

Support Site User Guide

GeoTechnologies, Inc.

Introduction

- Thank you for choosing and purchasing our products.
- A support site, "GT Business Product Support," has been launched for customers using our products.
- The use of the support site is encouraged.

Purposes of use of personal information

The Company collects your personal information in order to register it on the Support Site. The Company uses the collected personal information solely to provide support related to its products and services, to provide customers with information about its products and services, and to conduct surveys to improve its services.

About the Support Contact

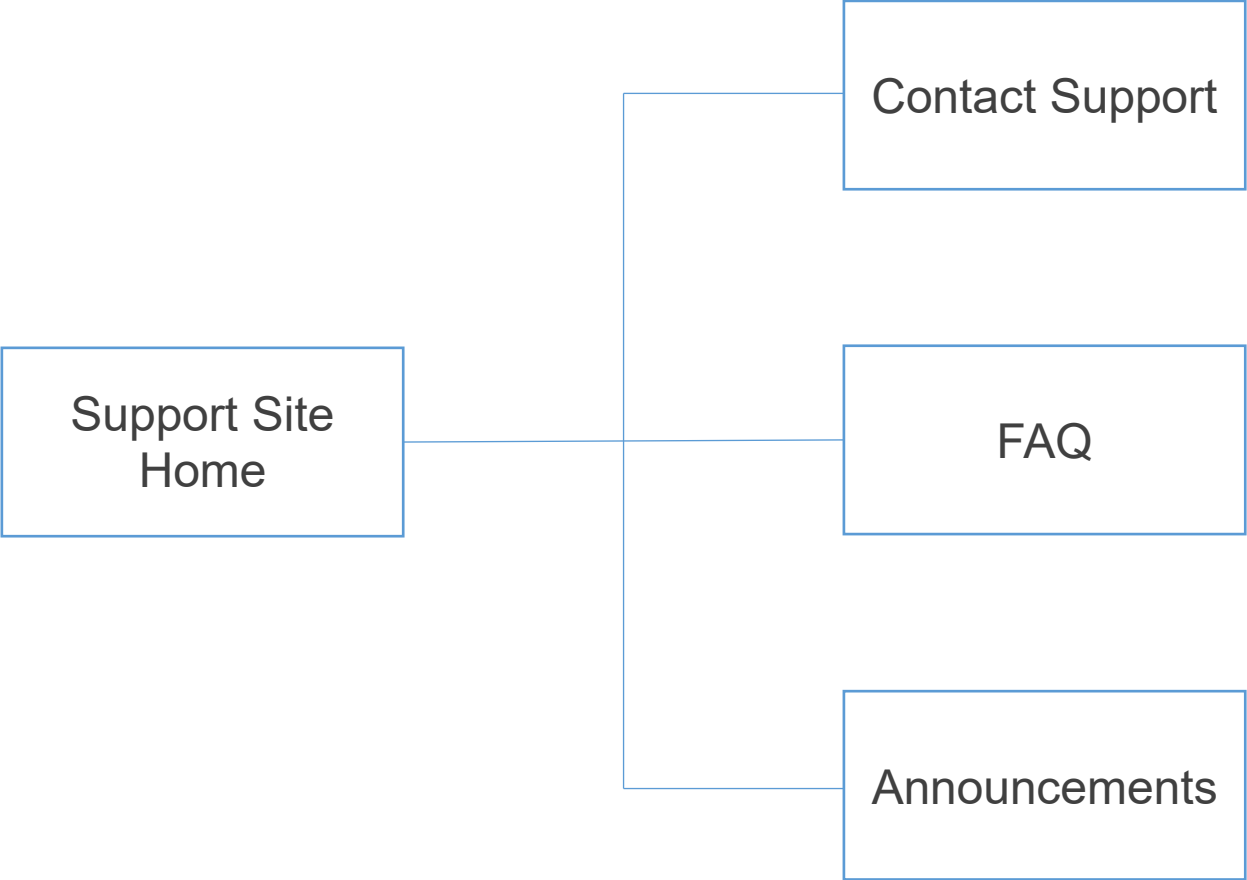
A Support Site is available for customers using our map data products. For any questions or issues regarding the data, **please submit requests through the Support Site.**

Submitting requests through the Support Site provides the following benefits:

- Direct communication with the support team  **Faster resolution of issues**
- Ability to manage request history  **Easier handover when the contact person changes**

** The details of the request will not be visible to users from other companies.*

Support Site Structure Diagram



Getting Started with the Support Site

1. Create a Password

1-1. Contact Sales Representative

- Contact your sales representative to request access to the Support Site.
- Provide the name and email address of the user who will access the site.
- Support staff will create the user account.

