Customer Hub

Distribution Partner Guide

February 2025

Version 1.1

Introduction

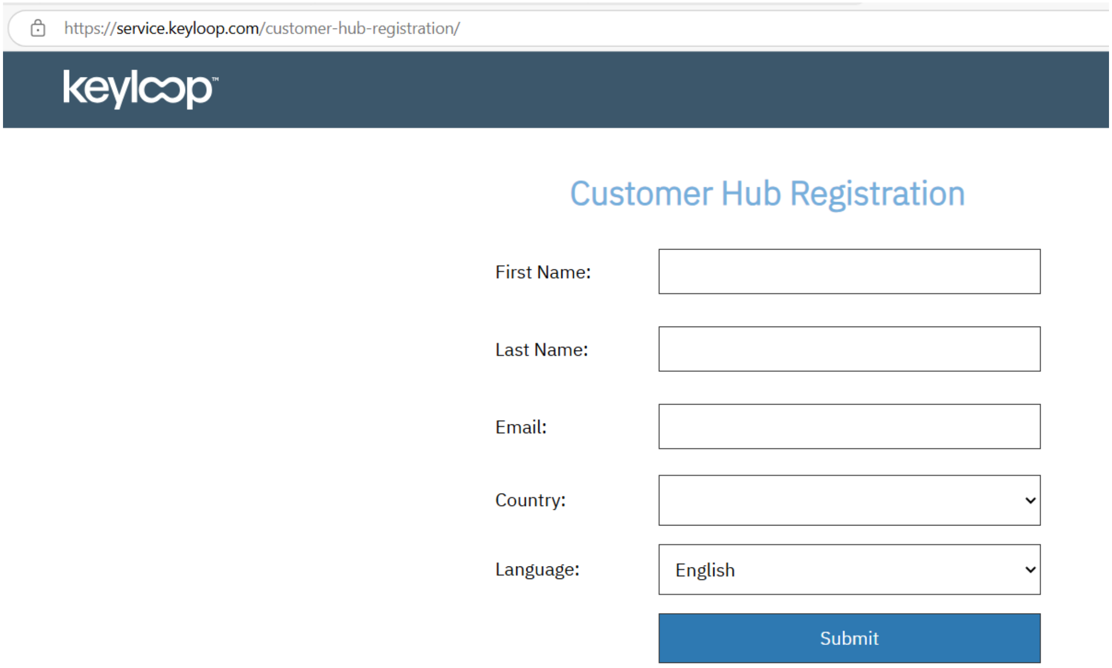
This helpful user guide will enable you to navigate through and get the most value out of Customer Hub. You'll also learn how to:

- Gain 24/7 support from our Knowledge section
- Keep up to date with the latest release notes
- Log and track support cases

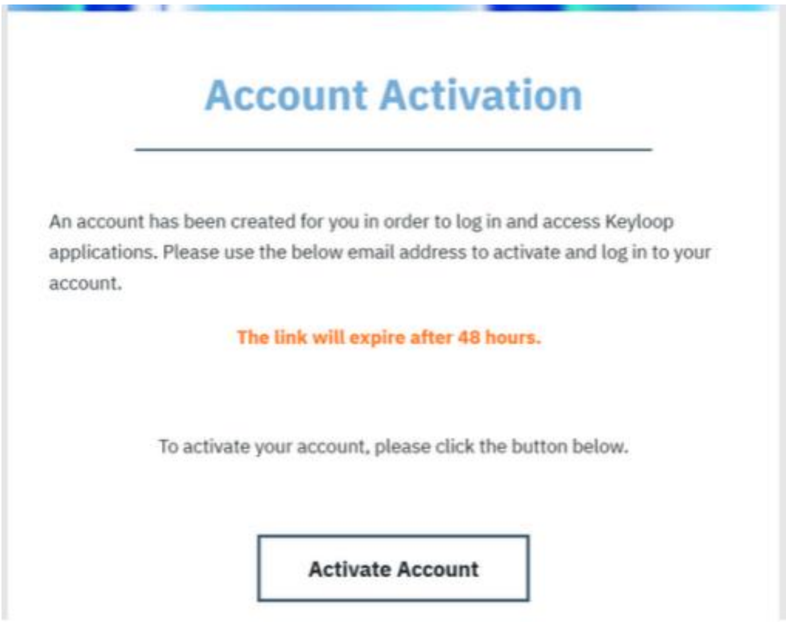
Customer Hub is continually evolving with more features and functionality being introduced over time. We'll keep you updated via release notes when new features become available.

