

# 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



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

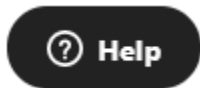
As soon as this email is received, a support ticket is created and you will receive an acknowledgment message with your request-id.

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

Additionally to [support@kiuwan.com](mailto:support@kiuwan.com), you can also use [jelly.service@kiuwan.com](mailto: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 bottom-right of any page**.

Click on the Help Widget to open it.

Help

How can we help?

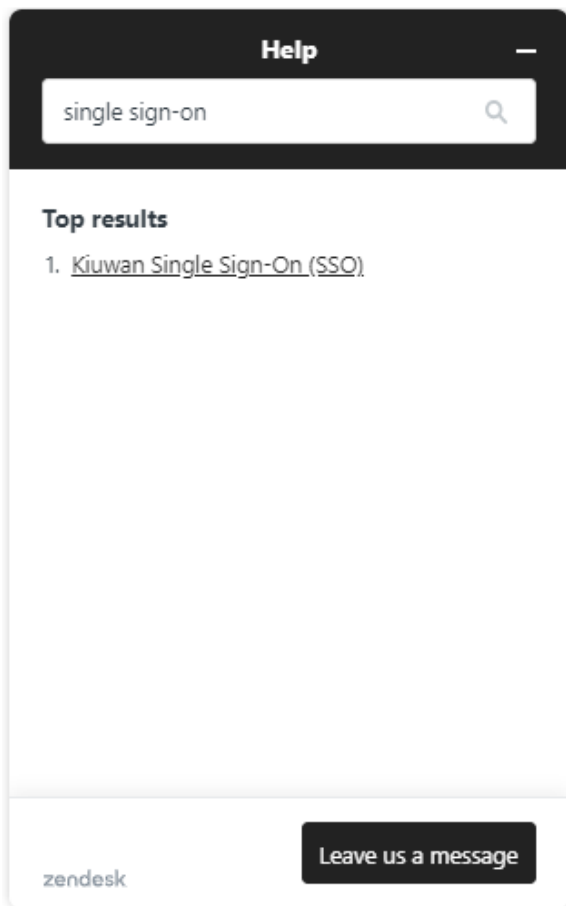
Enter a term in the search bar above to find articles.

zendesk

Leave us a message

Option 1: **Search the Kiuwan Knowledge Base** by introducing any key term:

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



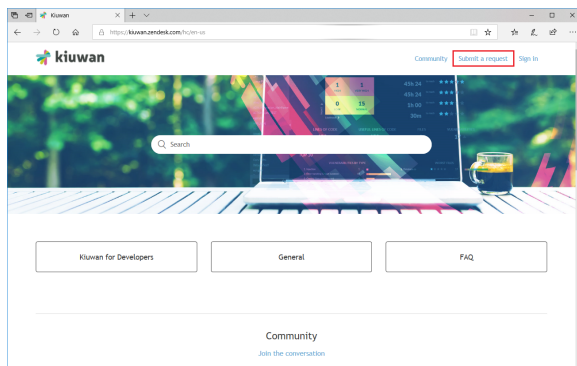
You will receive an acknowledgment email providing your ticket id.

### 3. Submit a request on the Kiuwan Help Center

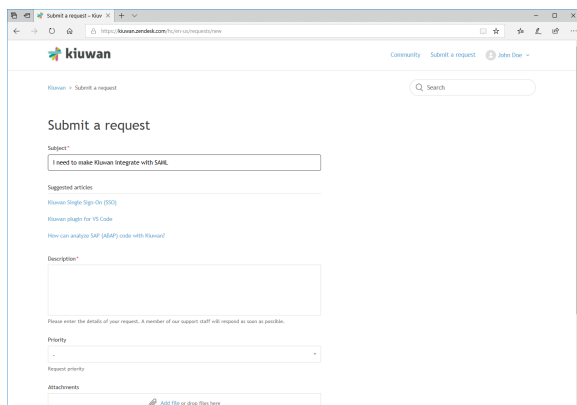
You can access the **Kiuwan Help Center** at <https://kiuwan.zendesk.com/>.