Getting Started with the Support Site

1. Create a Password

1-2. Receive Account Activation Email

- After account registration, an activation email will be sent to the provided email address.

Getting Started with the Support Site

1. Create a Password

1-3. Set Password and Log In

- Click the “**Activate account**” link in the email and set a password to log in.

The diagram illustrates the process of creating a password. On the left, an email titled "Activate account for GT Business Product Support" is shown. The email content includes a welcome message and a red-bordered link labeled "Activate account". A red arrow points from this link to a "Create a password" form on the right. The form includes a password input field, a list of password requirements, and "Create password" and "Cancel" buttons.

Activate account for GT Business Product Support Inbox x

GT Business Product Support <support@gt-business-product-support.zendesk.com>
To 自分 ▼

Welcome to GT Business Product Support. Please complete your sign-up to activate your account and gain access.

[Activate account](#)

If you didn't sign up to GT Business Product Support using this email address, you can safely ignore this email.

This email is a service from GT Business Product Support. Delivered by [Zendesk](#)

[reply](#) [transfer](#)

Create a password
You'll use this password to sign in to GT Business Product Support

Password*

Password must contain the following

- > Must be at least 12 characters
- > Must be fewer than 72 characters
- > Must include a number
- > Must include a special character
- > Must include uppercase and lowercase letters
- > Must not contain the word Zendesk
- > Must not contain local part "gtkooyama" of your email address
- > Must not resemble an email address

[Create password](#)

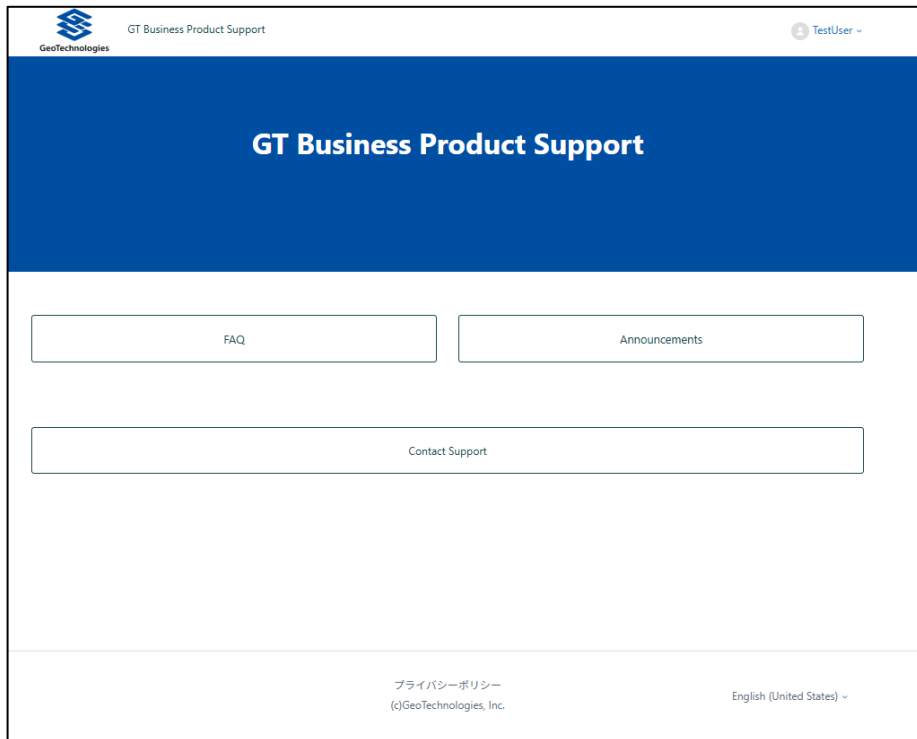
[Cancel](#)

Getting Started with the Support Site

1. Create a Password

1-4. Main Screen Display

- After signing in, the main screen will appear.



