



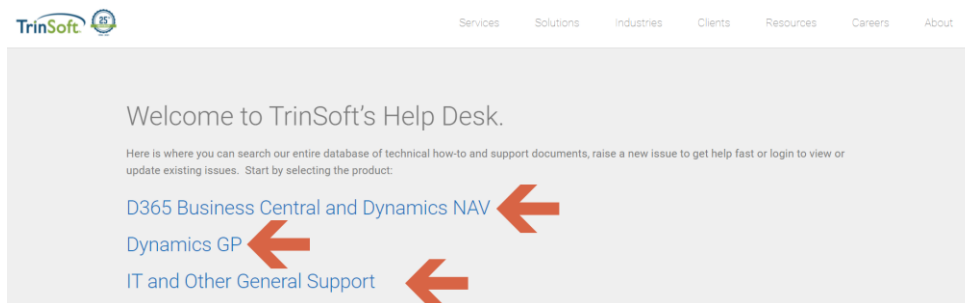
## TrinSoft JIRA Customer Help Desk

### Introduction:

TrinSoft has a powerful Customer Portal and Help Desk! Users at your organization who are considered “Authorized Users” (as designated in the TrinSoft Service Protocol) will be able to access the customer portal to track issues, look at documentation, respond to questions, and much more!

### Web Address:

The web address is [Trinsoft.com/Support](https://trinsoft.com/Support). Once on the site select the product (Business Central, NAV, GP, IT, etc.) that your team is needing support on.



### TrinSoft Support Emails:

- [GPsupport@trinsoft.com](mailto:GPsupport@trinsoft.com)
  - o Dynamics GP Support
- [NAVsupport@trinsoft.com](mailto:NAVsupport@trinsoft.com)
  - o On-premises Dynamics NAV Support
- [D365support@trinsoft.com](mailto:D365support@trinsoft.com)
  - o Cloud Dynamics Business Central
- [ITsupport@trinsoft.com](mailto:ITsupport@trinsoft.com)
  - o General IT Support

### Benefits of the Portal:

- Faster Response Time: issues/tickets are automatically generated and assigned to the first available consultant. No longer will an issue sit in a consultants
- Visibility to all issues for your organization
- Traceability of historical issues
- Knowledgebase/How To Article