# AE/QA Helpdesk Web Portal User Guide

**Scope/Purpose**:  This document describes how to use the web portal for product development (AE support), quality assurance, and failure analysis support.  The web portal can be used to request support, review responses, and to submit documents as necessary to solve problems.

**Typical AE Examples**:  All customer product development related questions (hardware and software), i.e., design-in questions, porting, API, etc.

**Typical QA Examples**:  Reliability data,  RoHS or lead-free questions, supplier questionnaires, thermal soldering profiles, device package information, etc.

**Typical FA Examples**:  Requests for failure analysis of devices.  QA works with Hifn staff and representatives to help resolve issues.

**Who Can Use**:  Approved customers with user name and password.  Customer must be in development or production.  If you do not have a user name and password, you can request one from the FAE link on the Hifn website support page link or contact your FAE, salesperson or representative.

**How to Use the AE/QA Helpdesk Web Portal**:  Support requests are called "cases."  These instructions shall be used to create a new case, add information to an open case, or review open and closed cases.

All support questions must go through the web portal link at the following address:

http://www.hifn.com/support/index.html

## Logging In

1    **Login Screen**:  The following screen displays.  Your email address is the User Name, and the password is what was emailed to you.
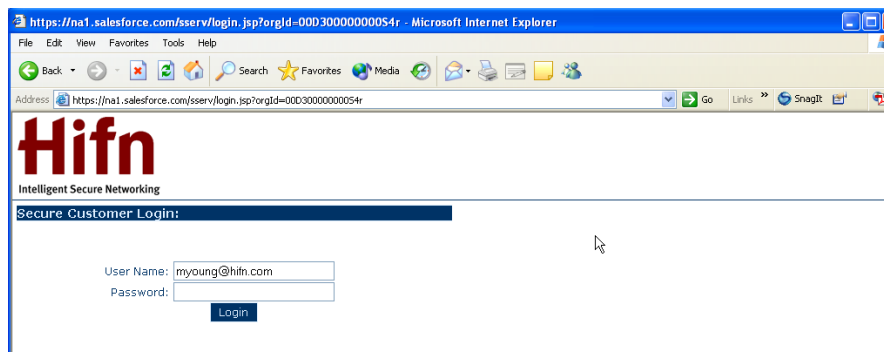


2    **Changing Password:**  The first time you login, you are given the option to change your password as shown on the screen below.  If you do not change your password at this time, you will not be given another opportunity.
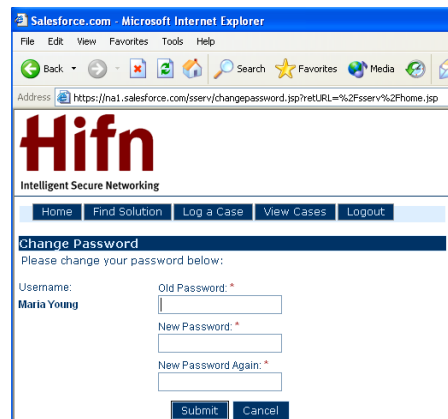
## Portal Home Page

The Home page is the central location for finding solutions, logging new cases, reviewing existing cases, and your open cases. The following screen displays after login:



## Finding Solution
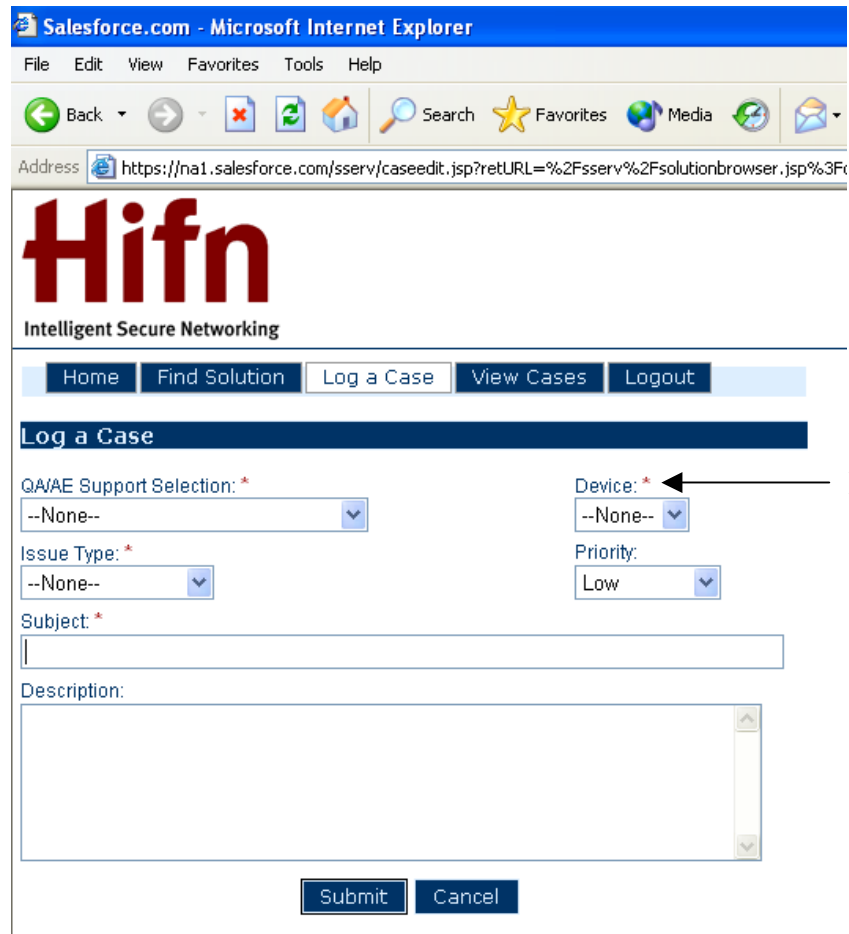
Clicking on the **Find Solution** option displays the following screen and searchable solutions:

