



SOLERA CASE SUBMISSION GUIDELINE

SOLERA SERVICE DESK

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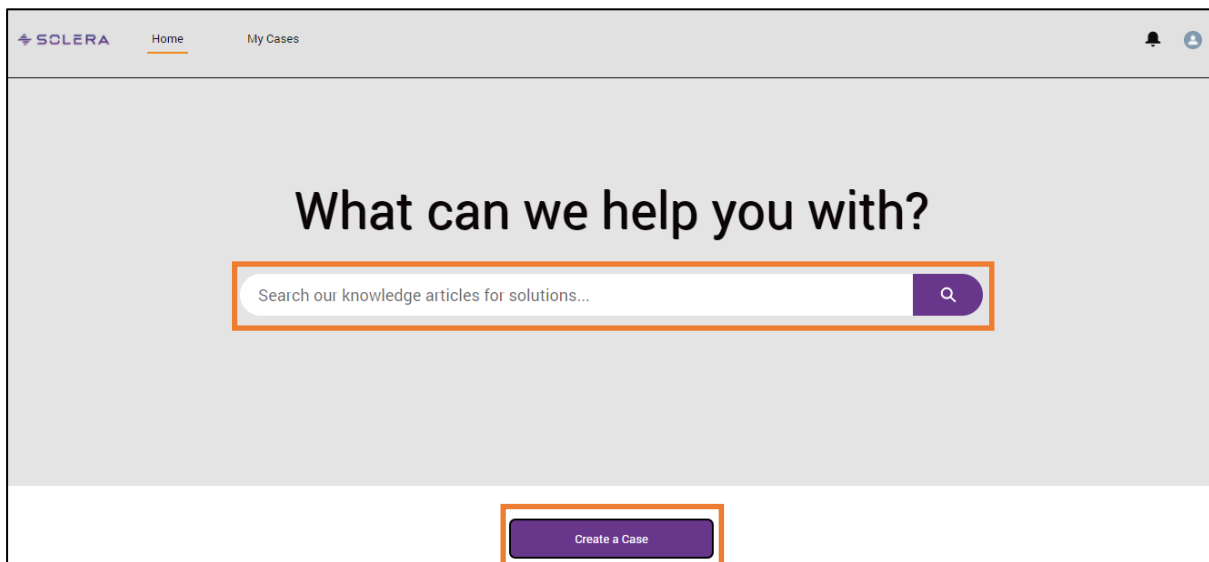
When logging into the Customer Portal you are presented with the dashboard. From this screen you can 'Submit a Case, 'Access the Knowledgebase' and 'Check Status'.

Accessing the Knowledge Base

Once logged into the Customer Portal, you can access the Knowledge Base. This section provides user guides, learning videos and general documentation around Solera related products. Type your question in the **Search** field and click the **magnifying glass** icon.

Submit a Case

To submit a case, click on the **Create a Case** button at the bottom of the page. See below:



Once selected, type the subject in the **Subject** field. Next, input information about the issue you are experiencing in the **Description** field. It is best practise to be as thorough as possible. Click the **Product** field to search for the product you wish to request support for or report an incident against.

Note: You need to type at least the first three characters of the product name and click on the Product or press enter to see the full list that starts with those 3 characters.

SOLERA Home My Cases

Case Creation

Please enter the relevant information in the fields below

- In the **Subject** field please enter the Product Name followed by a short description of the issue
- In the **Description** field please enter a more detailed description of the issue
- In the **Product** field, enter and choose the relevant product
- Click the **Upload File** icon to attach a screenshot or a relevant file, if necessary

Need Answers Fast?
Find what you need here.

Subject **i**

Description **i**

Product
Search Products... **Q**

Country
Australia

U Upload File

Submit

Click the **Upload File** button or one of the other links to locate the attachment(s). Select the attachment(s) and click the **Add** button.

Select File

You don't have any files here. Try a different filter, or upload a file.

