Adhese ServiceDesk

From Zendesk to ServiceDesk

Adhese Support was previously hosted on Zendesk. As of May 2025, Adhese Support has moved to our Jira ServiceDesk instance. There will be changes for customers using our support portal, but the email workflow will remain the same. If you send emails to support@adhese.com, they will arrive at the new ServiceDesk portal instead of Zendesk.

The new ServiceDesk portal allows users to follow up on tickets and add comments, similar to what was possible with Zendesk.

ServiceDesk

The Adhese Support Team is dedicated to answering all your questions, resolving any issues and helping you to become familiar with the ins and outs of Adhese.

> Before sending a request to the Support Team, we advise you to consult the Adhese documentation. You will find a *Help* button in the top right corner of the Adhese interface, which will redirect you to the documentation of the Adhese platform. Check if your question or problem has already been reported or solved.
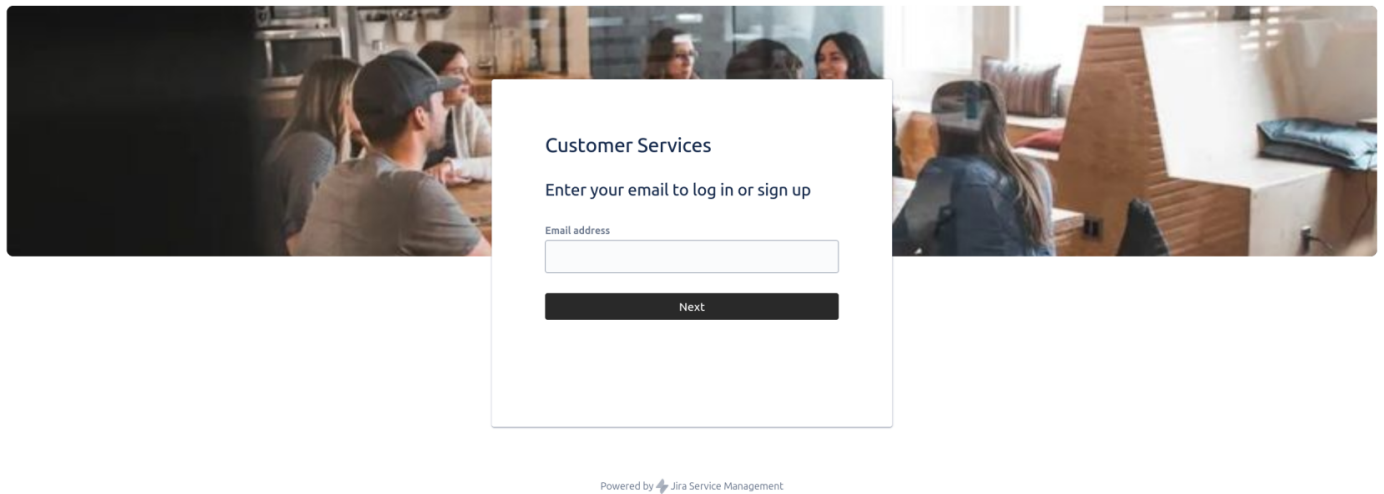
> When contacting support, please try to provide as much information as possible.
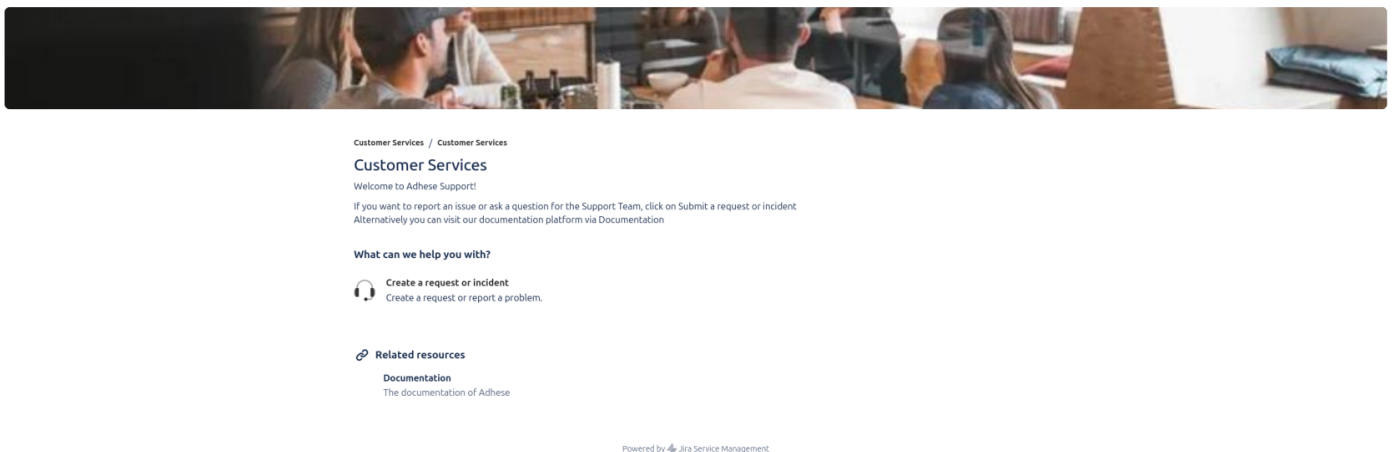
How to get help?