### Submit a request without an account

Click **Submit a request**.



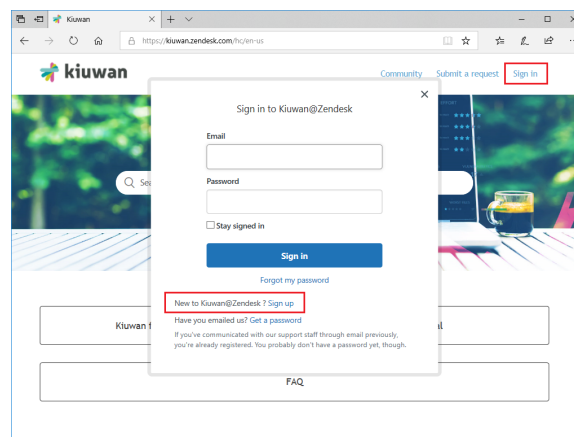
A new page will open with a form, in which you can enter your request.



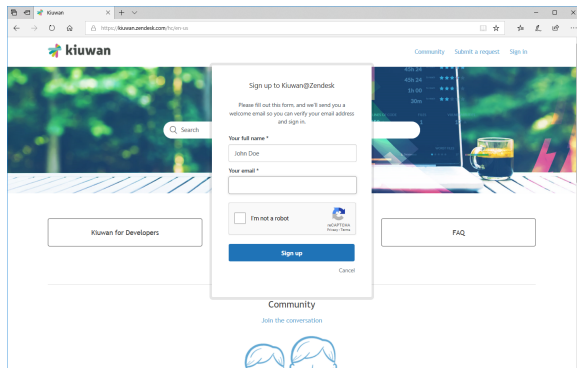
Note that as you type your subject, Help Center will display some recommended articles related to your subject.

## Create an account to submit a request

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



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



You will receive a **verification e-mail**.

Subject: Welcome to Kiuwan@Zendesk

From: [support@kiuwan.zendesk.com](mailto:support@kiuwan.zendesk.com)

Welcome to the Kiuwan support channel on Zendesk.

Through this channel, you will be able to ask for help for any question or problem you might have.

Please click the link below to create a password and sign-in.

<https://kiuwan.zendesk.com/verification/email/tTaMbjXPnZEt5oWTWrXTMGjIOKTOuIEh>

Click on the link and set your password

## Choose your secret password

You'll use this password to sign in to  
Kiuwan@Zendesk .

**Your name**

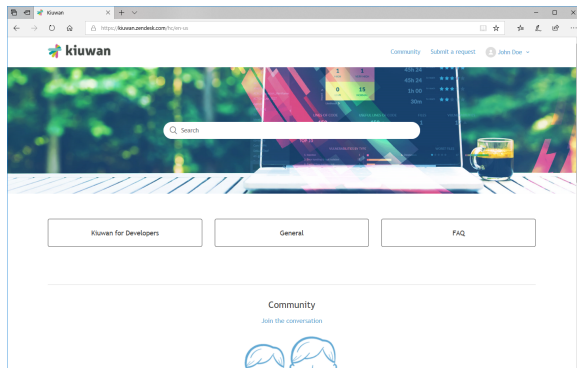
**Your password**

Password requirements:

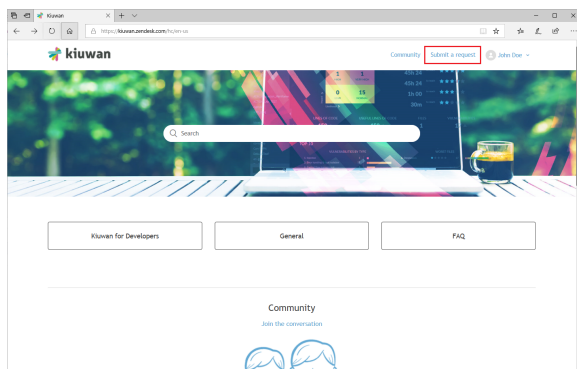
- must be at least 5 characters
- must be different from email address

**Set password**

After setting your password, you will be logged in.

