

How to work with AimFirst Support

Tutorial

Posting support requests

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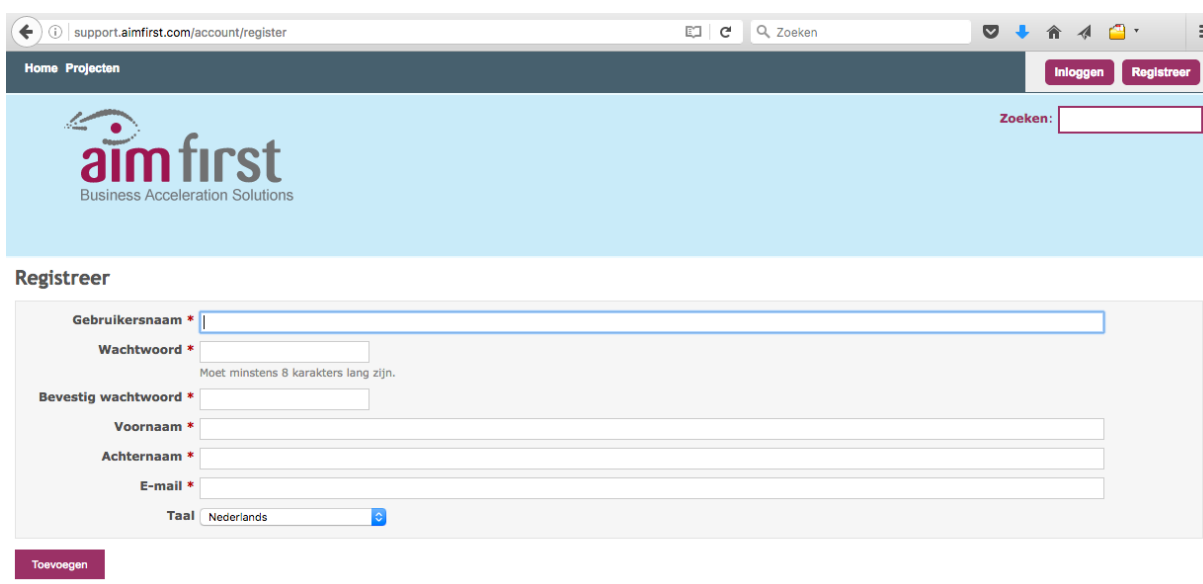
Posting tasks on support

AimFirst offers a support system for its platform users. You can use the support system to post task and monitor progress of task, feature, bug and feedback your opinion about your campaigns and websites.

AimFirst will inform and update the employee about the progress of the tasks.

A step by step guide

1. Register on support.aimfirst: <http://support.aimfirst.com>

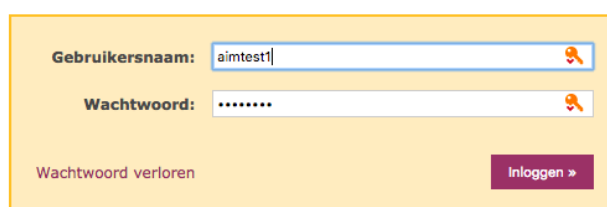


The screenshot shows the registration page on support.aimfirst.com. The browser address bar shows 'support.aimfirst.com/account/register'. The page has a dark blue header with 'Home' and 'Projecten' links, and 'Inloggen' and 'Registreer' buttons. The main content area features the 'aim first' logo and a search bar. Below the logo is a registration form titled 'Registreer' with the following fields: 'Gebruikersnaam *', 'Wachtwoord *' (with a note 'Moet minstens 8 karakters lang zijn.'), 'Bevestig wachtwoord *', 'Voornaam *', 'Achternaam *', 'E-mail *', and a 'Taal' dropdown menu set to 'Nederlands'. A 'Toevoegen' button is located at the bottom left of the form.

2. Login to support.aimfirst



The screenshot shows the login page on support.aimfirst.com. The browser address bar shows 'support.aimfirst.com'. The page has a dark blue header with 'Home' and 'Projecten' links, and 'Inloggen' and 'Registreer' buttons. The main content area features the 'aim first' logo and a search bar.