Adhese Support portal

To submit a request via our Support Portal:

- Visit the Adhese Support portal.

adhese

Customer Services

Enter your email to log in or sign up

Email address

Next

Powered by Jira Service Management

- After entering your email address, you will be prompted to enter your password or create a password if this is your first time logging in.

adhese

Customer Services / Customer Services

Customer Services

Welcome to Adhese Support!

If you want to report an issue or ask a question for the Support Team, click on Submit a request or incident
Alternatively you can visit our documentation platform via Documentation

What can we help you with?

Create a request or incident
Create a request or report a problem.

Related resources

Documentation
The documentation of Adhese

Powered by Jira Service Management

You will now be taken to the Adhese Customer Service portal. From here, either create a support ticket or follow the link back to the documentation.

- When you click on *Submit a request or incident*, a form will open. Here, you can give your request a title (summary of the problem) and a more detailed description. You can also attach screenshots, recordings, and other files.
  Please provide the following information when relevant:
  - The ID of the Campaigns/Bookings/Creatives in question
  - Screenshots or screen recordings when describing visual problems or bugs, either inline or as an attachment
  - Actions that may have been taken in an attempt to resolve the problem

Customer Services

How can we help you today?
Welcome to our Customer Service Portal!

Whether you have a question, need assistance, or want to report an issue — you're in the right place.

We're committed to providing you with fast and friendly support.

What can we help you with?

Submit a request or incident
Submit a request or report a problem.

Required fields are marked with an asterisk*

Raise this request on behalf of*

> Casper Steuperaert (casper.steuperaert@adhese.eu)   ⊗ ⌄

Summary*

What are the details of your request?*

| Normal text ⌄ | **B** *I* ⋯ | A ⌄ | ≔ ⋰ | 🔗 @ ☺ ⊞ <> ❶ 🙶 + ⌄ |

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send   Cancel

- Once you have completed your request, click *Send*, and your request will be delivered to Adhese Support.
  - Your request will become a ticket, and you will receive an email confirming your support request. The confirmation contains:
    - Your request.
    - A ticket number for this request.
    - A URL that will redirect you to your request on our Support portal.
  - You will be notified by email when your ticket is updated or resolved.

Adhese support by email

Send an email to our team of Support Engineers at <u>support@adhese.com</u>. Your request will automatically become a ticket in the support portal, and the support team will be notified immediately. Please follow these guidelines when making a Support request by email:

1. Choose a short and comprehensive subject line.
2. Add the ID and name of the campaigns, bookings or creatives into the body of your mail.
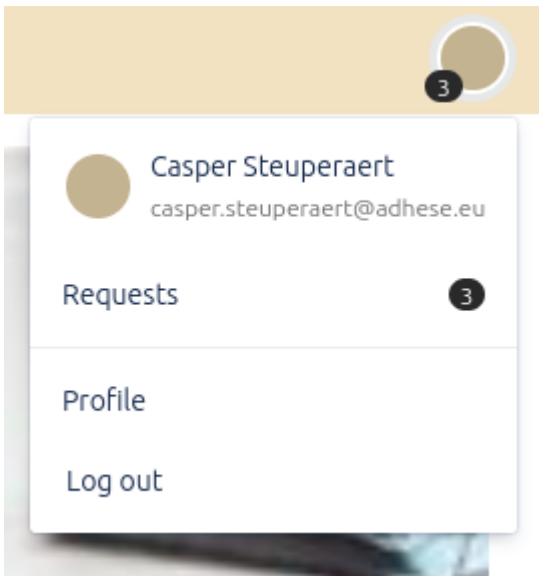3. Add a short but clear description of your request.

