Metrel Helpdesk Software Owner's Manual

Contents

Metrel Helpdesk Software

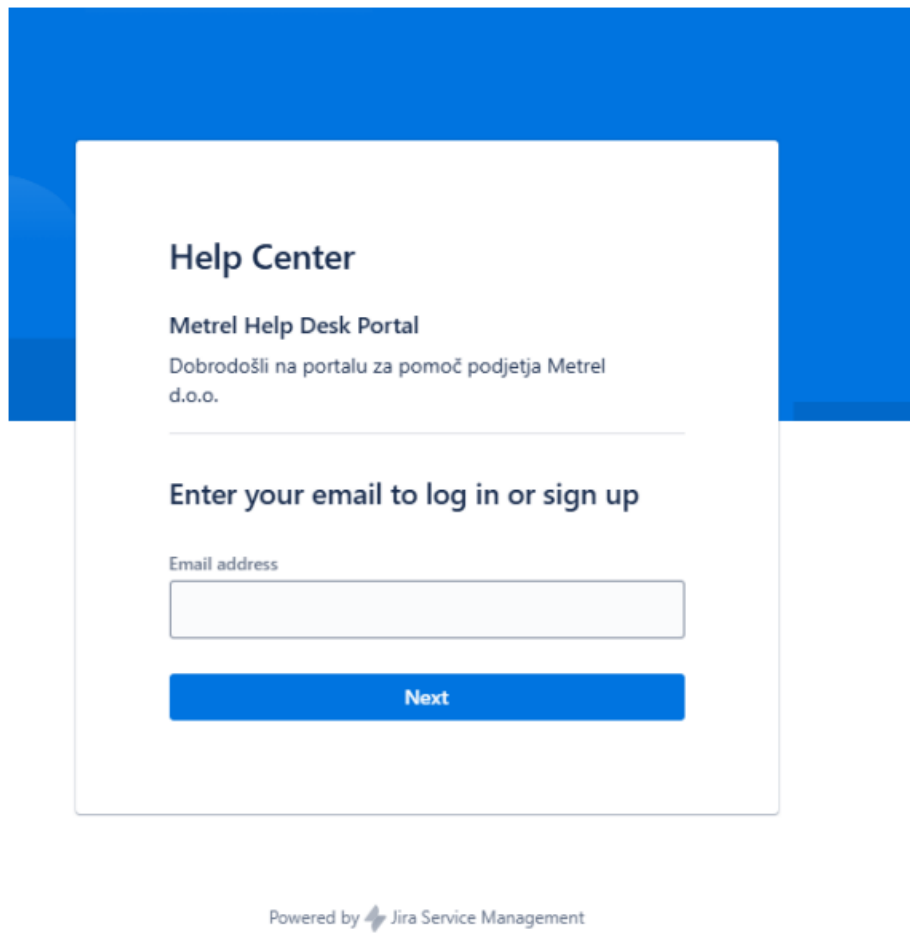## Product Information

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".

Step 3: Re-enter Your Email
If needed, re-enter your email and then click "Continue".