U Upload File

U Upload File

Owned by Me

Shared with Me

Recent

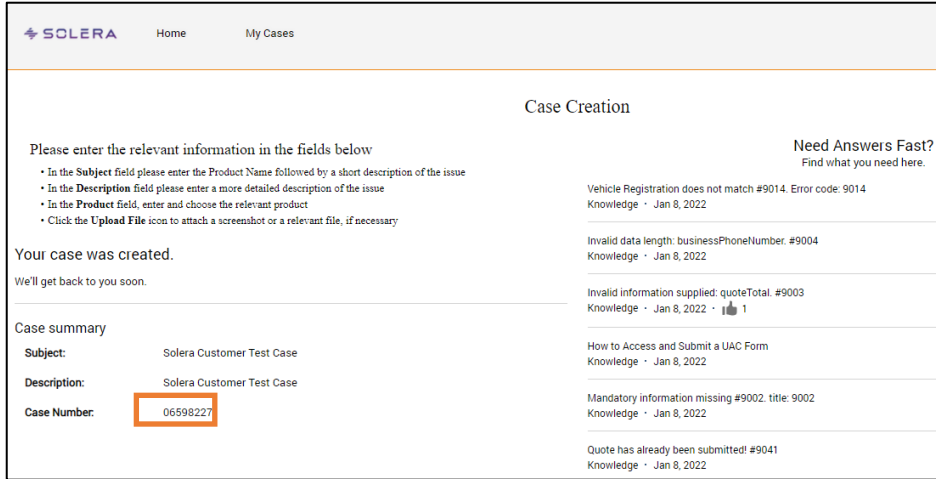
Following

0 of 10 files selected

Cancel **Add**

Once all information has been input click the **Submit** button at the bottom of the page.

Once submitted a message shows you the **Case Number**.



SOLERA Home My Cases

Case Creation

Please enter the relevant information in the fields below

- In the **Subject** field please enter the Product Name followed by a short description of the issue
- In the **Description** field please enter a more detailed description of the issue
- In the **Product** field, enter and choose the relevant product
- Click the **Upload File** icon to attach a screenshot or a relevant file, if necessary

Need Answers Fast?
Find what you need here.

Your case was created.
We'll get back to you soon.

Case summary

Subject: Solera Customer Test Case

Description: Solera Customer Test Case

Case Number: 06598227

Vehicle Registration does not match #9014. Error code: 9014
Knowledge · Jan 8, 2022

Invalid data length: businessPhoneNumber: #9004
Knowledge · Jan 8, 2022

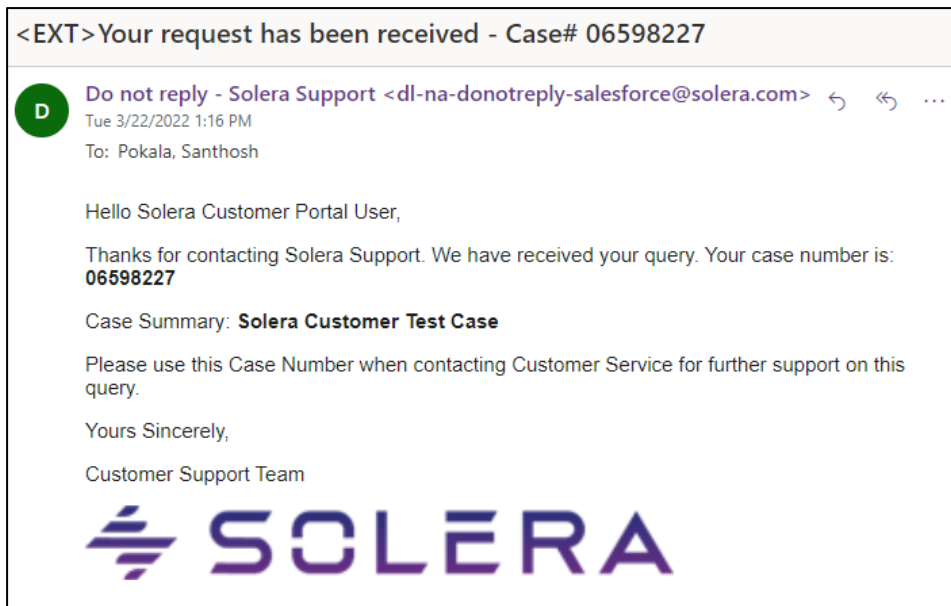
Invalid information supplied: quoteTotal: #9003
Knowledge · Jan 8, 2022 · 👍 1