> The description should include the actions you or your staff have taken to ensure that the issue is not caused by your infrastructure, coding, or recent system changes.

4. Attach relevant screenshots or recordings.
5. Send your email. Your request will become a ticket, and you will receive an email confirming your support request. The confirmation contains:
   - Your request.
   - A ticket number for this request.
   - A URL that will redirect you to your request on our <u>Support portal</u>.
6. You will be notified by email when your ticket is updated or resolved.
   When sending an email, you can add other people from your company in the CC field. If the support ticketing system recognises the email address (i.e., if the person has an Adhese support account), they will also receive any further communication regarding the request.

Managing your account information

In the top right-hand corner of the Support Portal, you will find an icon that will take you to your Support Profile settings. Click on the icon and then on *Profile*:

On the profile page, you will see two options: *Manage your account* and *Edit account preferences*.

Customer Services

Profile

Personal details

Name
Casper Steuperaert

Email
casper.steuperaert@adhese.eu

Manage your account

Language and time zone

Language
English (United States) [Default]

Time zone
(GMT+01:00) Brussels

Edit account preferences

Manage your account

Selecting *Manage your account* on the *Profile* page will take you to the *Profile and visibility page*. Here you can edit your personal and professional information and set a header image and profile photo..

![adhese logo]

Profile and visibility

Manage your personal information, and control which information other people see and apps may access.

Learn more about your profile and visibility or view our privacy policy.

Profile photo and header image

Who can see your profile photo? ⓘ

🏢 adhese

About you

	Who can see this?
Full name Casper Steuperaert	🌐 Anyone
Public name ⓘ Casper Steuperaert	🌐 Anyone
Job title Documentation & Training Officer	🌐 Anyone
Department Customer Service & Integration	🏢 adhese
Organization Your organization	🏢 adhese
Based in Your location	🏢 adhese
Local time You have not set your time zone yet	🏢 adhese

Contact

	Who can see this?
Email address casper.steuperaert@adhese.eu	🏢 adhese

Edit account preferences

Selecting *Edit account preferences* on the *Profile* page will take you to the *Account preferences* page. Here you can edit your language and time zone settings.

Account preferences

Control settings related to your account.

Language & Region

Changes to your language and timezone will be reflected across Jira, Confluence, Trello, Bitbucket and directory. Update your language and timezone for other products from your product settings.

Language

English (US)

Time zone

Your time zone

Delete your account

⚠ **Your account is managed**

You can't deactivate or delete your Atlassian account because it's owned and managed by an organization. Contact your organization's admin for assistance.

Learn more

Requests

To view your active requests, click your *profile icon* in the top right corner and select *Requests*. This will take you to the Requests page, where you can view the status of your requests.

Requests

| | Request contains... 🔍 | | Status: Open requests ⌄ | All ⌄ | Request type ⌄ | | | | | | |

Type	Reference	Summary	Status	Service project	Requester	Created date	Updated date	Due date	Assignee	Priority
🎧	CS-20809	Adhese instance upgrade 28/05	DONE	Customer Services	Casper Steuperaert	24/05/24	26/04/25	--	Casper Steuperaert	Medium/ Normal
🎧	CS-20796	Rollout Auto Publish Frequency Update - 12:15	DONE	Customer Services	Casper Steuperaert	22/05/24	26/04/25	--	Casper Steuperaert	Medium/ Normal
🎧	CS-20558	Alfabeta Adhese account	DONE	Customer Services	Casper Steuperaert	21/06/24	26/04/25	--	Casper Steuperaert	Medium/ Normal

A request can have several statuses:

- **To Do:** Support has yet to pick up the ticket.
- **In Progress:** The ticket has been picked up by support and is being worked on.
- **Pending:** This ticket awaits a response from the requester.
- **Done:** Support has solved the ticket.

Revision #21
Created 25 April 2025 11:10:41 by Casper Steuperaert
Updated 29 April 2025 13:32:11 by Ron Van Maanen