Step 4: Sign Up
If needed, re-enter your email and then click "Sign up".
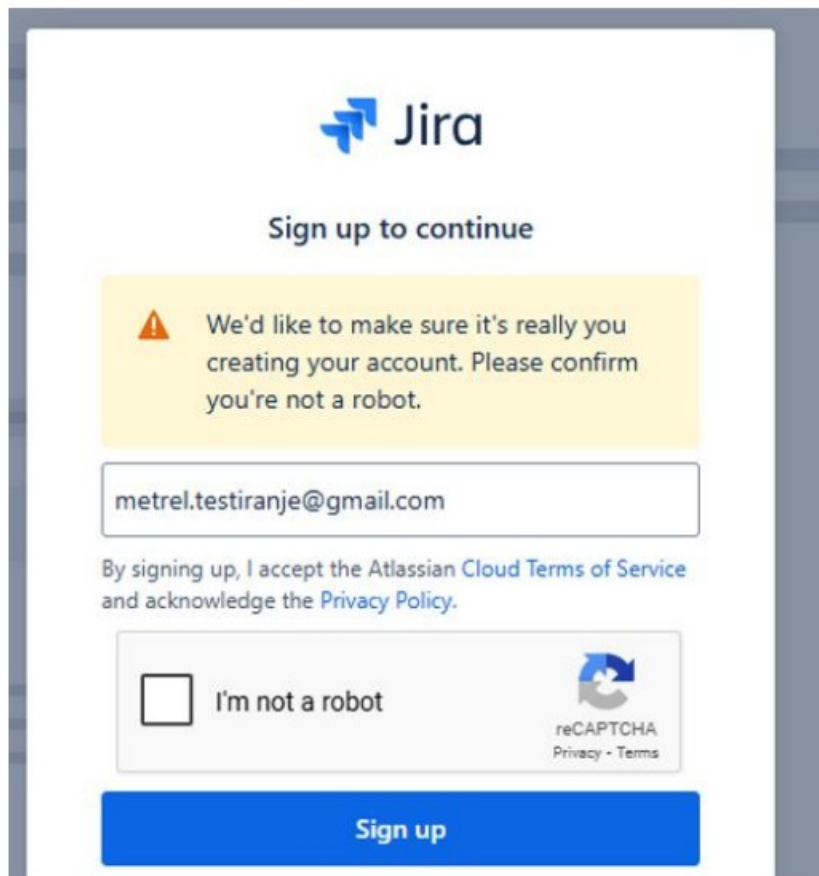
Step 5: Confirm You Are Not a Robot
Confirm you are not a robot by completing the CAPTCHA.
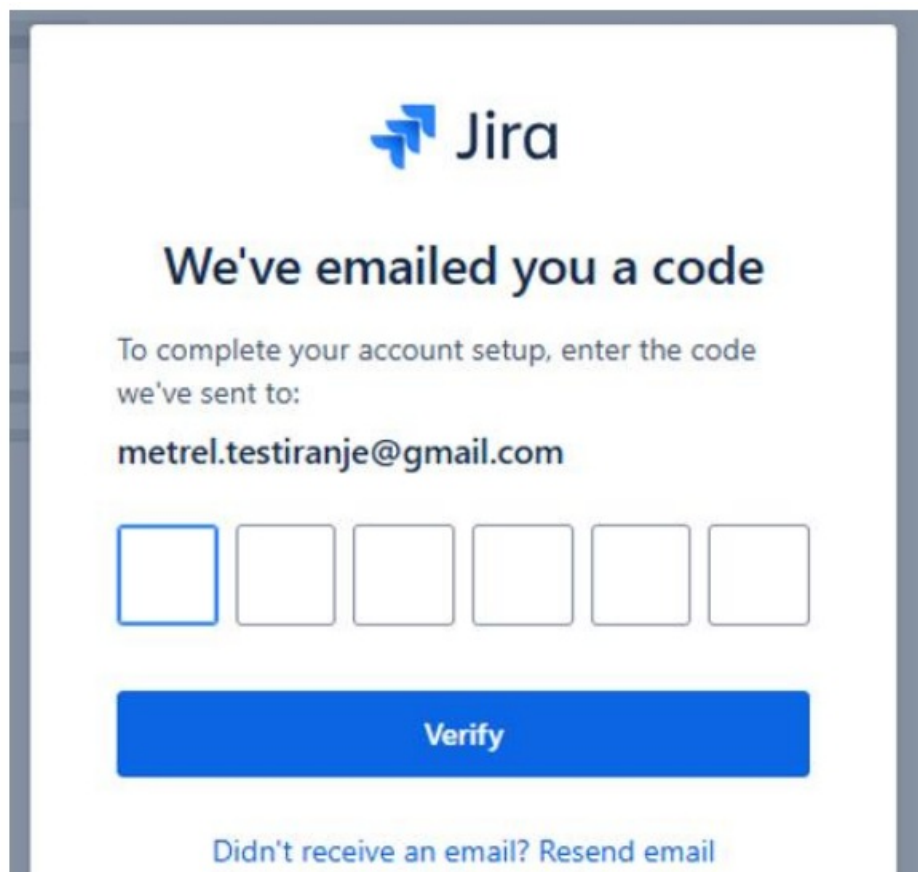
Step 6: Enter Verification Code
You will receive a 6-digit verification code in your email. Enter it and click "Verify".

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.
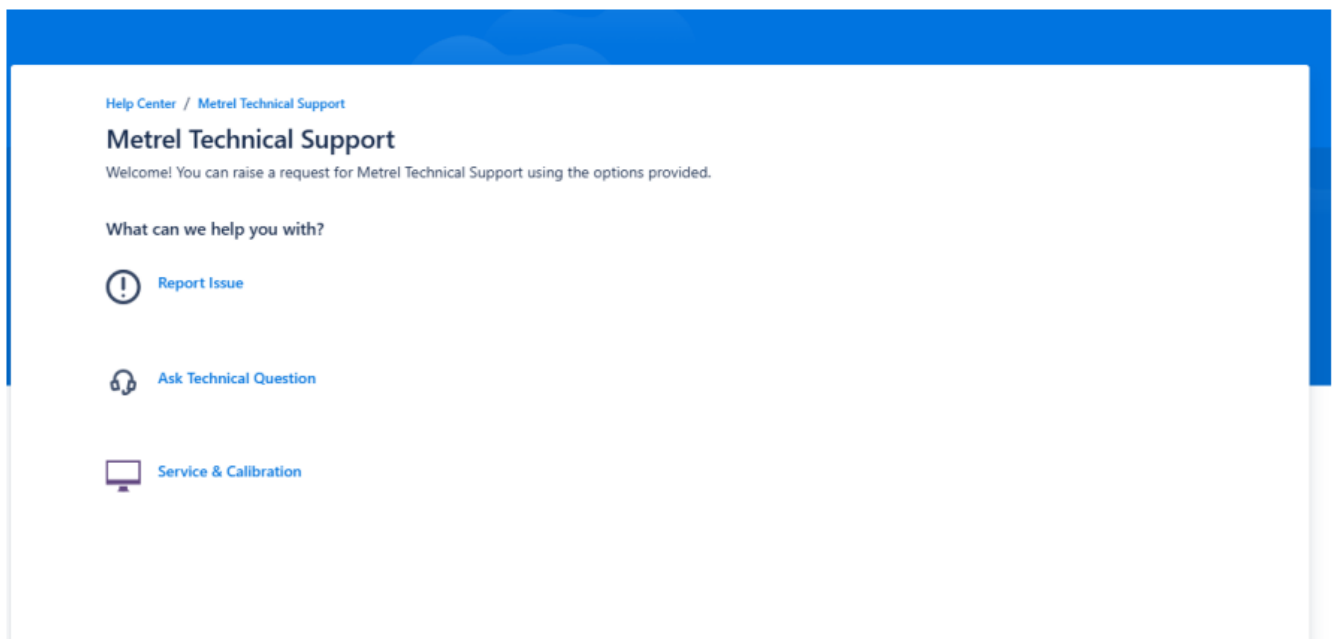

Step 8: Access the Technical Support Page
After successfully creating your account, you will be redirected to the page you can see below:

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

	Metrel Helpdesk Software [pdf] Owner's Manual Helpdesk Software, Helpdesk, Software

References

- **User Manual**