

# Help Desk System

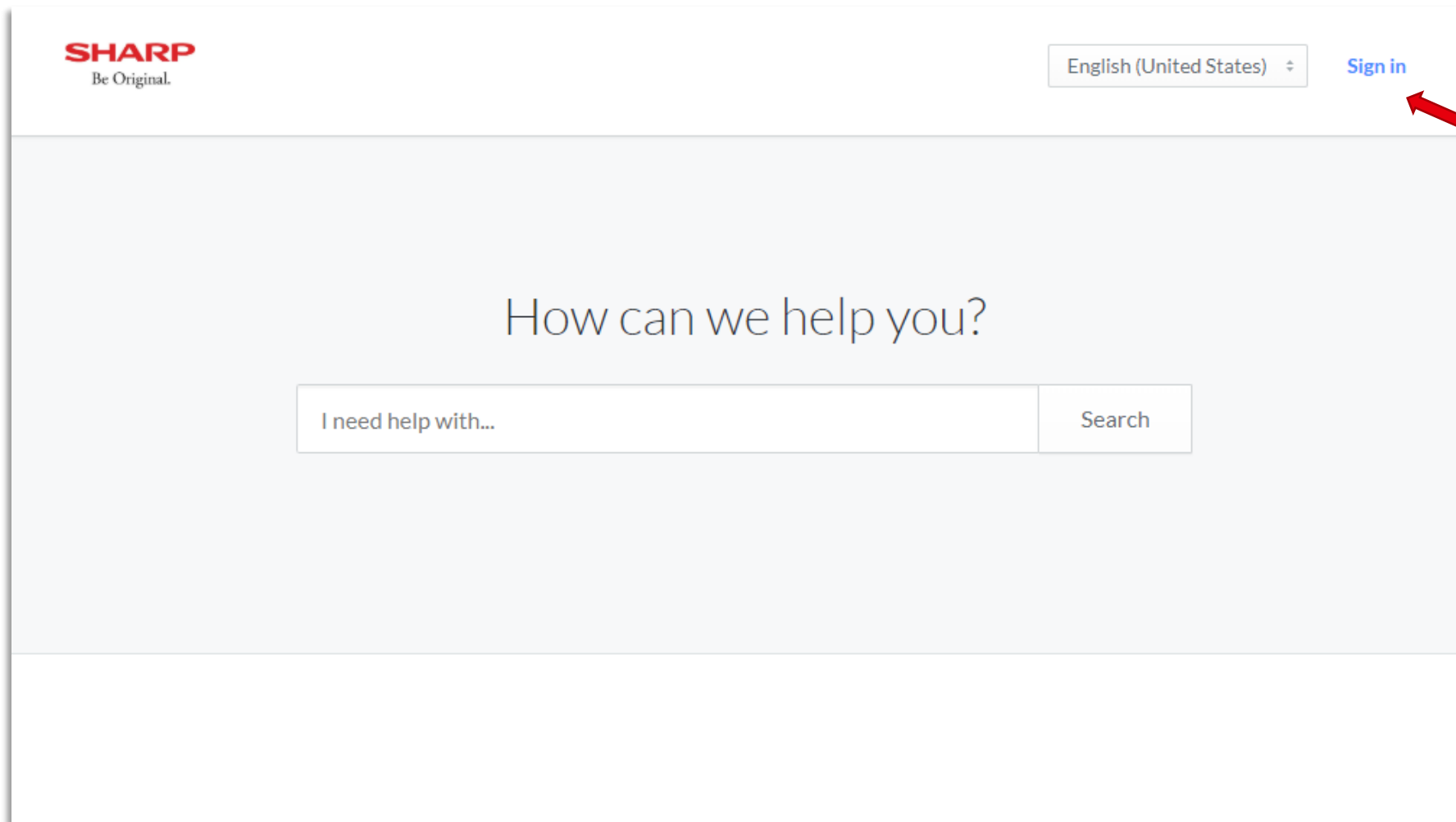
Instruction manual

# W skrócie

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# How to sign up?