Getting Started with the Support Site

1. Create a Password

1-5. Future Access

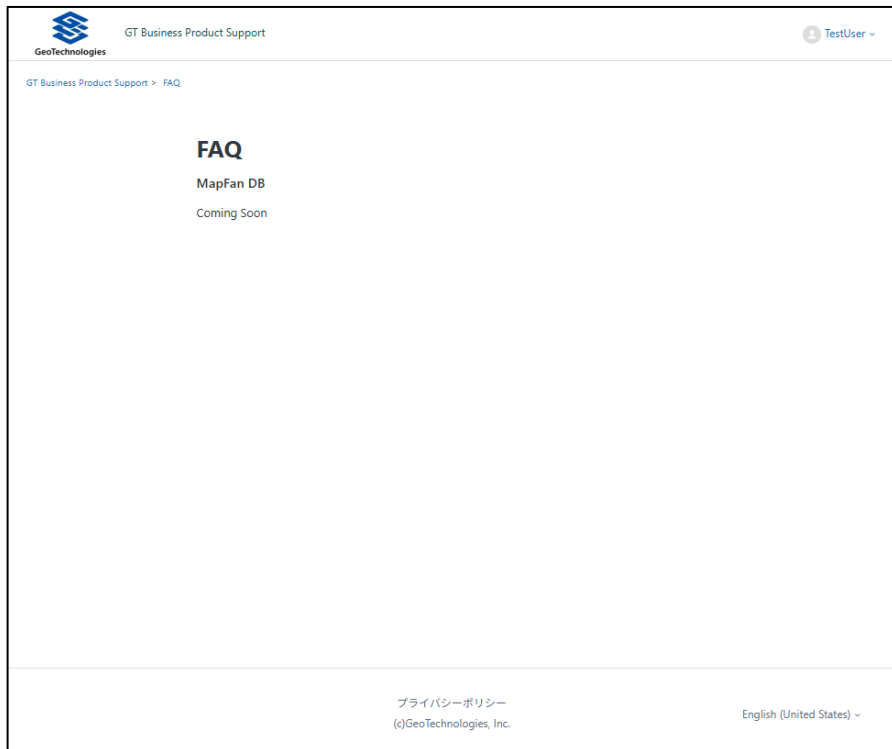
- For future access, **Sign in** using the provided URL.
<https://gt-business-product-support.zendesk.com>

Getting Started with the Support Site

2. About the “FAQ” Page

- The FAQ section provides frequently asked questions for each product.

