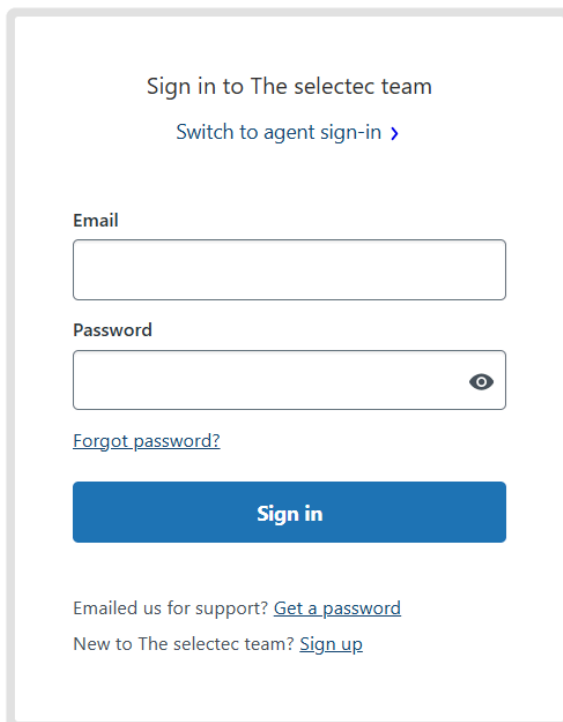


How to login to our Helpdesk

Our Support Portal - <https://selectec.com/support>

Firstly clicking on “view past tickets” button on our support pages will force a login screen to appear to sign in. If you have never setup a password for our Helpdesk this is a good time to set this up.

A screenshot of the selectec login page. At the top, it says "Sign in to The selectec team" with a link "Switch to agent sign-in" below it. There are two input fields: "Email" and "Password". The "Password" field has a toggle icon (an eye) to its right. Below the fields is a blue "Sign in" button. At the bottom, there are two links: "Forgot password?" and "New to The selectec team? Sign up".

Sign in to The selectec team

[Switch to agent sign-in](#)

Email

Password

[Forgot password?](#)

Sign in

Emailed us for support? [Get a password](#)

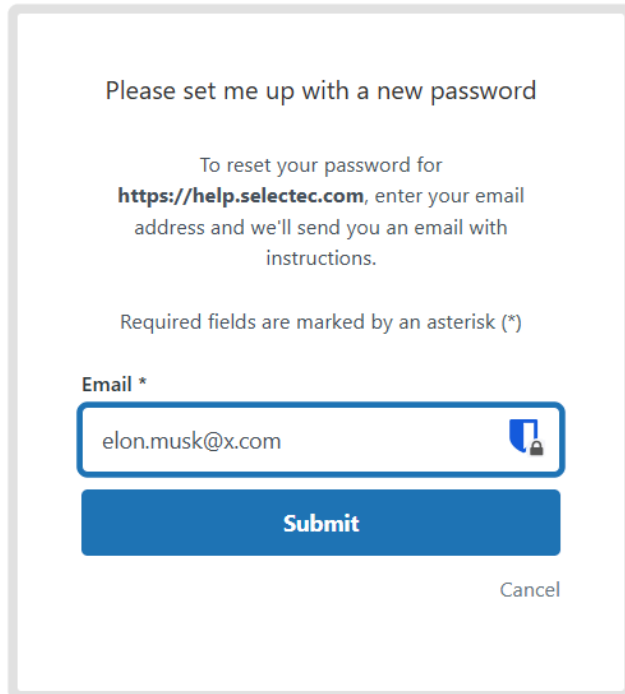
New to The selectec team? [Sign up](#)

If you have setup your email address and password in the past. Then please use these to login to your account.

If you have never sent us an email to our sales or support addresses, then clicking on “sign up” from the bottom of the login page allows you to start the process to add your account.

If you have not set up a password, but have sent us emails to our sales or support addresses in the past. Please click on the “get a password link” from the bottom of the login page.

Creating a password



Please set me up with a new password

To reset your password for **<https://help.selectec.com>**, enter your email address and we'll send you an email with instructions.

