

Athena by Versaterm Support Portal

Quick Start Guide

1 Go-Live Date: Your new Athena by Versaterm support portal launches on May 7th, 2026.

Welcome to the Versaterm support portal, powered by Zendesk. As of May 7th, this portal replaces your previous support channel and is now the primary way to reach the Versaterm Customer Support team for all Athena-related requests.

This guide will walk you through how to submit a ticket, track its progress, and get the most out of the new platform. If you run into any trouble getting started, our team is here to help.

When to Submit a Support Ticket

Submit a ticket any time you need our help, including:

- You have encountered a problem and need help troubleshooting
- You want to make a change but have questions about how to do it or best practices
- You have a general inquiry about your Athena by Versaterm product
- You have a suggestion for how we can improve our products, we want to hear it!

Tips for a Faster Resolution

Before you submit, keep these tips in mind , they help us get you to a resolution faster:

- **One issue per ticket.** This ensures nothing gets lost and every problem receives dedicated attention.
- **Include screenshots or a screen recording.** Visual evidence of the issue saves troubleshooting time significantly.
- **Describe the steps to reproduce the problem.** Tell us exactly what you did, in what order and at which step the issue occurred.
- **Include your product version.** Let us know which version of the software you are using and, if relevant, your operating system or browser.
- **Include your environment.** Let us know which environment is currently being affected: Production, Test/Development or both.
- **Tell us what has changed recently.** Recent updates, new configurations or changes in your environment are often the key to a quick diagnosis.

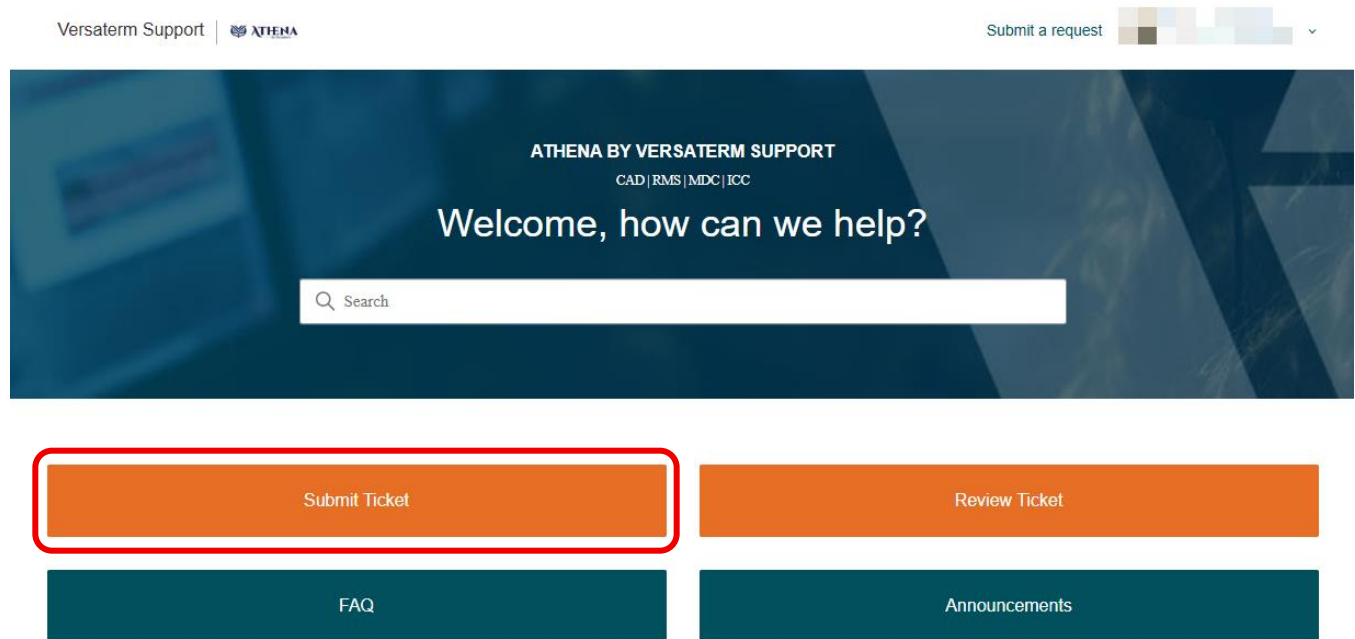
- **Avoid creating duplicate tickets.** If you have already submitted a ticket for this issue, please reply to the existing one rather than opening a new one.

Submitting a New Support Ticket

To access the Athena by Versaterm support portal, navigate to the Versaterm support portal located at the Versaterm home page at <https://versaterm.com/support>. Select the Athena portal and bookmark the URL for future use.

From this support page, you can submit a new ticket in two ways:

- 1) using the **Submit a Request** button at the top of the page or
- 2) the **Submit Ticket** button as seen below.



Filling Out Your Ticket

Submit a request

Fields marked with an asterisk (*) are required.

CC

Subject*

Product*

Version Number*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

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User Impact

Select the option that best describes how this issue is impacting your organization.

