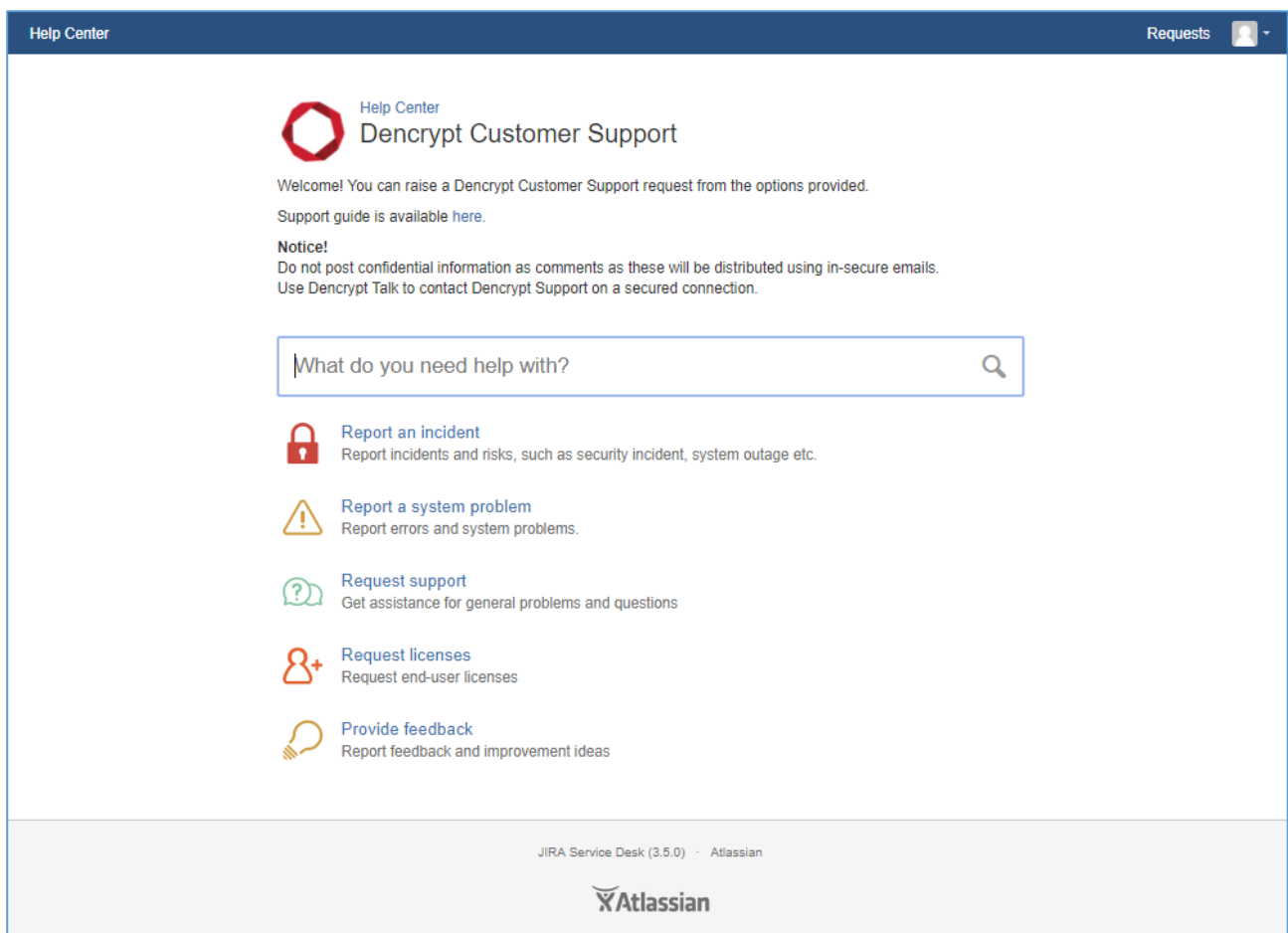







# Support Guide

## Dencrypt Communication Solution



The screenshot shows the Dencrypt Customer Support Help Center interface. At the top, there is a dark blue header with "Help Center" on the left and "Requests" with a user profile icon on the right. Below the header, the main content area features the Dencrypt logo and the text "Help Center Dencrypt Customer Support". A welcome message states: "Welcome! You can raise a Dencrypt Customer Support request from the options provided. Support guide is available [here](#)." A "Notice!" section follows, warning: "Do not post confidential information as comments as these will be distributed using in-secure emails. Use Dencrypt Talk to contact Dencrypt Support on a secured connection." Below this is a search bar with the placeholder text "What do you need help with?" and a magnifying glass icon. A list of support options is provided, each with an icon and a brief description:

-  **Report an incident**  
Report incidents and risks, such as security incident, system outage etc.
-  **Report a system problem**  
Report errors and system problems.
-  **Request support**  
Get assistance for general problems and questions
-  **Request licenses**  
Request end-user licenses
-  **Provide feedback**  
Report feedback and improvement ideas

At the bottom of the page, there is a footer with the text "JIRA Service Desk (3.5.0) · Atlassian" and the Atlassian logo.

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## 1 Introduction

This document is intended for system administrators at the Customer organisation and provides guidance on reporting system errors, incidents and service requests to Dencrypt.

Dencrypt Talk end-users are expected to report errors and incidents directly to their local system administrator, who may escalate issues to Dencrypt support.

## 2 Reporting issues

System administrators may report issues and request assistance using the following channels:

1. Dencrypt Customer Support portal (Preferred). Open 24/7.
2. Contact support directly during normal Danish work hours:
  - a. Dencrypt Talk: Call *Dencrypt Support*
  - b. Call: +45 72 11 79 11
  - c. Email: [support@dencrypt.dk](mailto:support@dencrypt.dk)

