

Unable to View or Download Attachments in the Help Center

MSPbots clients have the option to view or download attachments in the requests and tickets they submit via the Help Center. When viewing or downloading attachments fails, clients should check if they have an active account. This article is a guide on how to successfully create a Help Center account, access attachments to tickets, and submit requests to MSPbots.

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Issue Description

Some MSPbots users encountered an issue in the Help Center where they could not view or download attachments like CSV and PDF files. The page prompted for a login but clients could not log in using their MSPbots accounts. Password reset and log in using the new password did not fix the issue.

The possible cause of the issue is that these users could not log in because they do not have a registered account with the Help Center yet.



Pick an account

Selected user account does not exist in tenant 'MSPbots.ai' and cannot access the application 'https://support.mspbots.ai/plugins/servlet/samlssso' in that tenant. The account needs to be added as an external user in the tenant first. Please use a different account.



@3rtnetworks.com
Connected to Windows



@3rtnetworks.onmicrosoft.com
Connected to Windows



Use another account

Applications and Permissions

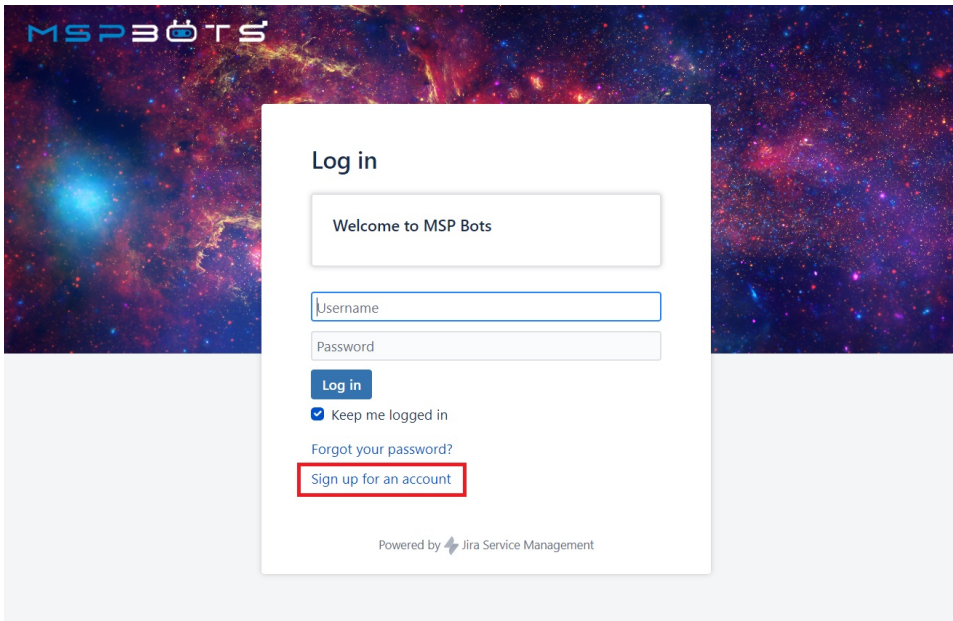
The Help Center does not have permission restrictions and is available for any user who wants to submit a support request to MSPbots. Existing MSPbots users and users without an MSPbots account should be able to access the page after signing up.

Resolution

You must first create an account in the Help Center before you can successfully log in and submit a support request, users

1. Sign up for an account in the Help Center

1. Enter MSPbots' [Help Center](#) and click **Sign up for an account**. If you already have an account, proceed to Step 4.



2. When the **Sign up for an account** pop-up window opens, type your **Email** address and click **Sign Up**.

Sign up for an account

Email

Sign Up

[Back to login](#)

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3. MSPbots sends an email to the email address you provided. Open the email and click **Sign Up** to finish signing up.

Check your email

✓ We sent a private sign-up link to
shibata@jira.com

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MSPbots - Finish signing up to Help Center

▼ From: Help Center

Print Save Fullscreen ☆

10/23/2023 at 10:26 PM ⓘ

Hi,

Almost done!

Follow the link below to finish signing up to Help Center. For security, don't share this link with anyone.

[Sign Up](#)

MSP

Help Center sent you this message, powered by Jira Service Management

4. You are redirected back to the Help Center where you will be asked to provide your full name and set your password.
5. Click **Save and continue**. When the Help Center opens, the Search bar and the Support link are now visible indicating that you are now signed up and logged in. Moreover, clicking on your avatar in the upper right corner shows the links to **Log Out** and your **Profile**.

