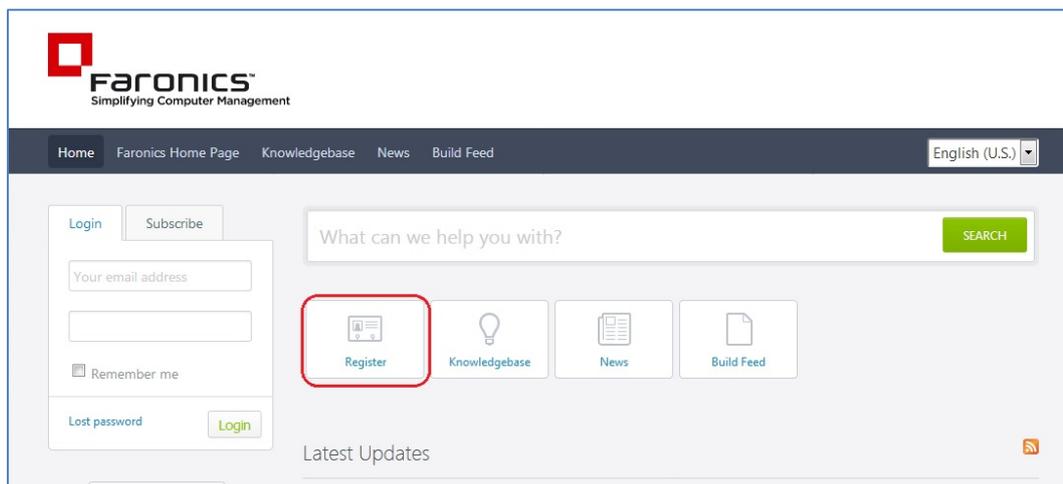


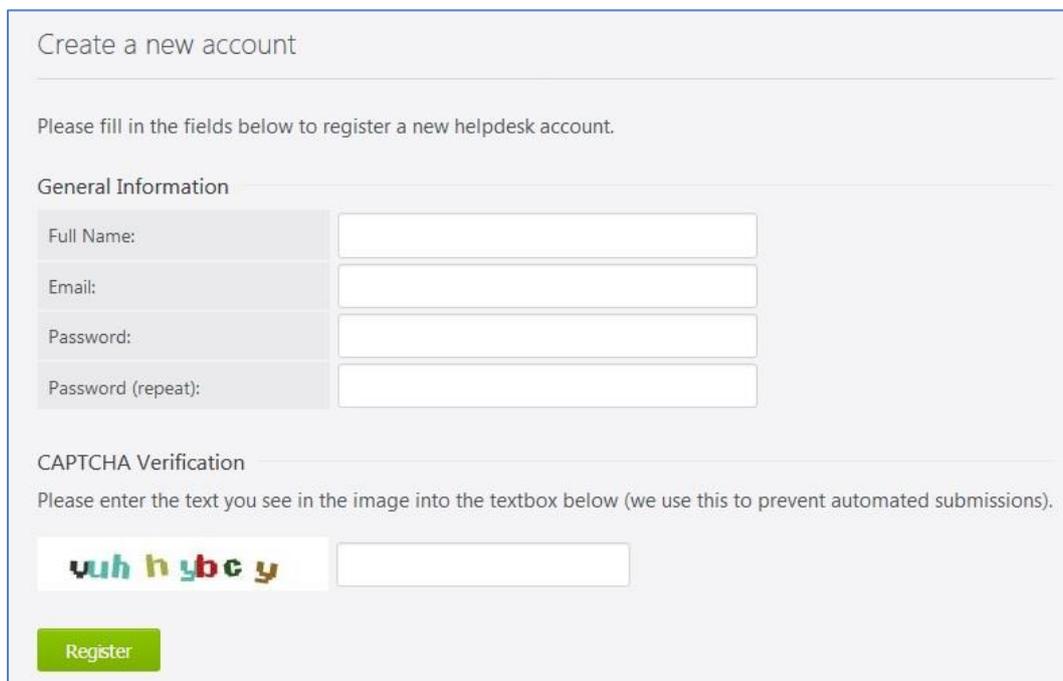
## Faronics Support Portal の登録方法

Faronics Support Portal から問い合わせを行う前に、ユーザー登録を行う必要があります。以下の手順に従って、ユーザー登録を行ってください。

1. <https://faronics.kayako.com/> にアクセスします。
2. [Register] アイコンをクリックします。



3. 「Create a new account」画面で、お名前、メールアドレス（ログイン ID）、パスワードを入力します。  
[CAPTCHA Verification]に表示されている文字を入力して、[Register] ボタンをクリックします。

The image shows the 'Create a new account' registration form. The title is 'Create a new account'. Below the title is a horizontal line and the instruction: 'Please fill in the fields below to register a new helpdesk account.' The form is divided into two sections: 'General Information' and 'CAPTCHA Verification'. The 'General Information' section contains four input fields: 'Full Name:', 'Email:', 'Password:', and 'Password (repeat):'. The 'CAPTCHA Verification' section contains the instruction: 'Please enter the text you see in the image into the textbox below (we use this to prevent automated submissions).' Below this instruction is a CAPTCHA image showing the text 'vuh h ybc y' and an empty input field. At the bottom left of the form is a green 'Register' button.

