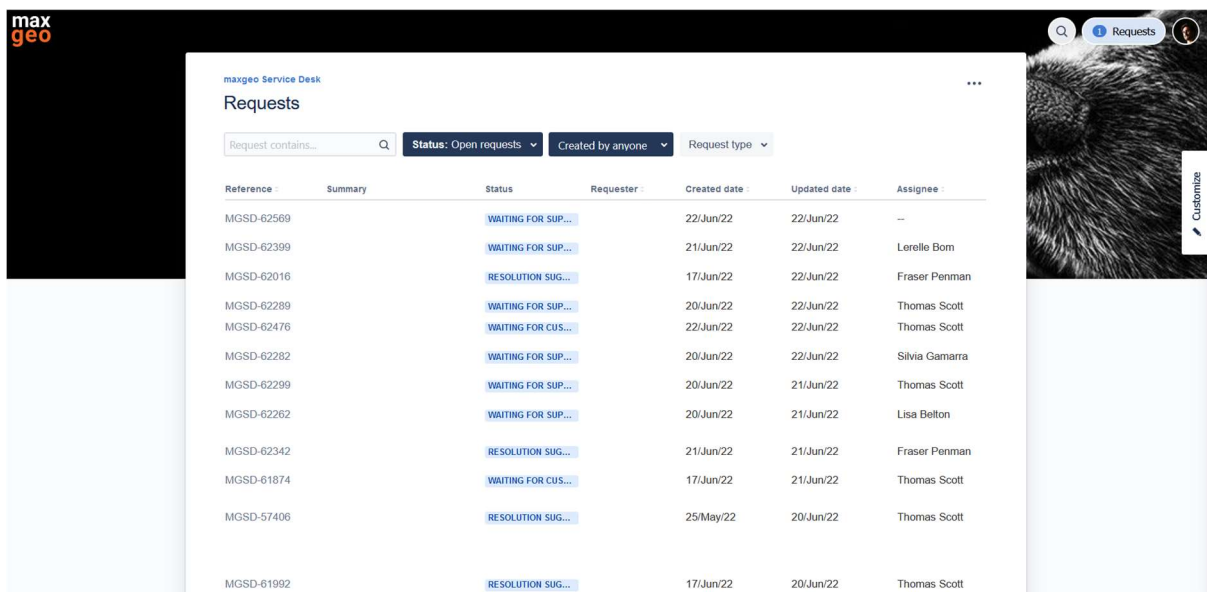
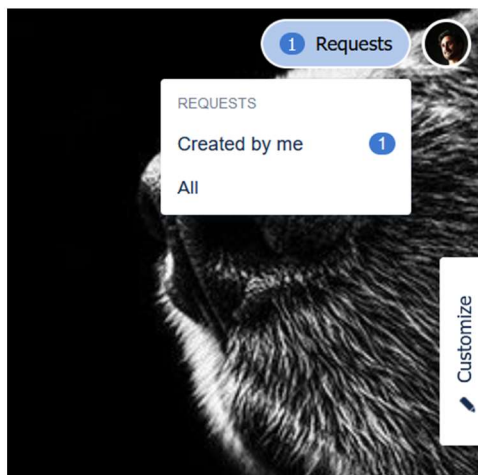
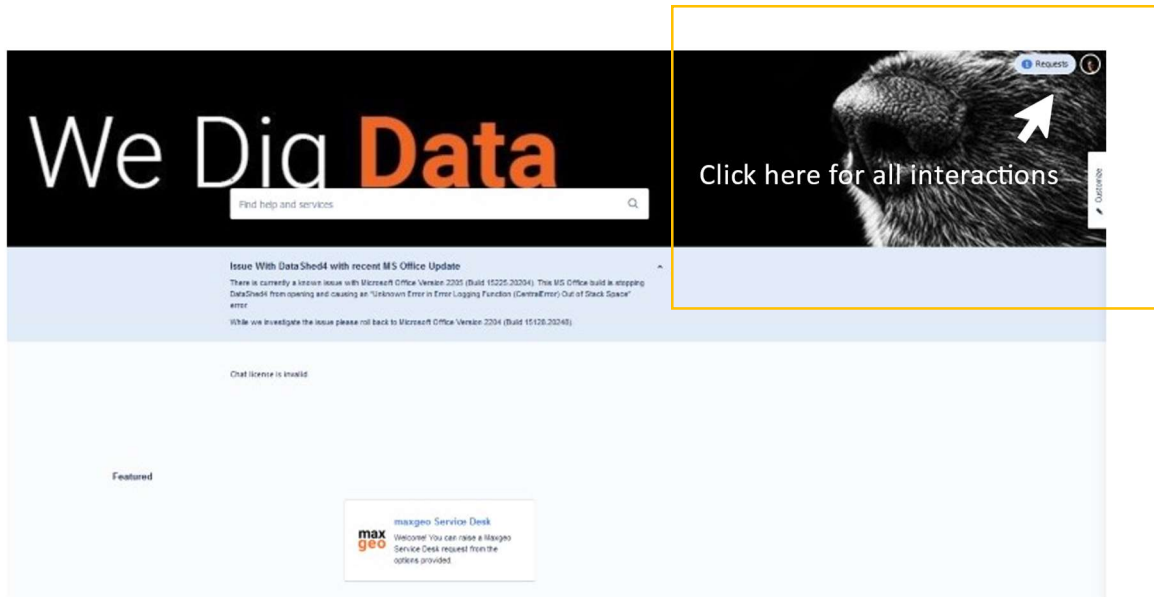
<https://maxgeo.atlassian.net/servicedesk/customer/portals>

- This is where you can track all maxgeo specific queries.
- Only submit one ticket per topic. If you have another question, submit another ticket, with a separate subject heading. This avoids confusion for specific jobs and ensure data integrity.
- When sending a ticket include as much information as possible, screenshots, error logs, product versions etc. This way we can promptly address your problem.