In order to register in the system you need to go to [www.sep.kayako.com](http://www.sep.kayako.com) and create an account.



The screenshot shows the top navigation bar of the SHARP website. On the left is the SHARP logo with the tagline "Be Original." In the center is a language selection dropdown menu set to "English (United States)". On the right is a blue "Sign in" link, which is highlighted by a red arrow pointing from the right side of the page. Below the navigation bar is a large light gray area with the text "How can we help you?" and a search bar containing the placeholder text "I need help with..." and a "Search" button.

# Sign in to SEP

Your email address

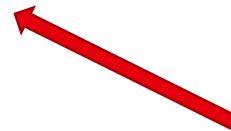
Your password

Sign In

[Forgot password](#)

If you've contacted us before, you'll probably already be registered. [Get your password.](#)

[Need an account? Sign up.](#)




Enter your personal data and enjoy the access!

Your full name

Your email

I consent for SEP to process my data and agree to the terms of the [Privacy Policy](#)

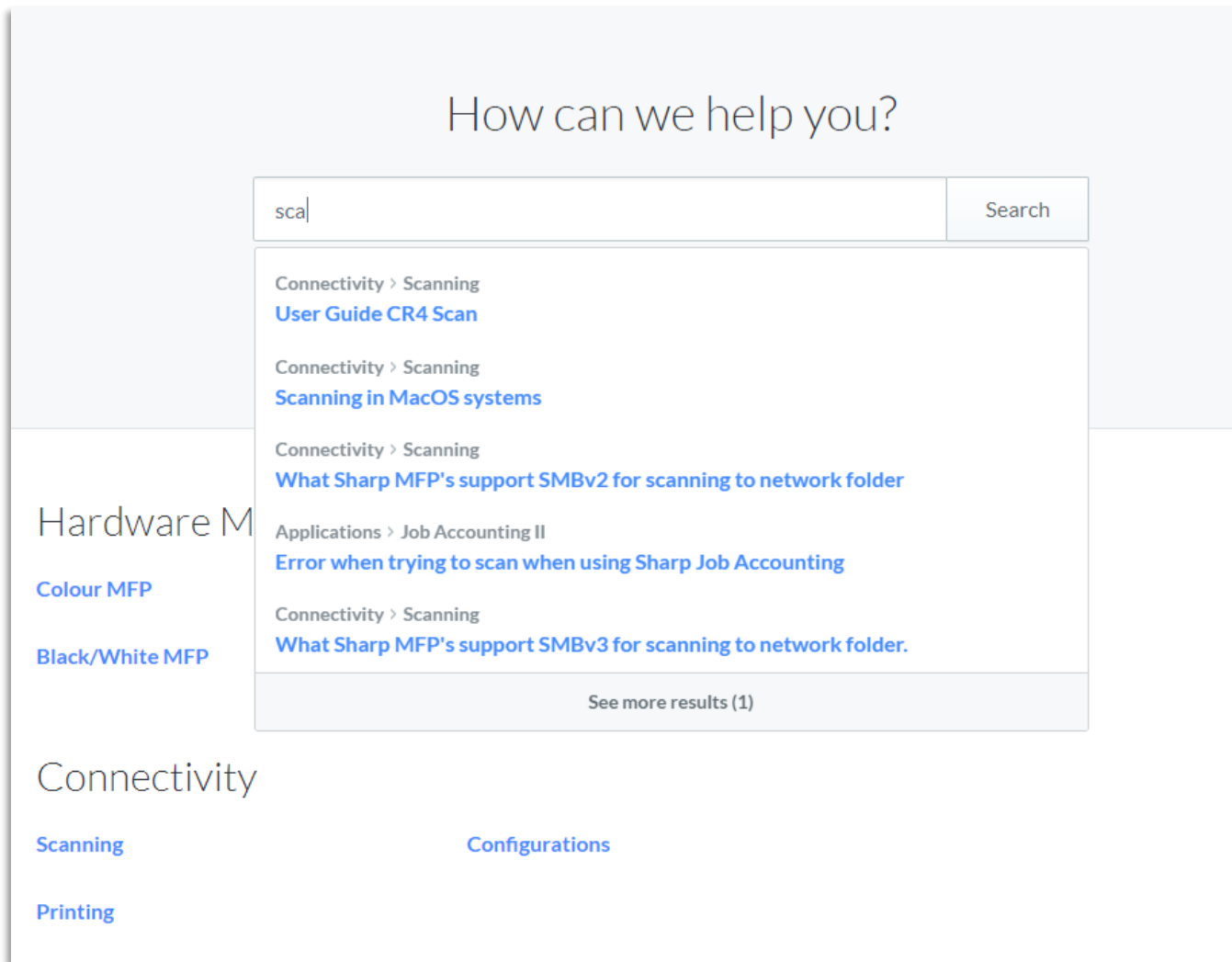
Are you a robot?