A close-up of the login form. It has a yellow background and contains the following elements: 'Gebruikersnaam:' followed by a text input field containing 'aimtest1' and a search icon; 'Wachtwoord:' followed by a password input field with masked characters '.....' and a search icon; a link 'Wachtwoord verloren'; and an 'Inloggen >' button.

3. Creating a new issue

On main menu click “New issue” to post a new task.

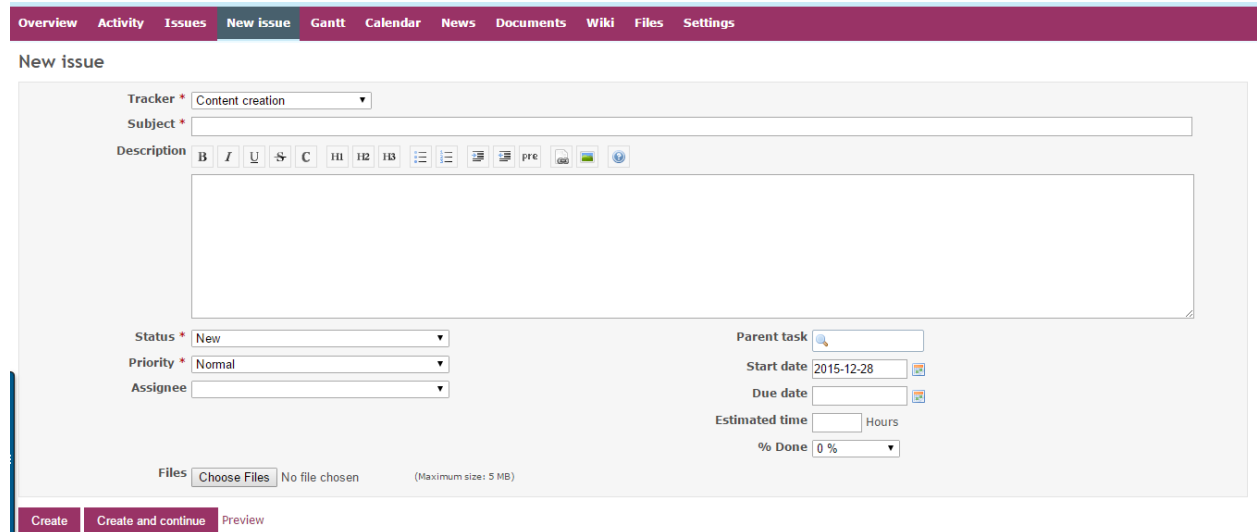


Figure: New issue

Select a topic in the **Tracker** is dropdown list. This will deliver your issue to the right person.

- ✓ List management
- ✓ Campaign
- ✓ Bug
- ✓ Services
- ✓ Etc.

Subject: enter your main requirement

Description: enter your details requirement including content, image, sample link, your ideas and others,...

Status of task:

- ✓ **New:** when you post task
- ✓ In progress
- ✓ Resolved
- ✓ Feedback
- ✓ Closed

Parent task: here you can link to a task that was previously posted

Priority: depend on priority of the task, which we would perform

- ✓ Normal
- ✓ High
- ✓ Urgent
- ✓ Immediate

Assignee: Select “AimFirst Support”


Start date: date is starting


Due date: date is finished

Estimate time: estimated number of hours to perform task

% Done: pay rate done for task

Files attachment: you can attach file *.pdf, *.docx, *.xlsx, *.png, *.jpg, *.gif once or multiple file

Files  AimFirst-Distributed-Lead-Lifecycle-Manage

 Documentfornewmemberbeforestartproject.

