The Knowledge Hub
# Support Portal: Raising a Ticket/Request

To raise a ticket/request on the Knowledge Hub's new support portal, please login via the link below:

https://pds.cloud.invgate.net/

Once logged in you will be presented with your account dashboard. This will show all the movements that are relevant for your account and shows things such as responses, pending approvals, solution approval requests and more.
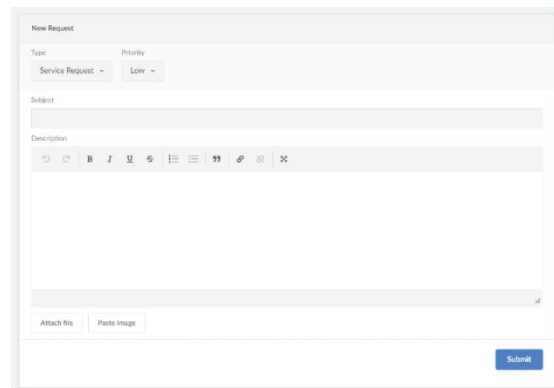
To raise a ticket/request, you need to click on the red "NEW REQUEST" button located in the top right corner on the dashboard
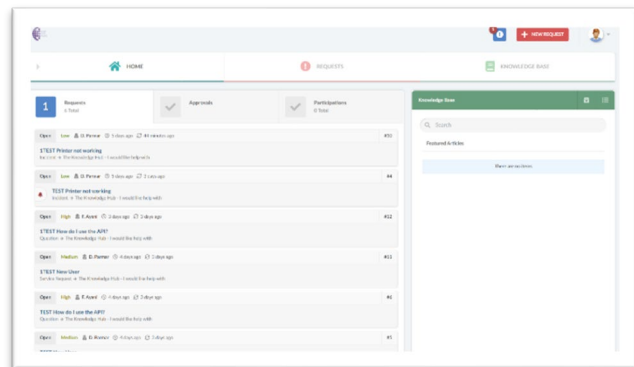
You will then be taken to the next screen where you will be asked to select a category or service from the available options Please select the option named "The Knowledge Hub – I would like help with" and then select an option from the subsequent columns that appear that relate to your request.

You will be able to use this form to provide the Knowledge Hub support team with as much information regarding your request as possible.

To start, select the type of request you want to raise in this ticket. Do this by selecting from the "Type" dropdown list and then select one of the available options that best describes your request

Once you are happy with the type of request you would like to raise, move on to select the request priority according to how urgent the request is.

Please can we advise that you reserve the "Critical" priority in the case of a Knowledge Hub outage.

Then proceed to input the necessary information, starting from the subject and then the description. You can also attach any supported files that you think would help provide more information regarding your request, such as a screenshot

Please can we ask you to include as much information in the description as possible. This will allow us to resolve your request in an accurate and timely manner.

When you are happy with the information in the ticket, click on "Submit".

Your ticket/request will now be assigned to a Knowledge Hub Support team member and we will get in touch with you as soon as we can to resolve your ticket/request.