

Bogen Support Portal (JIRA) - Customer Guide

This guide explains how to create an account, access the Bogen Support Portal, submit tickets, and view existing requests.

Step 1: Navigate to the Bogen Support Portal login page.

BOGEN
COMMUNICATIONS LLC

Bogen

Enter your email to log in or sign up

Email address

Next

Powered by Jira Service Management

Step 2: Enter your email address and click Next.

BOGEN
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Bogen

Enter your email to log in or sign up

Email address

email@bogen.com

Next

Powered by  Jira Service Management

Step 3: Select Sign Up if you do not already have an account.

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Bogen

Sign up to continue

Email address

email@bogen.com

By selecting sign up, you agree to the [Privacy Policy](#) and
the [Notice and Disclaimer](#).

Sign up

Powered by  Jira Service Management

Step 4: A password setup email will be sent to your email address.

[← Back](#)

Bogen

Check your email to set your password

We've sent information on how to set your password to email@bogen.com.

[Resend password setup link](#)

Step 5: Open the email and click Set Password.



Set your password for Bogen Inbox x



Bogen <jira@bogenicomm.atlassian.net>
to me ▾

Follow the link below to set your password. For security, don't share this link with anyone.

[Set password](#)

Powered by Jira Service Management

↩ Reply

➦ Forward



Step 6: Enter your name and create a password.

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PreferencesOnly necessaryAccept all

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Set a password to continue login

Email address

reed1214@gmail.com

Full name

Test User

Choose a password

.....

Very strong

Set password

Step 7: After logging in, you will arrive at the Bogen Support Portal home page.

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Preferences Only necessary ☒ Accept all



Bogen Support Portal

Welcome to the Bogen Support Portal!
Here you can create a Technical support ticket if you need assistance with your system.
You can also create an RMA ticket if you need a product repaired or replaced.

 Contact us about

General
Technical Support, RMA Request

PBX Integration
PBX Integration

Powered by  Jira Service Management

Step 8: Select the appropriate portal.

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Requests 

Profile

Log out

Bogen Support Portal

Welcome to the Bogen Support Portal.
Here you can create a technical support ticket if you need assistance with your system.
You can also create an RMA ticket if you need a product repaired or replaced.

📄 Contact us about

General
Technical Support, RMA Request

PEX Integration
PEX Integration

Recently used request forms

 RMA Request in Bogen Technical Services

 Technical Support in Bogen Technical Services

Step 9: Choose Technical Support or RMA Request.

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Preferences

BOGEN
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Bogen / Bogen Technical Services

Bogen Technical Services

Welcome to the Bogen Support Portal!

Here you can create a Technical support ticket if you need assistance with your system.

You can also create an RMA ticket if you need a product repaired or replaced.

Contact us about

General

What can we help you with?

 Technical Support

 RMA Request

Step 10: Choose PBX Integration for PBX installation assistance.

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Preferences

Only necessary

✓ Accept all

BOGEN
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Bogen / Bogen Technical Services

Bogen Technical Services

Welcome to the Bogen Support Portal!

Here you can create a Technical support ticket if you need assistance with your system.

You can also create an RMA ticket if you need a product repaired or replaced.

Contact us about

PBX Integration

What can we help you with?



PBX Integration

Step 11: View all submitted requests from the Requests page.

Bogen

Requests

Edit list view

Request contains...

Q

Status: Open requests

All

Request type

Type	Reference	Summary	Status	Service project	Requester
	TS-54	Testing	IN PROGRESS	Bogen Technical Services	N
	TS-55	RMA - Testing	NEW	Bogen Technical Services	N
--	TS-24	test	NEW	Bogen Technical Services	N

Step 12: Open a request to view status, comments, and details.

N raised this on Today 11:09 AM

Hide details

User Type

Dealer

Description

test

Type name

Nyquist

Product Group

E7000

SKU

NQ.T2000

Serial number

dagdyts

New install?

Yes

Activity

Automatic response Today 11:13 AM
Your request status has changed to In Progress.

Automatic response Today 11:14 AM
Your request status has changed to Engineering.

Automatic response Today 11:19 AM
Your request status has changed to In Progress.

Add a comment

Status

In Progress

Request type

Technical Support

Shared with

N

Creator

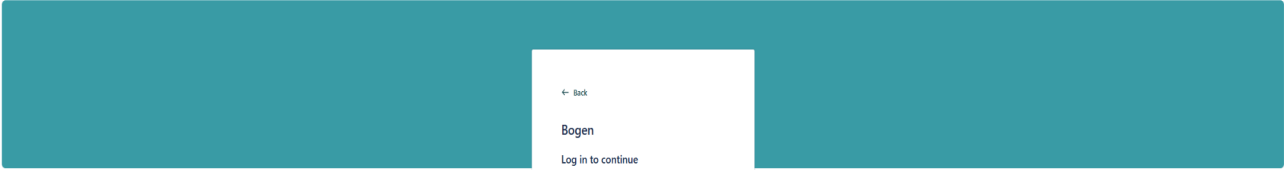
Step 13: If needed, use the Forgot Password option.

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Bogen

Log in to continue

Email address

email@bogen.com

Password

Continue

Reset password

Don't have a password?

Create password

Step 14: Follow the password reset prompts sent to your email.

