



JENSEN ENTER

Quick Starter Guide



Version: A



JENSEN ENTER

Quick Starter Guide

Introduction

Welcome to JENSEN Enter! This online case system is designed to help you with all your JENSEN machines and spares-related questions or problems. When you create an inquiry in JENSEN Enter, it is referred to as a Case. This quick starter guide will help you navigate and use the JENSEN Enter Portal effectively.

Note: We will be adding more functions to the JENSEN Enter portal soon.

How to use JENSEN Enter Portal



TIP

Bookmark enter.jensen-group.com in your browser or remember jen.gr/enter

How to Login

You can use the same username and password as for the JENSEN webshop to access the JENSEN Enter Portal.

In case you don't have a login see the next section: [How to Register](#)



2. Enter your email address and password, then click on Sign in

JENSEN

Sign in

Sign in with your email address

Email Address

Password [Forgot your password?](#)

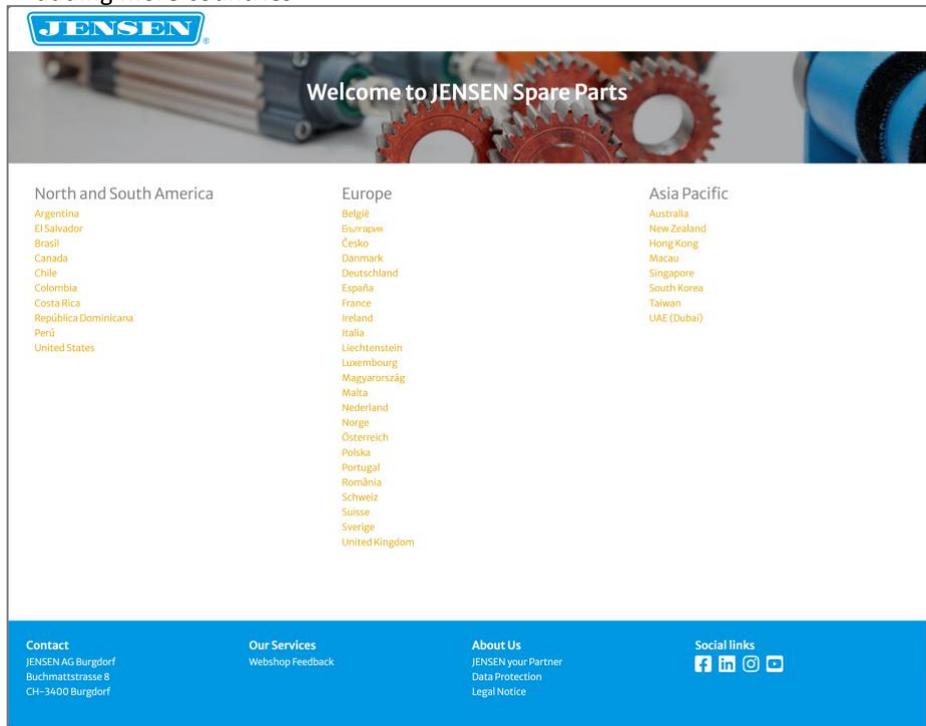
Keep me signed in

[Sign in](#)

How to register

1. Go to shop.jensen-group.com and select your country.

If your country is missing, portal access is not yet available, but we are working on adding more countries



2. Click on **Create user profile**



3. Fill in all required details and click on [Sign up now](#)

Email *

First name *

Last name *

Phone *

Email me about savings, great deals, and more
Cancel anytime. We respect your privacy, your email is safe with us

Customer number ? *

Password

Confirm Password

Sign up now

4. Your account request will be validated within two working days

First-time login

Upon your first login, we suggest you complete your profile:

1. Click on your profile name in the menu, then select **Profile**



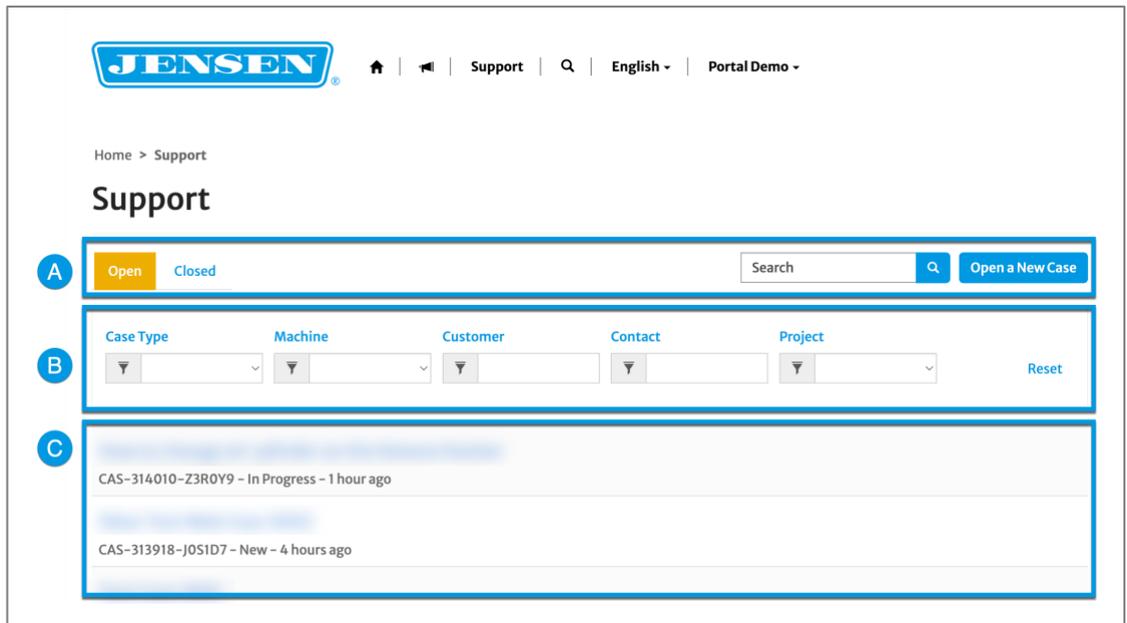
2. Fill in at least your **First name** and **Last Name**. Providing your **Phone Number** is optional but helpful for quicker identification when you call us.

