

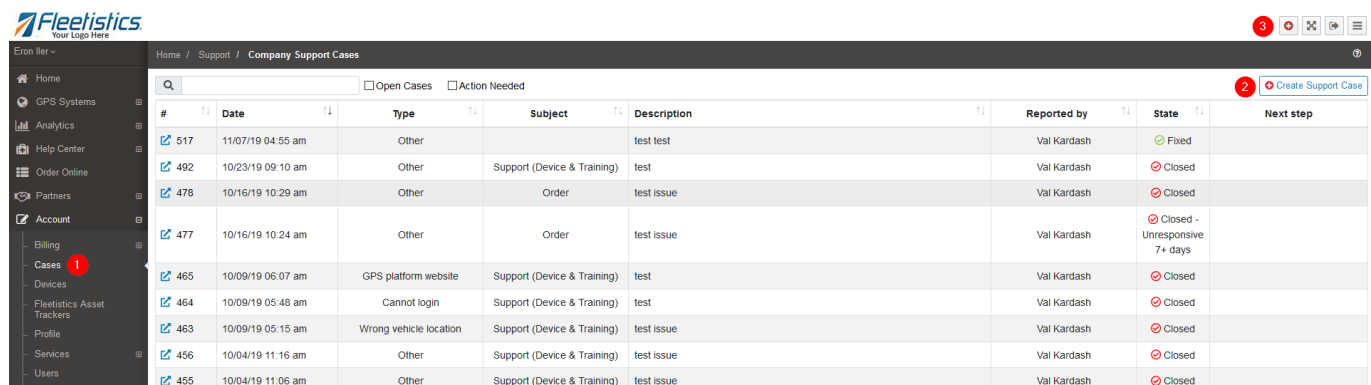
MyFleetistics Portal

Creating a Support Case

There are many ways to create a support case. It is highly recommended that you create a support case for all important issues and even for less important issues. By creating a support case, the Fleetistics support team will be able to research the issue and get back to you instead of having to spend time on the phone, playing phone tag or exchanging emails. Support cases are updated in MyFleetistics>Account>Cases and each party is notified when an update is made. There is no need to call for a status update as it will be shared in the case notes. If you just want to talk something through, feel free to give us a call. Cases can be created for anything from a GPS device issue, billing question or feedback on the platform. Check out the list of topics covered by our custom developed support platform.

1. Quick Case - Click on the cross in the top right corner of any window. Item #3.
2. When reviewing cases you can create a new case by clicking the button. #2. Create a case for each device serial number as they are handling individually by support.
3. From the Device Status table, click the case icon on the right.

Quick Case & Case Administration View



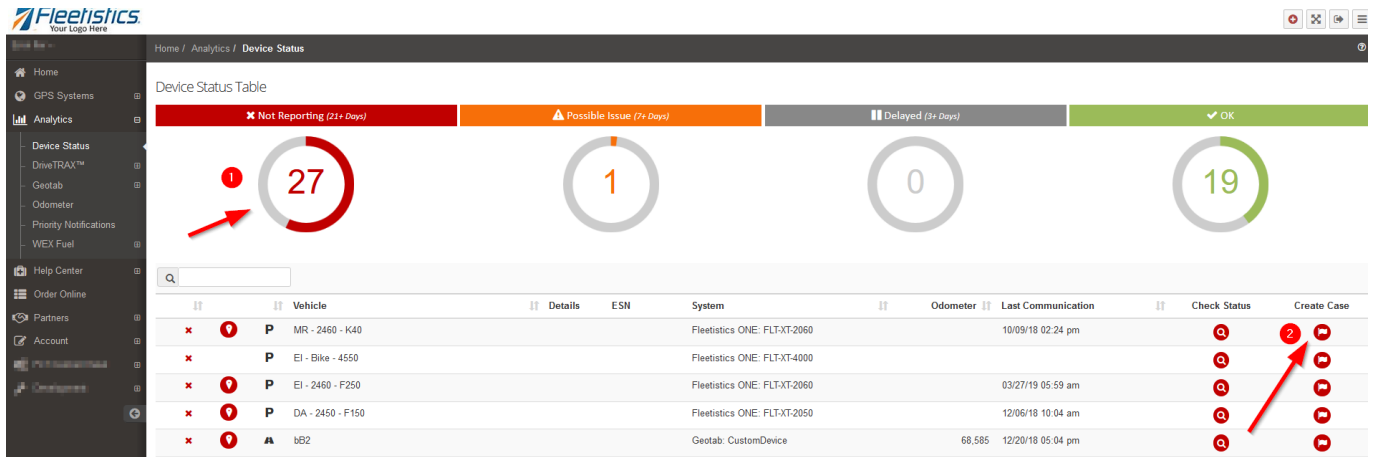
#	Date	Type	Subject	Description	Reported by	State	Next step
517	11/07/19 04:55 am	Other		test test	Vai Kardash	Fixed	
492	10/23/19 09:10 am	Other	Support (Device & Training)	test	Vai Kardash	Closed	
478	10/16/19 10:29 am	Other	Order	test issue	Vai Kardash	Closed	
477	10/16/19 10:24 am	Other	Order	test issue	Vai Kardash	Closed - Unresponsive 7+ days	
465	10/09/19 06:07 am	GPS platform website	Support (Device & Training)	test	Vai Kardash	Closed	
464	10/09/19 05:48 am	Cannot login	Support (Device & Training)	test	Vai Kardash	Closed	
463	10/09/19 05:15 am	Wrong vehicle location	Support (Device & Training)	test issue	Vai Kardash	Closed	
456	10/04/19 11:16 am	Other	Support (Device & Training)	test issue	Vai Kardash	Closed	
455	10/04/19 11:06 am	Other	Support (Device & Training)	test issue	Vai Kardash	Closed	

