1 Motivation and Options

The following options are now available with SOFiSTiK Online:

- Administration of all your company contacts
- Create, edit or delete contact data of your staff members
- Create new SOFiSTiK Online Users
- Summary of all your support requests
- Directly submit your support requests to our support team
- Create additional queries directly inside a current support ticket.
- Directly submit any questions to our sales department
- With the FAQ-Database you can search for solutions according to your problem.

With this service we provide you with additional information and problem solutions at any time. Using the administration of your own contacts we will be able to avoid additional time and work to check and correct contact data. This will

With the Ticket Tracker you are able to list all support requests of your company. This can be used as additional information for solving problems. Also this may help to avoid sending a support request twice.

With this we are able to improve our support service for you.
2 User-Administrator

If you are our primary contact you may view and modify all contact persons of your company in our database. You are also allowed to create new SOFiSTiK Online users.

3 Login

For login you need an internet browser and an internet connection. With the following address, which is directly available from our website

http://www.sofistik.com/support/sofistik-online-login

you get access to the login window.

After login is completed you will see the following start window. In case you have problem with the login, please don’t hesitate to contact our Customer Services team via support@sofistik.de.
The menu on the left hand side guides you through all functions.

4  My Profile

The administration of your company data (addresses and contact persons) will be done inside “My Profile”. To change company addresses simply press the “Edit” button. With the button “new contact person” you may add a new member of your staff to our database. In case you want to edit or delete the contact data of listed contact persons please use 🗒️ or 🗑️ button.

Because every support ticket is directly related to a contact person it is very important to have this data up to date.

Changes according to address and/or contact persons will be sent to our back office department and will be activated usually within one work day.

To use SOFiSTiK Online it is necessary to define user accounts. This should be done by an administrator, which is per default our primary contact in your company. To create a new account simply press the “New user account” button and follow the input dialog. Only the defined users are able to use SOFiSTiK Online!
5  Ticket Tracker

Inside the “Ticket Tracker” all current support tickets are listed. To see also the closed ones use the option “show closed tickets” and press the “Go” button. Every support ticket is identified with a Ticket ID. You also see the status and the responsible supporter.

Use the option “show closed tickets” and press “Go” button to see all support tickets of your company.

Click on the table heading to sort the list.

6  Support/Sales Request

To post a support request to our Customer Services team use menu point “Support/Sales Request” and select the relevant template. For questions to FEA-Analysis select “engl. Analysis Support Request”, for questions to CAD select “engl. CAD Support Request”.

6.1 Analysis Support Request

Select “engl. Analysis Support Request” and you will see the following input dialog.

Always find a short header description for your problem and put it into the Title edit field. Very important for us are the following information’s about Product, Version, Buildnumber, AutoCAD Version (SOFiPLUS and SOFiCAD) and of course the Operation System (Windows or Linux).

The inputs of Product, Version, Buildnumber, AutoCAD Version and Operating System are mandatory.

To simplify the input you must select out of the following list:
In case your problem is very urgent, for example you can’t work, or you have to finish a project, select the option “The problem is really very urgent, please handle it with high priority”

Please describe your problem always as accurate as possible. Tell us what you did, what you want to do, which results you do expect, which warnings and/or error messages occurred. In every case it is very helpful to reduce your system, look only on one load case and tell us exactly one element on which you are having the problem. Basically the more information we have, the faster we can respond.

In most cases we can respond very fast, if you send us a very small input data file, where we can reproduce your problem easily. Please send us this data file including the report file of your analysis (*.prt) in **zip format**. You can add this zip-file as an attachment to your request. Always send us the diagnose.xml file, which contains all relevant information according to your SOFiSTIK installation.

After you completed the input, submit your request to our support. After pressing the “Submit” Button your support request is saved in our system. Additional we receive an Email from you. You can see the ticket ID and your request inside the Ticket Tracker view.

Now our Support will deal with your request and will get back to you as soon as possible. In every case you will receive an Email containing the complete ticket history. You also can see the answers inside the Ticket Tracker.
6.2 CAD Support Request

Submitting a “CAD Support Request” is similar to an “Analysis Support Request”. We also need some additional information about your installed Version and about the problem itself.

⚠️ The inputs of Subject, Product, SOFiCAD Version, Buildnumber, AutoCAD Version, Operating System and some problem checks are mandatory.

Please describe your problem always as accurate as possible. Tell us what you did, what you want to do, which results you do expect, which warnings and/or error messages occurred. In every case it is very helpful to reduce your system. Basically the more information we have, the faster we can respond.

Please attach all necessary drawings and datafiles including the diagnose.xml in zip-format.

After you completed the input, submit your request to our support. After pressing the “Submit” Button your support request is saved in our system. Additional we receive an Email from you. You can see the ticket ID and your request inside the Ticket Tracker view.
Now our Support will deal with your request and will get back to you as soon as possible. In every case you will receive an Email containing the complete ticket history. You also can see the answers inside the Ticket Tracker.