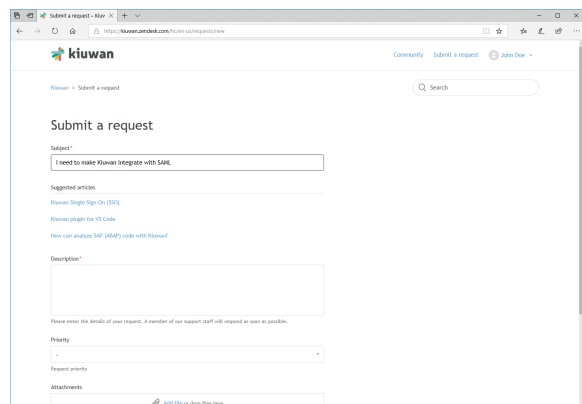


Once logged in at the Kiuwan Help Center, you can **create a new request** by clicking on **Submit a request**.



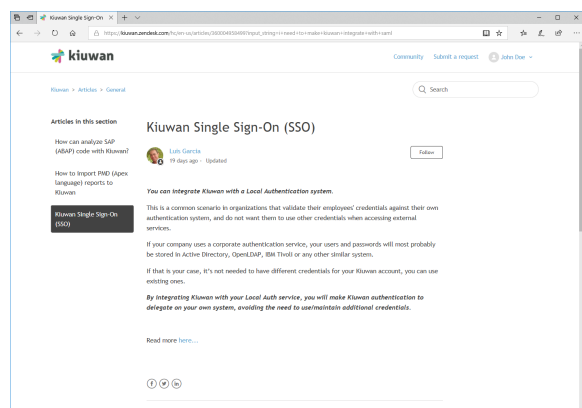
The Submit a request form will be displayed when you can enter the subject and content of your request.

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



The screenshot shows the 'Submit a request' form on the Kiuwan website. The form includes a 'Subject' field with the text 'I need to make Kiuwan integrate with SAP', a 'Description' field, a 'Priority' dropdown menu, and an 'Attachments' section. Below the form, there are 'Suggested articles' including 'Kiuwan Single Sign-On (SSO)', 'Kiuwan plugin for VS Code', and 'How can I analyze SAP (ABAP) code with Kiuwan?'. The Kiuwan logo and navigation links are visible at the top.

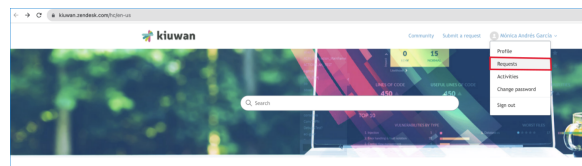
By clicking on any of the suggested articles you will be redirected to the article.



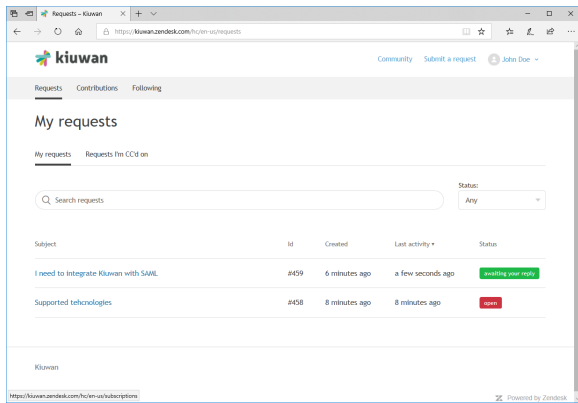
You can create as many tickets as you need.

## How to view my requests

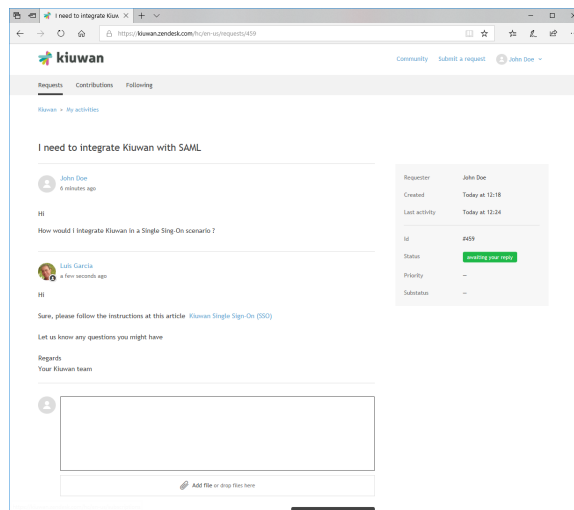
To view all your requests you should select **Requests** in the drop-down menu.



