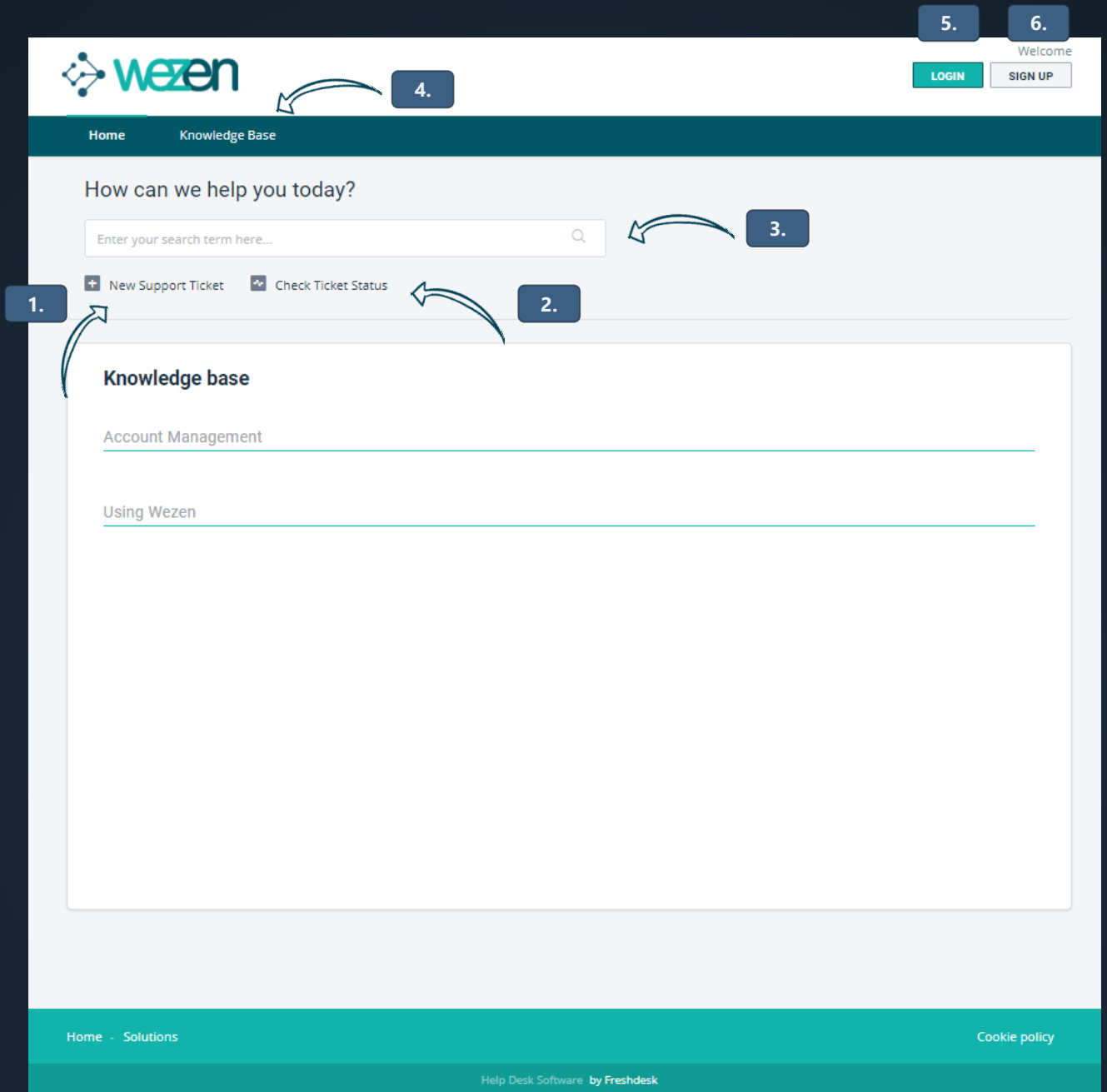




USER GUIDE

helpdesk.wezen.com

Wezen Helpdesk Home Page

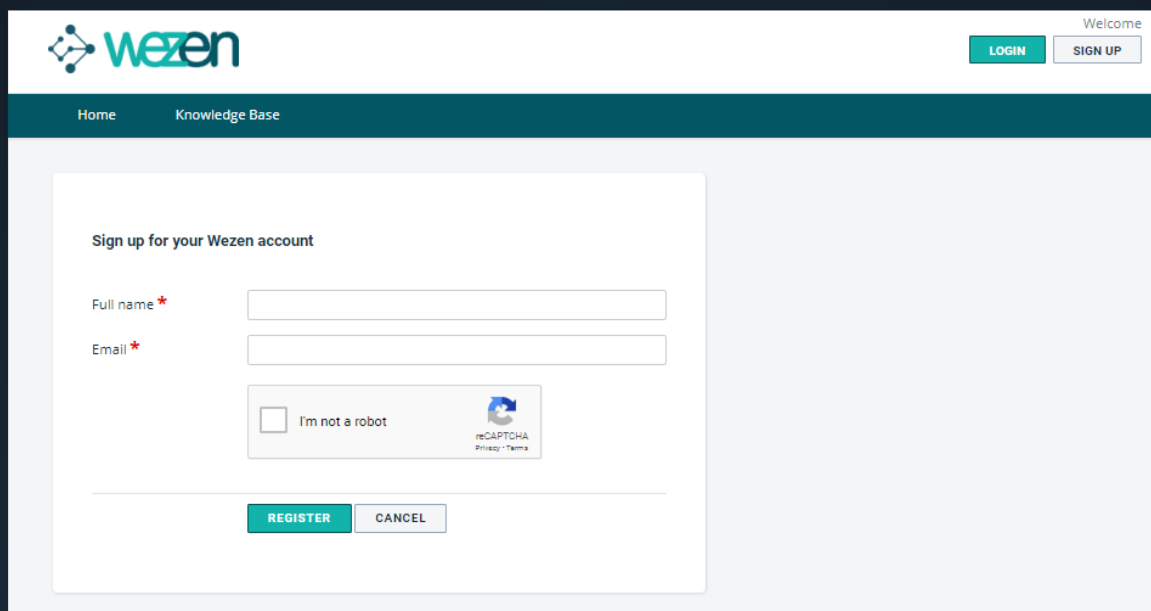


Wezen Helpdesk can be accessed via the following link: <https://helpdesk.wezen.com>.

On the **Home Page**, you can:

1. Create a new support ticket.
2. Check the status of your support tickets.
3. Search for tickets or articles on the Helpdesk.
4. Access the Knowledge Base.
5. Sign up.
6. Log in.

Sign Up Page



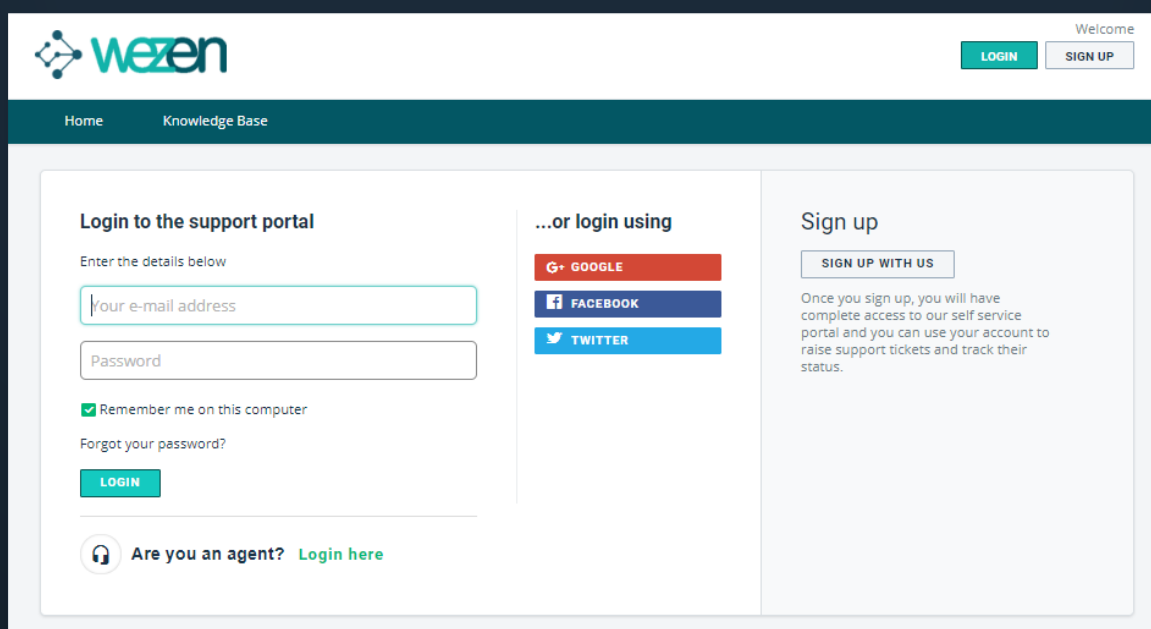
The screenshot shows the Wezen Sign Up Page. At the top, there is a header with the Wezen logo on the left and a 'Welcome' section on the right containing 'LOGIN' and 'SIGN UP' buttons. Below the header is a navigation bar with 'Home' and 'Knowledge Base' links. The main content area features a 'Sign up for your Wezen account' form. This form includes input fields for 'Full name' and 'Email', both marked with a red asterisk. Below these is a checkbox labeled 'I'm not a robot' next to a reCAPTCHA widget. At the bottom of the form are 'REGISTER' and 'CANCEL' buttons.