4. 以下の画面が表示され、登録したメールアドレス宛にメールが送信されます。

Email verification required

---

Thank you for registering. We have sent you an email message with an activation link to verify your email address. Please follow the link to verify your registration. You must complete this step before you can login.

Registration details

Full Name: NWTest  
Email: [Redacted]  
Password: [ Hidden ]

5. メールが届いたら、赤枠に記載されているリンクをクリックして、アカウントのアクティベートを行います。

メール送信元アドレス : support@faronics.com  
件名 : Verify your Faronics helpdesk registration

本文  
\*\*\*\*\*

Thank you for registering at the Faronics helpdesk (<https://faronics.kayako.com/>).

We need to verify your email address.

To activate your account, please click the link below or copy and paste the link into your browser's location bar:

<https://faronics.kayako.com/Base/UserRegistration/Validate/XXXXXXXXXXXXXXXXXX>

If you believe you have received this message in error, you do not need to take any action to cancel the account. The account will not be activated, and you will not receive any further messages from us.

Thank you,

Faronics  
-----  
Helpdesk: <https://faronics.kayako.com>  
\*\*\*\*\*

6. 登録されると[Registration Successful]画面が表示され、再度メールが送信されます。

Registration Successful

---

Thank you for registering! A copy of your registration details have been sent to your email address. Please use the login form beside this text to login.

Registration details

Full Name: NWTest  
Email: [Redacted]  
Password: [ Hidden ]

7. <https://faronics.kayako.com/> をクリックして、Faronics Support Portal へアクセスします。

メール送信元アドレス : support@faronics.com  
件名 : Welcome to Faronics helpdesk

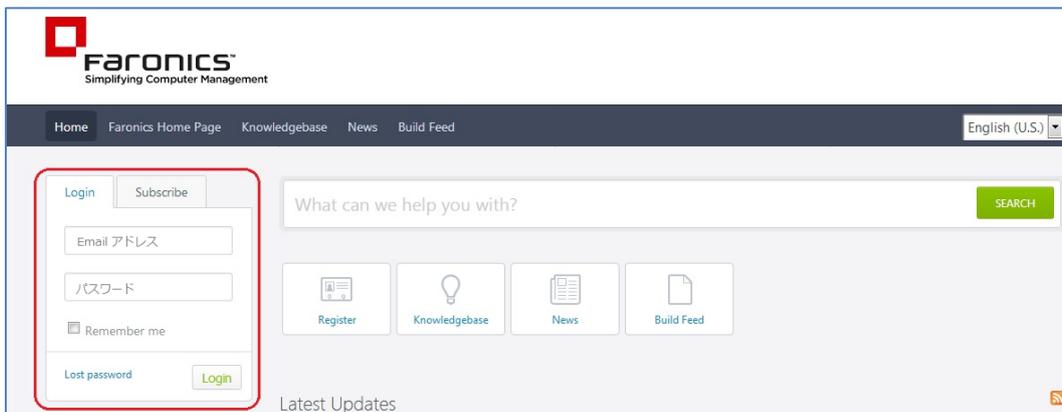
本文  
\*\*\*\*\*  
This email is confirmation that you are now registered at our helpdesk.  
Email address: 登録したお客様のメールアドレス  
Password: Hidden

You can visit the helpdesk to browse articles and contact us at any time:  
<https://faronics.kayako.com/>