A screenshot of the 'Profile' form. At the top left is a profile picture placeholder labeled 'Profile name'. Below it is a 'Profile' label. To the right of the profile picture is a text area with instructions: 'Please provide some information about yourself. The First Name and Last Name you provide will be displayed alongside any comments, forum posts, or ideas you make on the site. The Email Address and Phone number are required but will not be displayed on the site. Your Organization is required, and a Title is optional. They will be displayed with your comments and forum posts.' Below this is the 'Your Information' section with several input fields: 'First Name *', 'Last Name *', 'E-mail *', 'Business Phone' (with a sub-label 'Provide a telephone number'), 'Company Name', and 'Title'. Below the input fields is a section titled 'Select all that apply.' with four checkboxes: 'Email', 'Fax', 'Phone', and 'Mail'. At the bottom right of the form is an orange 'Update' button.

3. If the Company Name field is empty, don't worry — we will complete this during the validation process within two working days.
4. Click Update once you have entered your details.

Cases

1. In the **Support** menu, you can find all open and closed cases for your company. You can also, view the cases your colleagues have created and are working on.
 - A. Use the Case Menu Bar to view only open or closed cases, search, and create a new case.
 - B. Use the Filter Menu Bar to refine your search.
 - C. All cases are displayed based on your filters. To open a case, click on the case title.



The screenshot displays the JENSEN Support portal interface. At the top, the JENSEN logo is on the left, and navigation links for Home, Support, English, and Portal Demo are on the right. Below the logo, the breadcrumb "Home > Support" is shown, followed by the "Support" heading. The interface is divided into three main sections, each highlighted with a blue box and a lettered callout:

- A. Case Menu Bar:** Contains tabs for "Open" (highlighted in yellow) and "Closed", a search input field with a magnifying glass icon, and an "Open a New Case" button.
- B. Filter Menu Bar:** Features dropdown menus for "Case Type", "Machine", "Customer", "Contact", and "Project", along with a "Reset" button.
- C. Case List:** Displays a list of cases with the following entries:
 - CAS-314010-Z3R0Y9 - In Progress - 1 hour ago
 - CAS-313918-J0S1D7 - New - 4 hours ago