No file chosen (Maximum size: 5 MB)

Click “Create” button to post task

Click “Create and continue” button to post task and create new other task

Issues

▼ Filters Add filter

Status open ▼

► Options

#	Tracker	Parent task	Status	Priority	Subject	Assignee	Spent time	Start date	Due date
<input type="checkbox"/> 597	Training & Enablement		New	Normal	Welcome to our Client Program	Willem Jongsma	0.00	12/03/2015	
<input type="checkbox"/> 596	Manage & Analyse	Manage & Analyse #593: Manage & analyse	New	Normal	New task		0.00	04/10/2014	
<input type="checkbox"/> 595	Manage & Analyse	Manage & Analyse #593: Manage & analyse	New	Normal	Optimization		0.00	04/10/2014	
<input type="checkbox"/> 594	Manage & Analyse	Manage & Analyse #593: Manage & analyse	New	Normal	Reporting		0.00	04/10/2014	
<input type="checkbox"/> 593	Manage & Analyse		New	Normal	Manage & analyse		0.00	04/10/2014	
<input type="checkbox"/> 592	Promote content	Promote content #589: Promote content	New	Normal	New task		0.00	04/10/2014	
<input type="checkbox"/> 591	Promote content	Promote content #589: Promote content	New	Normal	Banner adds & PPC		0.00	04/10/2014	
<input type="checkbox"/> 590	Promote content	Promote content #589: Promote content	New	Normal	E-mail marketing		0.00	04/10/2014	
<input type="checkbox"/> 589	Promote content		New	Normal	Promote content		0.00	04/10/2014	
<input type="checkbox"/> 588	Publish content	Publish content #584: Publish content	New	Normal	New task		0.00	04/10/2014	
<input type="checkbox"/> 587	Publish content	Publish content #584: Publish content	New	Normal	Social channels		0.00	04/10/2014	
<input type="checkbox"/> 586	Publish content	Publish content #584: Publish content	New	Normal	Blog		0.00	04/10/2014	
<input type="checkbox"/> 585	Publish content	Publish content #584: Publish content	New	Normal	Campaign pages		0.00	04/10/2014	

Figure: Issue list

4. Edit issue

Click to issue id or parent task to preview task



Training & Enablement #597 Edit Log time Watch Copy

Welcome to our Client Program < Previous | 1 of 48 | Next >

Added by Erwin de Werd 25 days ago.

Status:	New	Start date:	12/03/2015
Priority:	Normal	Due date:	
Assignee:	Willem Jongsma	% Done:	0%
Category:	-	Spent time:	-

Description Quote

Hi Willem,

Welcome to our client program platform. With this system we will manage the implementation and support of the SDB activities.

We use English as main communication language on this platform. This way we can better cooperate with our international team members.

You should have received an separate e-mail including your login details. In case you did not receive this let us know.

