

# Technical Support

## Ticket Management





# Agenda

- Nymi Support**
- Assign Designated Support Correspondents**
- Welcome Email**
- Set Password**
- Navigate Support Page**
- Open Support ticket**
  - Technical Issue
  - RMA
- Follow Up**
  - View Tickets
  - Update Tickets



# Nymi Support

**Support is your primary path for addressing issues with Nymi technology**

- Technical Issues
- Operational Challenges
- Nymi Documentation

## Access to support

The Nymi Customer Support Portal  
(<http://support.nymi.com>)

## Hours

Web Portal is available  
24/7/365

Nymi technical support resources are available 9:00a to 5:30p ET, Monday through Friday





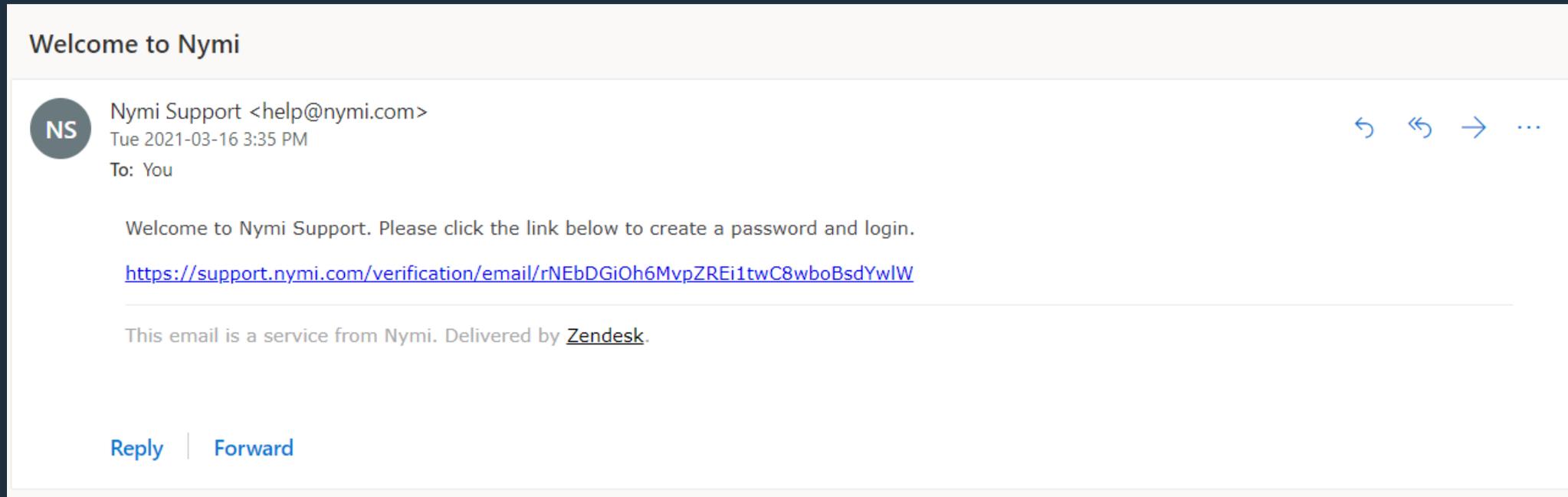
# 1. Assign Designated Correspondents

- Contact your Nymi Account Manager and provide a list of Designated Correspondents (DCs). Include the following information:
  - Full name (required)
  - Email address (required)
  - Site name
  - Site address
- Nymi creates a support account for each DC.



# 2. Welcome Email

DC receives a welcome email to the address associated with the account and instructions to access the support website and create a password.





# 3. Set password

- DC clicks the link in the welcome email
- On the Secret Password page, sets the password.

The screenshot shows a web browser window with the URL `support.nymi.com/verification/email/rNEbDGiOh6MvpZREi1twC8wboBsdYwIW`. The page features the Nymi logo in the top left. The main content is a form titled "Choose your secret password" with the instruction "You'll use this password to sign in to Nymi." The form includes two input fields: "Your name" containing "Debbie Redmond" and "Your password" which is masked with dots. Below the password field, there are three green checkmarks indicating password requirements: "must be at least 5 characters", "must be fewer than 128 characters", and "must be different from email address". A blue "Set password" button is located at the bottom of the form.