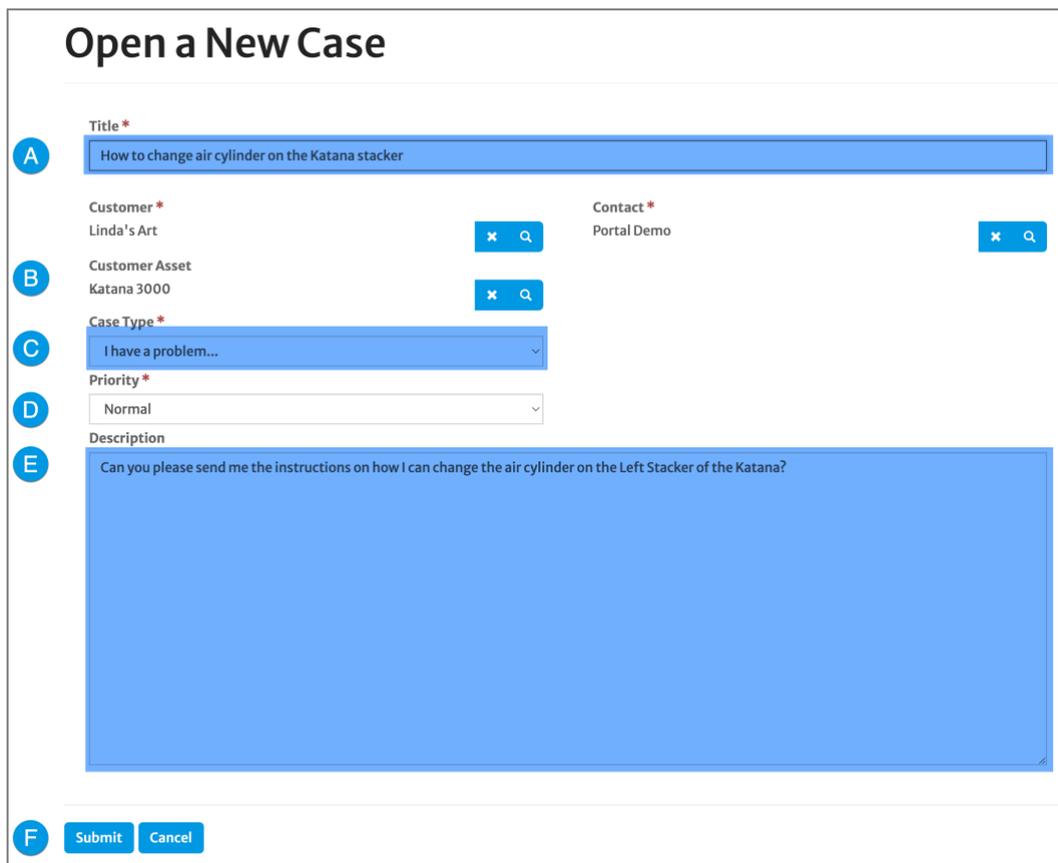
Create a new case

1. Click on **Open a New Case**



2. A new form will open where you can create a new case:

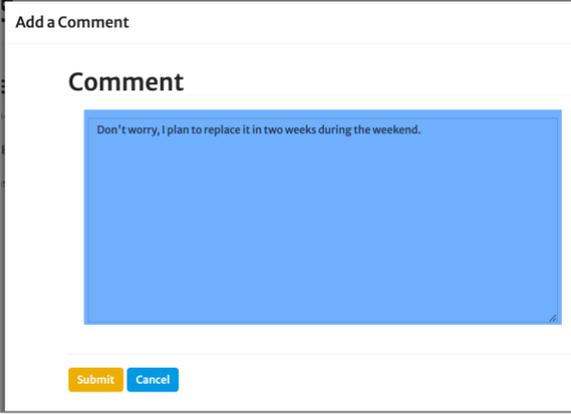
- A. Enter a title for your case to help you find it quickly.
- B. Optional: By clicking on the magnifying glass, you can select the machine the case is about.
- C. Select the Type of Request (e.g. "I have a problem" for service-related requests or "Spare parts").
- D. Select the Priority of your request.
- E. Enter a detailed description of your request. The more detailed your description, the quicker we can assist you.
- F. When done, click **Submit** to create the case.

A screenshot of the 'Open a New Case' form. The title 'Open a New Case' is at the top. The form contains several fields: 'Title *' with the text 'How to change air cylinder on the Katana stacker' (labeled A); 'Customer *' with 'Linda's Art' (labeled B); 'Contact *' with 'Portal Demo' (labeled C); 'Customer Asset' with 'Katana 3000' (labeled D); 'Case Type *' with a dropdown menu showing 'I have a problem...' (labeled E); 'Priority *' with a dropdown menu showing 'Normal' (labeled F); and a large text area for 'Description' containing the text 'Can you please send me the instructions on how I can change the air cylinder on the Left Stacker of the Katana?'. At the bottom are 'Submit' and 'Cancel' buttons (labeled F).

Response or edit a Case

Click on an existing case to respond or add more details.

- A. You can see here the initial description when you create the case and the actual status.
- B. You can add pictures or other documents as well, as well you will see here the documents we share with you.
- C. To add a comment, click on **Add comment**; and additional screen will pop-up and you can send us a new message.



The screenshot shows a modal dialog box titled "Add a Comment". Inside the dialog, there is a section labeled "Comment" with a text area containing the text "Don't worry, I plan to replace it in two weeks during the weekend." At the bottom of the dialog, there are two buttons: "Submit" and "Cancel".

- D. Communication Timeline: On the left side, you will see your communication to us, and on the right side, our communication with you.

Case Summary

A Case Details

CAS-314010-Z3R0Y9	Priority *
Case Title *	Normal
How to change air cylinder on the Katana Stacker	Created On
Description	5/23/2024 11:14 AM
Can you please send me the instructions on how I can change the air cylinder on the left stacker of the katana?	Modified On
	5/23/2024 11:23 AM
	Status Reason
	In Progress
	Customer *
	Linda's Art
	Contact
	Portal Demo
	Case Type *
	I have a problem...
	Failure Mode *
	Others
	Assigned To
	# Portals-mylaudry
	Country
	Switzerland
	City
	Bellach

B Documents

[Add files](#)

C Messages

[Add comment](#) [Cancel Case](#) [Close Case](#)

D

23 May 2024

Start

Case Started

From : Fabian Lutz

Hi,

I will organize the documentation and come back asap

23 May 2024

Thank you for using the JENSEN Enter Portal! If you have any further questions, please don't hesitate to contact us.