Welcome to the Help Center

You're almost there! Choose a password, so you can log in later.

Username

shibata@jira.com

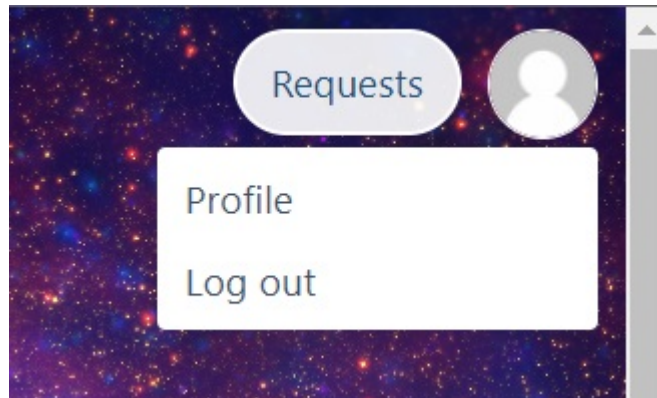
Full name

Password

☐ Show password

[Save and continue](#)

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6. You can now download and view the attachments to your requests.

Help Center / Support / HELP-11741
test ticket

Comment on this request...

CANCELLED
Don't notify me
Share

Activity

Your request status changed to **CANCELLED**. 3 days ago 6:57 AM **LATEST**

test document_final copy.xlsx (1.78 MB)

Details 3 days ago 6:41 AM
Description

Shared with
Creator

Votes
0

2. Submit a Request to Support

1. Log in to the [Help Center](#) using the email and password for your Help Center account.
2. Click the **Support** box to raise a support request.

MSP360TS Edit announcement Requests 1

Welcome to the Help Center

What do you need help with?

Search

Search help

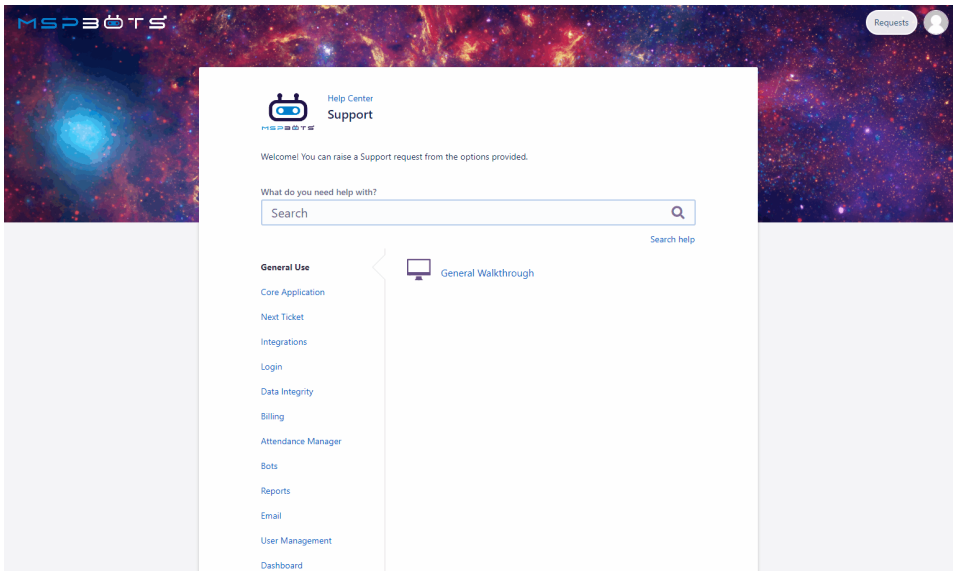
How can we help you today?

