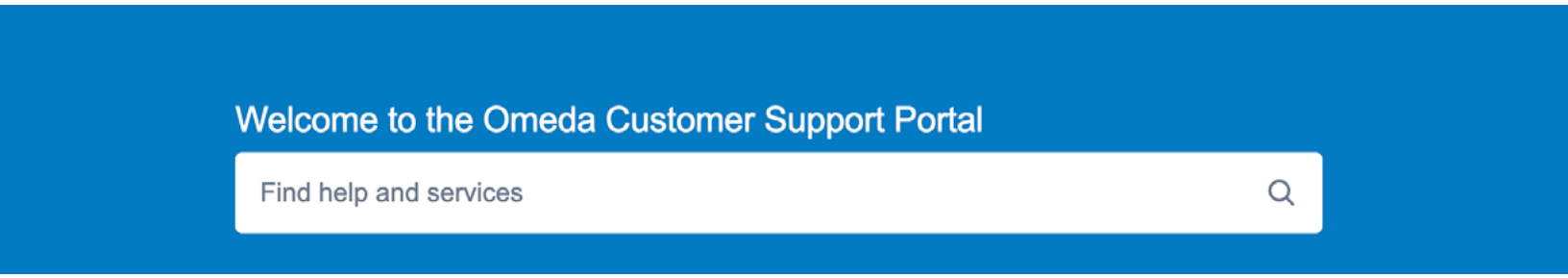
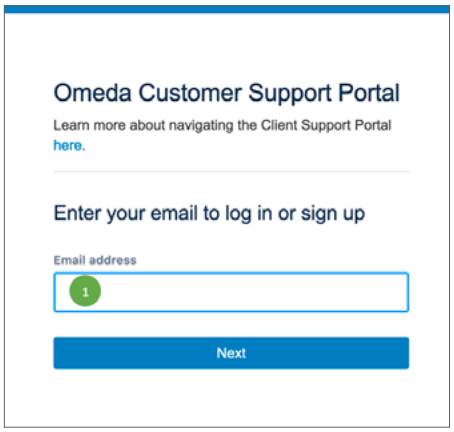
omeda



Omeda Client Portal - Quick Start Guide - CLOUD

We are excited to introduce you to the new Omeda Client Support Portal - your one-stop interface to all our support options. Request service, report bugs, add products, ask a question and more … all from one convenient place. Get started Now:



1 Log in with your existing JIRA account:

Use your existing JIRA account credentialsto log into your organization's service portal. Your log-in will automatically take you to to the Support Portal Home screen below.

If you don't remember your login, please use the "Forgot Your Password" Link or contact your Audience Services Team for support.

https://omeda.atlassian.net/servicedesk/customer/portals

2 Submit a Request

You can search for request types, or select from the list to submit your service requests as needed.
Once you submit your request, we will automatically route it to the Omeda Support team member to assist you.

