Helmut Support Guide

To ensure an efficient and fast resolution of any issues you may have,
we recommend you following this guideline:

1. Open a Support Ticket at https://moovit.jitbit.com/helpdesk

It is recommended to register and create your own log-in within the system. This will allow you to create tickets, check the status of your own tickets and also check any other tickets created by people within your organization!

2. Insert your e-mail address at the appropriate field, choose a subject and fill in the details regarding your issue. Press "Submit" to create the ticket.

You are also able to create and attach screenshots using this option.

3. You will receive an automated e-mail from our system, confirming the creation of the ticket. As soon as your ticket will be processed by our staff, you will be notified
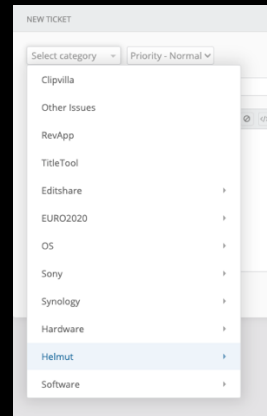
You can also send an e-mail to support@moovit.jitbit.com This will automatically create a ticket in our system. When responding to a ticket, please do not change the Subject line of the e-mail!

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1. In the web-interface, choose the correct category for your issue. This will allow quicker forwarding to the appropriate people within our organization.

2. Select a priority. Be aware that selecting "Critical" will trigger all kinds of workflows and cause a state of alarm within our organization. Please use only when your system is experiencing an error that prevents you from working with the system.
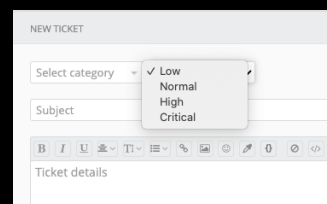
3. Please be as detailed as possible when describing your issue:

    - What software versions are involved?
    - What is happening and how can that be reproduced? Please understand that it is hard for our team to comment on a ticket, describing "something" that happens "sometimes". Ideally, we will need recipes to.
    - Try to include screenshots or screen recordings that show the issue reported.
    - Please include logs or reports relevant to the incident.
    - When did the issue start? Was something changed to the system that could have contributed to the issue (updates to Helmut or 3rd party applications, infrastructure etc.)?
    - Does the issue affect all the clients or just a few? Does it affect all projects/files/formats?
    - What have you already tried and tested to resolve the issue?