Kiuwan Technical Support Guide

This guide will show you the different ways how you can get in touch with our technical support team.

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Kiuwan's **Technical Support service** can be used to get in contact with the Kiuwan support team to submit incidents, queries, etc.

Your request will create a support ticket that will track all the details of your issue.

Submitting a request can be done through three different channels:

- by email
- through the Help Widget
- from the Kiuwan Help Center

Whatever channel you use, you will be able to manage and view all your tickets in the Kiuwan Help Center.

How to access Kiuwan's Technical Support

1. Send an e-mail to Kiuwan Support

(i) The easiest way to create a support request is by sending an e-mail to support@kiuwan.com.

As soon as this email is received, a support ticket is created and you will receive an acknowledgment message with your request-id.

Your request (456) has been received and is being reviewed by our support staff.

Additionally to support@kiuwan.com, you can also use jelly.service@kiuwan.com. Both support email addresses are equivalent.

2. Use the Kiuwan Help Widget

You can also create a ticket from the Help widget.



The Help Widget is available when you log in to your Kiuwan account, and you can find it at the bottomright of any page.

Click on the Help Widget to open it.

Help —	
How can we help? Q	
Enter a term in the search bar above to find articles.	Option 1: Search the Kiuwan Knowl edge Base by introducing any key term:
Leave us a message	

Option 2: Send us a message by providing your contact email address.



You will receive an acknowledgment email providing your ticket id.

3. Submit a request on the Kiuwan Help Center

You can access the Kiuwan Help Center at https://kiuwan.zendesk. com/.

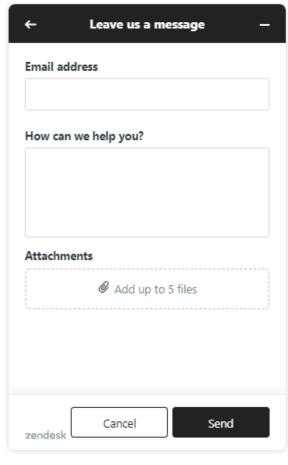
Submit a request without an account

Click Submit a request.



A new page will open with a form, in which you can enter your request.

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Subject'				
I need to make Kluwan Integrate with SAML				
Suggested articles				
Nuvan Single Sign-On (SSD)				
Nawan plagin for VS Code				
How can analyze SAP (ABAP) code with Klawan?				
Description*				
Please enter the details of your request. A member of our support staff will respond as soon as possible.				
Priority				
Report priority				
Attachments				



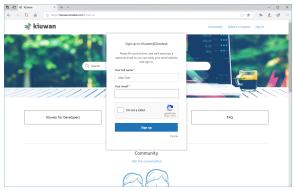
Note that as you type your subject, Help Center will display some recommended articles related to your subject.

Create an account to submit a request

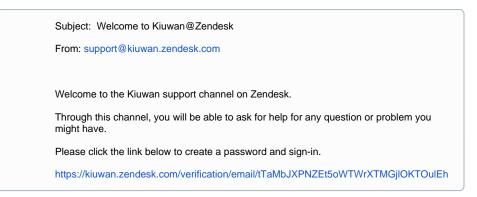
To **create an account** for the Kiuwan Help Center, click **Sign in** and select **Sign up**

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	FAQ				

A form will appear asking you for your full name and an e-mail address.



You will receive a verification e-mail.



Click on the link and set your password

	You'll use this password to sign in to
	Kiuwan@Zendesk .
Your	name
Jo	hn Doe
Your	password
Your	password
•	password word requirements:
Pass	

After setting your password, you will be logged in.



Once logged in at the Kiuwan Help Center, you can create a new request by clicking on Submit a request.

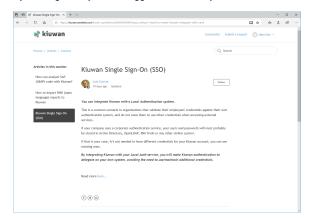
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The Submit a request form will be displayed when you can enter the subject and content of your request.

Note that as you type your subject, the Help Center will display some recommended articles related to your subject.

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How can analyze SAP (ABAP) code with Kluwar?				
Description*				
Please enter the details of your request. A member of our support staff will respond as soon as possible.				
Priority				
Report priority				
Attachments				
Add file or drop files here				

By clicking on any of the suggested articles you will be redirected to the article.



You can create as many tickets as you need.

How to view my requests

To view all your requests you should select Requests in the drop-down menu.



Then you will be presented with the list of your support requests

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Supported tehenologies	#458	8 minutes ago	8 minutes ago	open			
Kiuwan							
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Just click on the link of any of the requests and you will be able to access the full history as well as responses to any message.

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Requests Contributions Following					
Klawan > My activities					
I need to integrate Kiuwan with SAML					
John Doe	Requester	John Doe			
6 minutes ago	Created	Today at 13	:18		
н	Last activity	Today at 12	:24		
How would I integrate Kluwan in a Single Sing-On scenario ?	Id	#459			
Luis Garcia	Status	availing y	our reply		
No a few seconds ago	Priority	-			
н	Substatus	-			
Sure, please follow the instructions at this article Kiuwan Single Sign-On (SSO)					
Let us know any questions you might have					
Regards					
Your Kluwan team					
8					
Add file or drop files here					

Viewing all the requests of my Kiuwan account

By default, you will only have access to tickets directly created by you.

Nevertheless, you can also see all the tickets for your Kiuwan account, not only yours. Which means also requests opened by other users of your Kiuwan account.

To get access to all your account's tickets please let us know by sending us a request.

Kiuwan Knowledge Base and Community

The Kiuwan Help Center provides a **Knowledge Base** where you can search for help on topics you are interested in.

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You can type your query in the search box (which will be suggesting related content).

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Search results come from two sources:

- 1. Knowledge Base
 - **a.** Articles published by Kiuwan on different topics and sections
- 2. Community

 a. An open forum where Kiuwan's users make contributions via posts

You can post by accessing Community and clicking New Post

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What is your post about?			
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Details (optional)			
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Submit			

Enter your query and click **submit**. Other users of the community, including our support team, will reply as soon as possible.