## Creating a New Case

If an active case does not exist, and you want to create (log) a new case, choose the **Log a Case** option from the main menu.  The following screen displays:



This section explains the information needed to log a case.

1   **\*QA/AE Support Selection - Required**:  Click on ↓, scroll down and highlight your choice:

   **Quality Assurance/Reliability**:  Selecting this option forwards this case request to Quality Assurance for support.

   **Failure Analysis**:  Selecting this option forwards this case request to Quality Assurance for Failure Analysis support.

   **AE Product Development Support**:  Selecting this option forwards this case to AE Product Development Support (supporting all active development for customers).

   **None**:  None is not a valid selection.

2   **\*Device – Required**:  Click on ↓, scroll down and highlight your choice.  For QA and FA, your choice does not affect who the support request goes to.  For AE Product Development Support, the device you choose will affect which support group within AE the request goes to.  If the case is not related to one of the devices in the pick list, or software for a device in the pick list, please select **Other**.

   **None**:  None is not a valid selection.
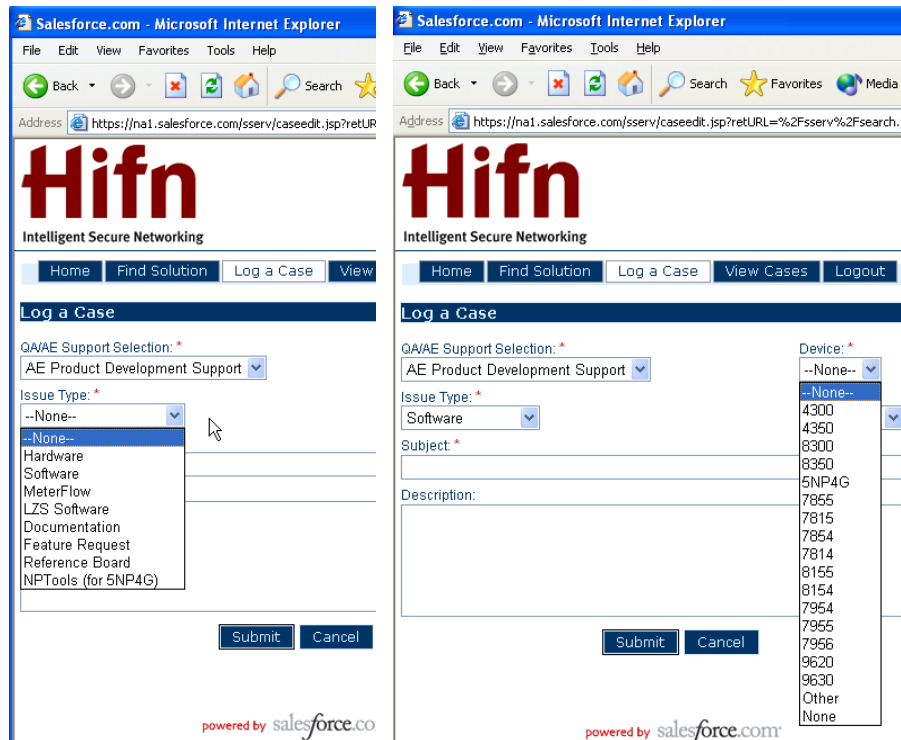
3    **\*Issue Type – Required**:  Click on ↓ and highlight your choice (see pick list above).  None, Hardware, Software, MeterFlow, LZS Software, Documentation, Feature Request, Reference Board, or NPTools (for 5NP4G).

     **None**:  None is not a valid selection.

4    **Priority:**  Click on ↓ and highlight your choice:  low, medium, high, emergency.  Priority is the user's perceived priority.

5    **\*Subject – Required:**  Subject should be clear and descriptive with regard to the issue.

