

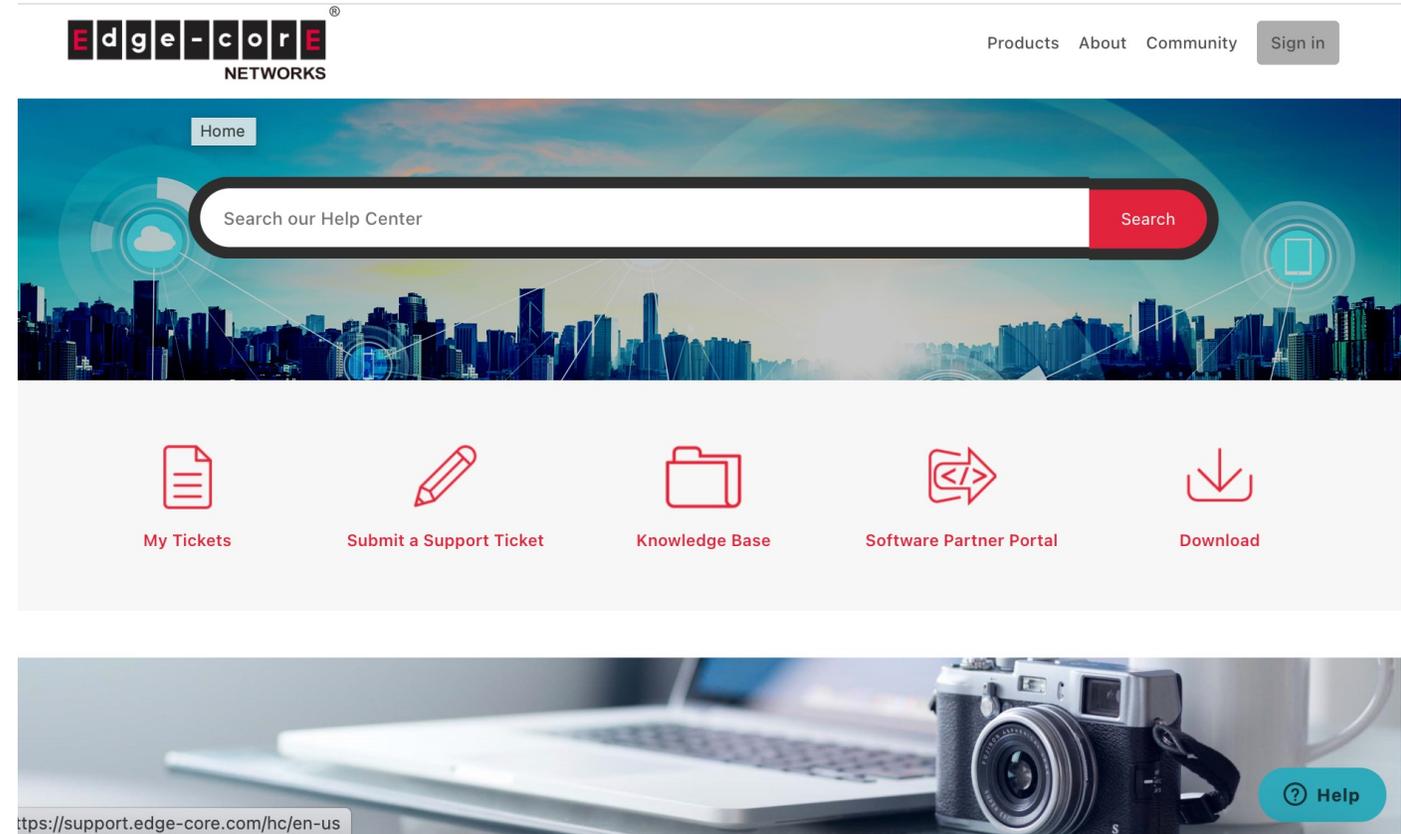
# Introduce Edgecore Customer Support portal

