

Squore Support Process In Vector Infrastructure

This article describes the new Squore support process using the new Vector infrastructure.

What's new in this process ?

- New [Vector Customer Portal](#) supporting both tickets and [e-mails](#) answers for easier communication. (Replacing Mantis)
- New [group/team account](#) feature for easier tickets sharing between colleagues.
- New [RSS Feed](#) for automatic notification of new releases.

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How to contact Squore support ?

Using e-mails

1. Send an e-mail to : support@vector.com.
2. Don't forget to specify to which product your request is related to, i.e Squore.

Using the Vector Customer Portal

1. In your web browser go to the following URL : <https://portal.vector.com/>
2. Click "**Sign In**" to connect to the portal. (In case of first connection, click "**Create Account**" and follow the steps, the account will be created on the spot).
3. Once connected, in the "Home" tab, click "**Create New Support Request**".
4. Fill the necessary fields and click "**Submit**".



[Vector Customer Portal](#) is also accessible from the Vector website, <https://www.vector.com/>, in "*Support & Downloads>Vector Customer Portal*".



Once you have contacted the support, whether by mail or via the Customer Portal, a ticket is created on Vector side. You will then be notified of the Squore support team answer via e-mail. To which you can reply, either via e-mail or through the [Vector Customer Portal](#) in "*Home>Your Support Request*".


How to share tickets between colleagues ?

Join an existing group/team account

1. If the group/team account already exists, ask the manager of the group/team account to invite you into the group.
2. You will then receive an invitation e-mail.
3. Once the invitation is confirmed you will be able to see the tickets of all the group members, and them yours.
4. You must be registered in the [Vector Customer Portal](#) to be invited into a group/team account.

Create a new team account

1. Send an e-mail to support@vector.com asking for a group/team account creation.
2. Or create a new ticket from the [Vector Customer Portal](#).
3. You will need to provide the following information in your request :
 - a. Desired name of the group/team account
 - b. A Person (name and e-mail address) to manage the group/team account

 Only users registered in the [Vector Customer Portal](#) will be able to join a group/team account. To know more about what is possible with a group/team account, visit : <https://portal.vector.com/group-feature>.

How to exchange files with Squire support ?

Temporary exchange of small files

1. You can include files in the e-mail request when first contacting Squire support or when replying to an open case e-mail.
2. You can also include files when creating a ticket or when replying to an open case from the [Vector Customer Portal](#).

Temporary exchange of big files

1. If files are too big for being exchanged via e-mail or in the [Vector Customer Portal](#), support agent can create a Quick Share Portal.
2. A Quick Share Portal is temporary and can be password protected. It will enable both support and customer to upload and download files for exchange.
3. Just ask the support agent in the open case for creation of such portal.

Permanent exchange file area

1. If necessary, an exchange file area can be created in your [Vector Customer Portal](#) account.
2. Having an account in the [Vector Customer Portal](#) is therefore mandatory.
3. Just ask the support agent in an open case for creation of such area, or create a new request.

How to download Squire installers ?

From Vector website

1. In your web browser, go to the Vector website : <https://www.vector.com/>
2. Go in "*Support & Downloads>Downloads>Service Packs*".
3. To narrow the search, click on "**Filters**", then in "*Filters>Product*" select Squire.
4. Latest patches for all supported branches is always available on the Vector website.

Specific patches

1. If you need to download an older patch release, or a specific version release patch, contact the Squire support, either via e-mail or via the [Vector Customer Portal](#).

How do I know a new patch has been released ?

Subscribe to Squire RSS feed

1. In your web browser, go to the following URL : <https://www.vector.com/int/en/support-downloads/downloads/service-packs/rss-feeds/>.
2. Right click on "**Squire Service Packs**", then "*Copy link address*".
3. Then use this link in your favorite RSS feed reader/manager.



For example in **Outlook**, go in "*Account Settings*", tab "*RSS Feeds*" then "*New...*", and copy-paste the copied linked for Squire RSS feed.

 For more information on RSS feeds : [What is an RSS feed ?](#)