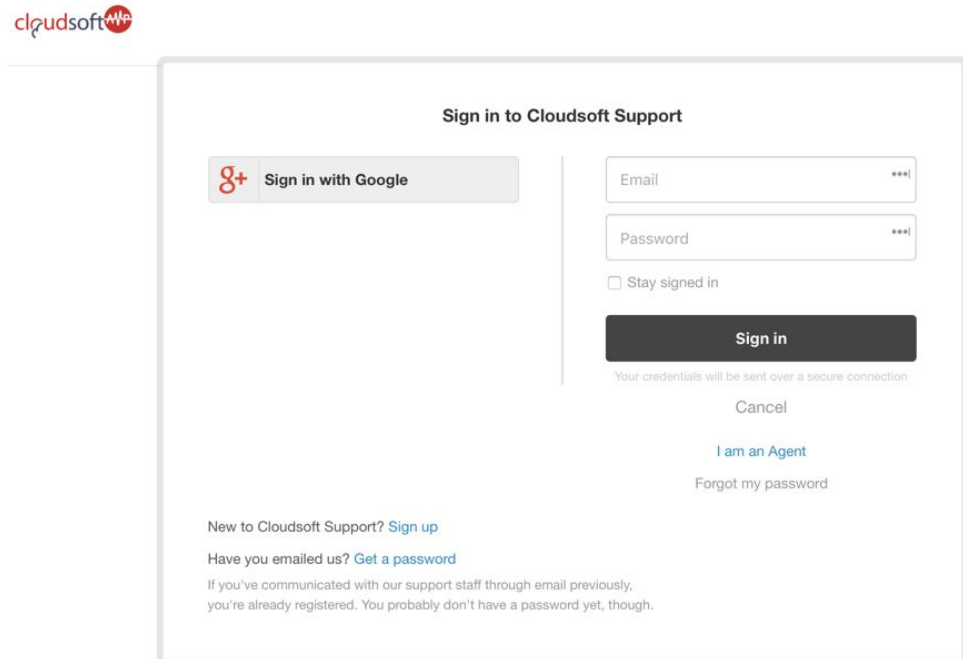


Signing up and using chat support

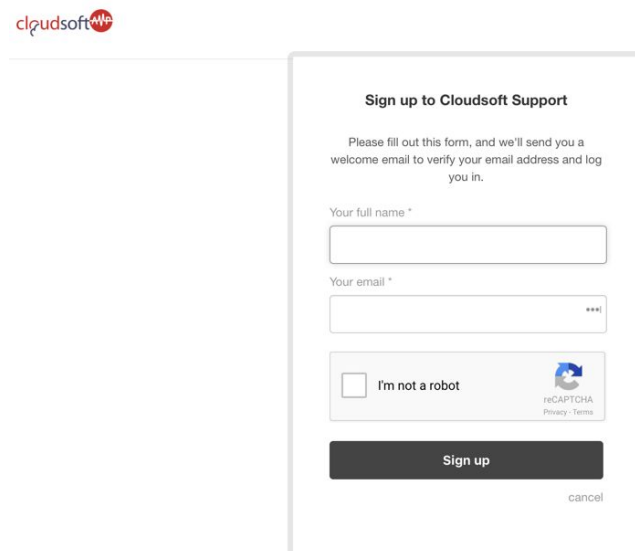
Signing up

- Go to: <https://support.cloudsoft.io>



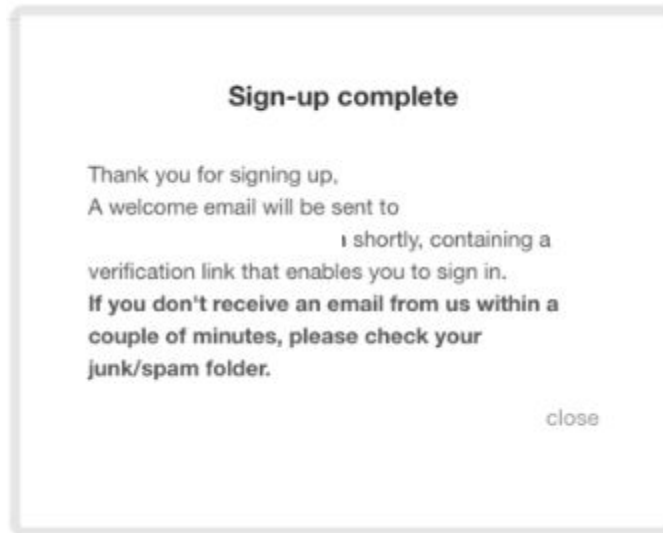
The screenshot shows the 'Sign in to Cloudsoft Support' page. At the top left is the Cloudsoft AMP logo. The main heading is 'Sign in to Cloudsoft Support'. On the left, there is a 'Sign in with Google' button with the Google+ icon. On the right, there are input fields for 'Email' and 'Password', both with masked characters (***). Below these is a checkbox for 'Stay signed in'. A large black 'Sign in' button is centered. Below the button, it says 'Your credentials will be sent over a secure connection.' There are 'Cancel', 'I am an Agent', and 'Forgot my password' links. At the bottom left, there are links for 'New to Cloudsoft Support? Sign up' and 'Have you emailed us? Get a password', followed by a paragraph: 'If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.'