**Critical issues relating to system security shall only be reported using the Dencrypt Customer Support portal or Dencrypt Talk.**

For issues reported by phone or mail, Dencrypt will create an issue on behalf of the Customer in the Dencrypt Customer Support portal within 24 hours or next coming work day. Status on all issue can be tracked from the portal.

## 3 Service level

Unless otherwise agreed, Dencrypt operates with 3 fault categories, which applies to incidents, problems and service requests and which determines the reaction time for commencing corrective actions.

<b>Fault</b>	<b>Description</b>	<b>Reaction time</b>	<b>Resolution</b>	<b>Issue priority</b>
Fault category 1	Fault, which is critical to the performance or security of the system and which prevents or significantly hampers system operation or in other ways prevent the system from fulfilling its objective.	24 hours	Applied immediately.	Urgent
Fault category 2	Fault, which is not critical to the performance or security of the system, but does hamper system operation or may be a security risk.	5 working days	Applied as part of planned maintenance.	High
Fault category 3	Fault, which have no or only insignificant impact on the performance of the system.	3 months	Applied as part of planned maintenance.	Medium / Low

Table 1 Fault categorization.

## 4 Customer Support Portal

The Dencrypt Customer Support portal serves as the central point for reporting issues, tracking status and for communication between the Customer and Dencrypt support. Issues raised by phone or email will be created by Dencrypt on behalf of the Customer.

The Dencrypt Customer Support portal is implemented as a JIRA service desk running on Dencrypt's hosted environment at Global Connect.


### 4.1 Access

Dencrypt creates a user account and sends an invitation link by email. Following the link will open the service desk, where customers are asked to enter full name and set a password.


### 4.2 Create an issue

After a successful login, issues are created by selecting an appropriate issue type from the service desk frontpage (Figure 1). The following issue typed are available:

Use case	Issue type	Description
Report an incident	Incident	Used for reporting security incidents, system outage, identified security risks etc.
Report a system problem	Problem	Used for reporting errors and system problems.
Request support	Service request	Used for requesting Dencrypt assistance.
Request licenses	Service request	Used for requesting end-user licenses.
Feedback	Improvement	Used for submitting feedback, improvement ideas etc.