Regards,
Erwin

Subtasks Add

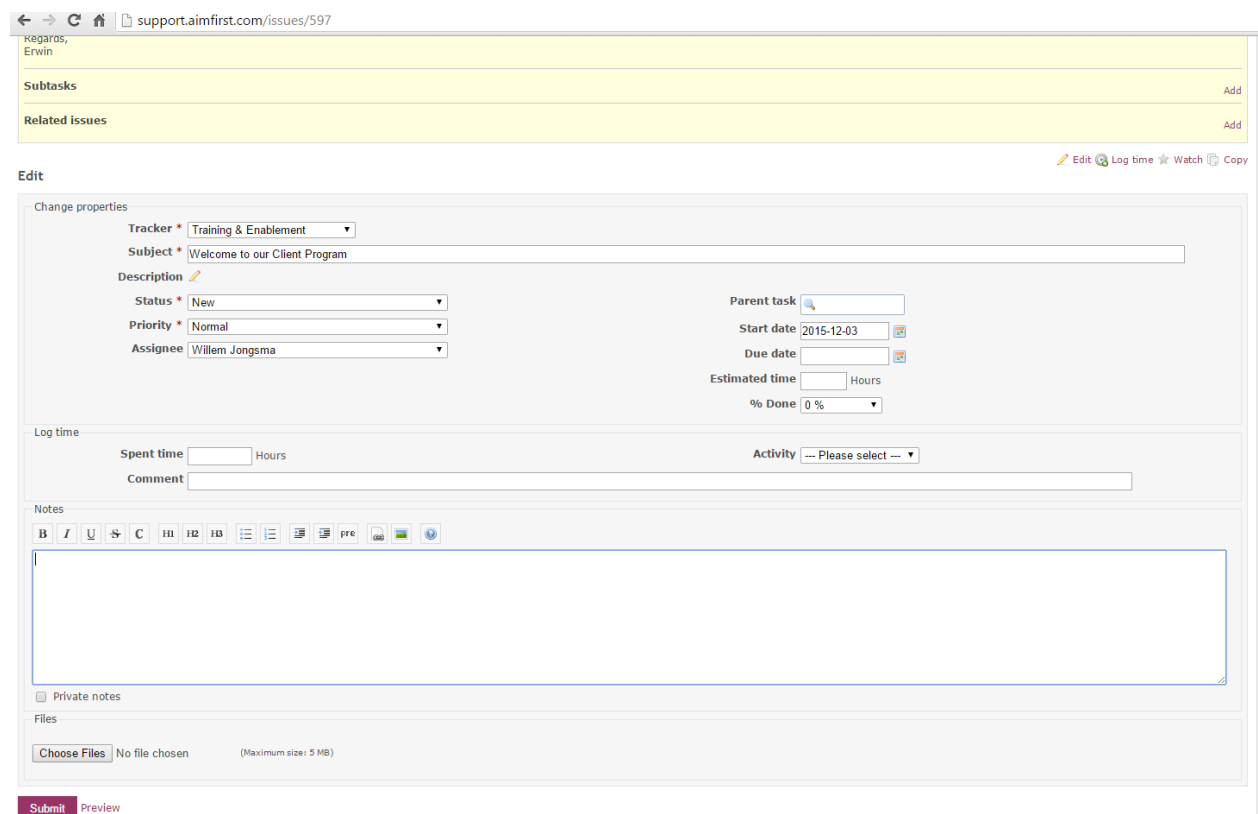
Related issues Add

Edit Log time Watch Copy

Also available in: [Atom](#) | [PDF](#)

Figure: Preview task

Click "Edit" hyperlink on the bottom to Edit issue



[←](#) [→](#) [C](#) [H](#) support.aimfirst.com/issues/597

Erwin de Werd

Subtasks Add

Related issues Add

Edit Edit Log time Watch Copy

Change properties

Tracker * Training & Enablement

Subject * Welcome to our Client Program

Description Edit

Status * New

Priority * Normal

Assignee Willem Jongsma

Parent task

Start date 2015-12-03

Due date

Estimated time Hours

% Done 0 %

Log time

Spent time Hours

Activity

Comment

Notes

Files

No file chosen (Maximum size: 5 MB)

Figure Edit issue

You can post content about issue in Notes box and Assignee to person implement that task.

5. Log time

You can enter number of hours spent time for task. In preview screen, you can click “Log time” on the right bottom page

