



G A G E T R A K

E V I E W N E W S L E T T E R

February 2022

GAGetrak Support Portal and Other Learning Resources

Whether you have used GAGetrak for years or it's all new to you, we want to make sure you have all of the support resources you need. See below for instructions on setting up a Support Portal account so that it's ready to go when or if you ever need it.

Help System

The comprehensive Help System in GAGetrak explains the software's features, functions, menus, forms, fields and various button controls. To access the Help System in GAGetrak 7 or GAGetrak Lite, click the application icon in the upper left corner of the window, click the **Help** option and then click the **Help** icon. You can browse the Help System by table of contents or index topic or you can do a broader search. When doing a broad search, please keep in mind that the Help System will locate every instance of your search word or term. If the results are too broad, try browsing by the table of contents or index options instead.

User Guide

A User Guide has been provided on your USB install media in Portable Document Format (PDF). For your convenience, the User Guide and Help System content is identical, but in different formats for the sake of personal preference. You can also download the User Guide in PDF format from our website here: <https://gagetrak.com/support/>

Support Portal and Contacting Technical Support

You may already have login credentials for the GAGetrak Support Portal; if not, please call us at 1-800-777-7020 option 2 or see the tech tip at the end of this email for instructions on creating an account.

The Support Portal includes a knowledge base for answers to common questions and explanations for any potential issues you may experience. The Portal will also provide the most

efficient means to create a support ticket and engage the support team for any issues you may be experiencing while using our products.

You can do some quick and basic troubleshooting yourself to possibly resolve an issue without technical support. Please see <https://gagetrak.com/support/> for these tips. If this effort has not resolved your issue, access the Support Portal by clicking the button at the bottom of the [Tech Support](#) web page.

Log into the portal and click the **Knowledge** tab to browse the knowledge base. Each article provides detailed instruction as well as links (on the right hand side) to other articles in the same category. At the bottom of an article, you can click I still need help with this to create a ticket for further help on that topic.

If you don't find what you need in the knowledge base, click the **New Incident** tab at the top of the web page. Select the appropriate service from the pop-up window and then fill out the form to submit your ticket. One of our skilled technicians will evaluate your issue and contact you with a solution or to set up a remote session to troubleshoot your issue. Any tickets you have submitted will appear within the **My Incidents** tab; you can access this tab at any time to see the status of your tickets.

Our Technical Support team is located in the U.S. at our corporate headquarters and can be reached at 1-800-777-7020 option 2. Please contact us directly if you are having any issues accessing the Support Portal.

We truly appreciate your business and look forward to hearing from you.

CHECK OUT THE SUPPORT PORTAL
NOW

TRAINING



To save time, avoid common mistakes and get the most out of your software, it is imperative to

receive proper training and we offer a wide variety of training options to meet every need and budget. Class sizes are limited, so make your reservation now!

GAGetrak 7 Web Training

for anyone who uses GAGetrak 7

January/February Suite

Session 1: January 31
Session 2: February 3
Session 3: February 7
Session 4: February 10

February/March Suite

Session 1: February 28
Session 2: March 3
Session 3: March 7
Session 4: March 10

GAGetrak 7 Admin Web Training

for GAGetrak Administrators

February Suite

Session 1: February 1
Session 2: February 8

GAGetrak Lite Web Training

for anyone who uses GAGetrak Lite

March Suite

Session 1: March 1
Session 2: March 8

[FULL TRAINING SCHEDULE AND INFO](#)

To register for any of these trainings or for info about our custom training options, please contact our Training Specialist at 1-800-777-7020 ext. 134 or training@cybermetrics.com.

FREE WEBINARS



Please join us for a free educational calibration management webinar to learn how to improve efficiency, increase measurement reliability and assure compliance with industry quality standards and regulations.

Secure Your Data with User Groups

February 10 - [Register Now](#)

Getting Our Heads in the Cloud

On Demand - [Listen Now](#)

Pass Quality Audits

February 24 - [Register Now](#)

Benefits of Tracking Gage Lifecycle

On Demand - [Listen Now](#)

[FULL WEBINAR SCHEDULE AND INFO](#)

TECH TIP



How to Create an Account in the Support Portal

At the bottom of the [Tech Support page](#) of the GAGEtrak website, click the **Enter the Support Portal** button.

On the Support Portal, click **Create an account**:

Log in to CyberMetrics Technical Support Portal

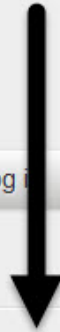
Email Address

Password [Forgot Password?](#)

Log in

Remember Me

New to CyberMetrics Technical Support Portal? [Create an account](#)



On the next screen, enter your first name, last name and email address and then click **Create Account**. An account activation email will be sent to you; click the activation link.

Back on the Portal, enter and confirm your password and then click **Create Account**:

CyberMetrics Technical Support Portal

Activate Your Account

Activate your account so you can track and discuss your incidents, log new ones and follow the CyberMetrics Technical Support Portal message board.

First Name

Oscar

Last Name

Ponce

Email Address

oponce@cybermetrics.com

Choose a Password

••••••••

Confirm Password

••••••••

Create Account



Your account is ready to go! Take a look at the article at the beginning of this email for details about using the Support Portal.

We also encourage you to explore the additional capabilities of your GAGetrak software and as always, keep an eye out for future Tech Tips!



[OUR COMPANY](#) | [CONTACT US](#)