To **sign up**, please provide:

- your name
- your email address


You will then receive an email to activate your account and set your password.

Login Page



The screenshot shows the Wezen Login Page. The header and navigation bar are identical to the Sign Up page. The main content area is divided into three sections. The left section, 'Login to the support portal', asks users to 'Enter the details below' and provides input fields for 'your e-mail address' and 'Password'. It also includes a 'Remember me on this computer' checkbox, a 'Forgot your password?' link, and a 'LOGIN' button. The middle section, '...or login using', offers social login options for Google, Facebook, and Twitter. The right section, 'Sign up', features a 'SIGN UP WITH US' button and a paragraph explaining that signing up grants access to the self-service portal and support ticket tracking.

To **log in**, please enter your email address and the password you have set when signing up.



Welcome

LOGIN

SIGN UP

HomeKnowledge Base

Enter your search term here...

New Support Ticket

Check Ticket Status

Knowledge base

Account Management

Login to Wezen (2)

How do I log in to Wezen?

Reset password

Role Management (2)

Configuration of mother tongue

Team section

Using Wezen

Basic Troubleshooting (3)

I have display issues

FAQ

Sign in to Wezen

Translation Batches (5)

Filter Translation Batches

Bulk Operations

Translation Batches Status

Resubmission

Delivery Date

CAT Tools (3)

Translation Memory Interface

Term Base Interface

Spell Checker and Dictionary

Wezen Support (2)

Wezen Support

Wezen - Semantic Asset Management 101

Assignment (4)

Auto Assignment

I cannot assign a translation batch to myself

Change Assignment

Manage Assignments

Glossary (1)

Wezen Glossary

Translation Studio (2)

Handling HTML Tags

Comment a segment

Monitor section (1)

Charts Display Issues

Ressource Management section (1)

Purchase Order Display Issues

QA Check (2)

QA Errors

QA Warnings


Home - Solutions

Cookie policy

Help Desk Software by Freshdesk

On the [Knowledge Base](#) page, you can find support articles about Wezen. They should help answer most of your questions.

If you can't find what you are looking for, please create a ticket and a support agent will contact you.



wezen

DATAWORDS

Group

Wezen Helpdesk

CANCEL

*Fields marked with an * are mandatory fields.*

(if your request doesn't fit in any of the other categories)

User's Tickets Status Page

The screenshot displays the Wezen Tickets Status Page. At the top, there is a navigation bar with 'Home', 'Knowledge Base', and 'Tickets' tabs. Below this is a search bar and two buttons: 'New Support Ticket' and 'Check Ticket Status'. The main content area shows a list of tickets. A filter dropdown is set to 'Open or Pending', and the tickets are sorted by 'Date Created'. The first ticket is 'Unable to log in #207', which is highlighted by annotation 2. Other tickets include 'Question regarding reporting tools #206', 'Accounts Deactivation #205', 'Account Creation #204', and 'User Onboarding for Freelancers FR #203'. Each ticket has an 'Open' button next to it. An 'Export tickets' link is also visible.

Status	Sort
Open or Pending	Sorted by Date Created

Ticket Title	Created on	Action
Unable to log in #207	Tue, May 29 at 6:33 PM	Open
Question regarding reporting tools #206	Tue, May 29 at 6:31 PM	Open
Accounts Deactivation #205	Tue, May 29 at 6:29 PM	Open
Account Creation #204	Tue, May 29 at 6:28 PM	Open
User Onboarding for Freelancers FR #203	Tue, May 29 at 6:25 PM	Open

Once you are logged in, you can check the status of your support tickets by clicking on [Check Ticket Status](#) button.

In the [Tickets Status Page](#), you can:

1. Filter the support tickets by their status (All Tickets, Open or Pending, Resolved or Closed).
2. Sort the support tickets by date of creation, last modification date, status.

Clicking on the title of a support ticket will redirect you to the page of the ticket.

Your ticket has been created.

Home / Tickets list

Being Processed since 1 second

#209 User Onboarding for Freelancers

R

Robert Khau, reported a minute ago

Dear Wezen Helpdesk,

Could you onboard the following users on Wezen and give them access to Project_1 on example.wezen.com?

- John Doe, john.doe@*.com, Translator

- Eric Smith, eric.smith@*.com, Reviewer

R

Robert Khau

Click here to reply to this ticket

Ticket details

Type *

User Management

Nature of Request

User Onboarding

Source Language

en-US

Target Language

fr-FR

Wezen Platform *

example.wezen.com

User Role

Translator

Status

Being Processed

UPDATE


Once your ticket has been created or when clicking on an existing ticket, you can see the [activity history of the ticket and directly reply to it](#).

You can also update the [Ticket details](#).

Please note that you will receive an email notification whenever a new reply has been made on the ticket.

Replying directly to emails related to a ticket will automatically update the activity history of the ticket.

Wezen Helpdesk



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DATAWORDS

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