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



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.



## Viewing all the requests of my Kiuwan account

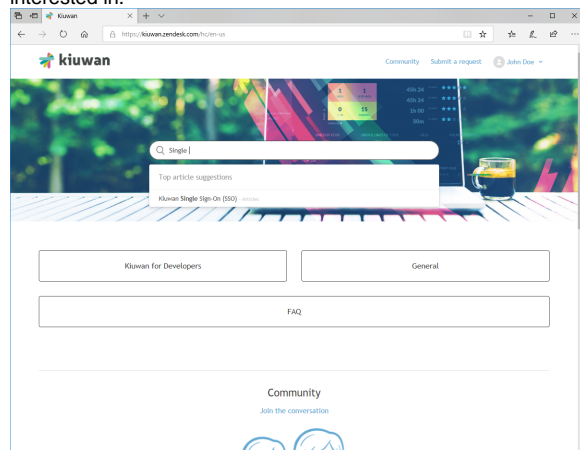
By default, you will only have access to tickets directly created by you.

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.

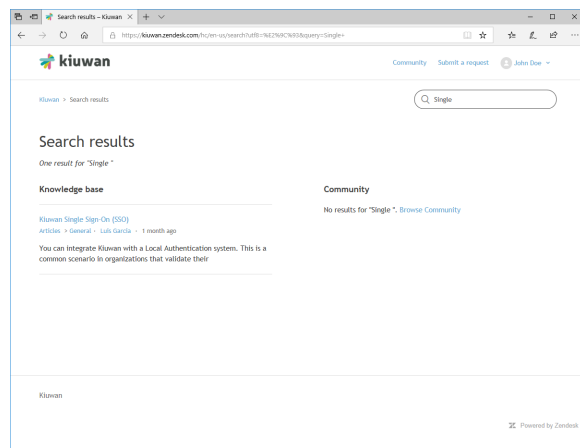
To get access to all your account's tickets please let us know by sending us a request.

## 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.



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

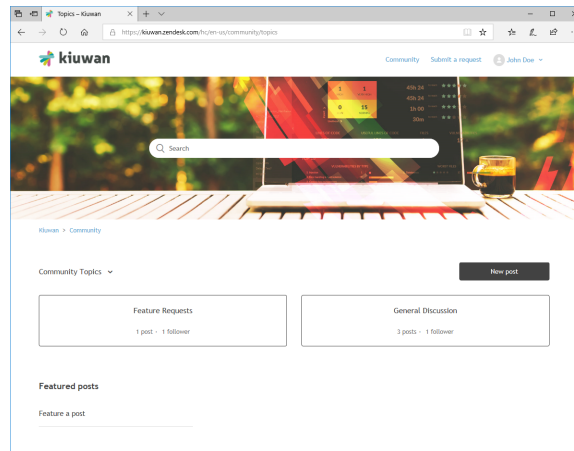




Search results come from two sources:

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**



A new post form will be displayed.

The image shows a web browser window with the address bar displaying `https://kiuwan.zendesk.com/hc/en-us/community/posts/new`. The page header includes the Kiuwan logo, a 'Community' link, a 'Submit a request' button, and a user profile for 'John Doe'. Below the header, a breadcrumb trail reads 'Kiuwan > Community > New post'. A search bar is located on the right. The main content area is titled 'What is your post about?' and contains a 'Title' text input field. Below this is a 'Details (optional)' section with a rich text editor toolbar featuring icons for bold, italic, bulleted list, numbered list, link, and image. The editor area is currently empty. Underneath the editor is a 'Topic' dropdown menu, which is currently set to '-'. At the bottom of the form is a dark 'Submit' button.

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