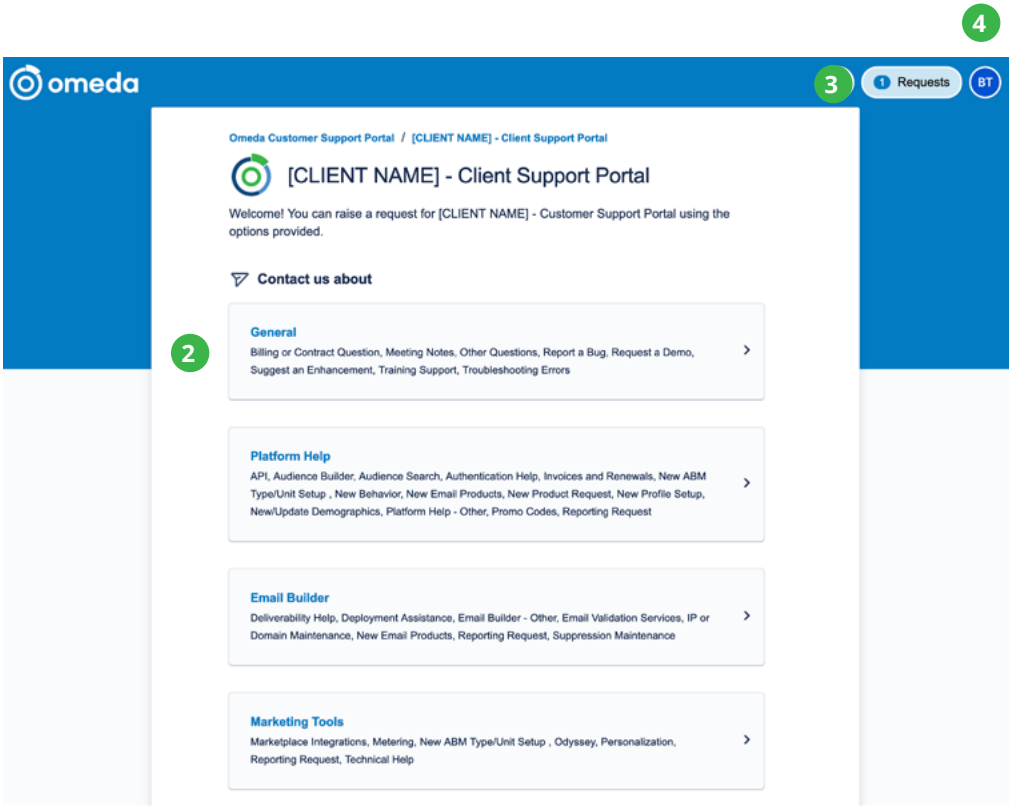
NOTE: Priority "Critical Path" is reserved for system outages/service interruptions, and emergency Email Support.

3 View Existing Requests

We have moved all of your existing open and resolved requests to the new portal for your convenience.

4 Manage your Preferences

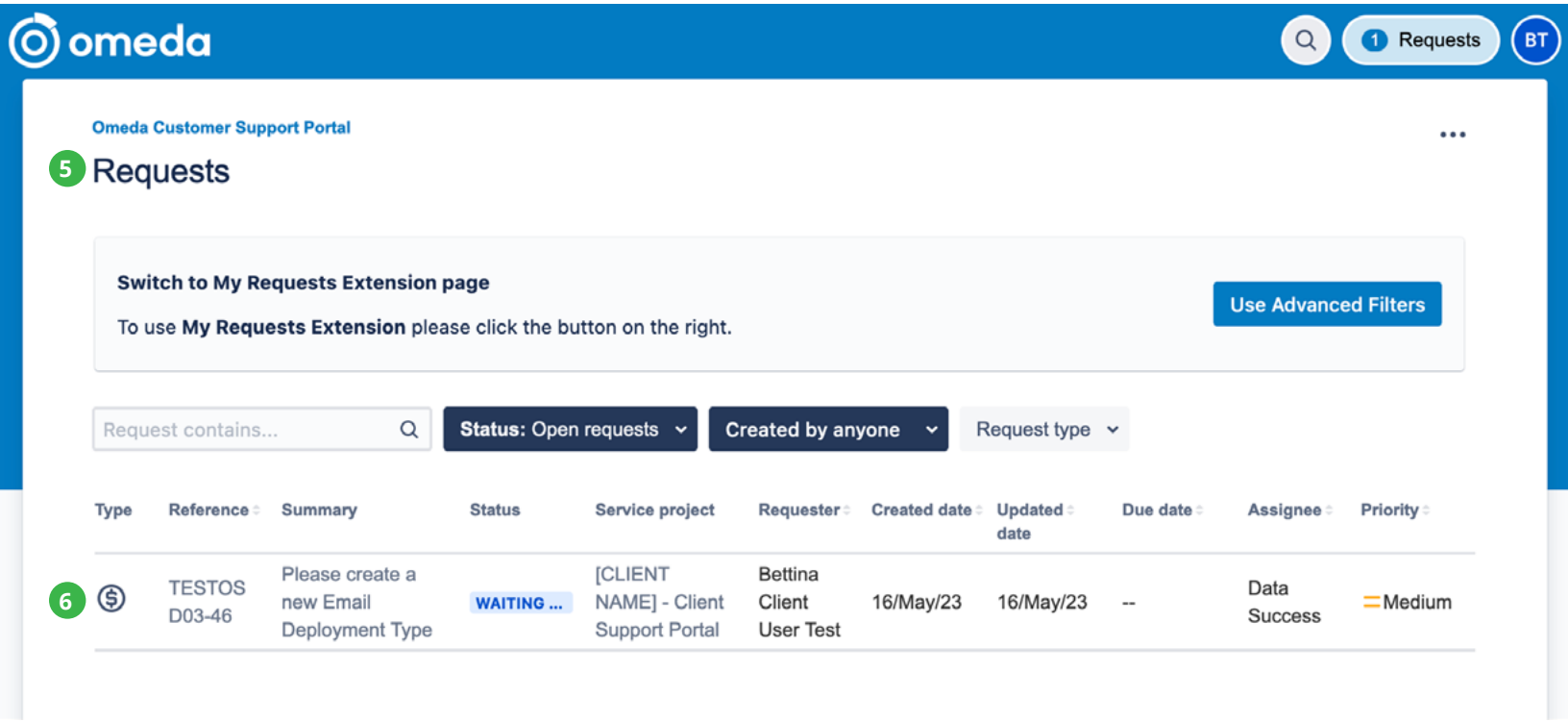
View & Manage your Profile & Notification Settings



