

Customer User Guide - Skyhigh Support Portal

1. Access and Login

A. First Login Procedure - migrated account

These are the steps to follow when you already have a Trellix Thrive account, which was used to log service requests for Skyhigh Security product issues.

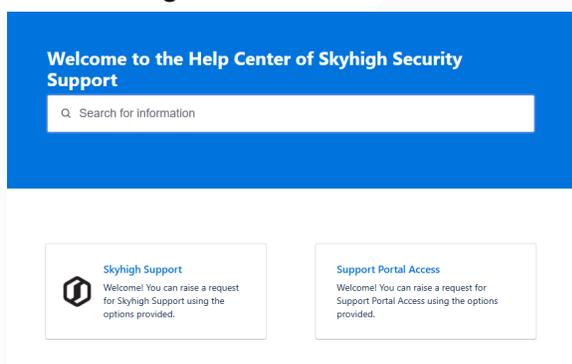
1. Navigate to the portal URL:
<https://www.skyhighsecurity.com/support.html>
2. Click on "Support Service Portal"
3. Enter your mail ID in the **Email address** field previously used on the Trellix Thrive portal.
4. Click on **Create password ***
5. Locate the email from jira@skyhigh-security.atlassian.net with Subject "Reset your password" and click the link*
6. Set a **password**
7. Log in with the email and password used/created following steps 1- 6

*** The password from the Thrive portal was not migrated; a new one must be set during the first login attempt**

*** verify our email was not identified as SPAM or got blocked by any other mail policy**

NOTE - updates & changes on Service Requests will be sent via skyhigh_support@skyhighsecurity.com

Once the login was successful:



B. Login Procedure - new login

These are the steps when you request a new login and have not had any previous account on Trellix Thrive portal.

NOTE: After portal login is created you have to request access to the Skyhigh Support Portal project. You will not see the option **Skyhigh Support** until your request was successfully processed.

Support employees will validate your request and map your login to your existing Company account. **This process can take up to 24h**, you will be notified once access was granted or rejected.

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2. Click on **Support Service Portal**
3. Enter your mail ID in the **Email address** field
4. Click on **Create password**
5. Locate the mail from jira@skyhigh-security.atlassian.net with Subject "Reset your password" and click the link*
6. Set a **password**
7. Login with the mail and password used/created following steps 1- 6
8. Click on **Support Portal Access**
9. Click on **Request a Skyhigh Security Support Portal access**
10. Fill in required information and submit

*** verify our mail was not identified as SPAM or got blocked by any other mail policy**

NOTE - updates & changes on Service Requests will be sent via
skyhigh_support@skyhighsecurity.com

Support Portal Access

Welcome! You can raise a request for Support Portal Access using the options provided.

What can we help you with?



Request a Skyhigh Security Support Portal access

Submit a request to gain access to a system or resource, including necessary details such as Grand ID, Company Name, Role in Company, First Name, Last Name, Phone, and Mail.