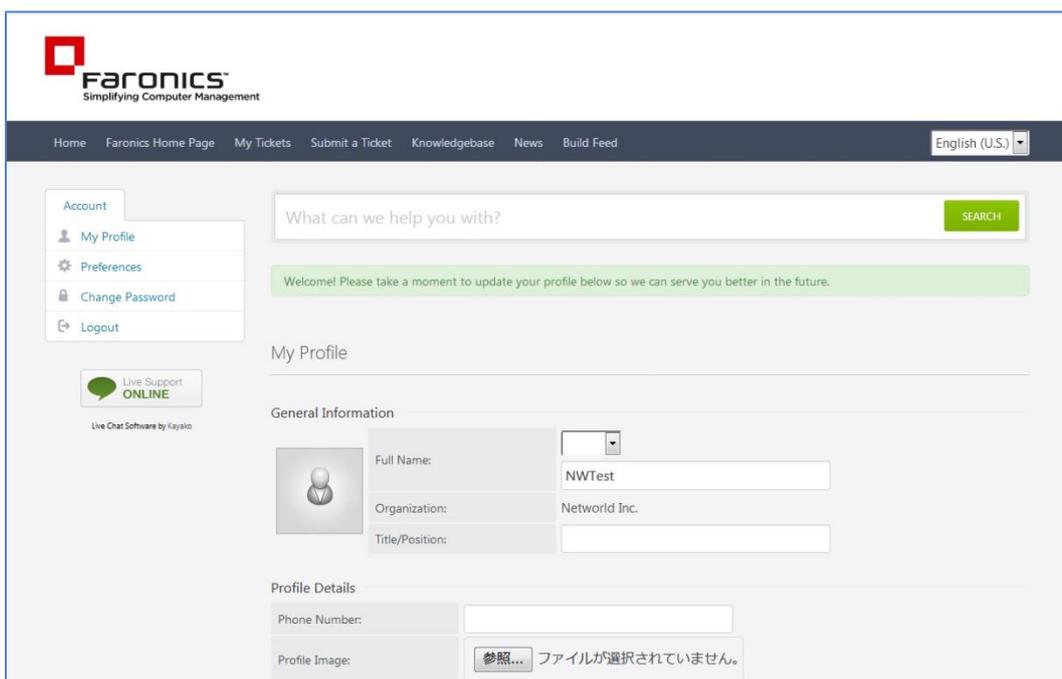
Thank you for registering!