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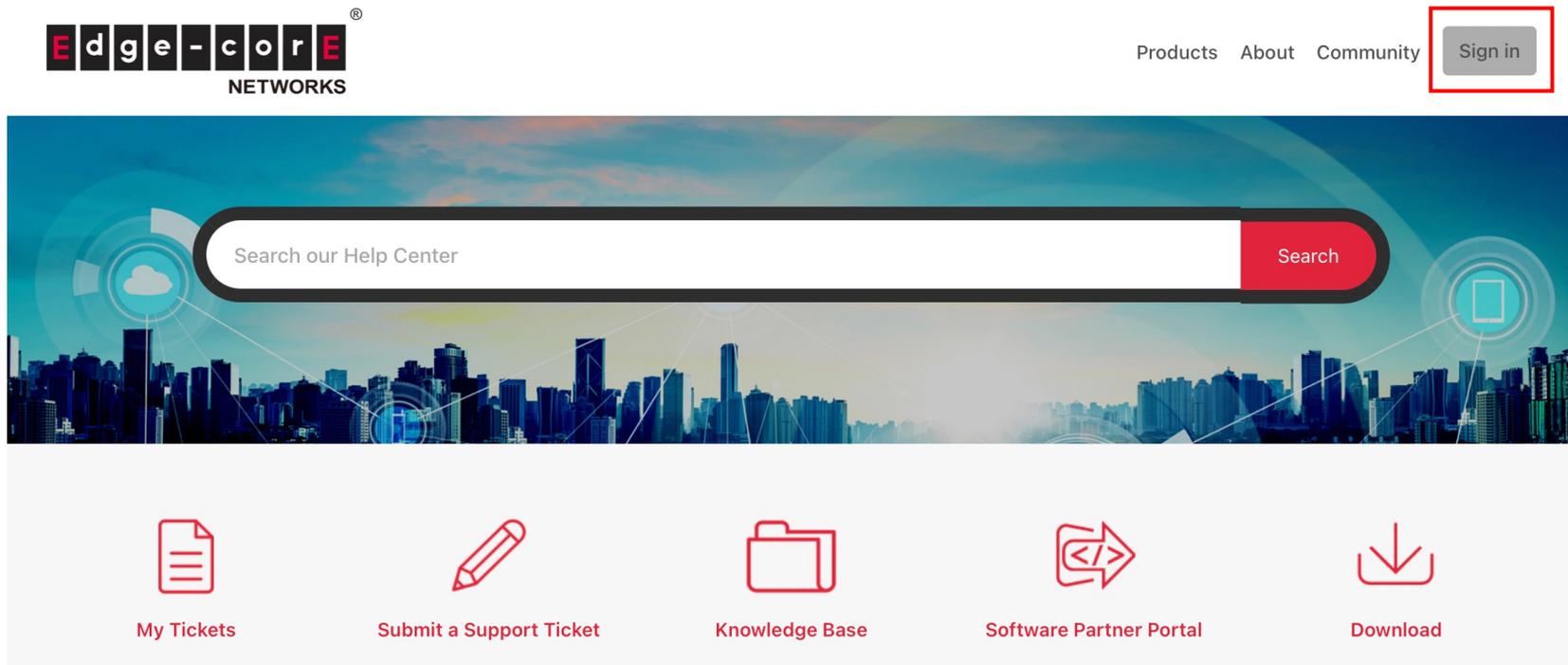
# Edgecore Customer Support Portal

1. Log in to the system
2. Submit your request
3. Track the tickets
4. Access knowledge base



# 1. Log in to the system

- Before using the system, you need to have an account.
  - Link to: <https://support.edge-core.com/hc/en-us>
  - Click Sign in button at the top right corner



The screenshot shows the top section of the Edge-Core Networks support website. On the left is the logo for Edge-Core Networks, with 'Edge-core' in a stylized font and 'NETWORKS' below it. To the right of the logo are navigation links for 'Products', 'About', and 'Community'. A 'Sign in' button is highlighted with a red box. Below the navigation is a large search bar with the placeholder text 'Search our Help Center' and a red 'Search' button. At the bottom of the page, there is a row of five red icons with corresponding text labels: 'My Tickets' (document icon), 'Submit a Support Ticket' (pencil icon), 'Knowledge Base' (folder icon), 'Software Partner Portal' (code icon), and 'Download' (download arrow icon).

# 1. Log in to the system – Register an account

- If you are a new user:  
Click [[Sign up](#)] to create a new account.
- If you had sent mail to “Support@edge-core.com” before:  
Click [[Get a password](#)], system will use your email to create an account.
- After creating an account, you can sign in with your email / password

Support System



The screenshot shows a login form titled "Support System". It contains two input fields: "Email" and "Password". A red rectangular box highlights both input fields. Below the input fields is a blue button labeled "Sign in".