 I'm not a robot   
reCAPTCHA  
Privacy - Terms

Sign up

# How to find a solution?

After logging in, the "How can we help you?" window will pop up. In order to find a solution, you need to type in the problem and the system will automatically start suggesting the text.



The screenshot displays a search interface titled "How can we help you?". A search bar contains the text "sca" and a "Search" button. Below the search bar, a list of search results is shown, each with a breadcrumb trail and a link to a specific article:

- Connectivity > Scanning  
[User Guide CR4 Scan](#)
- Connectivity > Scanning  
[Scanning in MacOS systems](#)
- Connectivity > Scanning  
[What Sharp MFP's support SMBv2 for scanning to network folder](#)
- Applications > Job Accounting II  
[Error when trying to scan when using Sharp Job Accounting](#)
- Connectivity > Scanning  
[What Sharp MFP's support SMBv3 for scanning to network folder.](#)

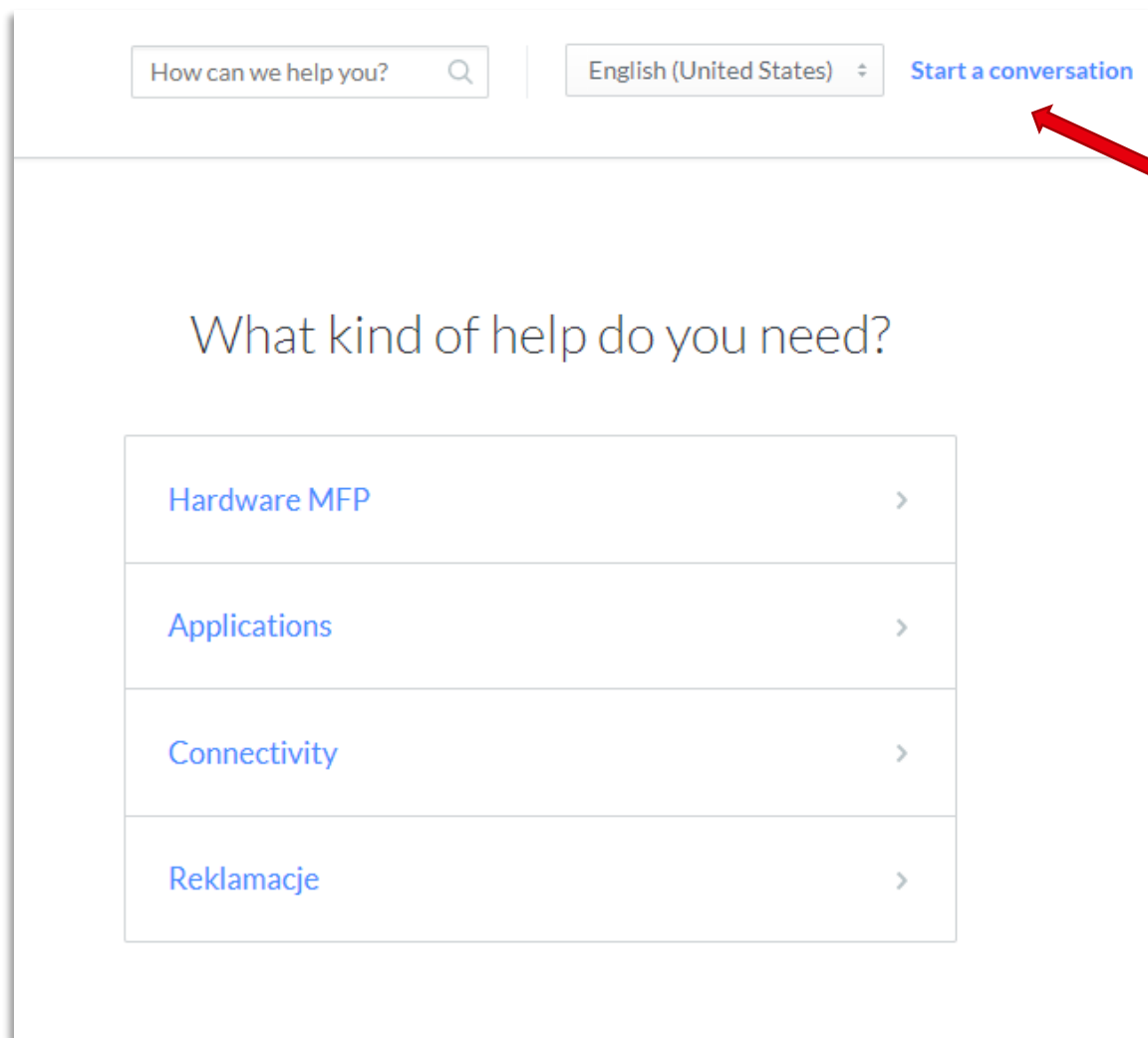
At the bottom of the search results list, there is a button labeled "See more results (1)".

On the left side of the interface, there is a navigation menu with the following categories:

- Hardware M
- Colour MFP
- Black/White MFP
- Connectivity
  - Scanning
  - Configurations
  - Printing

# How to start a conversation with specialist?

After logging in you will also see the option "Start a conversation". This will allow you to contact our specialist directly to solve your problem. There will be a variety of options from different product categories.



In order to improve the whole submission process, providing as much information as possible is crucial.

Subject

Model Name

Serial Number