All portals Popular

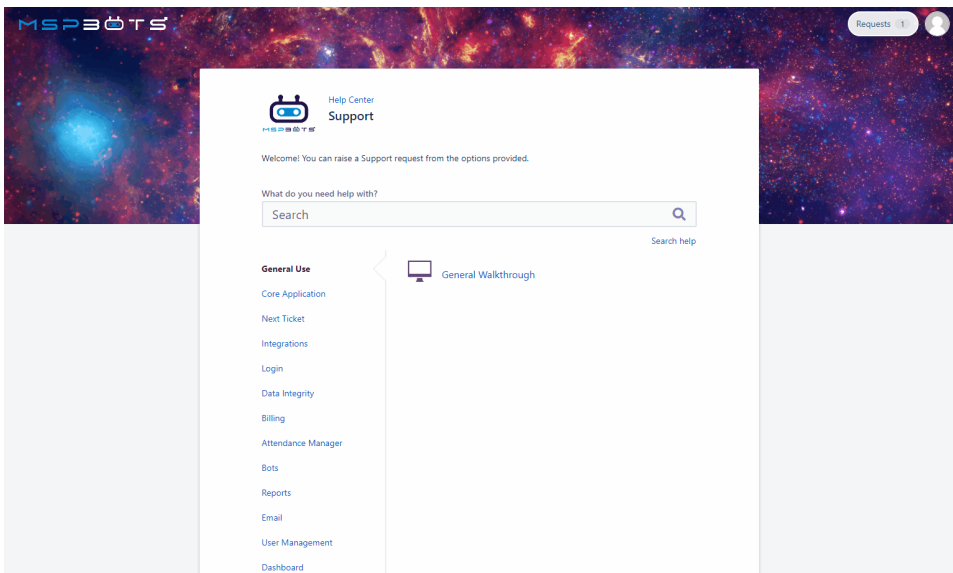
Support
Welcome! You can raise a Support request from the options provided.

Browse all

You can also use the search bar or the navigation menu to select a category for your request. For example, if you need technical support with creating a bot, select **Bot** > **Create a Bot**.



Alternatively, you can type **Create a Bot** in the Search box to find the corresponding request form.



3. Next, fill in the following fields to create a support request.
 - **Summary (Required)** - Enter a concise summary or title for your support request.
 - **Description** - Provide a detailed description of your request and the support you need.

- **Attachment** - Attach relevant files or documents related to your request.

MSPBOTS

Requests 1

Help Center / Support
Create a Bot

Summary *

Description

Attachment

Drag and drop files, paste screenshots, or browse

Create Cancel

Powered by Jira Service Management

4. After filling in the information, click **Create** to proceed. This will automatically generate a Help ticket like HELP-11741, for example. MSPbots will your ticket's details via email.

MSPBOTS

Requests 1

Help Center / Support / **HELP-11741**
Test

Comment on this request...

NEW

Don't notify me

Share

Shared with

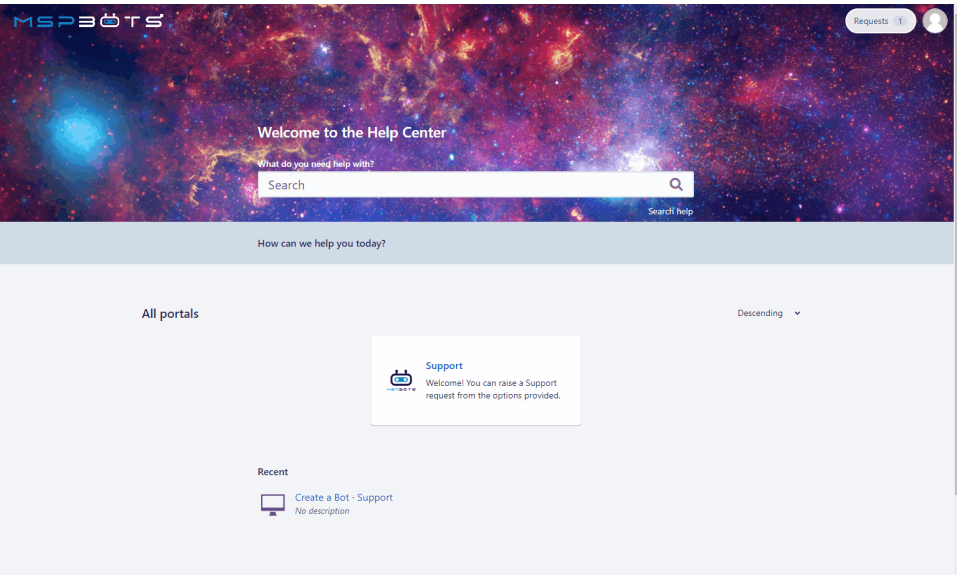
Bob Creator

Votes

Powered by Jira Service Management

Once received, our Technical Support Team will promptly work on your ticket. For updates, check the email from the team or click the **Requests** b

utton on the upper right corner of the screen.



Related Topics

- [How to Log In to the MSPbots Service Desk Client Portal](#)