[I am an Agent](#)

[Forgot my password](#)

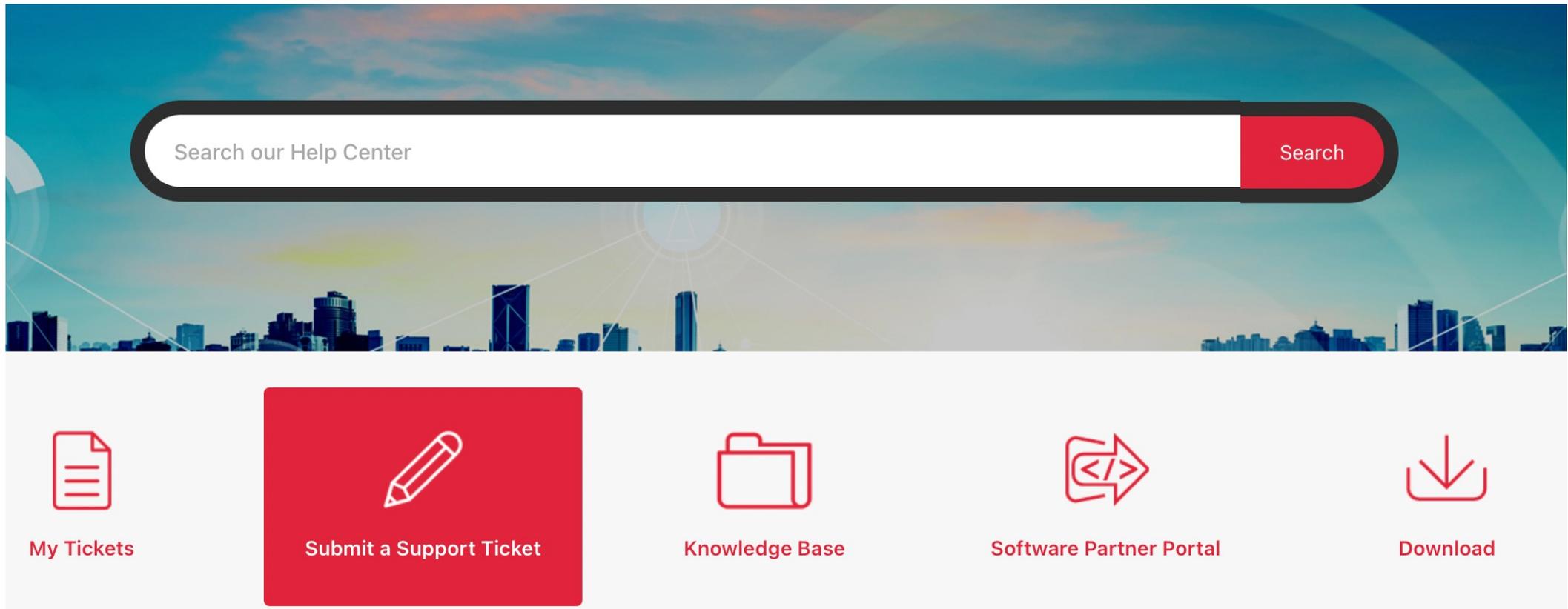
New to Tech Support System? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

## 2. Submit your request

- To submit a ticket, please click the 2<sup>nd</sup> icon from the landing page



## 2. Submit your request

- If your issue is **general switch related issue**, please choose “**General Support Request Form**”
- If your issue is **WiFi issue**, please choose “**General IgniteNet & Edgecore WIFI Form**”
- If you want **request SONiC image** file, please choose “**SONiC Download Request Form**”
- If you want **request BAL(Broadband Adaptation Layer) patch**, please choose “**BAL Patch Download Request Form**”

[Edgecore Help Center](#) > Submit a request

### Submit a request

Please choose your request form below.

