PRO-SUPPORT PORTAL TRAINING

PRIORITIZED ACCESS, KNOWLEDGEABLE STAFF, FAST ANSWERS

Q2 - 2018
PRO SUPPORT PORTAL
(WALK-THROUGH)
NewCo Labs

Newco_labs_sample_space

1. Introduction and user instructions
2. Support Dashboard
3. Project Members & Roles
4. Recent Content
5. Support Manifest
6. Newest Members
7. New / Open issues
8. Recent Activity
9. Closed Issues
1. Introduction and user instructions
   - This space is an introduction and guidance for members. It provides information about how to use the portal and tips on creating efficient support requests. It also contains a link to community training.
   - This box is intended to be temporary and may be moved to a document for reference after the site becomes active.

2. Support Dashboard
   - This widget contains a graphical representation of the calendar and contract hours remaining in the contract. It is updated daily. By clicking on the chart, a larger view is possible. Below the graphical chart is a link to a detail report of the specific hours / dates entered against each issue.
3. **Project Members and Roles**
   - This widget contains the cast members for this support portal. It includes the names of the customer contacts as well as the NXP representatives associated with this Pro Support contract. This contact list can be used for escalations or to check on the status of a specific issue.

4. **Recent Content**
   - Here you will be able to quickly find the latest files that were uploaded to the portal, without the need to search every discussion.
5. Support Manifest
   - This is an overview of the Pro-Support Contract. It lists what is being supported, the contract start date (or date of last renewal) and the number of support hours in the contract. It also contains the names of the portal administrators (Owned by). These are persons who are authorized to add additional members to the portal.

6. Recently Joined
   - Lists the most recent members to join, and has a link to “View all members” of this portal.
7. **New / Open Issues**
   - At the top of this section is where new issues can be created. Please create a meaningful support question, as this will be the issue title. Pressing the “ask it” button will open a text-box for entering details on the issue.
   - A brief summary of open issues will be listed in this section. The number of support issues shown in this box can be controlled by the portal owner. It is a quick way for us to identify the issues that need attention.

8. **Recent Activity**
   - This box will contain a brief summary of the most recent items to receive an update. Very useful when reviewing active discussions.

9. **Closed Issues**
   - Here will be the most recent issues that have been asked and answered in the portal during its existence. This is another widget with a specified number of entries.
More Information

- NXP Pro-Support is currently available for i.MX, Kinetis and LPC software and hardware platforms.

- If you have additional questions or need more information on NXP’s Pro Support program, please visit www.nxp.com/prosupport or send an email to prosupport@nxp.com

- If you would like information on our Professional Engineering Services, please contact www.nxp.com/services

- For other support options, please visit nxp.com/support

- For general information about using the community tool, Please visit https://community.nxp.com/community/about

- Go here to adjust your profile settings: https://community.nxp.com/docs/DOC-335540

- Here is how to set up your community notifications: https://community.nxp.com/docs/DOC-335539

- If you use Outlook, this plugin might be useful: https://community.nxp.com/docs/DOC-95194
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