6    **Description:**  The subject and description fields should be detailed enough to provide sufficient information to work on the issue.

7    **Adding Attachment**:  In order to add an attachment, you must first submit the case as shown in Step 8 and 10 below.

8    **Submitting New Case Request:**  Review information on Log a Case screen.  When satisfied, click on **Submit**, which then takes you to the View Cases screen shown below.  This screen allows you to add additional comments or attachments.

Click here to add comment

Click here to add attachment

**9**    **Add Comment**:  Clicking on **Add Comment** displays the screen shown below.  The **Comment** field is required and must contain text.  Click **Cancel** if you choose not to enter a comment.
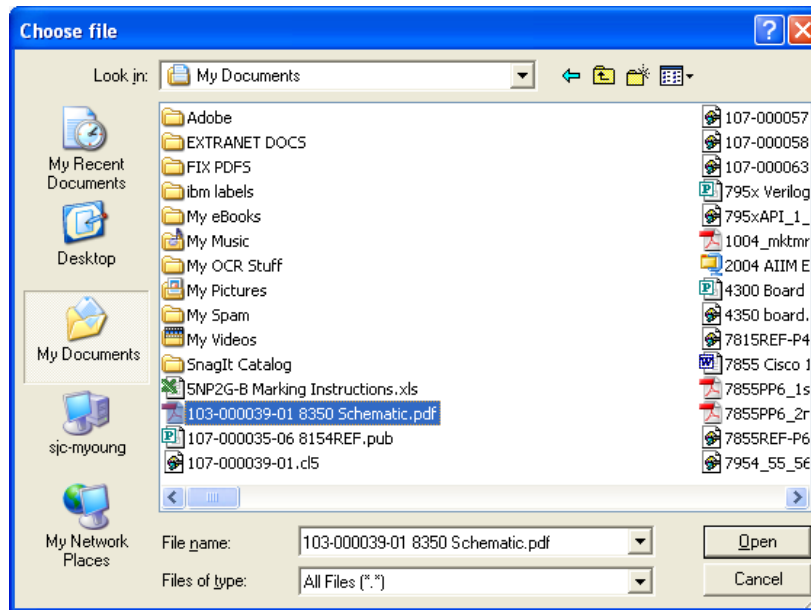
**10**  **Add Attachment**:  Clicking on **Add Attachment** displays the screen shown below:
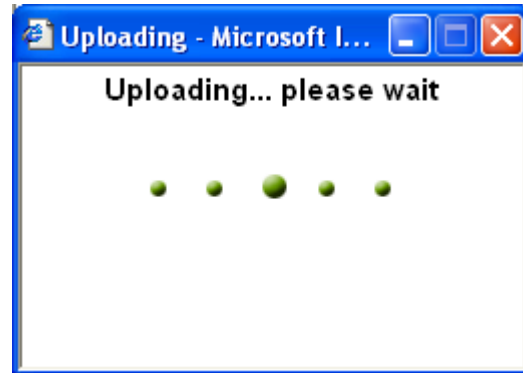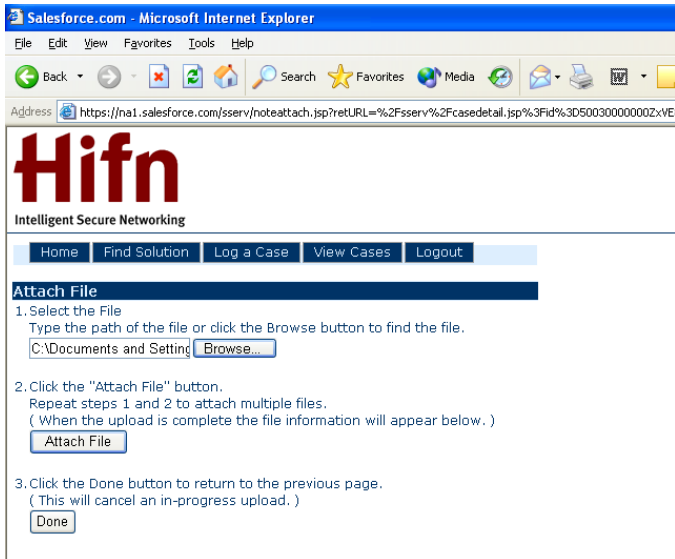


Click **Browse** to find attachment.

**11**  **Finding Attachment:**  Clicking **Browse** opens the **Choose File** menu shown below.  Find the document to attach, highlight file, and click on **Open**.



**12**  **Selecting Attachment**:  The **Select the File** field is now populated with the path of the file you chose.  Next, click on **Attach File** button.  An **Uploading** screen will display as shown below.

13   **Attachment/Comment Completion:**  When the file has been uploaded, the screen will display the uploaded file as shown below.  To upload more files, repeat choice 1 and 2 on the screen below. Click **Done** when you have uploaded all necessary files.