Help Center Requests 






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 **Help Center**  
**Dencrypt Customer Support**

Welcome! You can raise a Dencrypt Customer Support request from the options provided.  
Support guide is available [here](#).

**Notice!**  
Do not post confidential information as comments as these will be distributed using in-secure emails.  
Use Dencrypt Talk to contact Dencrypt Support on a secured connection.



-  **Report an incident**  
Report incidents and risks, such as security incident, system outage etc.
-  **Report a system problem**  
Report errors and system problems.
-  **Request support**  
Get assistance for general problems and questions
-  **Request licenses**  
Request end-user licenses
-  **Provide feedback**  
Report feedback and improvement ideas


JIRA Service Desk (3.5.0) · Atlassian  


Figure 1 Service desk frontpage.

### 4.3 Incidents

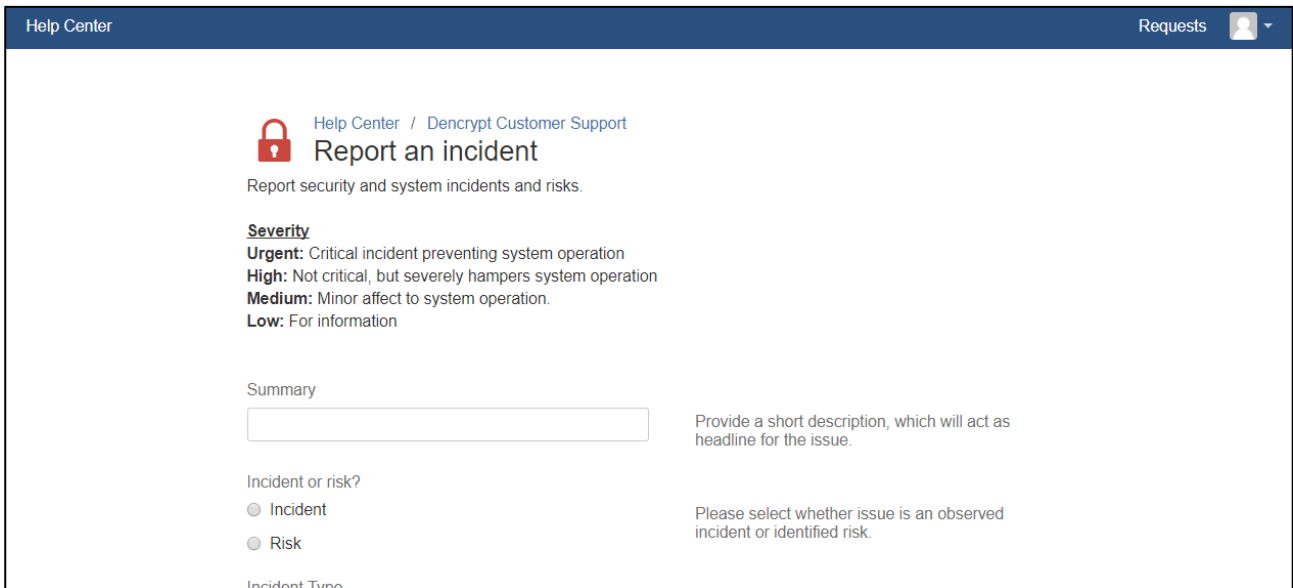


Figure 2 Incident report.

Incident reports are used for reporting observed incidents related to system security, system operation etc. It may also be used to report identified security risks. The following information is required for filing an incident report:

Field	Description
Summary	Provide a short description, which will act as the headline for the issue.
Incident or risk?	Please select whether the issue is an observed incident or identified risk?
Incident type	Please select the type of incident, which applies: <ul style="list-style-type: none"> <li>• <i>Confidentiality</i> – Has information or data been compromised?</li> <li>• <i>Integrity</i> - Has system or data been deliberate or inadvertent manipulated?</li> <li>• <i>Availability</i> – Has the system been unavailable preventing it to fulfil its purpose?</li> </ul>
Severity	Please indicate the severity of the issue: Urgent, High, Medium, Low See Table 1 for definitions.
Description	Describe in as many details as possible the incident and the line of events leading to the incident.
Security impact	Describe in as many details as possible the impact of the incident.
Root cause analysis	Describe in as many details as possible why the incident occurred.
Mitigation	Describe in as many details as possible how the incident could be avoided.
Attachment	Please add additional information, such as screenshots, documents etc.