Questions? **Contact your Audience Services Manager.**

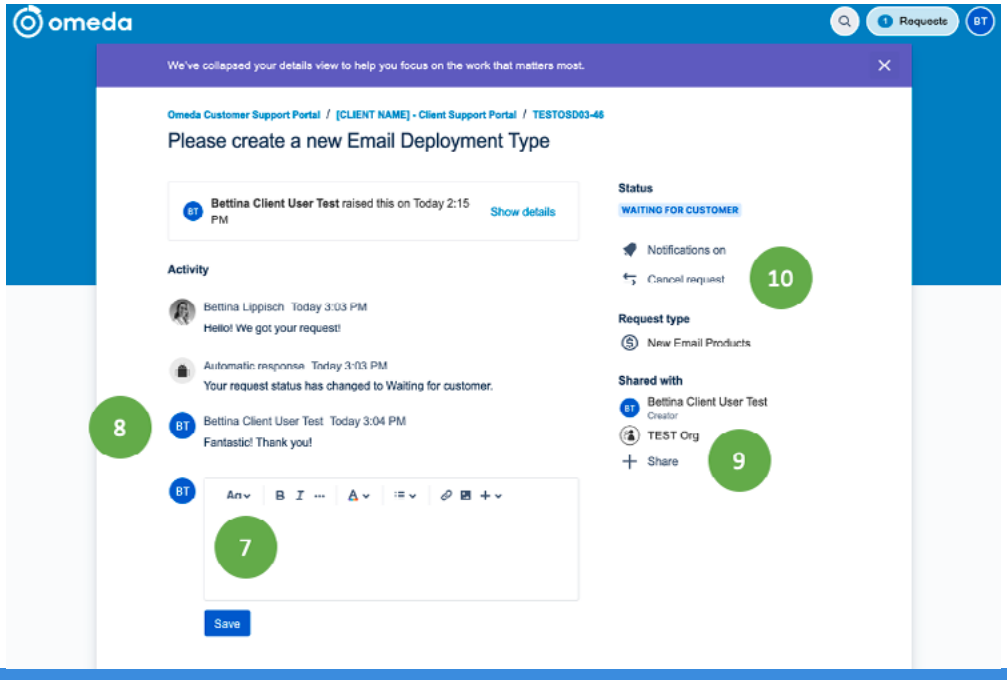
5 Requests:

Once you selected the "**Request**" button on the top right next to your profile icon, you will see a list of all requests you are involved with. The list defaults to "**Open requests**", but you can filter by the other options listed below.



6 Issue Detail View & Features

Select the issue to view details, add comments, share with other's in your organization, and change issue status.



7 Comment

Comment on an issue

8 View Comment & Ticket History

9 Share

Share a comment with other Jira users in your organization.

NOTE: This feature replaces the "Watcher" feature.

10 Change Status

Change the Request Status.