How to Access and Submit a UAC Form
Knowledge · Jan 8, 2022

Mandatory information missing #9002. title: 9002
Knowledge · Jan 8, 2022

Quote has already been submitted! #9041
Knowledge · Jan 8, 2022

Once the case is created, an auto email will be sent with the case details. See below:



In the email, you are provided a unique incident number. This number is now a reference point if you were to call Solera for an update on your service request or incident. Reference this unique number and any support agent you speak with will be able to assist.

Checking Case Status

After a case has been submitted, the status can be checked by clicking the **Case Number** or directly from the dashboard by clicking the **My Cases** link at the top of the page.

Case Creation

Please enter the relevant information in the fields below

- In the **Subject** field please enter the Product Name followed by a short description of the issue
- In the **Description** field please enter a more detailed description of the issue
- In the **Product** field, enter and choose the relevant product
- Click the **Upload File** icon to attach a screenshot or a relevant file, if necessary

Your case was created.
We'll get back to you soon.

Case summary

Subject: Solera Customer Test Case

Description: Solera Customer Test Case

Case Number: 0659822

Need Answers Fast?
Find what you need here.

- Vehicle Registration does not match #9014. Error code: 9014 Knowledge · Jan 8, 2022
- Invalid data length: businessPhoneNumber. #9004 Knowledge · Jan 8, 2022
- Invalid information supplied: quoteTotal. #9003 Knowledge · Jan 8, 2022 · 👍 1
- How to Access and Submit a UAC Form Knowledge · Jan 8, 2022
- Mandatory information missing #9002. title: 9002 Knowledge · Jan 8, 2022
- Quote has already been submitted! #9041 Knowledge · Jan 8, 2022

Once you click the case number link you can see the Details of the case including the

- Case Comments
- Attachments
- Articles

Case
Solera Customer Test Case

+ Follow Printable View Clone

Status: New Case Number: 06598227

Company and Contact Details

Account Name: Solera Customer Company phone #

Contact Name: Solera Customer Portal User Contact Phone

Country: Australia

Status: New

Issue Details

Subject: Solera Customer Test Case

Description: Solera Customer Test Case

Case Comments (0) New

Attachments (1) Upload Files

Agent Avatar Image Mar 22, 2022 · 3KB · png View All

Survey Invitations and Responses (0)