–

**General Support Request Form**

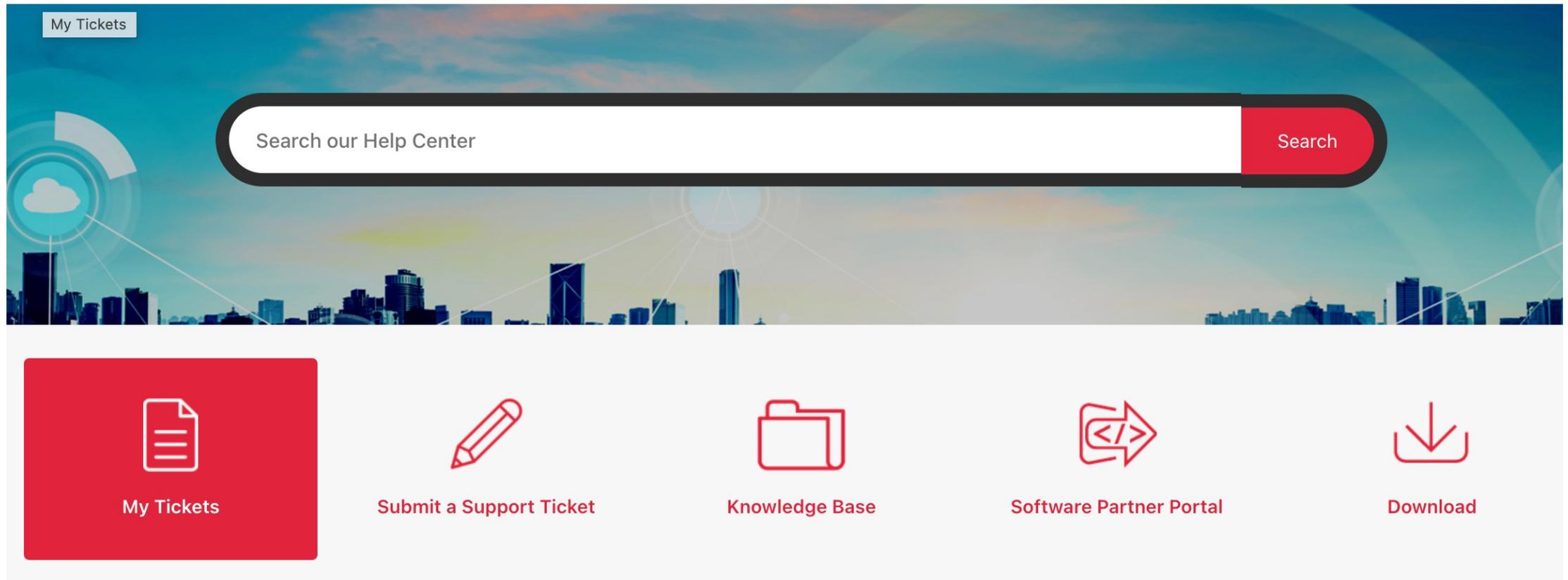
General IgniteNet & Edgecore WIFI Form

SONiC Download Request Form

BAL Patch Download Request Form

## 3. Track the tickets

- You can click the 1<sup>st</sup> icon to check the status of the request (we call ticket) you submit



# 3. Track the tickets

- System will record all ticket you submitted before

Edgecore Help Center > My activities

Requests Contributions Following

## My requests

My requests Requests I'm CC'd on

Search requests

Status:

Subject	Id	Created	Last activity ▼	Status
Test Zendesk from John	#11255	October 06, 2020 13:30	11 hours ago	open
Test, Is Light Agent can access Ticket if add to follower	#14740	March 31, 2021 17:12	2 months ago	solved

# 3. Track the tickets – check & reply

- You can check your ticket (Open a ticket to enter this interface)

**Title** ——— Test Zendesk from John

**Communication content**

 **john\_weng 翁維澤**  
December 18, 2020 16:09

Test upload file size in public

Best Regards,  
John Weng - Tech. Support Dev.  
Edgecore Networks Corporation  
Web: <http://www.edge-core.com>  
Support Portal: <https://support.edge-core.com>  
New Ticket Request Form: <https://support.edge-core.com/hc/en-us/requests/new>  
Support Mail: [support@edge-core.com](mailto:support@edge-core.com) and [support@edgecore.zendesk.com](mailto:support@edgecore.zendesk.com) (backup)

**Attachment (if any)**

 **Test.rar**  
30 MB · Download

Requester	coi618 (End-User)
Created	October 06, 2020 13:30
Last activity	Friday at 11:50
Assigned to	john_weng 翁維澤
Id	#11255
Status	<span>open</span>
Attachments	 <b>Test.rar</b> 30 MB · Download