Required fields are marked with an asterisk*

Grant ID*

Company Name*

Role in Company*

First Name*

Last Name*

Phone*

Including the region / country code +44 (0) 1234567

Mail*

Preferred Contact Hours*

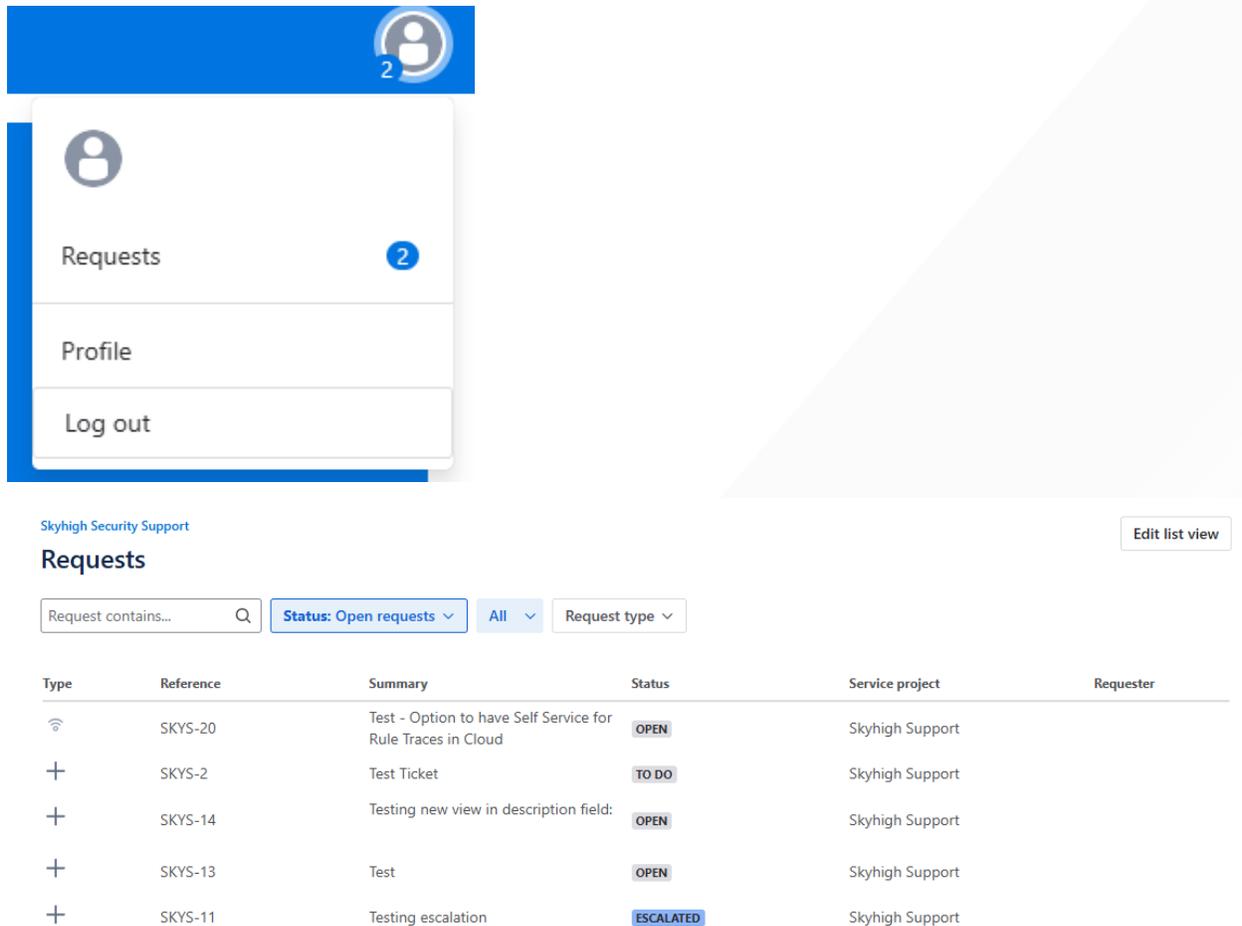
Customer GEO*

Send

Cancel

C. Dashboard Overview

When logged in on the Support portal, you can navigate to your **Requests** dashboard by clicking the Profile Icon on the top right corner. Here you can get a full overview of your requests, add comments, add additional contacts in your organization to share your request with, Turn on/off notifications or escalate your request to Support Management.



The screenshot shows the user profile menu in the top right corner with options for Requests (2), Profile, and Log out. Below it is the 'Requests' dashboard with a search bar, filters for Status (Open requests), All, and Request type, and an 'Edit list view' button. The main content is a table of requests.

Type	Reference	Summary	Status	Service project	Requester
📶	SKYS-20	Test - Option to have Self Service for Rule Traces in Cloud	OPEN	Skyhigh Support	
+	SKYS-2	Test Ticket	TO DO	Skyhigh Support	
+	SKYS-14	Testing new view in description field:	OPEN	Skyhigh Support	
+	SKYS-13	Test	OPEN	Skyhigh Support	
+	SKYS-11	Testing escalation	ESCALATED	Skyhigh Support	

D. Updating Support or Product Idea Requests

Customers can update their open Support or Product Ideas Requests via

- a) Reply to inbound mails on the comments you will receive from Support or Product Management team
 - i) Keep subject line unchanged to include the ticket id
- b) Add a comment into open request via the Requests Dashboard

