



# ZENDESK ACCOUNT CREATION / ISSUE SUBMISSION USER GUIDE V1.0

Intel® RealSense™ D400 Series Customer Engineering Program

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# Zendesk Issue Submission Goal

## **Intel® RealSense™ Group Message to Customers:**

The Intel RealSense Group has a customer interaction portal specifically for the Intel RealSense line of depth cameras. This is will allow for a more efficient support structure during the early engagement phase with all new customers.

This portal (powered by Zendesk) will provide ready access to documentation, FW/SW updates and FAQs. This portal will also allow the team to respond in a timely manner to queries, enabling faster info turns.

Our goal is to support a more collaborative approach in enabling depth cameras specifically tuned for your application. This portal will allow for proper documentation of requirements and test data.

# Zendesk Account Creation Process

- Please create an account using the instructions below:

## Zendesk – Account Creation

1. Complete and submit questionnaire at [https://intel.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=589348](https://intel.zendesk.com/hc/en-us/requests/new?ticket_form_id=589348)
2. Open the subsequent email that will be received and click on the verification link. (See highlighted link)
3. Enter a password; select “Set Password”.

The image displays three sequential screenshots of the account creation process:

- 1. Submit a request:** A browser window showing the Intel RealSense Customer Support Zendesk ticket form. The form includes a dropdown menu for "Pre-Sample Questionnaire" and a text input field for "Your email address".
- 2. Intel welcome email:** An email from Intel <support@intel.zendesk.com> with the subject "Intel welcome email". The email body contains instructions to click a link to create a password and sign-in. A specific verification link is highlighted in yellow: <https://intel.zendesk.com/verification/ticket/misoQ35c0pQ4mktN4Fai8Dn/>.
- 3. Choose your secret password:** A verification page titled "#442 'RealSense Cameras' successfully verified". It prompts the user to "Choose your secret password" and provides input fields for "Your name" (pre-filled with "CustomerName") and "Your password". Below the fields are "Password requirements" (must be at least 5 characters, must be different from email address) and a "Set password" button.

# Zendesk Issue Submission Process

- After password is created, user is sent to Zendesk website:  
<https://intel.zendesk.com/hc/en-us>

## Zendesk – Issue Submission Form

1. Once logged into Zendesk website, click on “Submit a Request”.
2. Click on “Standard Ticket Form” under Submit a Request.
3. When filling out ticket request form, it is very important to provide as much information as possible under description. Once all valid information is filled out, press “Submit”.

A ticket will be created and Intel® RealSense™ Team will review the issue and get back to you as soon as possible!

Thank you for using Intel® Zendesk Customer Support!

The screenshot illustrates the three-step process for submitting a request on the Intel Zendesk Customer Support website:

- Step 1:** The user is on the "Welcome to RealSense Customer Support" page. A "Submit a request" button is visible in the top right corner.
- Step 2:** The user is on the "Submit a request" page. They are prompted to "Please select which ticket form you would like to use." The "Standard Ticket Form" option is highlighted.
- Step 3:** The user is on the "Submit a request" form. They are prompted to "Please enter the details of your request. A member of our support staff will respond as soon as possible." The form includes fields for "Description", "Issue Category" (set to "Hardware"), and "Attachments". A "Submit" button is visible at the bottom.