Spent time

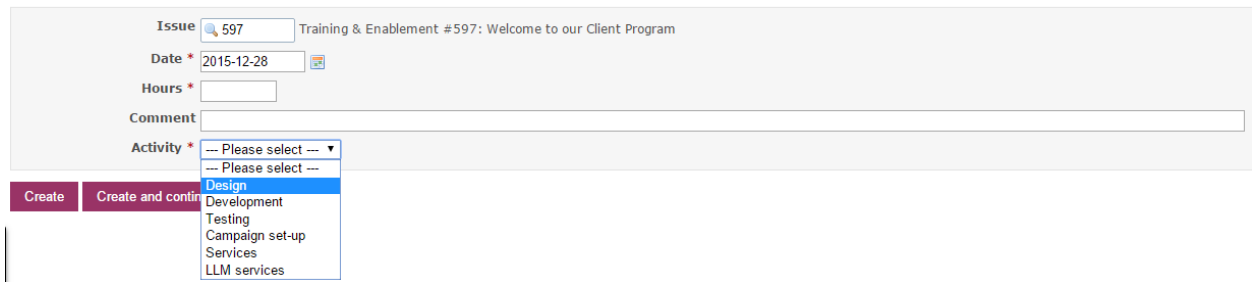
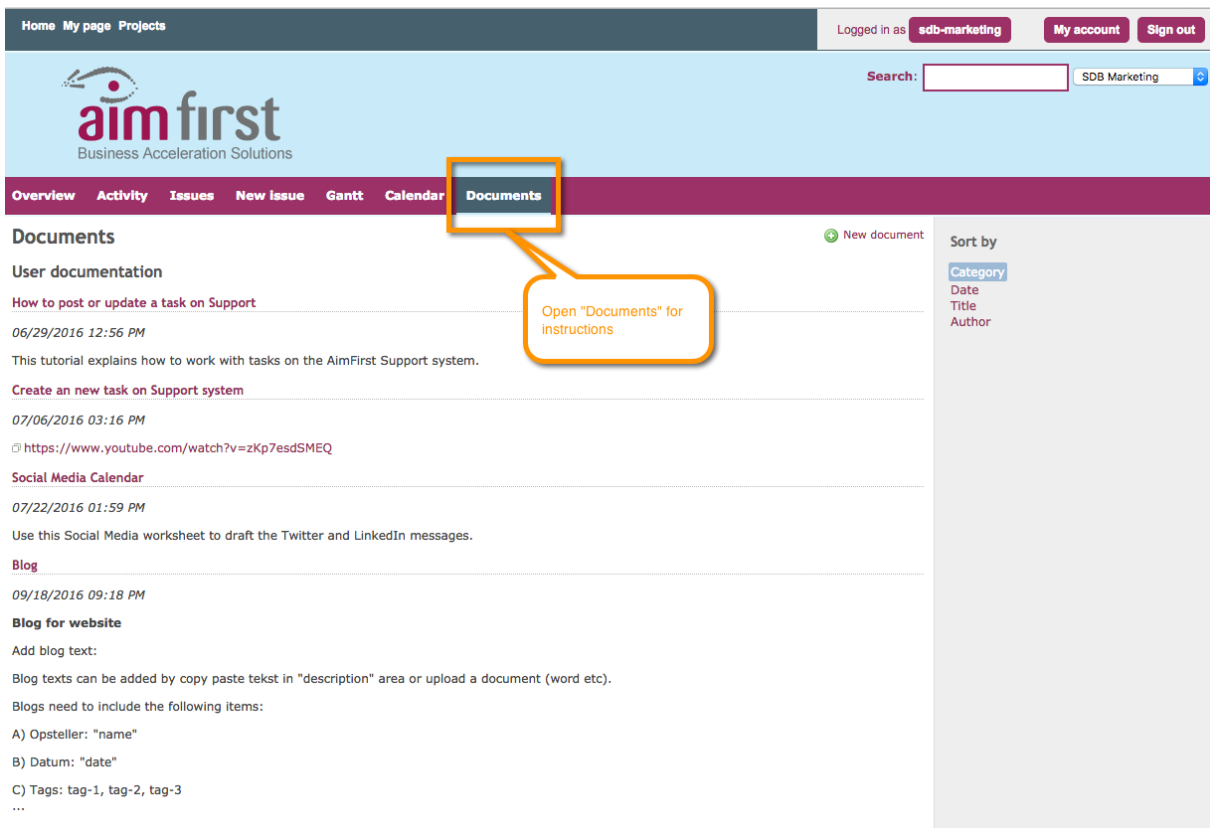
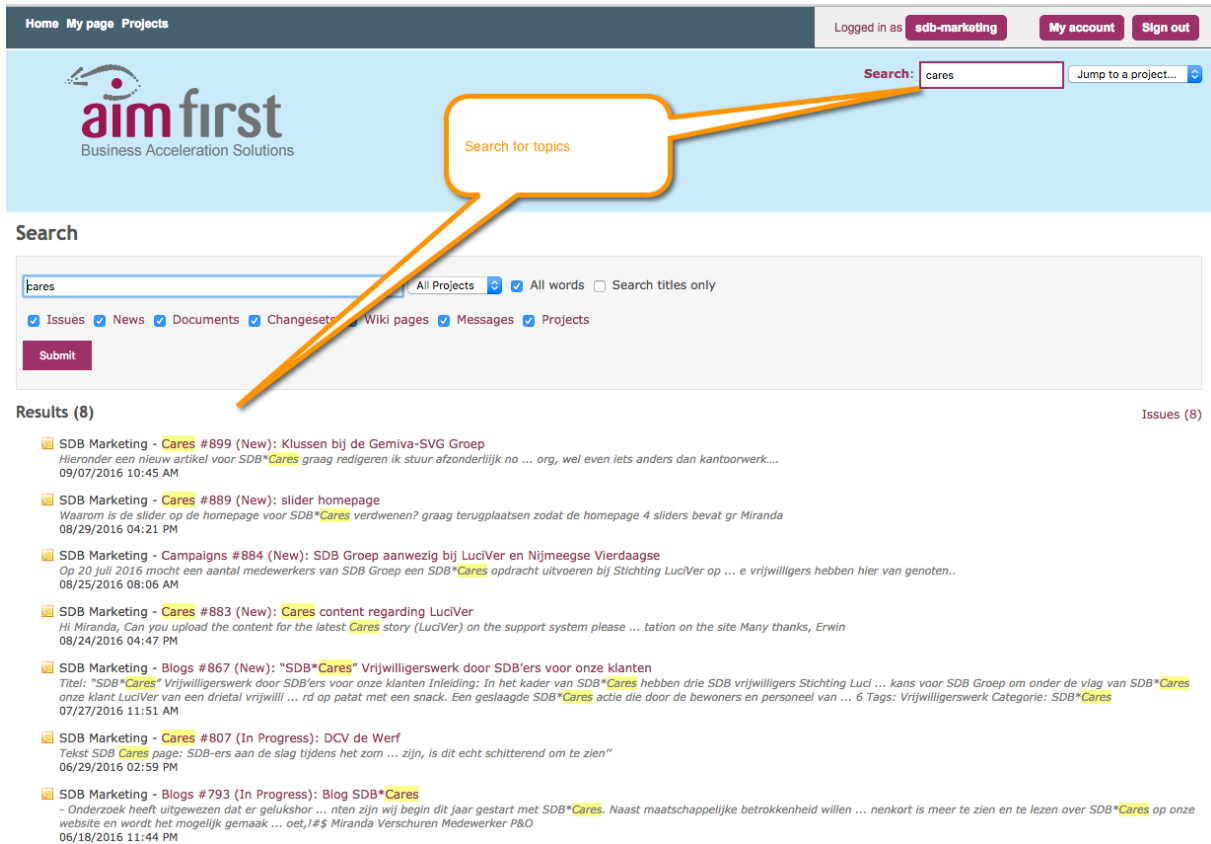