**This section is currently under preparation.*

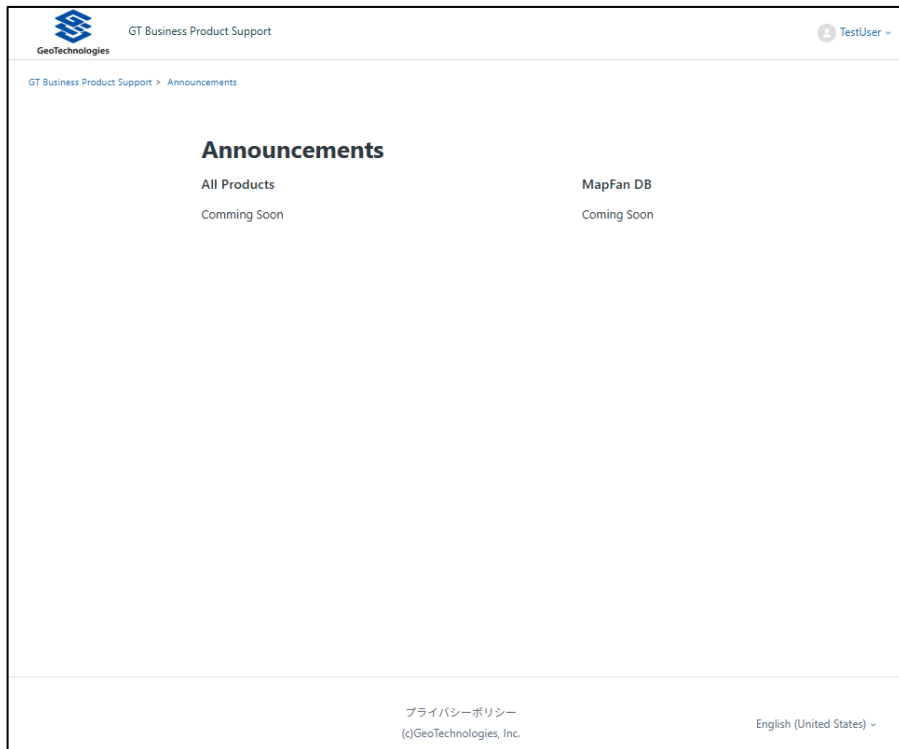


Getting Started with the Support Site

3. About the “Announcements” Page

- Support information and updates are available in “Announcements.”

**This section is currently under preparation.*

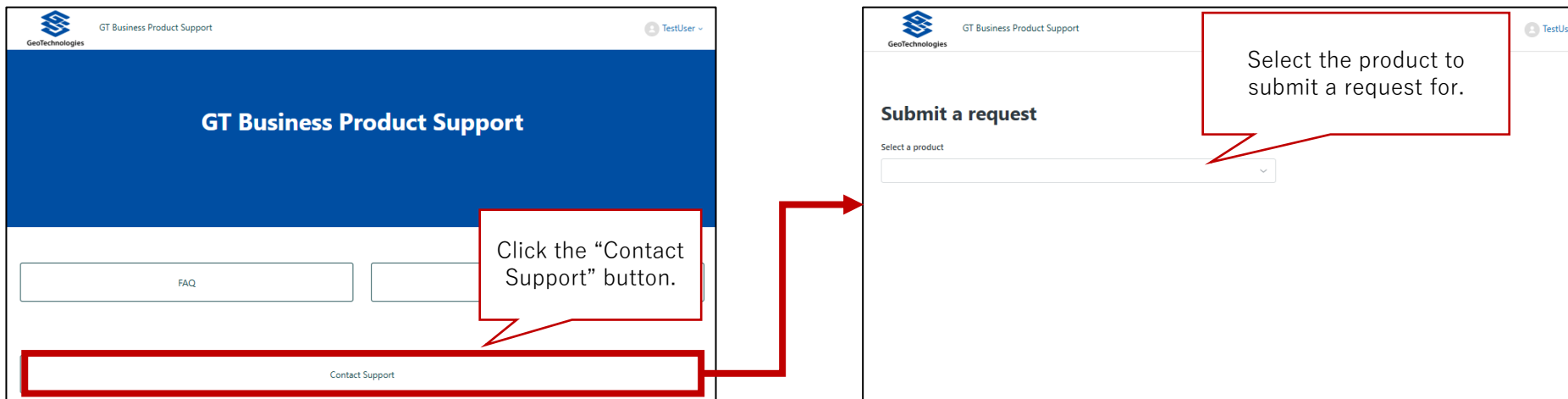


Getting Started with the Support Site

4. How to Submit a Request

4-1. Submitting a Request

- Click the “**Contact Support**” button on the home screen.
- Enter the request on the request page.
- Support staff will review and respond on the same page.
- A notification email will be sent when a response is posted.



Getting Started with the Support Site

4. How to Submit a Request

4-2. After Receiving a Response

- Sign in to the support site using the link in the email.
- **If resolved:** enter a comment, check "**Mark as solved.**"
- **If follow-up needed:** enter your comment and click "**Submit.**"

The screenshot displays a support ticket interface. On the left, a message from 'GT Business Product Support' (1 minute ago) states 'I will answer.' and '[GT Business Product Support]'. Below this is a text input area with a red border containing the placeholder text 'Please enter your comment here.' and a file upload area with the text 'Add file or drop files here'. At the bottom are two buttons: 'Mark as solved' and 'Submit'. On the right, a metadata panel shows details for the requester 'TestUser', including creation and last activity times, assignment to 'GT Business Product Support', ID '#96', and status 'Awaiting your reply'.

