

Metrel Helpdesk Software Owner's Manual

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Metrel Helpdesk Software



Product Information

Specifications

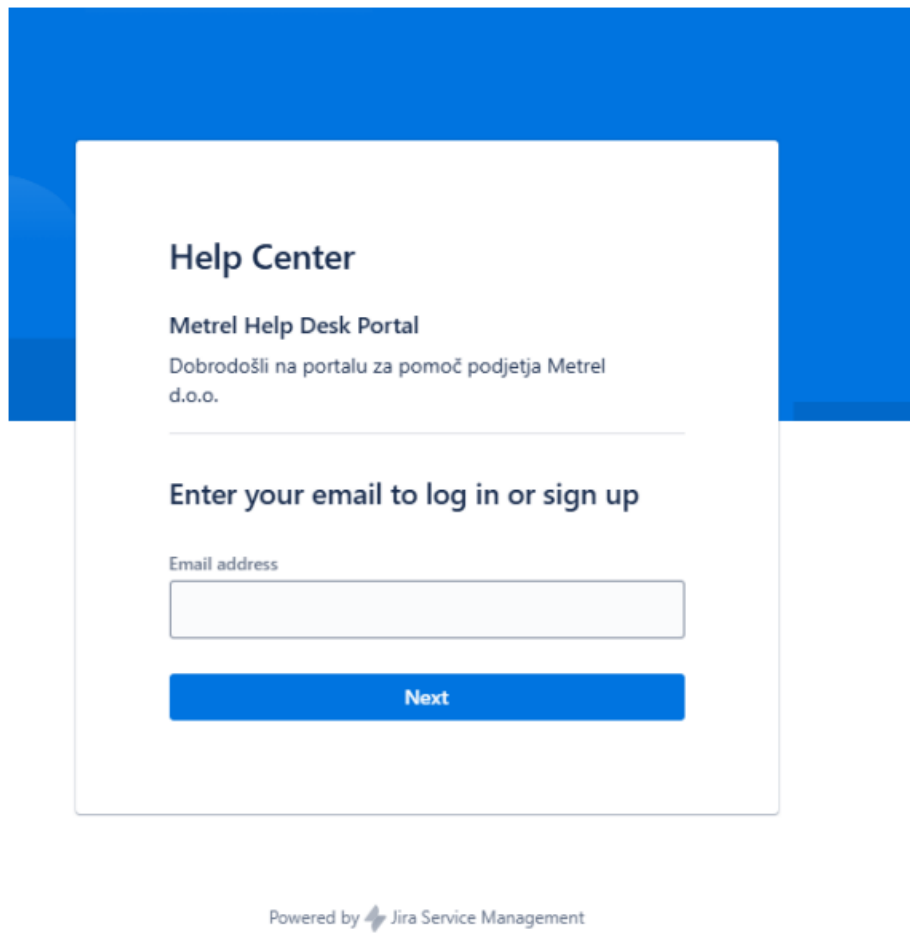
- Brand: Metrel
- Function: Technical Support Portal
- Verification Method: Email and 6-digit code

Introduction

Steps for Registration

Step 1: Access the Support Portal

To access the support portal, please use the following link: <https://www.metrel.si/support>. Once you enter this link in your browser, you will see the window below:



Help Center


Metrel Help Desk Portal

Dobrodošli na portalu za pomoč podjetja Metrel d.o.o.

Enter your email to log in or sign up

Email address

Next

Powered by  Jira Service Management

Help Center

Metrel Help Desk Portal

Enter your email to log in or sign up.

Step 2: Continue with Atlassian Account

A new window will appear. Here you just click "Continue with Atlassian account".

[← Back](#)

Help Center

Use Atlassian account to sign up

Email address

metrel.testiranje@gmail.com

[Continue with Atlassian account](#)

Your Atlassian account

Make things easier by using one account across all of your Atlassian products. [Learn more](#)

Step 3: Re-enter Your Email

If needed, re-enter your email and then click "Continue".



Log in to continue

metrel.testiranje@gmail.com

☐ Remember me ⓘ

Continue

Step 4: Sign Up

If needed, re-enter your email and then click "Sign up".