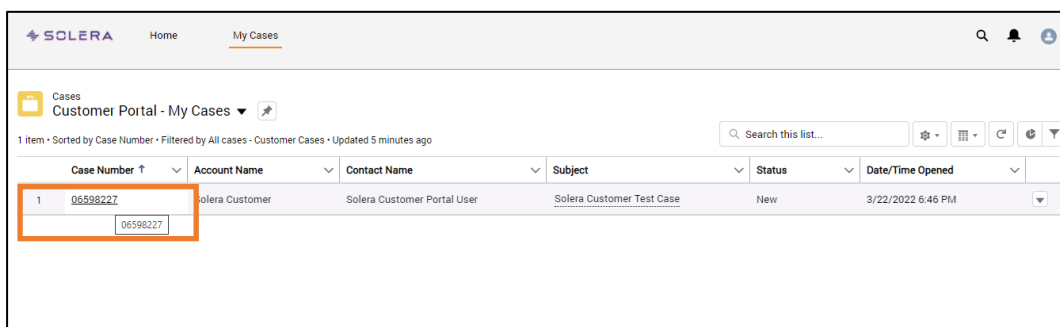
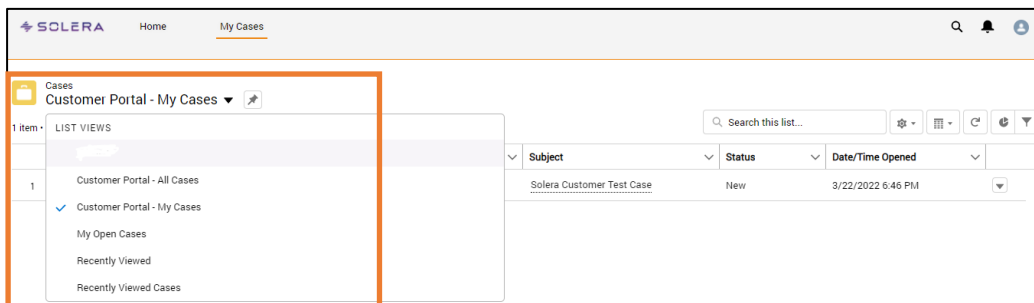
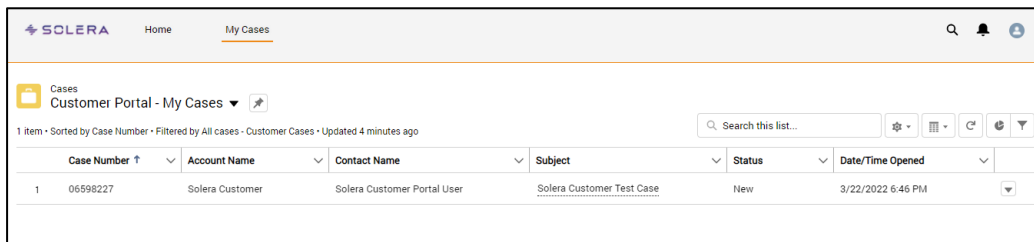
Articles (0)

My Cases Page

Click the **Cases** drop-down menu to filter the case list.

Current and historical cases have different views

- Customer Portal-My Cases:** Shows all active and historical cases created by the logged in customer.
- Customer Portal-All Cases:** Shows all active and historical cases created by everyone in the company.




Click on the Case Number to see the Complete Case Details

You can see the below case information in the case detail page:

- Case Number
- Subject
- Status
- Company Name
- Contact Name
- Company Phone
- Contact Phone
- Country
- Description
- Resolution

Updating the Case

You can use the **Case Comments** section to add updates to the case or view any comments added by the support agent.


 Case
Solera Customer Test Case


[+ Follow](#)
[Printable View](#)
[Clone](#)

Status	Case Number
In Progress	06598227

▼ Company and Contact Details

Account Name Solera Customer	Company phone # ●
Contact Name Solera Customer Portal User	Contact Phone
Country	

 Case Comments (1) New

User	Public	Created Date	Comment
 User16346	<input checked="" type="checkbox"/>	3/22/2022 6:5...	Please provide more details ▼

[View All](#)

You can add new attachments or view any attachments added by the support agent in the **Attachments** section.

Attachments (1)

Upload Files

Agent Avatar Image

Mar 22, 2022 • 3KB • png

View All

You can see any articles attached to the case by the support agent in the **Articles** section.

Case Comments (2)

New

User	Public	Created Date	Comment
A1A1	<input checked="" type="checkbox"/>	15/10/2021 4:12 AM	Here is more detail. ▼
User163050566	<input checked="" type="checkbox"/>	15/10/2021 4:09 AM	Please add more details ▼

View All

Attachments (2)

Upload Files

solution-brief-qapter

15/10/2021 • 291KB • pdf

QE1012RG-ADXE -Qapter Claims Manager Comparison-1021

15/10/2021 • 6.9MB • pptx

View All

Articles (0)

Case Resolution

When your request has been actioned and marked as resolved, an email is sent advising of the resolution. The email will contain any resolution notes as to the reason why the case has been resolved. See image below.

When the issue reoccurs or is not resolved, either reply to the email or add a comment to the case in the Customer Portal.