Registration

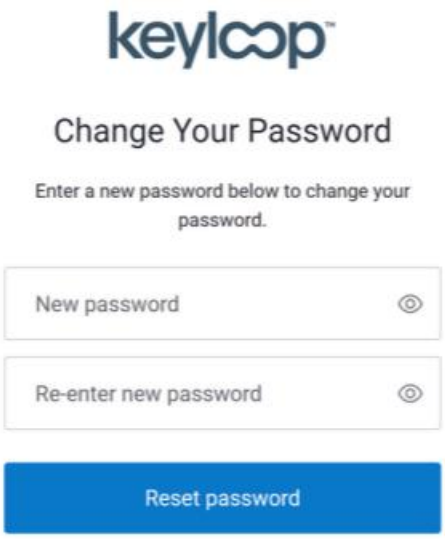
Please follow this link to register yourself in Customer Hub
https://service.keyloop.com/customer-hub-registration/
You will be prompted to complete a registration form.



Shortly after you will receive a message at the email address registered with a request to activate your Account.



Please press the "Activate Account" button and change your password.

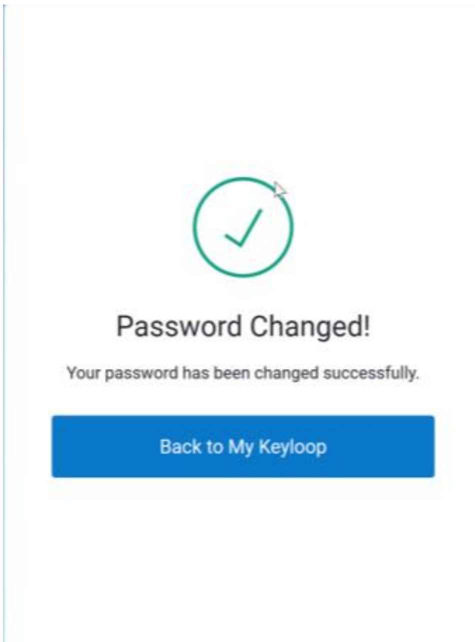


Please press "Reset Password" and kindly note that your password must contain:

- At least 10 characters
- At least 3 of the following:
    - ✓ Lower case letters (a-z)
    - ✓ Upper case letters (A-Z)
    - ✓ Numbers (0-9)

- ✓ Special characters (e.g. !@#$%^&*)
- ✓ No more than 2 identical characters in a row

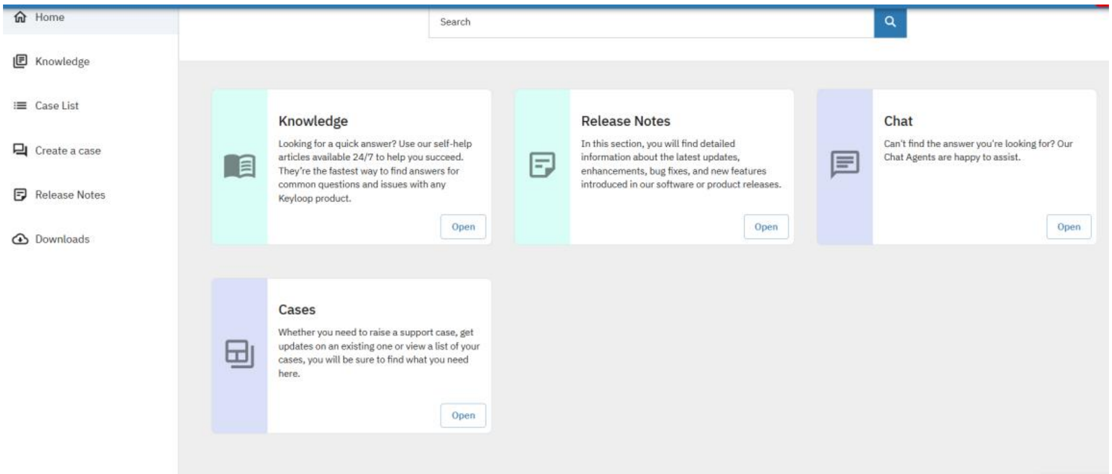
Once you have changed your password you will see the next screen, offering you to proceed to My Keyloop Customer Hub, your registration is completed successfully:



Homepage

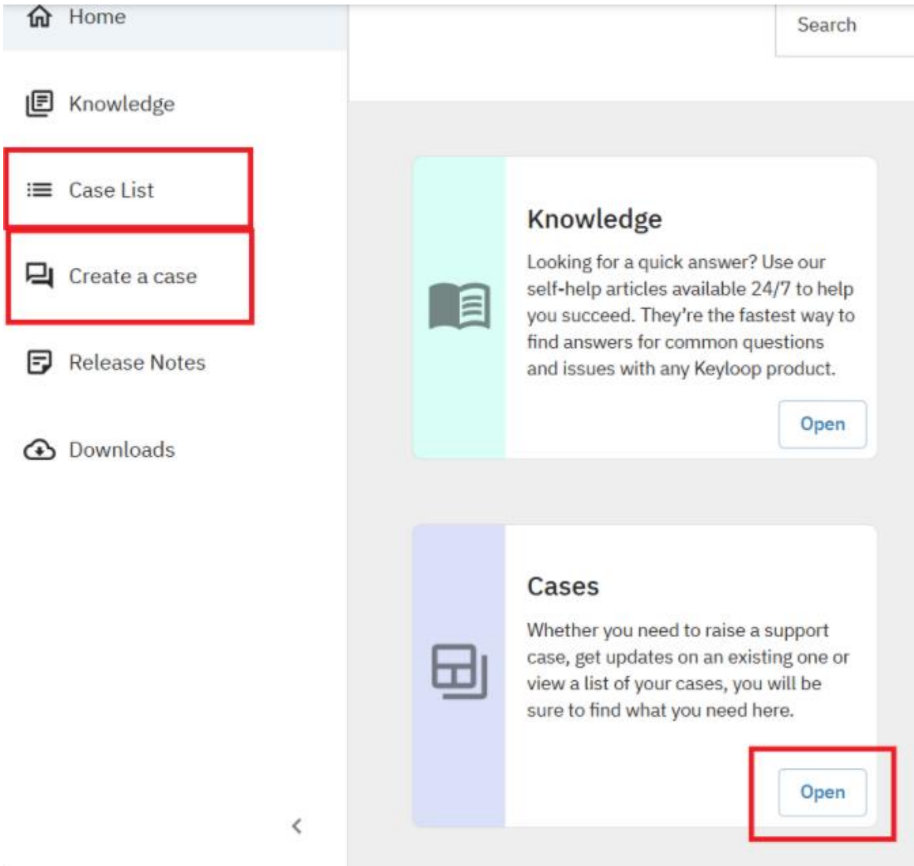
Once logged via customerhub.eu.keyloop.io (if your location is in South Africa please use the following link customerhub.af.keyloop.io) you'll arrive on the homepage. Here, you'll find quick links to key areas of interest:

- Case List
- Create a Case Option
- Release Notes
- Knowledge Base



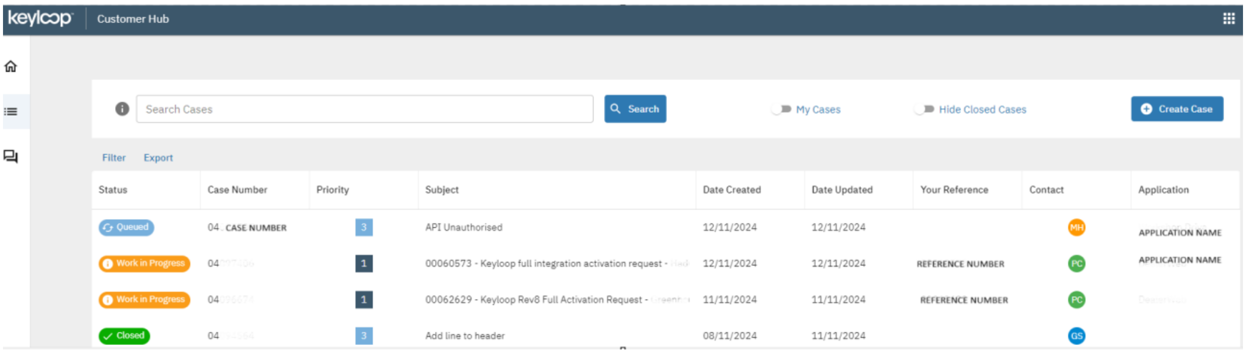
Cases

Once you select the Cases option from the homepage, you can open a new case and get a clear view of both open and closed cases, raised by you or members of your team.