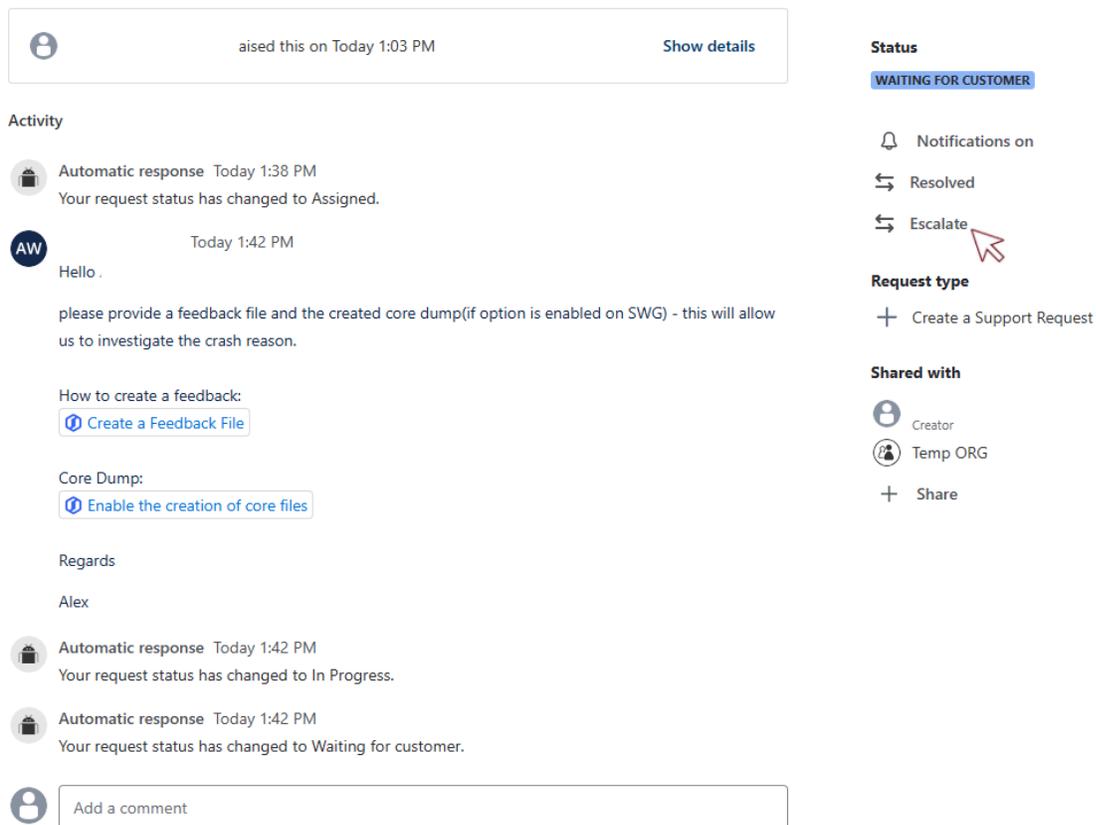
E. Escalation

Customers can escalate their Service Request directly within the case as self service. There is no more need to reach out to the Sales or Accounts team for first time escalation.

When logged in our Support Portal, open the Service Request you want to escalate, on the right top corner of the view you can see the **Escalate** option.

[Skyhigh Security Support](#) / [Skyhigh Support](#) / SKYS-21

Web Gateway is crashing with Termsignal 11



The screenshot shows a support ticket interface. At the top, there is a header bar with a user icon, the text "aised this on Today 1:03 PM", and a "Show details" link. Below this is an "Activity" section with three entries: an automatic response at 1:38 PM stating the request status has changed to "Assigned", a message from user "AW" at 1:42 PM saying "Hello . please provide a feedback file and the created core dump(if option is enabled on SWG) - this will allow us to investigate the crash reason.", and another automatic response at 1:42 PM stating the status has changed to "In Progress". Below the message, there are two links: "Create a Feedback File" and "Enable the creation of core files". The message ends with "Regards Alex". A third automatic response at 1:42 PM states the status has changed to "Waiting for customer.". At the bottom, there is a text input field with a user icon and the placeholder text "Add a comment". On the right side, there is a sidebar with "Status" set to "WAITING FOR CUSTOMER", "Notifications on" (checked), "Resolved" (unchecked), and "Escalate" (checked, with a red mouse cursor pointing to it). Below that, "Request type" has a "+ Create a Support Request" option, and "Shared with" lists "Creator" and "Temp ORG" with a "+ Share" option.

By selecting this option you must submit a comment to include your escalation reason; such as SLA is breached, dissatisfaction with case handling or change in issue impact/urgency, etc.

NOTE: Your escalation will trigger a mail alert to the Skyhigh Security Support Management. Shift Manager or Support staff will review your escalation, acknowledge/reply to your request and coordinate required actions.