## 4.4 Problem report

Help Center
Requests

Help Center / Dencrypt Customer Support

### Report a system problem

Please report errors and problems in as many details as possible.

**Severity**

**Urgent:** Critical fault preventing system operation  
**High:** Not critical, but severely hampers system operation  
**Medium:** Minor affect to system operation.  
**Low:** For information

Summary

Provide a short description, which will act as headline for the issue.

Severity

None
▼

Please indicate the severity of the issue. See guide above

Affected systems

Please indicate, which subsystems are affected.

Figure 3 Problem report.

Problem reports are used for reporting errors and problems of the system. The following information is required for filling a problem report:

Field	Description
Summary	Provide a short description, which will act as the headline for the issue.
Severity	Please indicate the severity of the issue: Urgent, High, Medium, Low See Table 1 for definitions.
Affected systems	Please indicate, which subsystems are affected: Dencrypt Talk (iOS), Dencrypt Talk (Android), Dencrypt Server System, Dencrypt Control Center.
Description	Describe in as many details as possible the problem and the line of events leading to the problem.
Reproducible?	Can the problem be reproduced? (Yes/No/Don't know)
Attachment	Please add additional information, such as screenshots, documents etc.

## 4.5 Request support

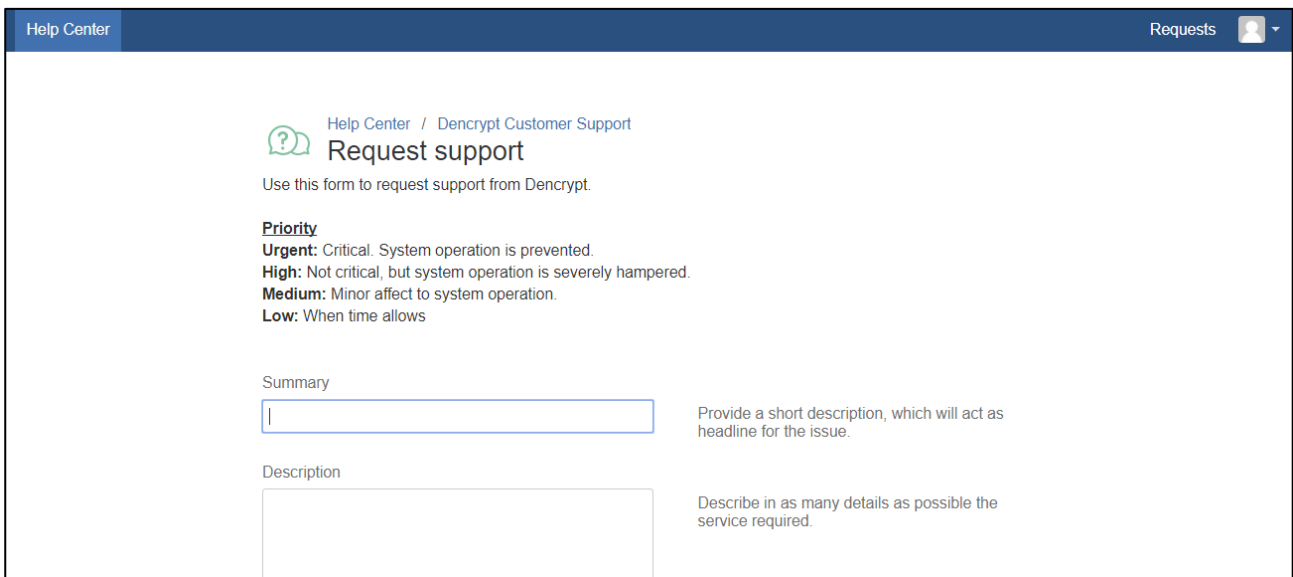