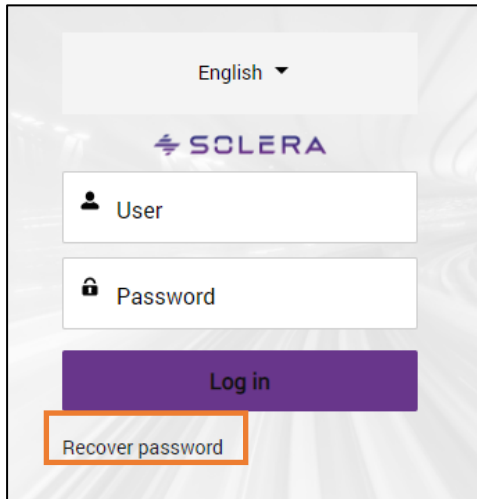


When the case is closed, an email will be sent with a survey.

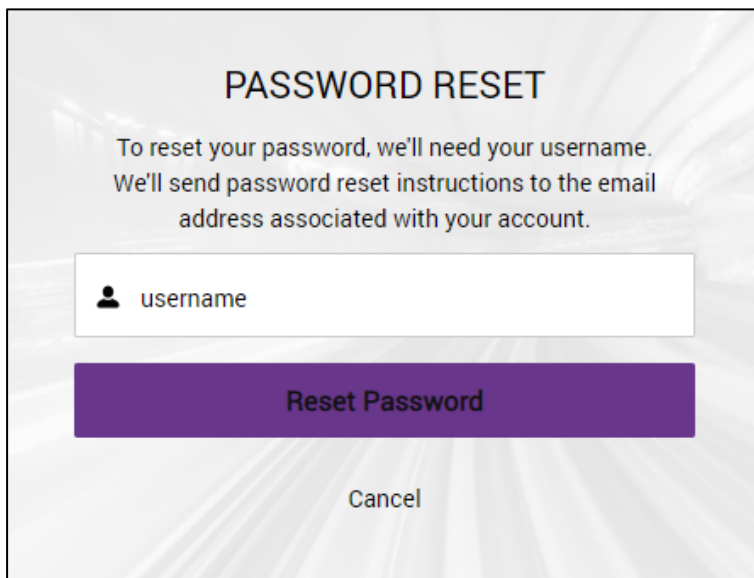


Reset your Password

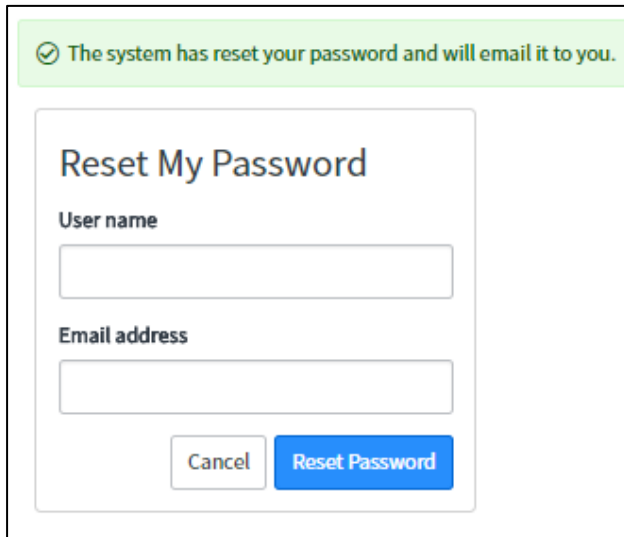
When you have forgotten your password, you will be able to reset it from the Customer Portal log in page by selecting on the **Forgot your Solera Service Desk Password** link.



Once selected, you will be redirected to a new page asking for your Username. Once this information has been entered, click the **Reset Password** button.



Once the 'Reset Password' button has been selected, you will be emailed a temporary password. This page will also advise you that your password has been reset.



The screenshot shows a web interface for resetting a password. At the top, a green banner with a checkmark icon contains the message: "The system has reset your password and will email it to you." Below this is a white box titled "Reset My Password". Inside the box, there are two input fields: "User name" and "Email address". At the bottom of the box are two buttons: "Cancel" and "Reset Password".

Once you log in with your new password, you will need to reset it.

We are continually striving to improve the services we deliver to you. The features described above include those that have been put forward by the insurer and repairer community as well as ideas and suggestions put forward by the Solera team. We welcome your feedback on the products and services we provide so that we can continue to improve the services we deliver to you.