Ticket create time

Responsible Agent

Ticket status

All attachment in this ticket

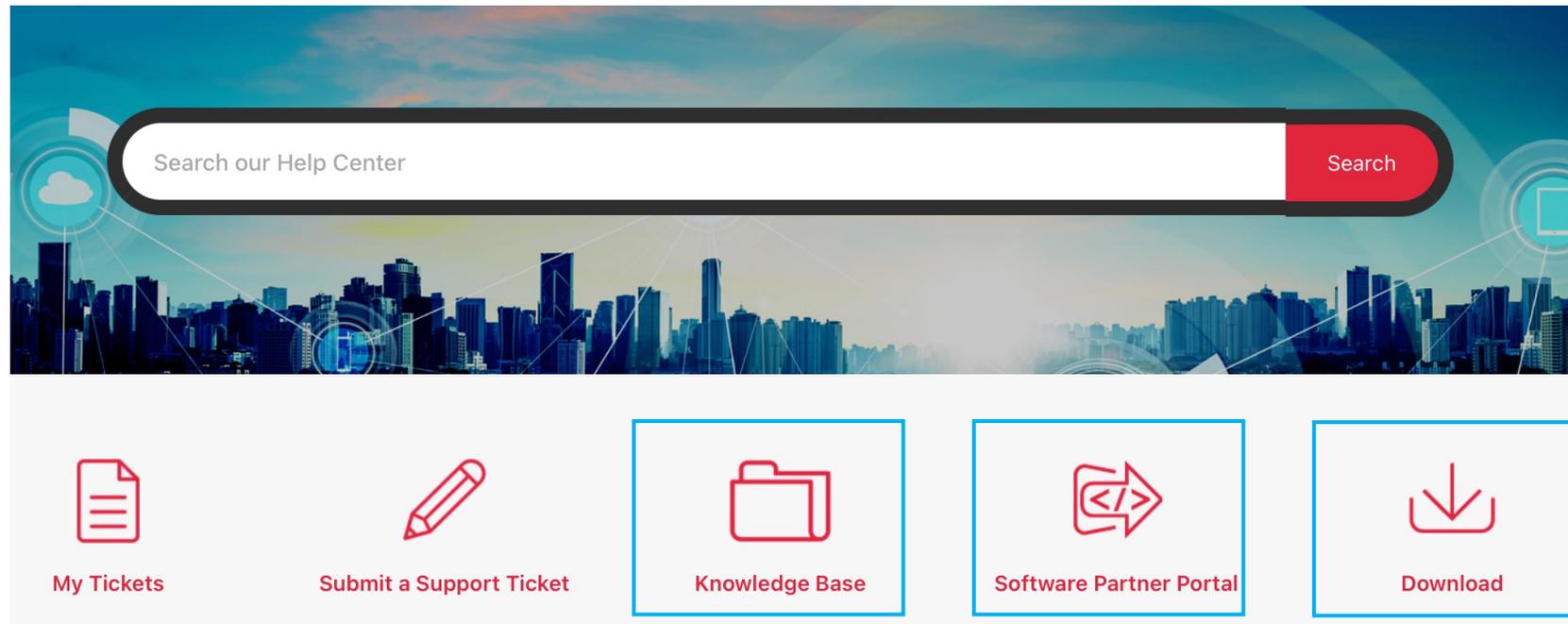
# 3. Track the tickets – check & reply

- You can reply / Solve your ticket in the bottom of the ticket

The image shows a ticket interface. On the left, a message from 'coi618 (End-User)' dated 'May 13, 2021 11:53' contains the text: 'This is a test ticket. Thank you Best Regards.' Below the message is a text input field with a placeholder 'Add to conversation' and a 'Mark as solved' button. On the right, a callout box shows a detailed view of the reply form, including a 'CC Add emails' field, a large text area with a green 'G' icon, a file upload area with the text 'Add file or drop files here', and 'Mark as solved' and 'Submit' buttons. At the bottom of the page, there are links for 'Product' and 'About'.