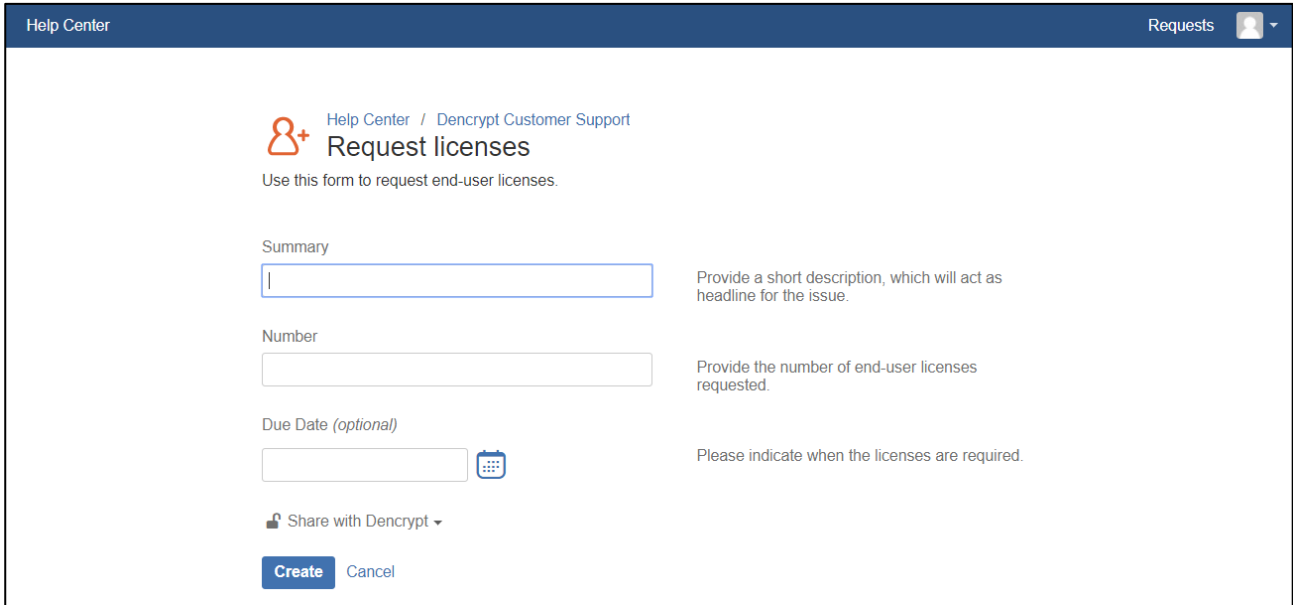
Figure 4 Request for support.


Support request are used to request services from Dencrypt. This may be assistance for user administration, system configuration, training, etc. The following information is required for filling a service request:


Field	Description
Summary	Provide a short description, which will act as the headline for the issue.
Description	Describe in as many details as possible the service required.
Priority	Please indicate the priority of the request: Urgent, High, Medium, Low See Table 1 for definitions.
Attachment	Please add additional information, such as screenshots, documents etc.



## 4.6 Request licenses



Help Center Requests 


 Help Center / Dencrypt Customer Support


### Request licenses

Use this form to request end-user licenses.

**Summary**  
  
 Provide a short description, which will act as headline for the issue.

**Number**  
  
 Provide the number of end-user licenses requested.

**Due Date (optional)**  
   
 Please indicate when the licenses are required.

 Share with Dencrypt ▾

**Create** Cancel

Figure 5 Request end-user licenses.

License requests are used to request additional end-user licences from Dencrypt. The following information is required for filling a license request:

Field	Description
Summary	Provide a short description, which will act as the headline for the issue.
Number	Provide the number of end-user licenses requested.
Due date	Please indicate when the licenses are required.