- Click the "Sign up" link

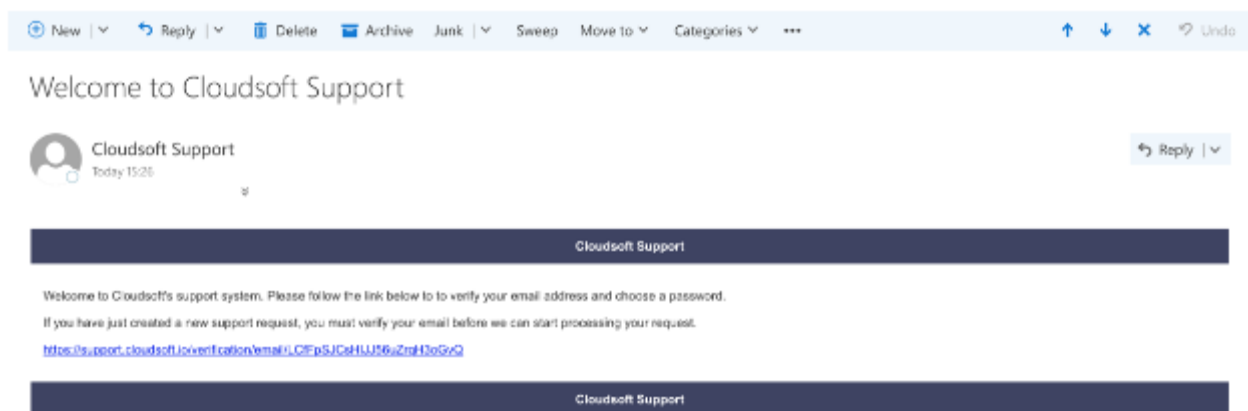


The screenshot shows the 'Sign up to Cloudsoft Support' page. At the top left is the Cloudsoft AMP logo. The main heading is 'Sign up to Cloudsoft Support'. Below the heading, it says 'Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.' There are two input fields: 'Your full name *' and 'Your email *' with masked characters (***). Below these is a checkbox for 'I'm not a robot' and a reCAPTCHA widget with 'reCAPTCHA Privacy - Terms' links. A large black 'Sign up' button is centered. A 'cancel' link is at the bottom right.

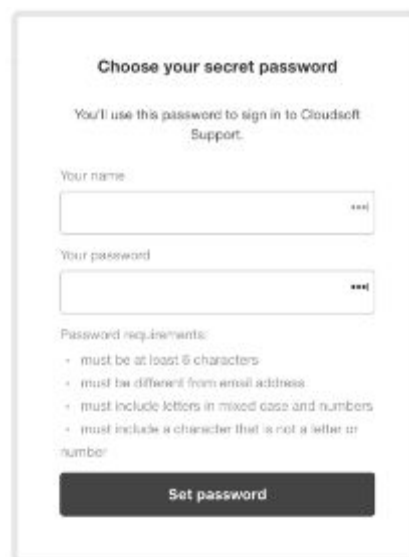
- Add your name, email address and prove you are a human!



- Go to your Inbox and click the verification link in the email from Cloudsoft Support:



- Set a password for your account



Choose your secret password

You'll use this password to sign in to Cloudsoft Support.

Your name

Your password

Password requirements:

- must be at least 6 characters
- must be different from email address
- must include letters in mixed case and numbers
- must include a character that is not a letter or number

Set password

- That's it - you now have a Cloudsoft Support account



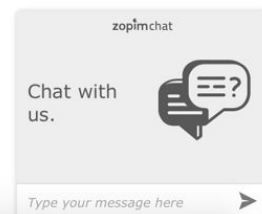
Submit a request

Murdo Aird

HOW TO GET HELP

- ★ Welcome to the Cloudsoft customer help center
- ★ Guidance on setting your ticket priority

Powered by Zendesk



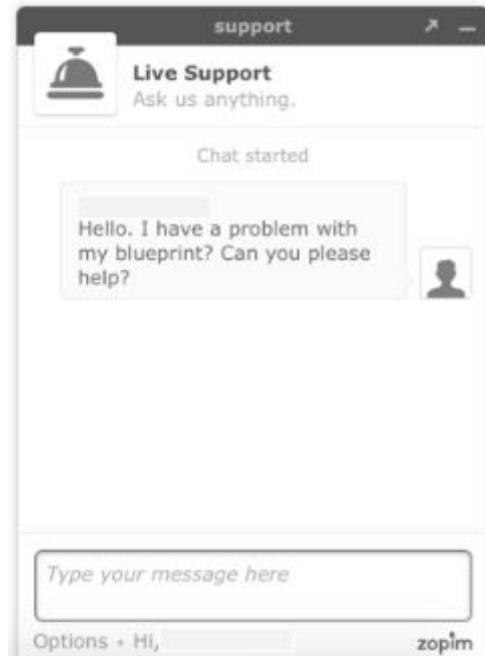
zopimchat

Chat with us.