Required fields are marked by an asterisk (*)

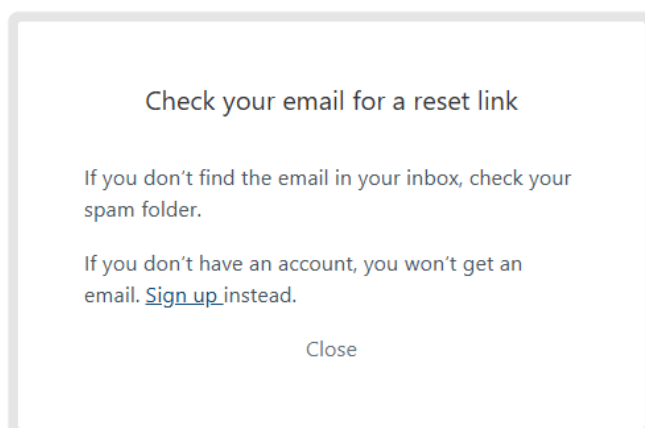
Email *

Clicking on the get a password link, shows this screen.

This allows you to enter your work address (already known to us) so we can start the authentication process to create your password.

When you click “submit” an email will be sent to the address you entered with details on how to setup your password.

Email Confirmation



Check your email for a reset link

If you don't find the email in your inbox, check your spam folder.

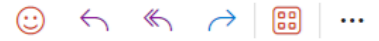
If you don't have an account, you won't get an email. [Sign up](#) instead.

An E-Mail confirmation link is then sent to your email address you entered.

Your E-Mail



The selectec team
To: elon.musk@x.com



Fri 28/06/2024 12:59

Hi Elon Musk,

It looks like you asked to reset the password for your The selectec team account.

[Set a new password](#) to complete the reset.

If you didn't ask to reset your password, you can safely ignore this email. The existing password will still work when you [sign in](#).

This email is a service from The selectec team. Delivered by [Zendesk](#).

↩ Reply

➦ Forward

In your mail client, if you have entered your email correctly, and used it to contact us previously, you will see a password reset email from us.

Clicking on the link in this email address allows you to set a new password.
Clicking this link shows the page below.

Change password

New password

Password requirements:

- ◀ must be at least 6 characters
- ◀ must be fewer than 128 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

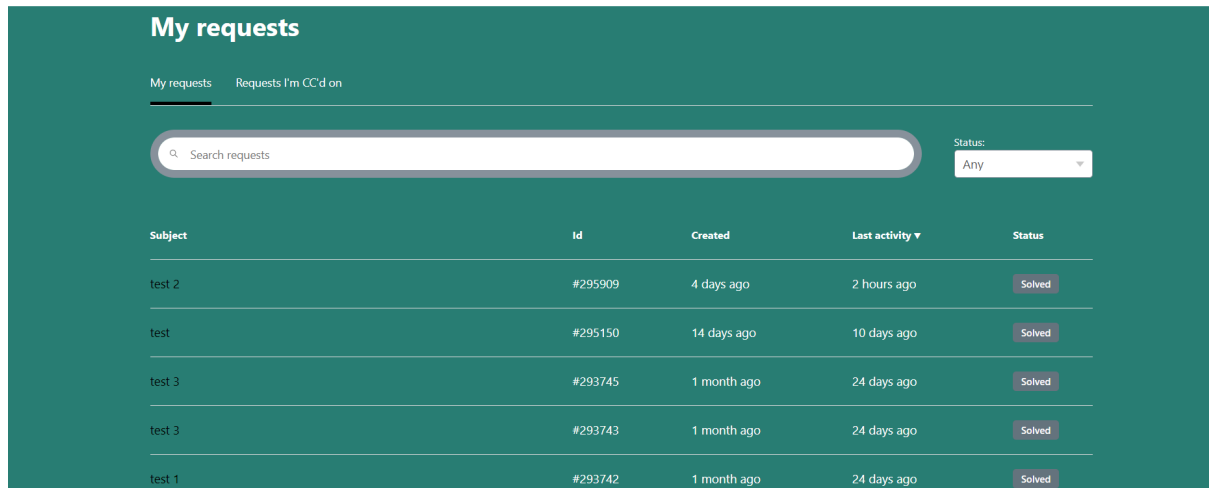
Change password

From this link you can setup a new password. The password has to include

- 1 - At least six characters.
- 2 - Must not be your email address.
- 3 - Must include letters and numbers
- 4 - And one special character.

Clicking on "change password" will then set this new password against your account.

You're Logged In



My requests

My requests Requests I'm CC'd on

Search requests

Status: Any

Subject	Id	Created	Last activity ▼	Status
test 2	#295909	4 days ago	2 hours ago	Solved
test	#295150	14 days ago	10 days ago	Solved
test 3	#293745	1 month ago	24 days ago	Solved
test 3	#293743	1 month ago	24 days ago	Solved
test 1	#293742	1 month ago	24 days ago	Solved

Once logged in you can view all your open and old tickets.

And if requested through support we can amend your account so you have an overview of all tickets that come in to us from your company. This is ideal for manager to keep an overview of all tickets that are open or under review.