## 4.7 Provide feedback

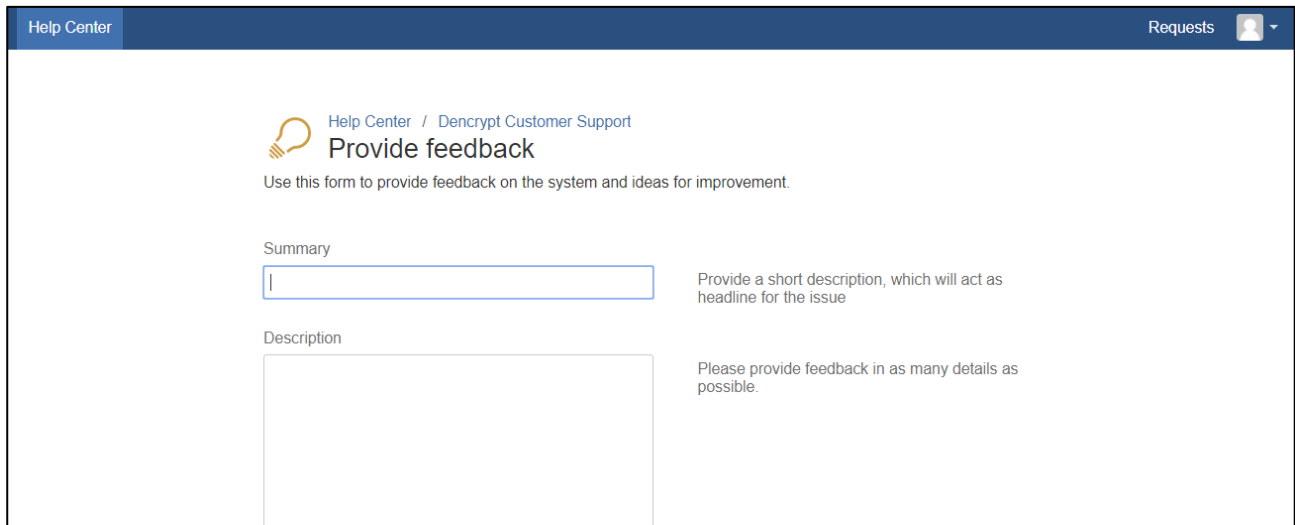


Figure 6 Provide feedback.

Use this issue to provide general feedback and improvement ideas to Dencrypt. The following information is required for filing an improvement idea:

Field	Description
Summary	Provide a short description, which will act as the headline for the issue.
Description	Provide the feedback or idea in as many details as possible.
Attachment	Please add additional information, such as screen shots, documents etc.

## 4.8 Workflow

The workflow for the issue types: Incident, problem report, service request and license request is shown in Figure 7 and listed below:

1. When an issue is created, status is set to *Open*.
2. When Dencrypt starts resolving the issue, status is set to *In Progress*.
3. Dencrypt may request the Customer for additional information. Status is set to *Waiting for Customer*. When information has been received, status goes back to *In Progress*.
4. When the issue has been resolved, status is set to *Resolved*. If the issue cannot be resolved status is set to *Rejected*.
5. An issue may be re-opened, in which case status goes back to *In Progress*.

Dencrypt support may provide additional information related to transitions as comments or elaborate in the description field.

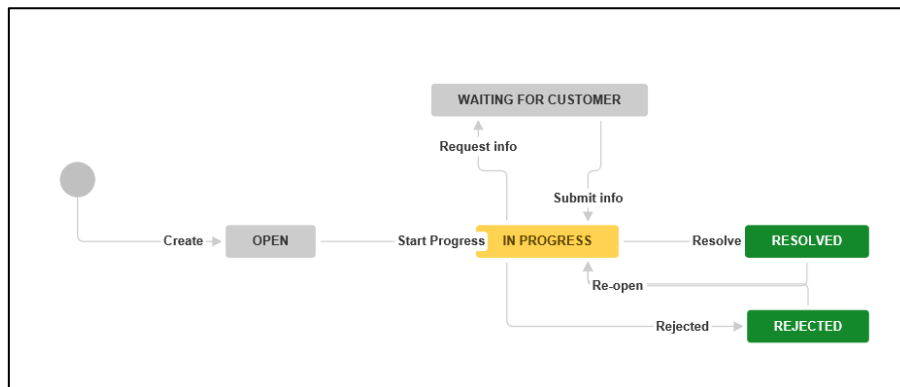


Figure 7 Workflow for incidents, problem reports and request for support and licenses.