Faronics  
-----  
Helpdesk: <https://faronics.kayako.com>  
\*\*\*\*\*

8. 赤枠部分に、Email アドレスとパスワードを入力してログインします。

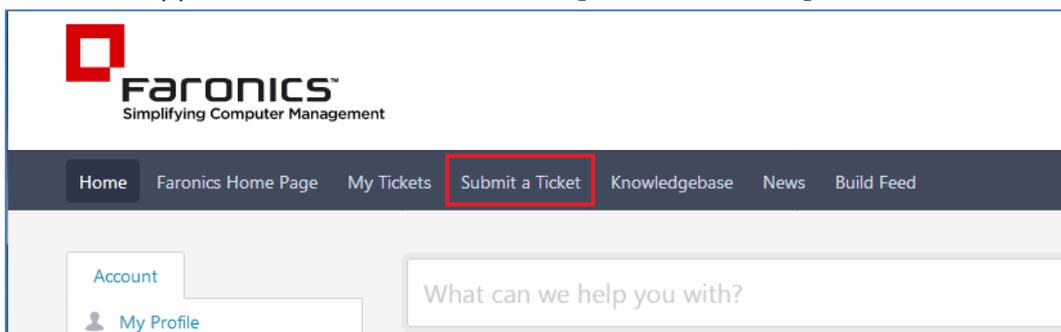


9. プロファイルの登録画面が表示されたら、必要に応じて情報を入力します。

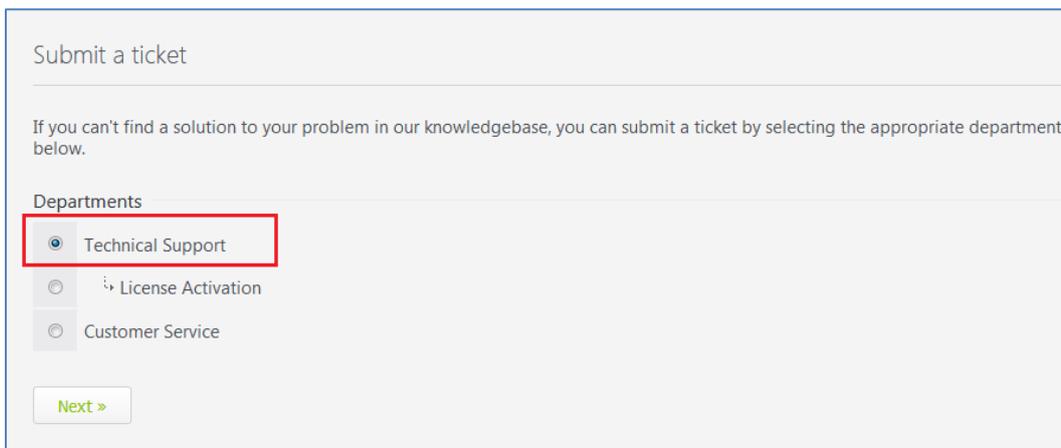


## 新規問い合わせ（Ticket の発行）

1. Faronics Support Portal にログイン後、上部の [Submit a Ticket] をクリックします。

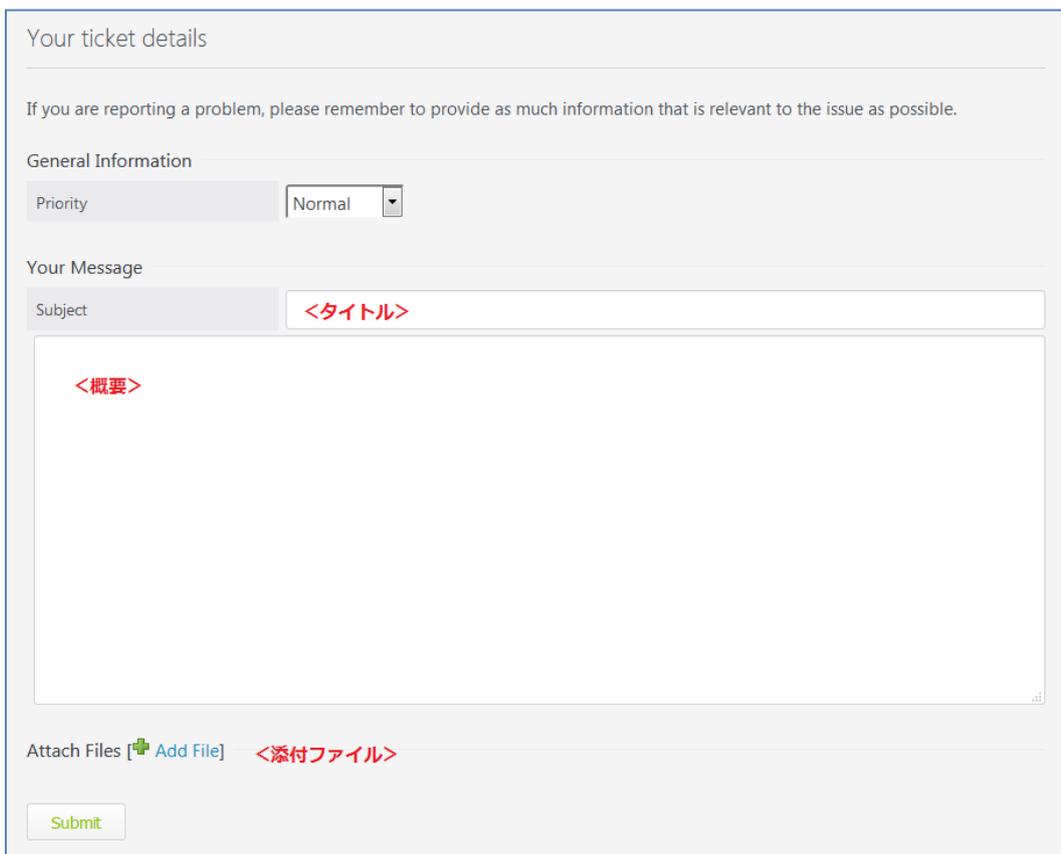


2. [Technical Support] を選択して、[Next] をクリックします。



The screenshot shows the 'Submit a ticket' form. It includes a heading 'Submit a ticket' and a sub-heading 'Departments'. Below the sub-heading, there are three radio button options: 'Technical Support' (selected and highlighted with a red box), 'License Activation', and 'Customer Service'. At the bottom of the form, there is a 'Next >' button.

3. 「Your ticket details」画面で、タイトル、概要、添付ファイルなど必要事項を入力し、[Submit] ボタンをクリックします。



The screenshot shows the 'Your ticket details' form. It includes a heading 'Your ticket details' and a sub-heading 'General Information'. Below the sub-heading, there is a 'Priority' dropdown menu set to 'Normal'. Below that, there is a 'Your Message' section with a 'Subject' field containing '<タイトル>' and a large text area containing '<概要>'. At the bottom of the form, there is an 'Attach Files' section with an 'Add File' button and a field containing '<添付ファイル>'. At the very bottom, there is a 'Submit' button.

4. Ticket が登録され、登録のメールアドレス宛に Ticket ID の記載されたメールが送信されます。

メール送信元アドレス : support@faronics.com

件名 : [#AAA-123-45678]: タイトル

本文

\*\*\*\*\*  
お客様のお名前,

Thank you for contacting us. This is an automated response confirming the receipt of your ticket. Our team will get back to you as soon as possible. When replying, please make sure that the ticket ID is kept in the subject so that we can track your replies.

Ticket ID: AAA-123-45678  
Subject: タイトル  
Department: Technical Support  
Type: Issue  
Status: Open  
Priority: Normal

You can check the status of or update this ticket online at:  
<https://faronics.kayako.com/Tickets/Ticket/View/<Ticket ID>>  
Kind regards,  
Faronics

\*\*\*\*\*

登録された Ticket は、Faronics Support Portal の上部 [My Tickets] から確認できます。