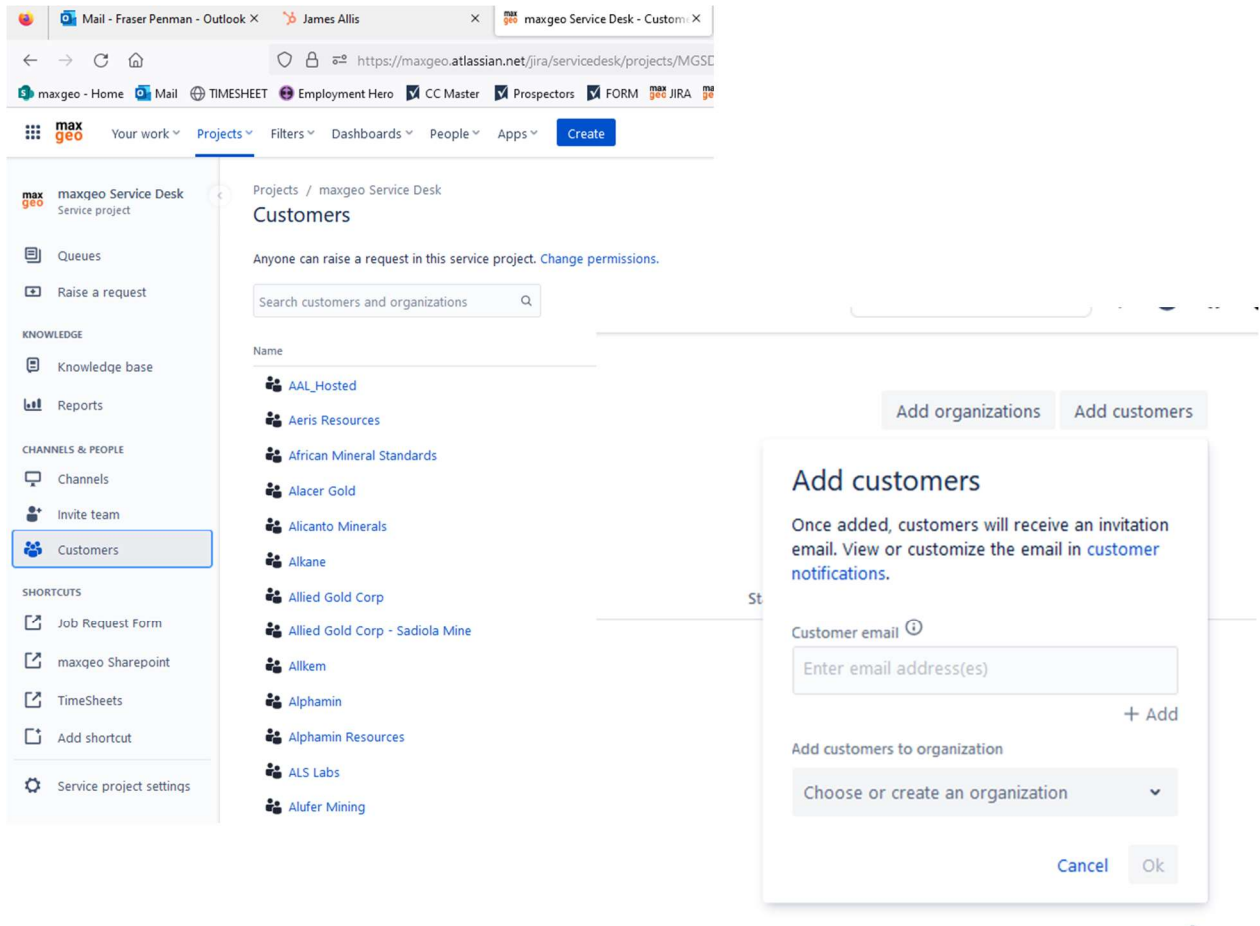
Click maxgeo Service Desk

Where can I find a list of all maxgeo Interactions?



How can I add someone to the Jira Customer Portal ?

- Locate Jira > left hand tab > Customers > Add Customer to organization (they will now be able to see all open support tickets for that organization)



Can I export all maxgeo Interactions?

Create a ticket requesting all interactions for your company and date range. We will send you a PDF at your request.

I'm not receiving email response's from maxgeo?

Clients must be logged into the Portal.

Sending documents & data files to maxgeo:

- Small files & documents can be sent to and from our service desk.
- For all data files, CSV, .bak files etc, we use SFTP (safe file transfer protocol) to avoid data corruption.
- When sending any files compress / ZIP prior to uploading