The workflow for feedback and improvements is similar, but with the exception that issues are not resolved, but *Acknowledged*. An issue will go into acknowledged state when Dencrypt has understood the issue and accepted the idea or suggestion for future product releases.

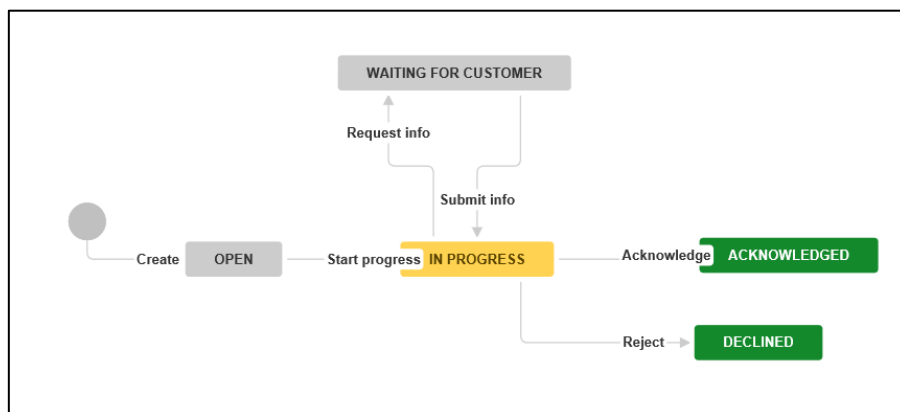


Figure 8 Work flow for feedback issue.

## 4.9 Track status and provide additional information

Status on reported issues can be tracked by tapping the “Request” icon on the service desk front page (Figure 1). This will open a list of requests submitted by the Requester, with a status indication for each reported issue. Tapping an issue will open a window with details and activity history. See Figure 9.

This window may also be used for submitting additional information as comments or adding attachments.

### Security Notice:

All comments and attachments submitted to the Dencrypt Customer Portal will be included in an unsecured email to the Customer or to Dencrypt. Any sensitive or confidential information shall not be shared using comments nor attachment.

To share sensitive information use one of the following options:

1. Contact Dencrypt using Dencrypt Talk.
2. Create a new issue and add sensitive information in the description field.

Help Center
Requests 4






Help Center  
**Requests**

Any status ▾

Created by me ▾


Any request type ▾

Search for requests 🔍


Type	Reference	Summary	Service desk	Status	Requester
	CS-50	Feedback - Example	Dencrypt Customer Support	ACKNOWLEDGED	John Doe
	CS-48	Request support - Example	Dencrypt Customer Support	RESOLVED	John Doe
	CS-49	License request - Example	Dencrypt Customer Support	IN PROGRESS	John Doe
	CS-46	Incident example	Dencrypt Customer Support	WAITING FOR CUSTOMER	John Doe
	CS-47	Problem report - Example	Dencrypt Customer Support	OPEN	John Doe



**1-5 of 5**

Figure 9 Issue list with tracking status,

Help Center Requests 4 

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 Help Center / Dencrypt Customer Support / CS-50  
**Feedback - Example** ACKNOWLEDGED

**Activity**

---

Your request status changed to **Acknowledged**. Today 8:42 AM LATEST

---

Your request status changed to **In Progress**. Today 8:42 AM

---

**Details** Today 8:40 AM

Description  
Some text to describe the feedback or idea.

**Don't notify me**  
**Share**

**Shared with**



-  John Doe  
Creator
-  Dencrypt  
Remove

Figure 10 Issue details