Field	Value
Requester	TestUser
Created	Today, 11:48 AM
Last activity	Today, 11:50 AM
Assigned to	GT Business Product Support
Id	#96
Status	Awaiting your reply
Affects versions	—
Issue Location Address	—
Issue Location Coordinates	—
Expected behaviour	—

Getting Started with the Support Site

4. How to Submit a Request

4-3. Customer Feedback

- After clicking the “**Mark as solved**” button, an email will be sent requesting participation in a survey.
- Honest feedback on the support received can be provided via the survey page.

[GT Business Product Support] How Was Your Support Experience? 受信トレイ

GT Business Product Support <support@gt-business-product-support.zendesk.com>
To 自分

このメールは英語で書かれているようです ×
日本語に翻訳

Dear TestUser

Thank you very much for contacting us.
This is GT Business Product Support.

We would appreciate it if you could share your feedback regarding the quality of the support you received.

Please click one of the links below and answer a few short questions.
<https://gt-business-product-support.zendesk.com/hc/requests/296>

Click here to open the survey page.

Support Service Evaluation

5 Very Satisfied

4

3

2

1 Very Dissatisfied

Share your feedback with us

Support Service Evaluation

1 2 3 4 5
Very Dissatisfied Very Satisfied

Select a reason

Feedback on the support you received

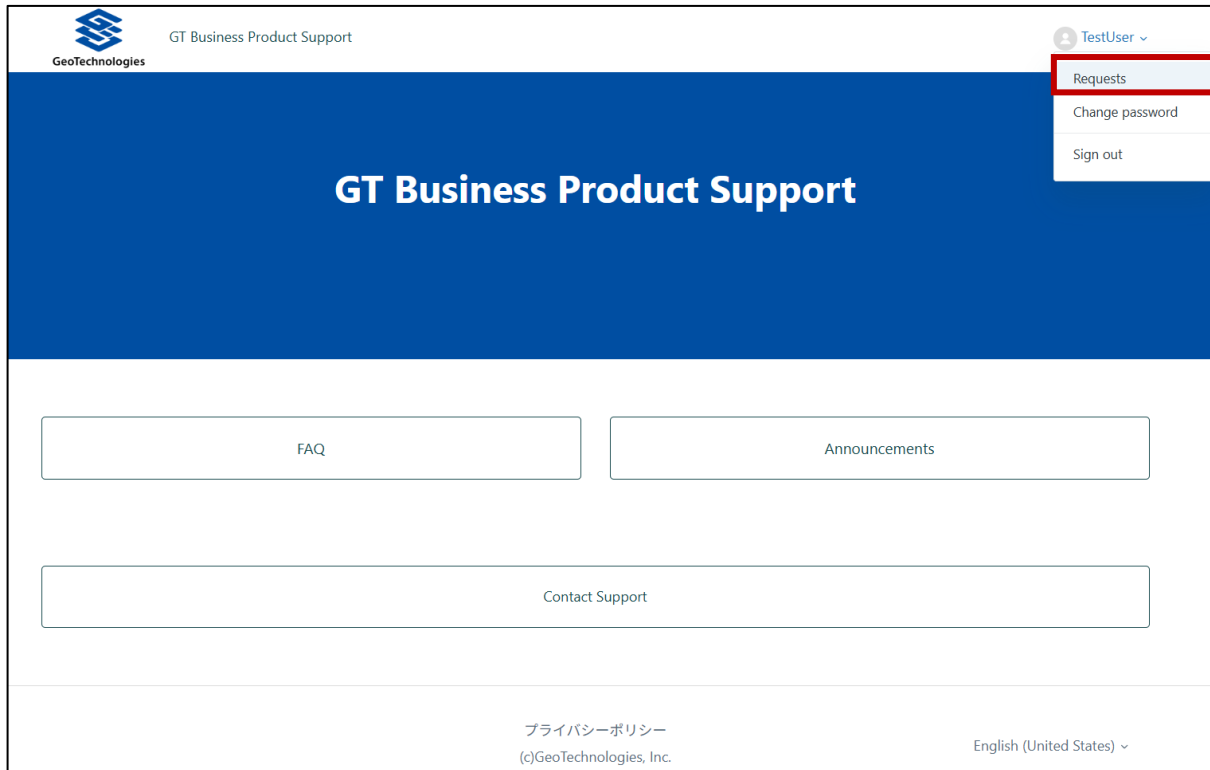
Submit feedback

Getting Started with the Support Site

5. Viewing Support History

5-1. Accessing Request List

- From the home screen, click **“Requests.”**



