

VANDELFT.TECH

**Support Portal**  
**User Guide**

## Index

1. Overview .....	3
2. Accessing the Support Portal .....	3
3. Submitting a Support Ticket .....	4
3.1 Steps to Submit a Ticket .....	4
3.2 Before Submitting .....	5
4. Tracking and Responding to Tickets.....	6
4.1 Viewing Existing Tickets .....	6
4.2 Ticket Details Page .....	7
5. User Account Management.....	8
5.1 Accessing Profile Settings .....	8
5.2 Editing Profile Information .....	9
5.3 Changing Your Password .....	9
5.4 Updating Email Address .....	9
6. Knowledge Base .....	10
7. Closing.....	10

Welcome to the vanDelft.tech Support Portal. This guide provides clear instructions on how to submit and manage support tickets efficiently.

Portal link: <https://vandelft.tech/supportportal/>

## 1. Overview

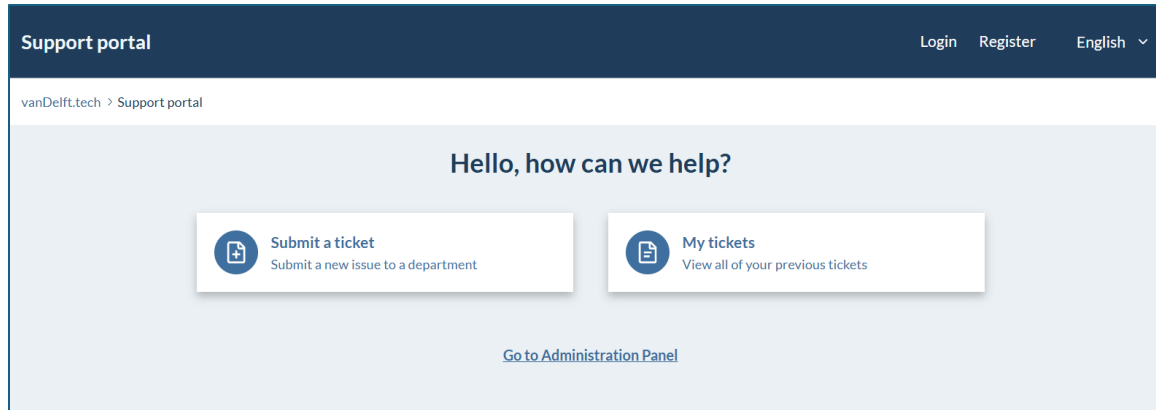
- IT support requests
- Camera and security system issues
- Access control and alarm system inquiries
- Home automation and configuration support
- General technical troubleshooting
- Up or down-grade requests

Through the portal, you can:

- Submit new support tickets
- View and respond to existing tickets
- Upload attachments
- Communicate securely with support staff
- Access the knowledge base

## 2. Accessing the Support Portal

1. Open your web browser.
2. Navigate to: <https://vandelft.tech/supportportal/>
3. The homepage will display two main options:
  - Submit a Ticket
  - My Tickets
  - Knowledgebase




Note: A user account is required to submit or view tickets.

## 3. Submitting a Support Ticket

To submit a new request, ensure you are logged in.

### 3.1 Steps to Submit a Ticket

1. Click Submit a Ticket.
2. Complete the required fields:
  - Company (optional)
  - Subject – brief summary of the issue
  - Message – detailed description of the problem
3. Optionally add CC recipients.
4. Upload relevant attachments.

 **Submit a Support Request**  
Required fields are marked with \*

**Add Cc**

Company:

Subject: \*

Message: \*

Attachments:  
  
Drag files here or click the 'Add File' button below to select files to upload.

**Add file**

[File upload limits](#)

## 3.2 Before Submitting

Verify that:

- All required fields are completed
- Information is accurate
- Attachments are included if necessary

Attachments:

Drag files here or click the 'Add File' button below to select files to upload.

Add file

[File upload limits](#)

**Before submitting please make sure of the following:**  
All necessary information has been filled out.  
All information is correct and error-free.

**We have:**  
[REDACTED] recorded as your IP Address  
[REDACTED] recorded the time of your submission

Submit Ticket

Click Submit Ticket to send your request.