Device Status Table (Analytics>Device Status)

Account>Cases

1. Click the circle to filter list below.
2. Click to create a case with specific device information included

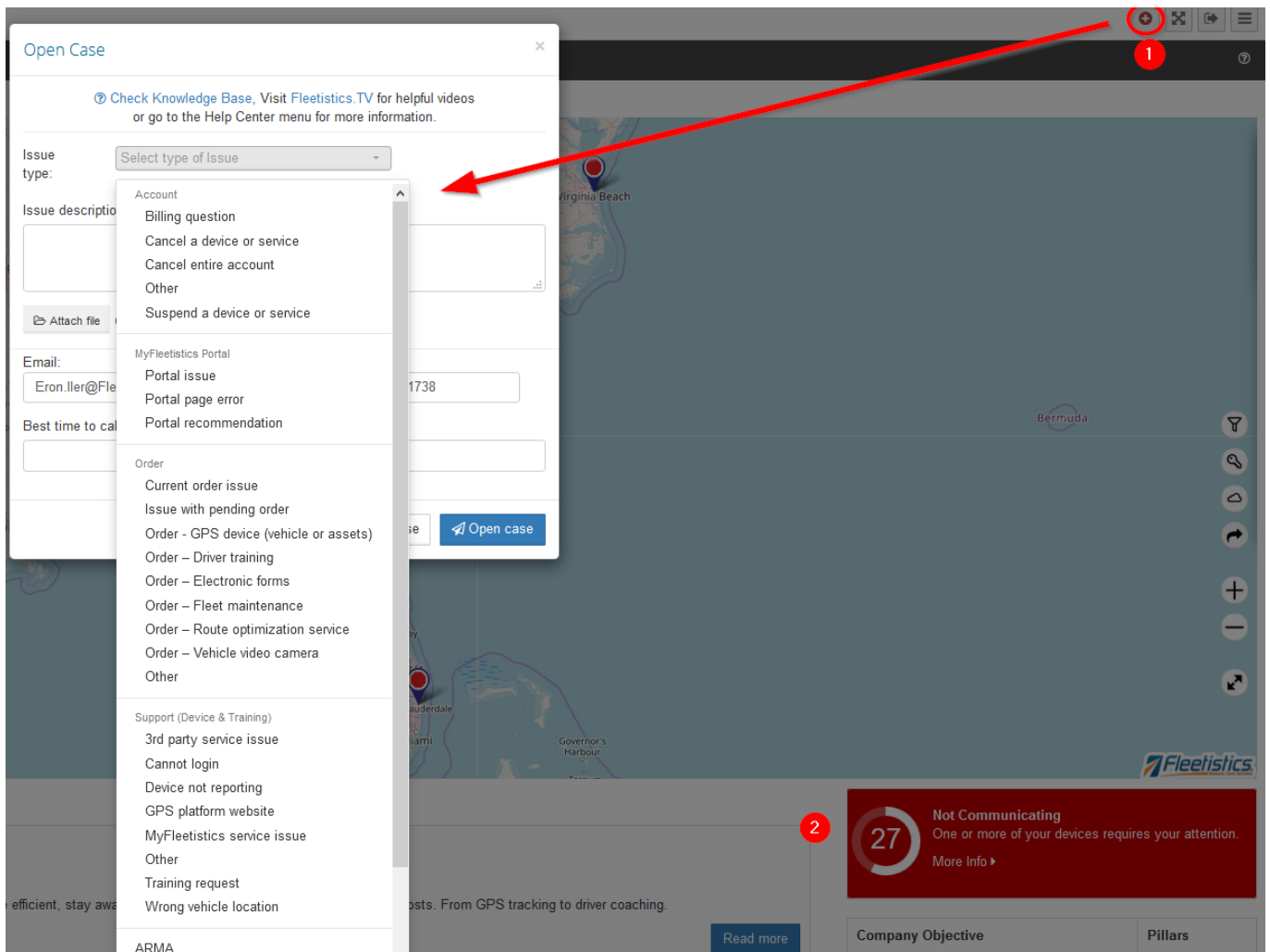
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Support Case Options

Open a case from any window. #1

View the status of your devices. #2



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Unique solution ID: #1163

Author: n/a

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