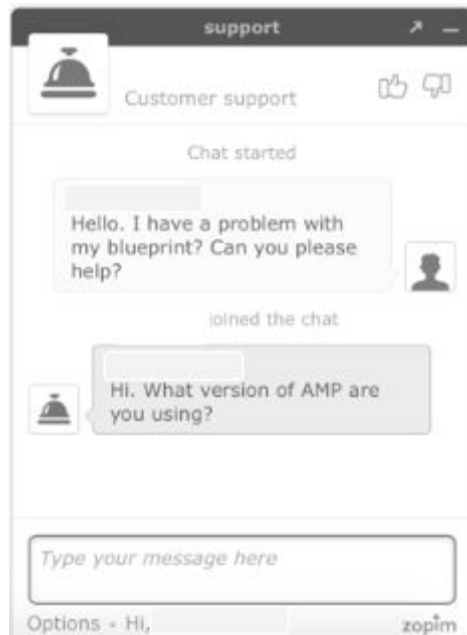
Type your message here

Using chat support

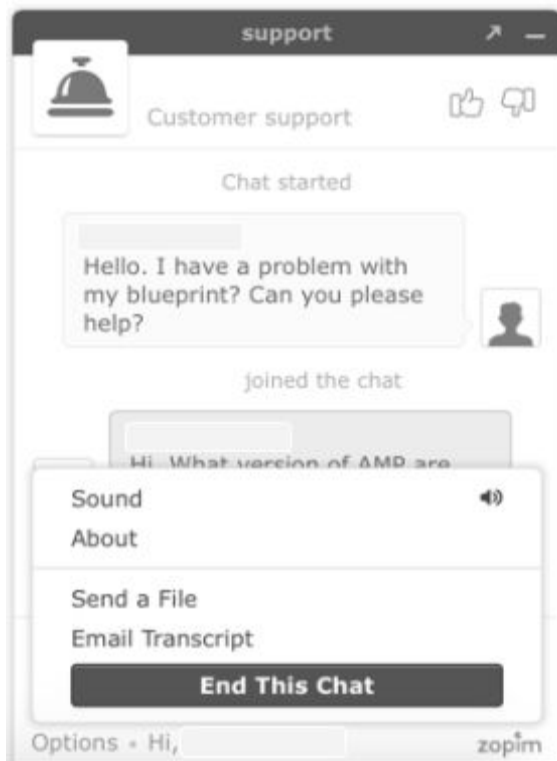
- After logging in, the chat window is available in the bottom right of your browser window (see above example)
- Enter your initial message:



- It will be responded to by a Support agent:



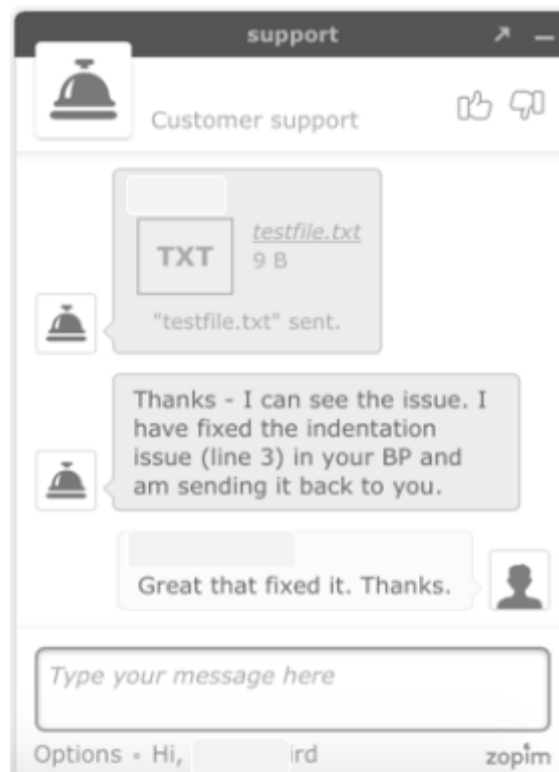
- Click “Options” to send a file



- The conversation can continue to resolve the problem in real time:



- For example, the blueprint can be fixed and sent back to you:



- Once the incident is resolved, you can leave comments and provide a rating for the support you received. This will help Cloudsoft continue to improve the level of support offered.