# 4. Navigate Support Page

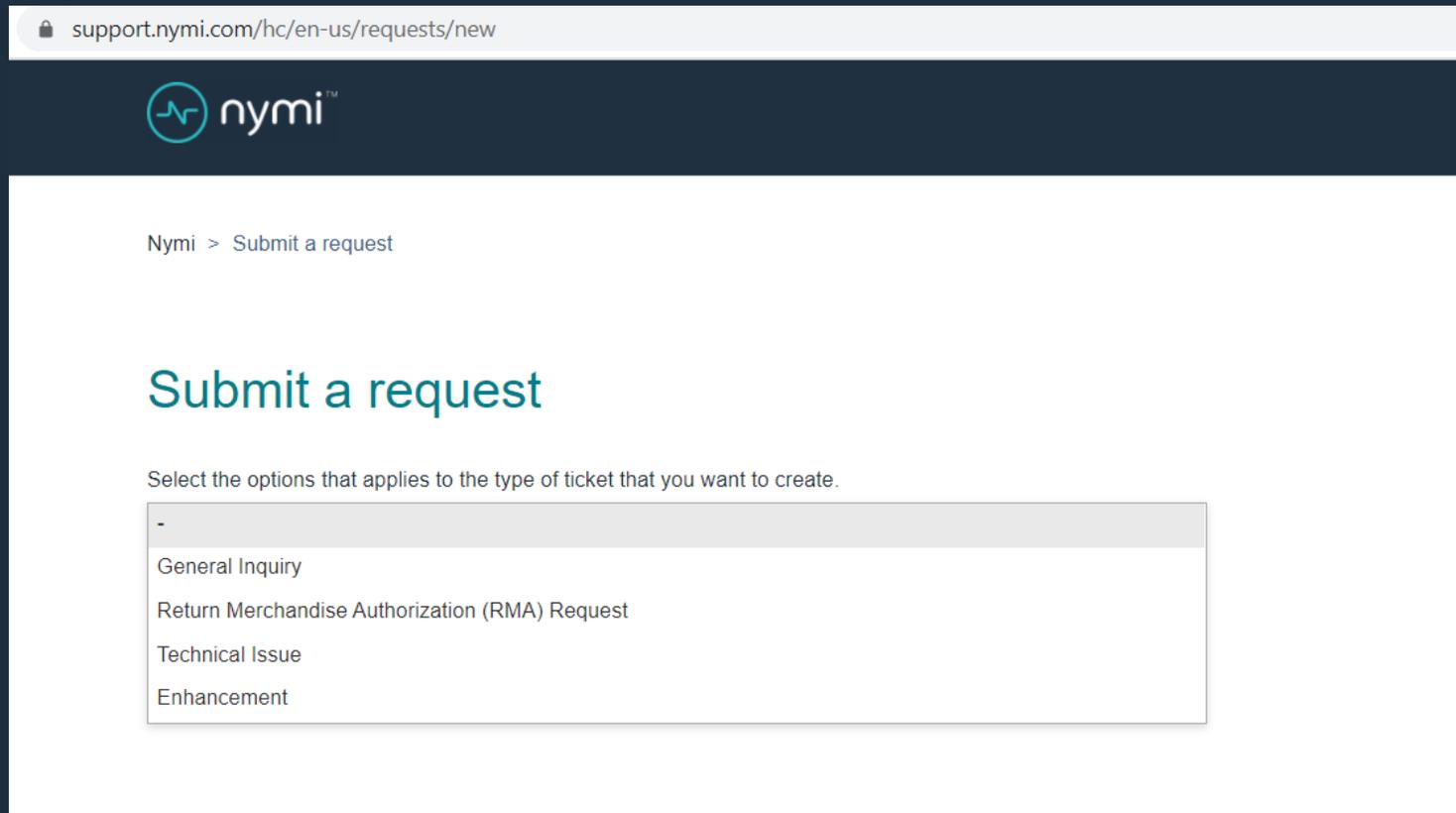
- Search for the solution to your problem
- Click Submit a request to open a support ticket.

The screenshot shows the Nymi support page at [support.nymi.com/hc/en-us](https://support.nymi.com/hc/en-us). The page features a dark header with the Nymi logo on the left and a "Submit a request" button on the right, which is highlighted with a yellow box. Below the header is a "Quick Search" section with a search input field. To the right of the search field is a product image of a black Nymi wristband displaying "Hello!". Below the search field, the text "Browse for solution" is centered, with three arrows pointing to three dark blue buttons: "How To Articles and videos", "Knowledge Base", and "Documentation Downloads". An arrow labeled "Open Ticket" points from the "Submit a request" button to the "Browse for solution" text.



# 5. Open a support ticket

Select appropriate request type from the list



The screenshot shows a web browser window with the URL `support.nymi.com/hc/en-us/requests/new`. The page header includes the Nymi logo and the text "Nymi > Submit a request". The main heading is "Submit a request". Below this, there is a prompt: "Select the options that applies to the type of ticket that you want to create." A dropdown menu is open, showing the following options: a dash "-", "General Inquiry", "Return Merchandise Authorization (RMA) Request", "Technical Issue", and "Enhancement".



# 5 - Submit a Technical Issue

Select this form to investigate a technical issue that you're encountering with Nymi Band activities, NES, or Nymi Band Application

- Fill in the fields on the form
- Provide as much detail as possible
- Provide screenshots and videos, as applicable

NOTE: When you provide a summary of the issue, links to related knowledge base articles appear, which you can select.

Nymi > Submit a request

## Submit a request

Select the options that applies to the type of ticket that you want to create.

Technical Issue

CC

Add emails

Summary of the issue \*

Please provide a summary of the issue that you are reporting.

Project/ Site Name

Please provide your site location or special project name.

Product Versions

Please affected software and firmware versions.