Firmware Version

Message

Upload files Optional  
 or drag and drop files

What actions were taken before reporting a problem? Optional

Priority



# History of calls and conversations

By clicking on your name you will be able to view the history of your reports and conversations to date.

The screenshot shows the SHARP support portal interface. At the top left is the SHARP logo with the tagline "Be Original.". To the right is a search bar with the text "How can we help you?" and a magnifying glass icon. Further right is a language dropdown menu set to "English (United States)" and a "Start a conversation" button. Below this is a breadcrumb trail "SEP / My conversations" and the word "test".

On the left side, there is a form to "Add a reply..." with a text area, a "Choose files" button, and a "drag and drop files" instruction. Below the form is a list of conversation items, each starting with a "UR" icon and a timestamp like "a minute ago via Helpcenter".

On the right side, there is a metadata panel for the selected conversation. It includes an "Update" button, "Conversation ID: 39", "Priority: Low", "Assigned to:" (empty), "Serial Number: test", "Firmware Version: test", "Model Name: test", and "What actions were taken? Optional: test". At the bottom of this panel is a "Participants" section showing a "UR" icon and "(Requester)".

This is an overlaid screenshot of the "SEP Conversations" page. It features a header "SEP Conversations" and a link "My conversations" on the right. Below the header, there is a list of conversation items. The first item is "Open" with a "UR" icon, the text "test", and "#39 - Last reply from" followed by a timestamp "3 minutes ago".