### 3.3 After Submitting

A confirmation screen will appear showing:

- Your unique Ticket ID
- A link to view your ticket

**Ticket submitted**  
Your ticket has been successfully submitted! Ticket ID: PJ7-GGZ-W9LG

**No confirmation email?**  
We sent a confirmation message to your email address. If you do not receive it within a few minutes, please check your Junk, Bulk or Spam folders. Mark the message as **Not SPAM** to avoid problems receiving our correspondence in the future.

View your ticket

If no confirmation email is received, check your Spam/Junk folder and mark the message as Not SPAM.

## 4. Tracking and Responding to Tickets

### 4.1 Viewing Existing Tickets


1. Click My Tickets.
2. Log in with your credentials.

Support portal Login Register English ▾

vanDelft.tech > Support portal > Login

**Note**

Please log in to continue. If you don't have an account with us, you can [register here](#).

 **Login**

Email Address \*

Password \*

Log me on automatically each visit  
 Remember just my email  
 No, thanks

[Forgot password?](#)

[Create an account](#)

## 4.2 Ticket Details Page



When opening a ticket, you can view:

- Ticket subject and message history
- Tracking ID and status
- Creation and update timestamps
- Category and reply count
- Last replier

You may:

- Add a reply
- Upload attachments
- Mark the ticket as resolved when your

### Test ticket

From:  Test user » 11-24-2025 19:37:36 

Company: EBCP

Test

---

#### Add reply

Message \*

Attachments

Drag files here or click the 'Add File' button below to select files to upload.

Add file

[File upload limits](#)

Submit reply

#### Ticket Details

[Refresh this page](#)

Tracking ID: PJ7-GGZ-W9LG

---

Ticket number: 5

---

Ticket status: New

---

[\[Mark as Resolved\]](#)

---

Created on: 11-24-2025 19:37:36

---

Updated: 11-24-2025 19:37:36

---

Last replier: Test user

---

Category: General Inquiry

---

Replies: 0

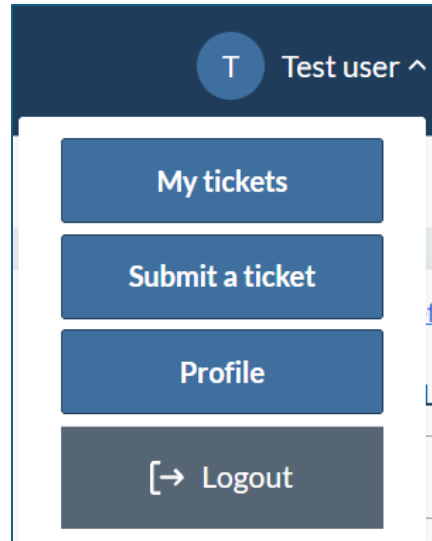
To respond, type your message and click Submit reply.

## 5. User Account Management

### 5.1 Accessing Profile Settings

Click your username in the top-right corner to access:

- My Tickets
- Submit a Ticket
- Profile
- Logout



## 5.2 Editing Profile Information

1. Select Profile.
2. Update your name or language.
3. Click Save changes.

## 5.3 Changing Your Password

1. Enter your current password.
2. Enter and confirm a new password.
3. Click Save changes.

## 5.4 Updating Email Address

1. Enter your new email.
2. Click Save changes.
3. Verify the change via email if prompted.

<h3>Edit Profile</h3> <p>Name: *</p> <input type="text" value="Test user"/> <p>Preferred Language:</p> <p>English ▾</p> <p><b>Save changes</b></p>	<h3>Edit Password</h3> <p>You must provide your current password in order to change it.</p> <p>After a successful password update, you will be redirected to the login page, where you can log in with your new password.</p> <p>Current password *</p> <input type="text"/> <p>New password *</p> <input type="text"/> <p>Confirm new password *</p> <input type="text"/> <p>Password Strength</p> <input type="text"/> <p><b>Save changes</b></p>
<h3>Change Email</h3> <p>Email *</p> <input type="text" value="user@domain.com"/> <p><b>Save changes</b></p>	<h3>Multi-Factor Authentication (MFA)</h3> <p>Multi-Factor Authentication is disabled</p> <p><b>Manage MFA</b></p>

## 6. Knowledge Base

The knowledge base is accessible through the Support portal homepage.

## 7. Closing

For further assistance, please submit a ticket via:

<https://vandelft.tech/supportportal/>

Thank you for using the vanDelft.tech Support Portal!