How you experienced the issue \*

Please provide a summary of the actions you were performing that lead up to or resulted in the issue. If you are able to consistently reproduce the issue, provide the steps as well.

Error Messages

Please include the error messages that appear when you are experiencing the issue and the application or log file where you see the errors.

Attachments

Add file or drop files here

Submit



# 5. Submit an RMA Request

Select this form after internal troubleshooting has determined that the Nymi Band requires replacement

- Fill in the fields on the form
- Provide as much detail as possible to expedite the process

**Submit a request**

Select the options that applies to the type of ticket that you want to create

Return Merchandise Authorization (RMA) Request

CC

Add emails

Summary of the issue \*

Please provide a summary of the issue that you are reporting

How you experienced the issue \*

Please provide a summary of the actions you were performing that lead up to or resulted in the issue. If you are able to consistently reproduce the issue, provide the steps as well

Reason for Nymi Band Return \*

Please describe the reason for returning the Nymi Band hardware in as much detail as possible. Include pictures if possible

Number of Nymi Bands submitted for RMA

Enter a number

Nymi Band Serial Numbers

Enter the 10 character serial number(s) found on the underside of the Nymi Bands that are being returned

Firmware Version

Please enter the firmware version of the Nymi Band(s). You can find the firmware version by plugging in the band to charge and pressing the lower button. The firmware version will display on the Nymi Band's screen. If you do not know the firmware on the Nymi Band(s), please enter UNKNOWN

Shipping Contact Full Name \*

Enter the name of the person receiving the replacement Nymi Band(s)

Shipping Contact Mailing Address \*

Enter the full shipping address where the replacement Nymi Band(s) will be sent. This must include: Street address, unit number, City, Postal Code, Country

Shipping Contact Phone Number \*

Enter the phone number of the person receiving the replacement Nymi Band(s)

Attachments

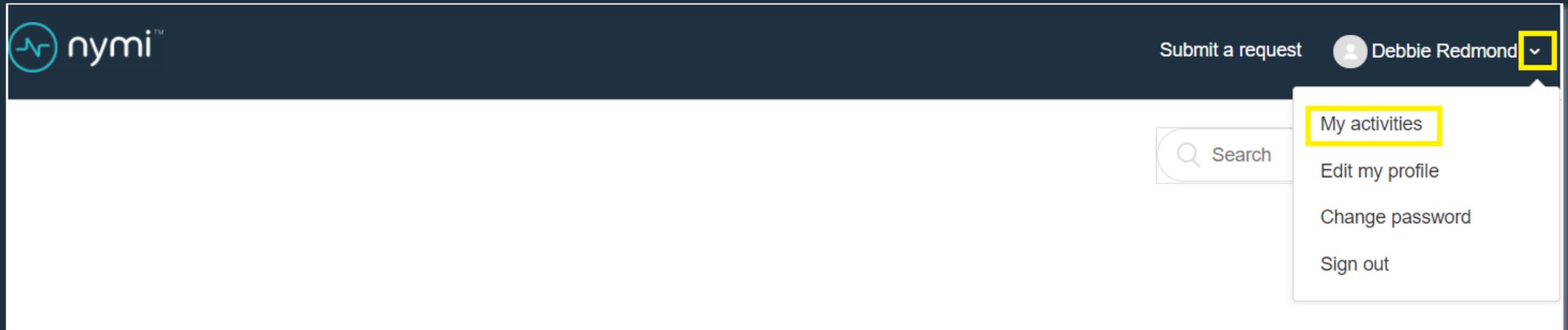
Add file or drop files here

Submit



# 6. Follow-up

Go to Your Activities to track and update tickets





# 6 - View My Activities

Select the appropriate ticket from the list. You'll only see the tickets that you filed unless you have rights to view all tickets for your organization

The screenshot shows the Nymi user interface. At the top left is the Nymi logo. To the right are links for 'Submit a request' and a user profile for 'Debbie Redmond'. Below this is a navigation bar with 'Requests', 'Contributions', and 'Following'. The main heading is 'My requests', with a sub-tab for 'Requests I'm CC'd on'. A search bar labeled 'Search requests' and a 'Status' dropdown menu (set to 'Any') are present. Below is a table with the following data:

Subject	Id	Created	Last activity	Status
Unable to enroll a user	#12995	6 minutes ago	a few seconds ago	Awaiting your reply



# 6 – Updates tickets

After you select the ticket, you can provide updates.  
Alternatively, you can reply to the email that you received about the ticket.

### Unable to enroll a user

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 **Debbie Redmond**  
8 minutes ago

AN error message appears when I try to log into the Nymi Band Application

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 **Deb**  
3 minutes ago

Hi Debbie,  
Please provide a screenshot and the Nymi Band Application log files.

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 CC Add emails

Add file or drop files here

Requester	Debbie Redmond
Created	Today at 11:28
Last activity	Today at 11:33
<hr/>	
Id	#12995
Status	Awaiting your reply
Project/ Site Name	—
Product	—
Product Versions	3.2.1
Error Messages	Username or password is incorrect

# Q & A



Thank you