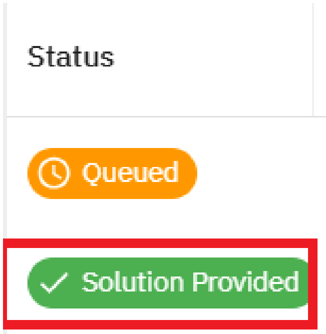
Case lists

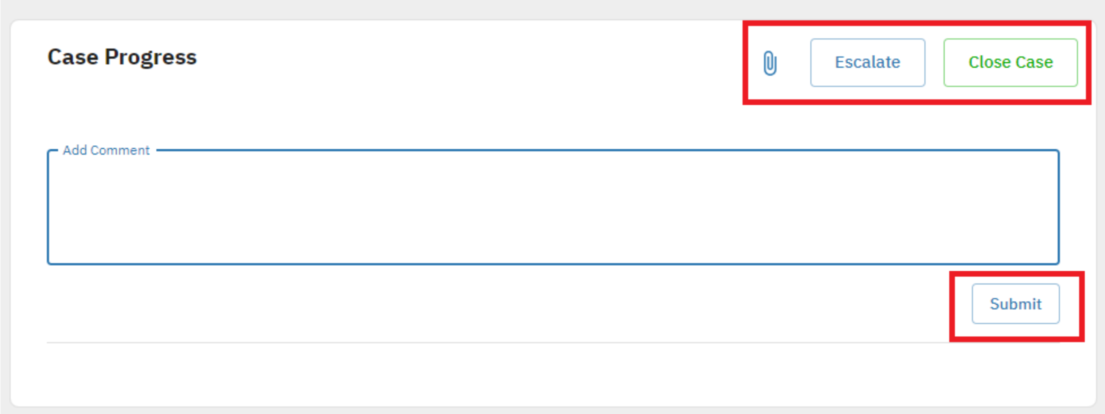
Here, you can search and view all support cases relevant to your business. With easy-to-use filters, you can adapt the view to suit your needs. You can also view key elements of information in the summary case. By clicking on either the case number or subject you can view all details.



By clicking on any of your Cases, you will be guided to the full Case Details where you can add a comment or an attachment that will be instantly available to the relevant Keyloop Support Analyst. This is where you can also Close a Case or select an option to Escalate it, if required.

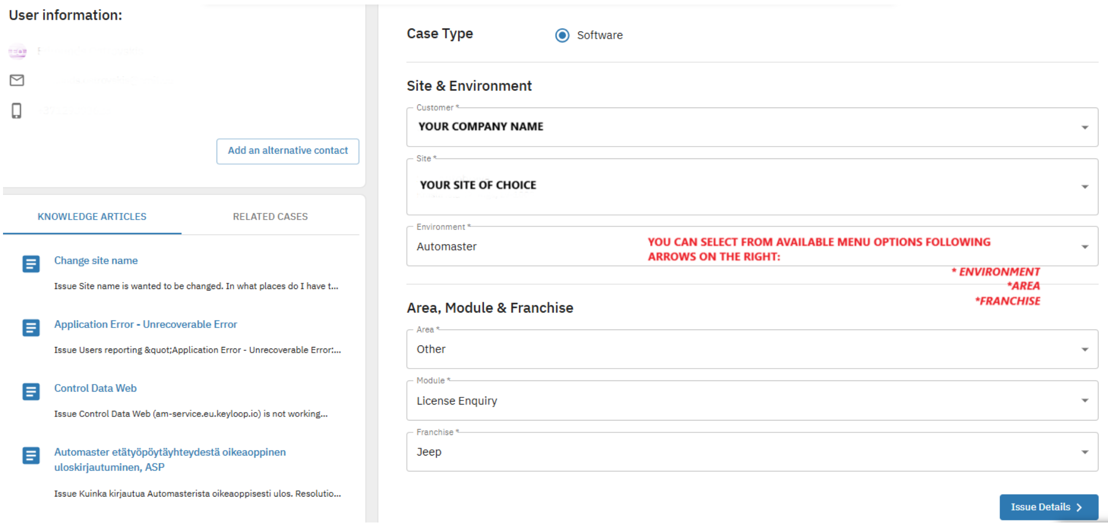
Please note that when the Status of your Case was set to ´Solution Provided´ by our Support Team it will be set to ´Closed´ automatically in 14 days.