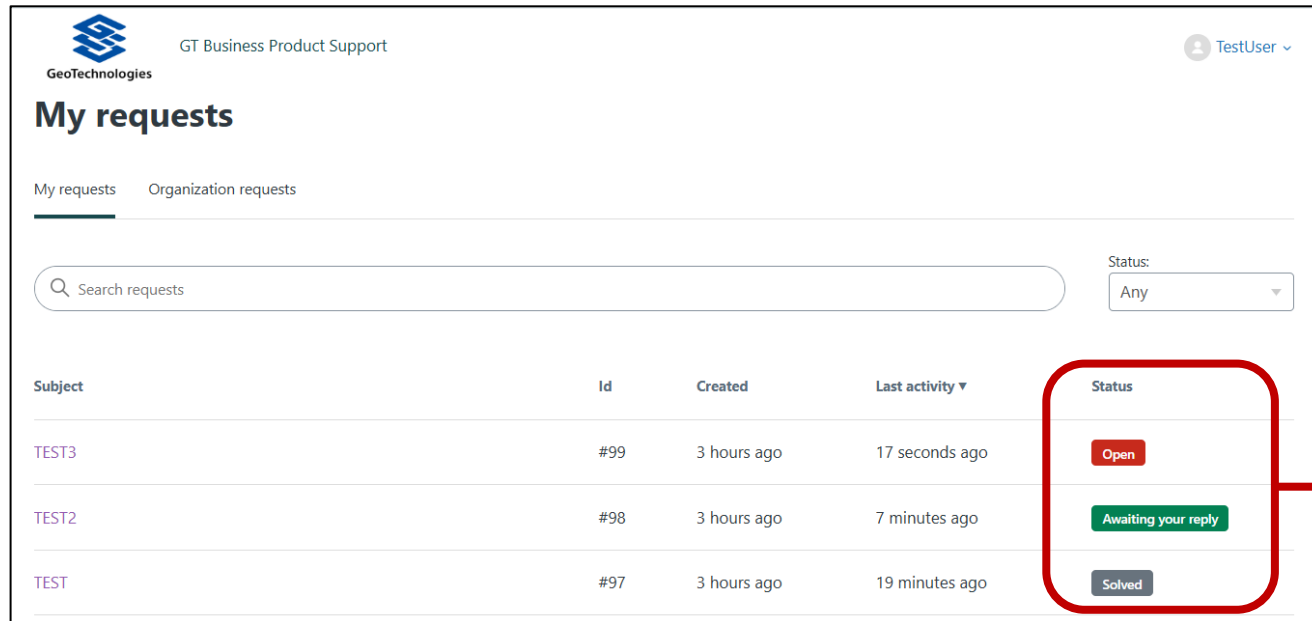
Getting Started with the Support Site

5. Viewing Support History

5-2. Request Statuses

- A list of previous requests will be displayed.

**The details of the request can be shared among users registered under the same company name. They can be viewed under "Your Organization's Inquiries."*



The screenshot shows the 'My requests' page in the GeoTechnologies support portal. The page has a header with the GeoTechnologies logo and 'GT Business Product Support'. Below the header, there are tabs for 'My requests' and 'Organization requests'. A search bar labeled 'Search requests' is present. To the right of the search bar is a 'Status' dropdown menu currently set to 'Any'. Below these elements is a table of requests with columns: Subject, Id, Created, Last activity, and Status. The table contains three rows of test data. A red box highlights the 'Status' column, which shows three status options: 'Open' (red button), 'Awaiting your reply' (green button), and 'Solved' (grey button). A red arrow points from the 'Awaiting your reply' status button to a yellow callout box on the right.

Subject	Id	Created	Last activity	Status
TEST3	#99	3 hours ago	17 seconds ago	Open
TEST2	#98	3 hours ago	7 minutes ago	Awaiting your reply
TEST	#97	3 hours ago	19 minutes ago	Solved

Statuses shown:

- "Open"
- "Awaiting your reply"
- "Solved"

"Open" indicates that support staff is currently handling the request.

GeoTechnologies, Inc.

<http://geot.jp>