Attachments

Choose a file or drag and drop here

Submit

Here is a breakdown of each field:

CC — Add colleagues to the ticket using their email addresses (e.g., other administrators, your IT team, or a supervisor). They will receive all ticket updates.

Subject — Write a brief but descriptive title. A clear subject makes it easier for our team to prioritize and for you to find the ticket later.

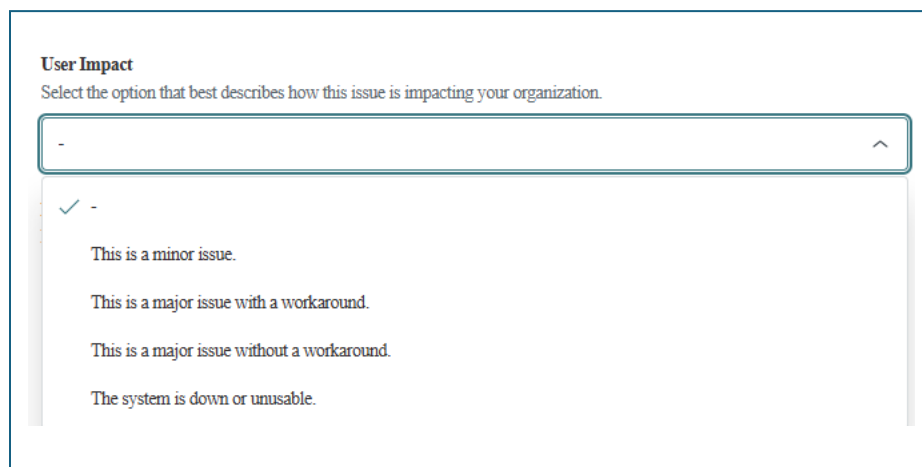
Product — Select the Athena product you are submitting the ticket for. There may be an additional ‘module’ category dropdown menu to narrow down the focus of the issue.

Version Number — Provide version number of software currently installed.

Description — The more detail you provide upfront, the faster we can assist you. At a minimum, we recommend addressing the following five questions:

1. **What is happening?** Describe the behaviour and any error messages you see. Screenshots are especially helpful here.
2. **How is it happening?** List the steps to reproduce the issue. Is it consistent or intermittent?
3. **To whom is it happening?** Is this affecting all users or only specific individuals? Is it tied to a particular security role?
4. **Where is it happening?** Does the issue occur on all computers or in all browsers? Which area of the application is affected?
5. **When is it happening?** Does it occur at a specific time of day or after a particular sequence of steps?

User Impact — Let us know how this issue is affecting your agency's operations. Can you still work around it? Is your agency at a standstill? This helps us prioritize correctly.



The screenshot shows a form section titled "User Impact" with the instruction "Select the option that best describes how this issue is impacting your organization." Below this is a dropdown menu with a downward arrow. The menu is open, showing four options: "This is a minor issue.", "This is a major issue with a workaround.", "This is a major issue without a workaround.", and "The system is down or unusable." The first option is selected, indicated by a checkmark to its left.

Attachments — Attach any screenshots, screen recordings, error logs or other files that can help us understand the issue.

After You Submit: Tracking Your Ticket

To view all your tickets, go to Athena support portal and click **Review Tickets** on the support landing page.



Submit Ticket

Review Ticket

FAQ

Announcements

Your ticket list displays the following information:

- **ID Number** — Your unique ticket reference number, used to identify and track your issue
- **Subject** — The title you provided when submitting (this is why a descriptive subject matters)
- **Status** — The current state of your ticket (see the table below)

Status	What it means
Open	We're working on your request , our team may be troubleshooting internally or consulting a colleague.
Awaiting Your Reply	We need more information from you before we can continue. Please respond to our last message.
On-Hold Pending Development	Your issue is linked to a bug in our development process. The ticket will remain on hold until a fix is released.
Meeting Scheduled	A call has been arranged to address your ticket together. Email notification has been sent. Check your ticket for the meeting invitation.
Solved	A resolution has been reached. If the issue persists, you can reopen it within 1 week by replying to the ticket or create a follow-up ticket that retains your full history.

Updating a ticket — Open it from your list, type your message in the reply box, and click Submit.

CC Add emails

Add file or drop files here

Submit

Create a Follow-Up Ticket

Once 1 week has passed, the ticket is officially closed and you will no longer be able to add comments. In this situation, use the **Create Follow-Up Ticket**, this links the new ticket to your previous one so our team has full context and you don't have to start from scratch.

Doris Day

I would like to upgrade Indexer in my test environment for testing please.

This request is closed for comments. You can [create a follow-up](#).

Need Help Getting Started?

If you have trouble accessing the portal starting May 7th, setting up your account, or have a question not covered in this guide, please reach out to us directly.

NOTE: our email will be athena_support@versaterm.com beginning May 7th. This email address will NOT be monitored prior to May 7th.

Thank you for being a valued Versaterm partner. We look forward to supporting you through this transition and beyond.