Create a case

To create a new support case, select the New Case button within the Case section. Follow the on-screen wizard which will guide you and ensure all the required information is entered when the case is raised. Please complete the fields as explained in the screenshot below:

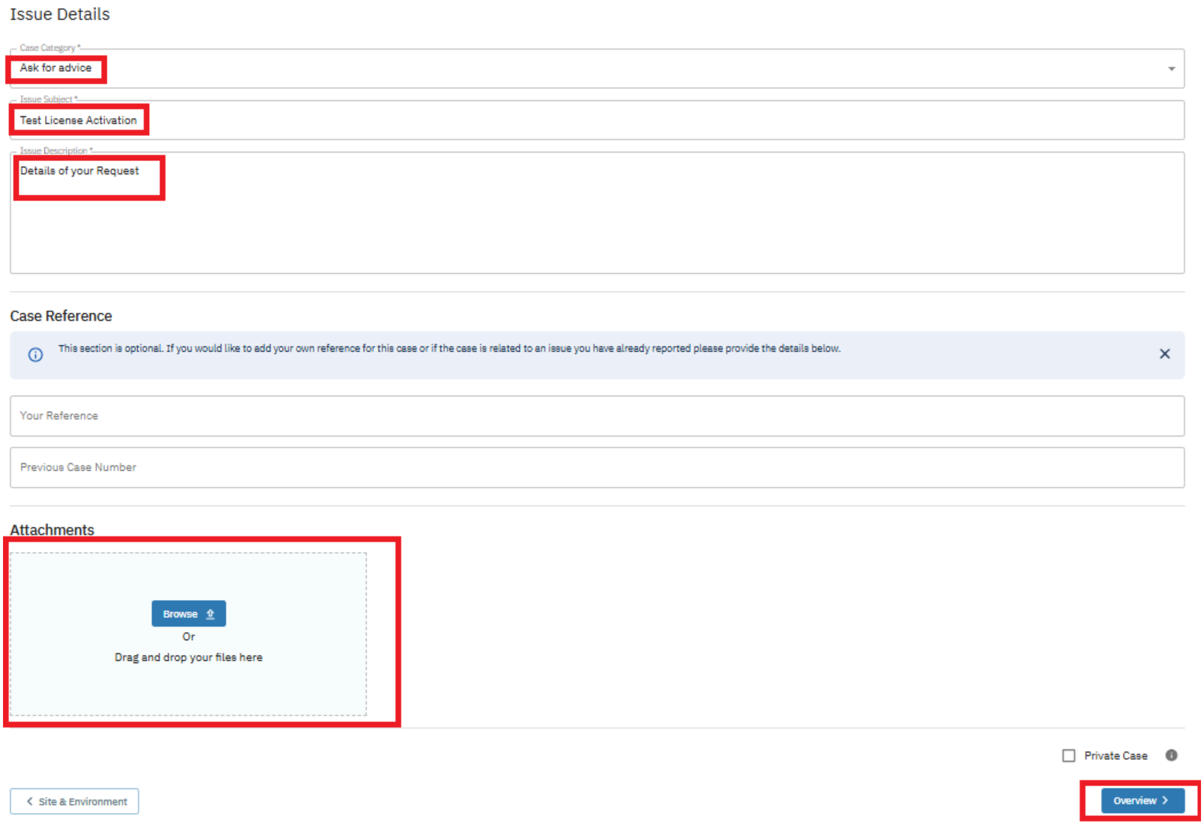


Depending on the Area of choice, options for available Modules will be populated for further selection.

Upon completion navigate to the button ´Issue Details´. Issue Details will allow you to include supporting information such as specific branch, WIP/vehicle number, SL/PL number, navigation steps (so we can replicate), and any error message screenshots.

This will enable faster handling and resolution of Cases with a reduced dependency on any back-and-forth in the process.

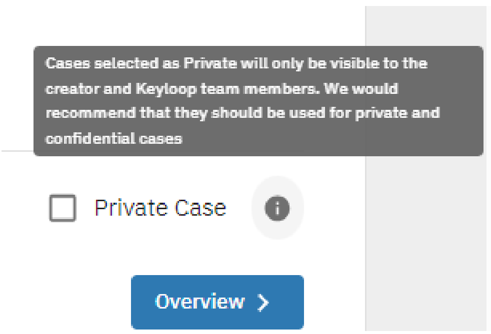
As you create a Case, you'll see the Related section on the left-hand side of the screen will automatically update, based on the information provided. It intuitively displays relevant related Cases. In the event you need to reference your earlier Case in the next section this may be useful.



To Activate or Cancel a License you will need to provide the following details in the Case:

- The Product name
- Site Name and number of licenses required for processing

Please note, that if your Case details contain confidential or sensitive information, we recommend selecting the following **Private Case tick box** in the Issue Details. This will allow this Case to be visible only to you and Keyloop team, and will not be visible to other Customers:



Click ´Overview´ button to continue. You will be guided to the Case Overview screen and an option to Submit the Case. Please check the Details and if there are any corrections you would like to make, select the ´pencil´ command (marked with circle on the screenshot below). If all details are in order, please continue by pressing ´Submit Case´.

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