Sign up to continue

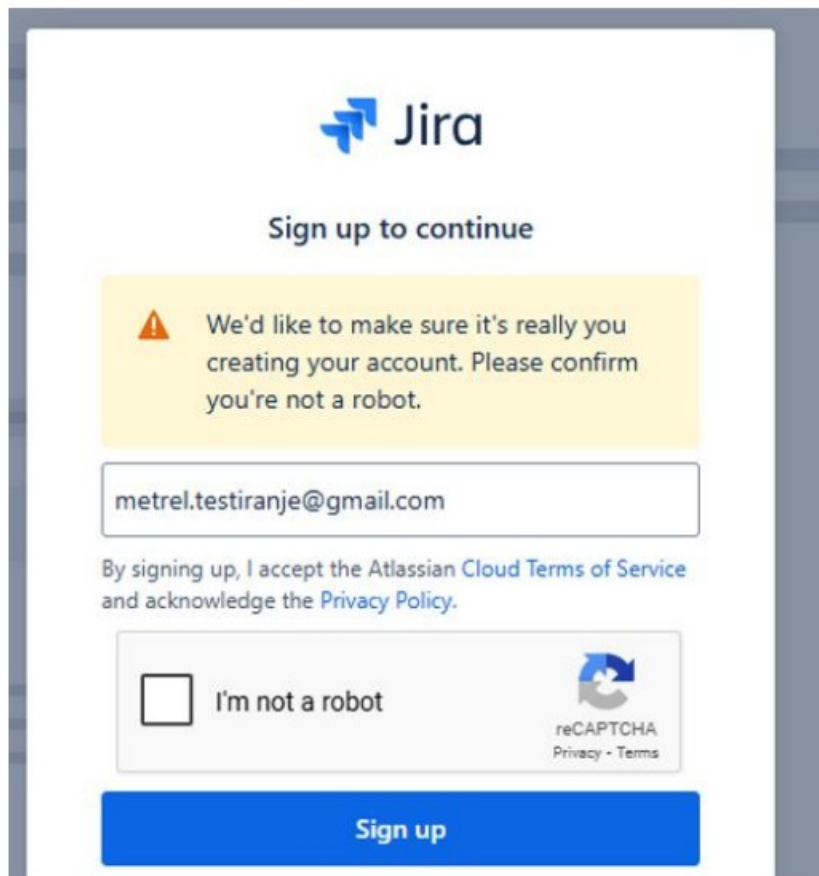
metrel.testiranje@gmail.com

By signing up, I accept the [Atlassian Cloud Terms of Service](#) and acknowledge the [Privacy Policy](#).

Sign up

Step 5: Confirm You Are Not a Robot

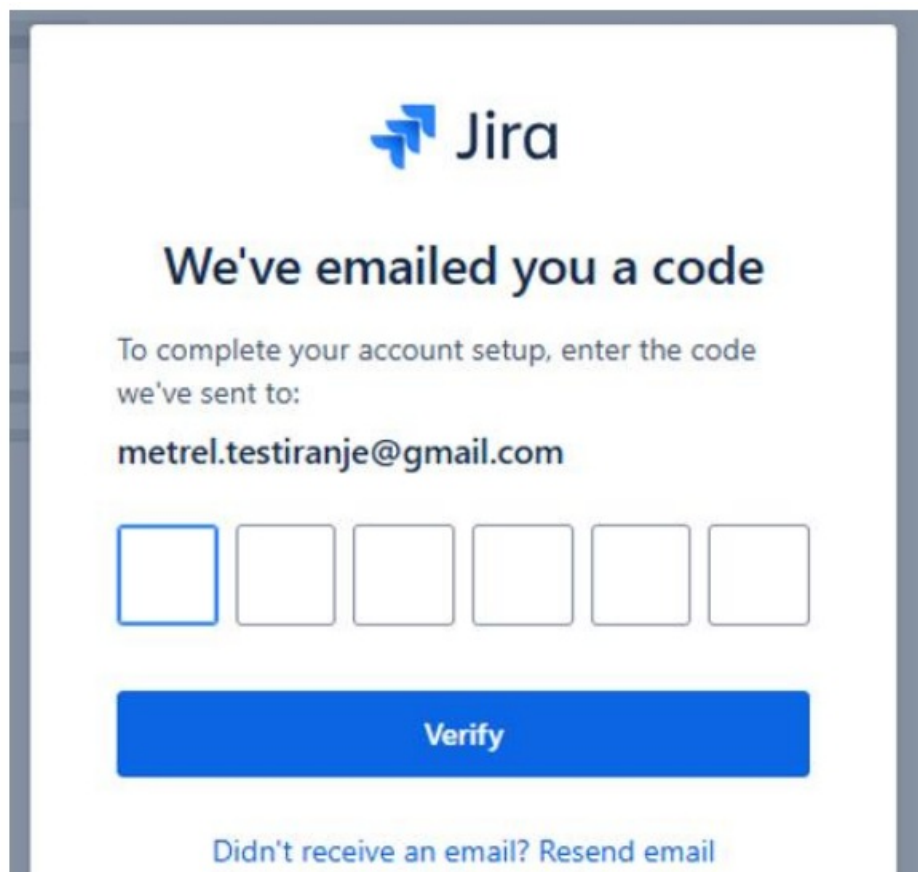
Confirm you are not a robot by completing the CAPTCHA.