Figure: Log time

6. User documentation



7. Search topics



The screenshot shows the AimFirst website's search functionality. At the top, there is a navigation bar with 'Home My page Projects' and a user login area for 'sdb-marketing'. A search bar at the top right contains the text 'cares' and a 'Jump to a project...' dropdown. Below this, a callout box points to the search bar with the text 'Search for topics'. The main search area features a search input field with 'cares' entered, a dropdown for 'All Projects', and checkboxes for 'All words' and 'Search titles only'. There are also checkboxes for various content types: Issues, News, Documents, Changesets, Wiki pages, Messages, and Projects. A 'Submit' button is located below these options. The search results section, titled 'Results (8)', lists eight items, each with a small icon, a title, a snippet of text, and a date. The results include items from SDB Marketing and SDB Marketing - Blogs, covering topics like 'Clussen bij de Gemiva-SVG Groep', 'slider homepage', 'Campaigns #884', 'Cares content regarding LuciVer', 'Vrijwilligerswerk door SDB'ers voor onze klanten', 'DCV de Werf', and 'Blog SDB*Cares'.

About AimFirst

AimFirst brings business acceleration solutions for B2B companies and channels in a Business as a Service model.

Our Lead Lifecycle Management for SMEs and Large Corporations help them accelerate their performance for: Marketing, Sales, Partner channels & Localization.

AimFirst' offer is including a cloud Platform that brings Lead Lifecycle Solution to its clients including successful implementation and coaching.

Working with the customer as "trusted advisor" is an important value for AimFirst.

See also: <http://www.aimfirst.com> & <http://www.aimfirst.nl>

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