Uploaded files are displayed here

## Case Open Notification

Once a case has been submitted, you will receive an email telling you're the case number and verifying we have received case request.  Once the support team member has responded to your case, you will receive another email notifying you that the case has been updated.  Return to the portal and login.  Click on **View Cases** as shown below.
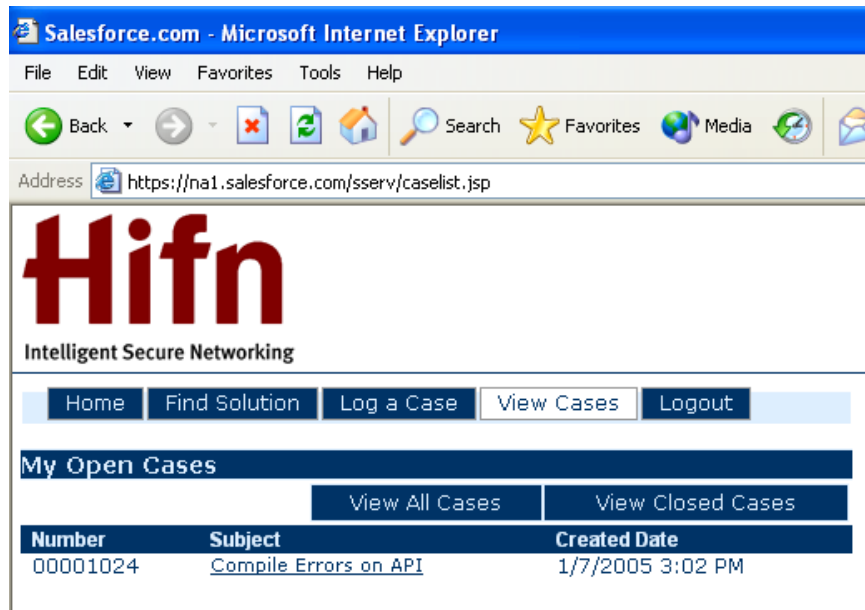
## View Open Case

Click on case that email notified you has been updated. The following screen displays:
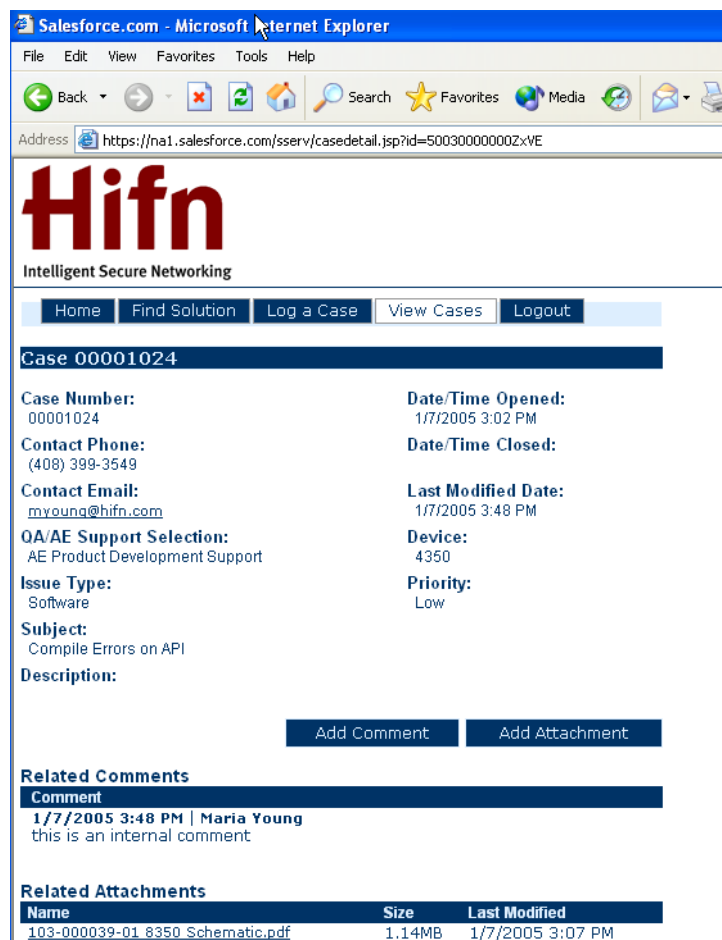
## Reviewing and Updating Cases

You can review the comments supplied by the Hifn support staff, and either add more comments and/or attachments, ask questions, notify us to close case, etc.  The automatic email and communications will go back and forth until the case is closed.

## Forgot Your Password?

If you forgot your password, contact Derek Credico at dcredico@hifn.com.  Please allow one (1) business day.  After one day, contact Mike Ham at mham@hifn.com for a new password.