6.3 New ticket Notes

In case you have additional questions or you want to add attachments to your support query you may do this directly inside the Ticket Tracker and inside the relevant Ticket-ID:

Please open the Ticket using the link of the Ticket-ID, for example 61075. After that, create a new ticket note by using the button “New ticket note/holdfile”. Now you can write some text explanations and / or add an attachment (use zip Format for more than one attachment).
To save your inputs simply press the button “Submit”. Now your input is saved in our system and the responsible supporter also will be informed by an automatic email about your new entry. An answer will be sent to you as soon as possible.

Please use this functionality and avoid creating support requests twice.

7 FAQ-Database

With the FAQ-Database you can search for a solution of your problem at any time. All entries are sorted by three categories (problem, product and work area) and listed as shown below.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Product</th>
<th>Work Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examples / Tutorials</td>
<td>100 SOFICAD</td>
<td>110 SOFICAD: general</td>
</tr>
<tr>
<td>Tutorial Movies</td>
<td>200 SOFPLUS(-X)</td>
<td>120 SOFICAD: structural steelwork</td>
</tr>
<tr>
<td></td>
<td>300 FEA-Analysis</td>
<td>130 SOFICAD: alignment</td>
</tr>
<tr>
<td></td>
<td>400 AutoCAD</td>
<td>140 SOFICAD: graphical system genera</td>
</tr>
<tr>
<td></td>
<td>500 REVIT</td>
<td>210 SOFPLUS(-X): mesh reinforcement</td>
</tr>
<tr>
<td></td>
<td>600 CODEMETER</td>
<td>220 SOFPLUS(-X): graphical load generators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>310 System = Loads</td>
</tr>
<tr>
<td></td>
<td></td>
<td>311 Material</td>
</tr>
<tr>
<td></td>
<td></td>
<td>312 cross section</td>
</tr>
<tr>
<td></td>
<td></td>
<td>314 CADINP-input</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ID</th>
<th>Title</th>
<th>Category I</th>
<th>Last Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>394</td>
<td>Startfenster schließt sich nicht - batch-Datei</td>
<td>Handling</td>
<td>2010-04-08 14:09:35</td>
</tr>
<tr>
<td>399</td>
<td>Register Norm in Bamtec</td>
<td>Handling</td>
<td>2010-04-01 15:20:44</td>
</tr>
<tr>
<td>212</td>
<td>Cursor isometrisch - Zoom defekt</td>
<td>Handling</td>
<td>2010-03-29 11:40:43</td>
</tr>
<tr>
<td>201</td>
<td>Cursor ist nicht mehr vorhanden - Zoom defekt</td>
<td>Miscellaneous</td>
<td>2010-03-29 11:39:57</td>
</tr>
<tr>
<td>317</td>
<td>SOFPLUS(-X) 17.3 dialogs not available</td>
<td>Handling</td>
<td>2010-02-24 21:48:40</td>
</tr>
<tr>
<td>291</td>
<td>Hauptkopf wird falsch skaliert eingefügt</td>
<td>Handling</td>
<td>2010-02-23 14:41:03</td>
</tr>
<tr>
<td>250</td>
<td>PDF-Rahmen ausblenden</td>
<td>Miscellaneous</td>
<td>2010-05-16 16:22:48</td>
</tr>
<tr>
<td>289</td>
<td>Layermanager</td>
<td>Handling</td>
<td>2010-03-16 16:16:10</td>
</tr>
<tr>
<td>288</td>
<td>Ribbons - Bildschirm ruckelt - zuckt</td>
<td>Handling</td>
<td>2010-03-16 16:11:02</td>
</tr>
<tr>
<td>287</td>
<td>Linienfarbe lin layout</td>
<td>Handling</td>
<td>2010-03-15 09:11:52</td>
</tr>
<tr>
<td>285</td>
<td>Problem beim Speichern</td>
<td>Miscellaneous</td>
<td>2010-03-09 08:54:46</td>
</tr>
<tr>
<td>383</td>
<td>Sofplus 18th Installationproblemen Prof SP 3// 32 Bit</td>
<td>Installation</td>
<td>2010-03-05 15:45:51</td>
</tr>
<tr>
<td>384</td>
<td>Probleme mit SOFPLUS 18.1 nach Statik-Client Installation DVD 04/2009</td>
<td>Installation</td>
<td>2010-03-05 12:05:35</td>
</tr>
</tbody>
</table>
You can use a filter or a full text search to search for a solution in the database. With the link DETAILS the entry will be opened.

Please send your feedback and suggestions back to support@sofistik.de.

8 Logout

With the menu 5. Logout you may leave SOFiSTiK Online.