The image shows the Jira sign-up page. At the top is the Jira logo. Below it is the heading "Sign up to continue". A yellow warning box contains a triangle icon and the text: "We'd like to make sure it's really you creating your account. Please confirm you're not a robot." Below this is a text input field containing the email "metrel.testiranje@gmail.com". Under the input field, it says "By signing up, I accept the Atlassian Cloud Terms of Service and acknowledge the Privacy Policy." Below that is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo with links for "Privacy" and "Terms". At the bottom is a large blue button labeled "Sign up".

Step 6: Enter Verification Code

You will receive a 6-digit verification code in your email. Enter it and click "Verify".



The image shows the Jira verification screen. At the top is the Jira logo. Below it is the heading "We've emailed you a code". Underneath, it says "To complete your account setup, enter the code we've sent to:" followed by the email "metrel.testiranje@gmail.com". Below the email is a row of six empty square boxes for entering the verification code. At the bottom is a large blue button labeled "Verify". Below the button is a link that says "Didn't receive an email? Resend email".

Step 7: Final Confirmation

You will have to confirm two more times, and then you will be able to use the Metrel Technical Support Portal.



Join your team on Jira

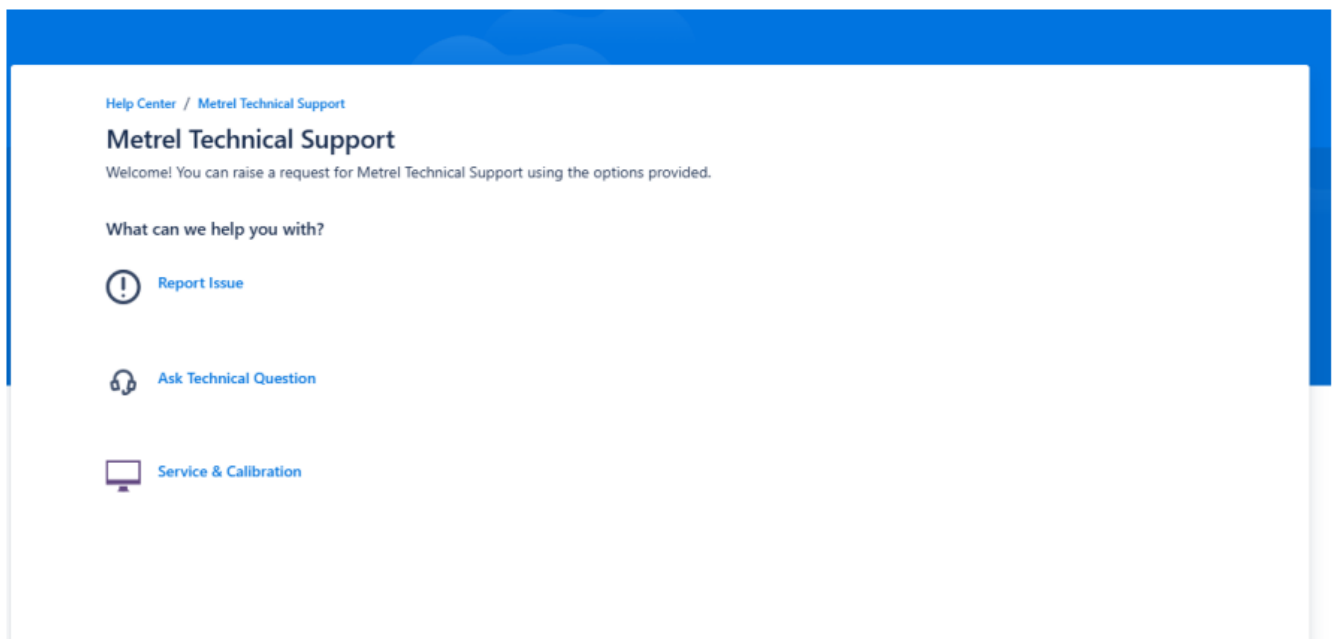
metrel has approved your email domain (@gmail.com) so you can join *Jira* right away.



You're logged in as [metrel.testiranje@gmail.com](#) • [Switch account](#)

Step 8: Access the Technical Support Page

After successfully creating your account, you will be redirected to the page you can see below:



Metrel Technical Support

Welcome! You can raise a request for Metrel Technical Support using the options provided.

- Report Issue
- Ask Technical Question
- Service & Calibration

FAQ


- **Q: What should I do if I do not receive the verification code?**

A: If you do not receive the verification code, please check your spam folder. If you still do not receive it, you can request a new code through the portal.

• **Q: Can I change my email associated with the account?**

A: Yes, you can update your email address in the account settings on the technical support portal.

Documents / Resources

	<p>Metrel Helpdesk Software [pdf] Owner's Manual Helpdesk Software, Helpdesk, Software</p>
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References

- [User Manual](#)

Manuals+, Privacy Policy

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