## 4. Access knowledge base

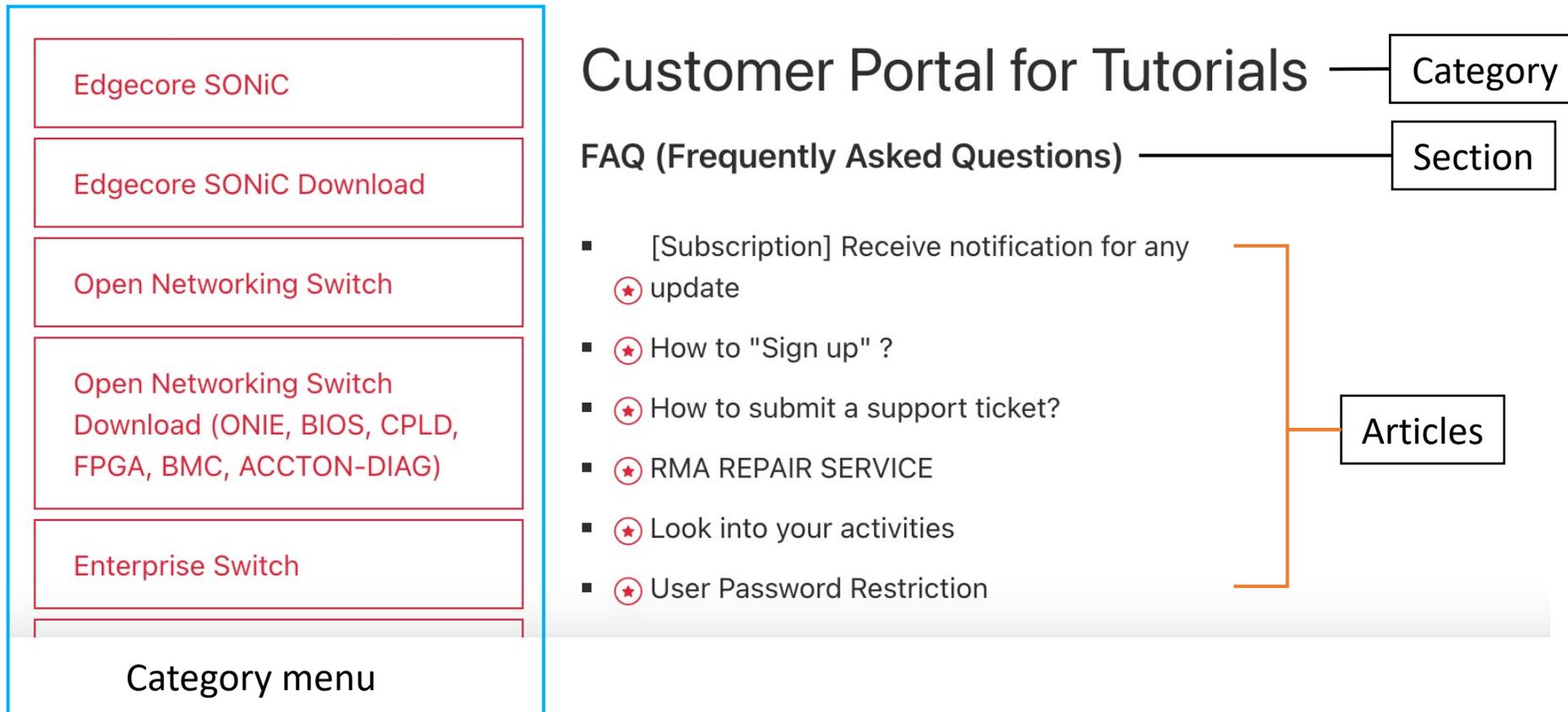
- Knowledge Base: Browse all Knowledge Base you can access.
- Software Partner Portal: Some documents for software partner (Need permission)
- Download: files to download (image / document / etc)



## 4. Access knowledge base - Knowledge Base icon

- You can browse the Category in the left, and check the section / articles in the right

Edgecore Help Center > Customer Portal for Tutorials



## 4. Access knowledge base - Download icon

- You can download the files via “Download Category” section.
- There are also permission restrictions with some download categories, so not everyone can access all download categories.

### Download Category [Follow](#)



john\_weng 翁維澤

May 27, 2021 18:08 · Updated



**Enterprise Switch**



**ONIE, BIOS, CPLD, FPGA, BMC,  
ACCTON-DIAG**  
Open Networking Switch firmware code  
and Installation Guide



**Specific Customer Download**  
Available for Specific Customer Only



**Enterprise SONiC Distribution by  
Edgecore**



Thanks!