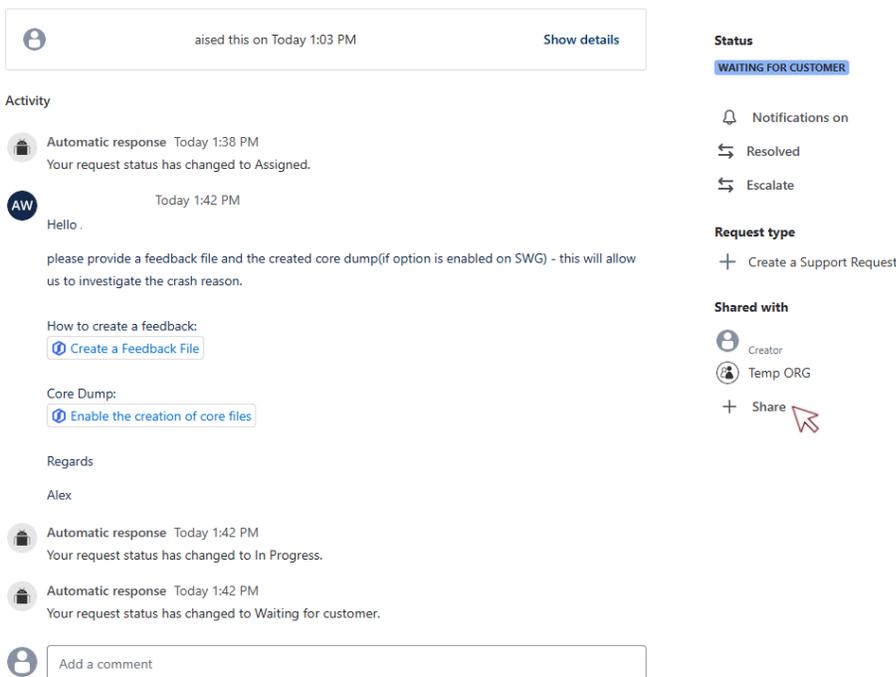
3. Request sharing/visibility - Partner involvement

Customers can add additional contacts within their organisation in an open Request. This will allow visibility to other colleagues within your organisation.

When logged in our Support Portal, open the Service Request you want to share, on the right side of the view you can see the **Share** option. This will open a text input field where you can add the mail ID of your colleague or search for Name or Last name to get matching contacts of your organisation displayed to select.

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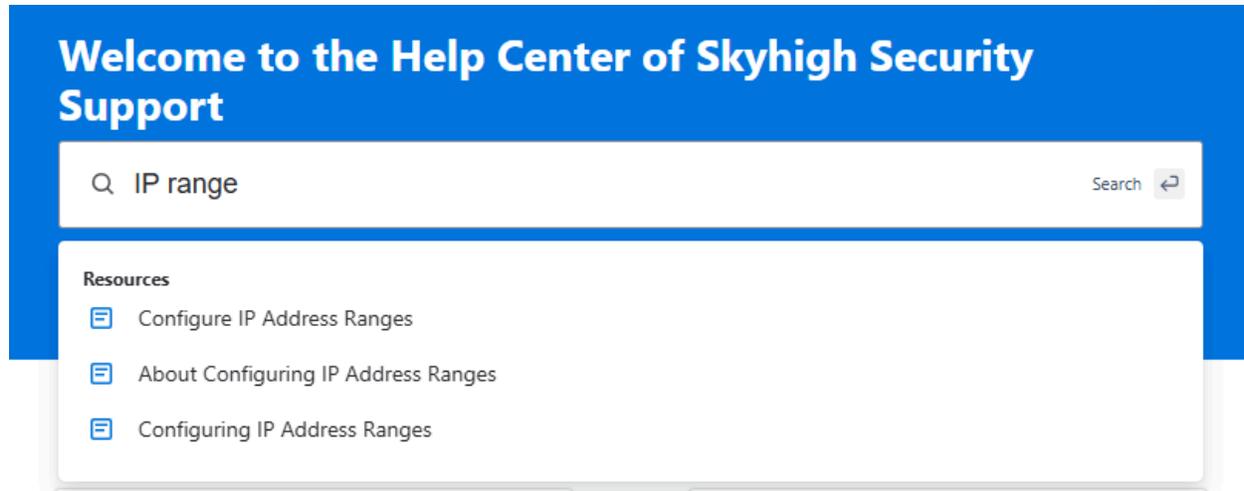
A contact can be part of multiple Organisations but access needs to be requested similar to the steps in chapter 1. Access and Login - B. Login Procedure - new login.

Partners who want to raise cases on behalf of their customers have the option to

- A. Create the Request under their own Organization
 - a. Customer info can be shared in the Request Description
 - b. Customer contact can be added into communication via mail reply
- B. Partner has to raise a request to have their login added to the Customers Organisation

4. Knowledge Base and Resources

Skyhigh Support portal will provide you with Knowledge Base article suggestions while entering your ticket/issue subject. Those can be also found via the Search option on the main Support Portal page:



For generic Product Guides, Known Issues or Release Notes article please continue to visit our documentation portal - <https://success.skyhighsecurity.com/>

5. FAQ

The frequently asked questions article is available and will be updated on a regular basis depending on customer feedback.

https://success.skyhighsecurity.com/Customer_Communications/Skyhigh_Support_Portal_FAQ