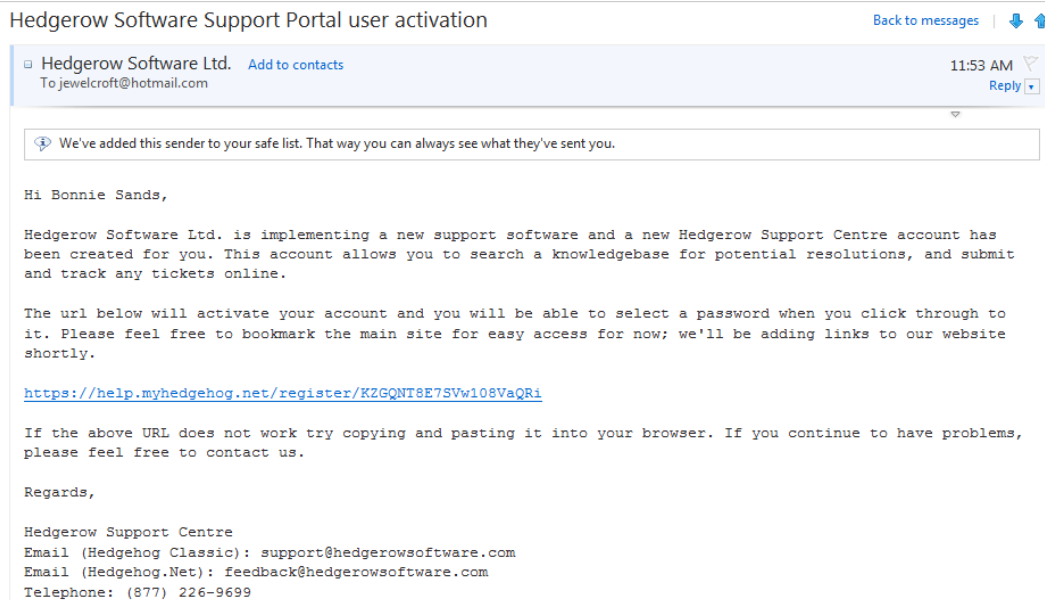
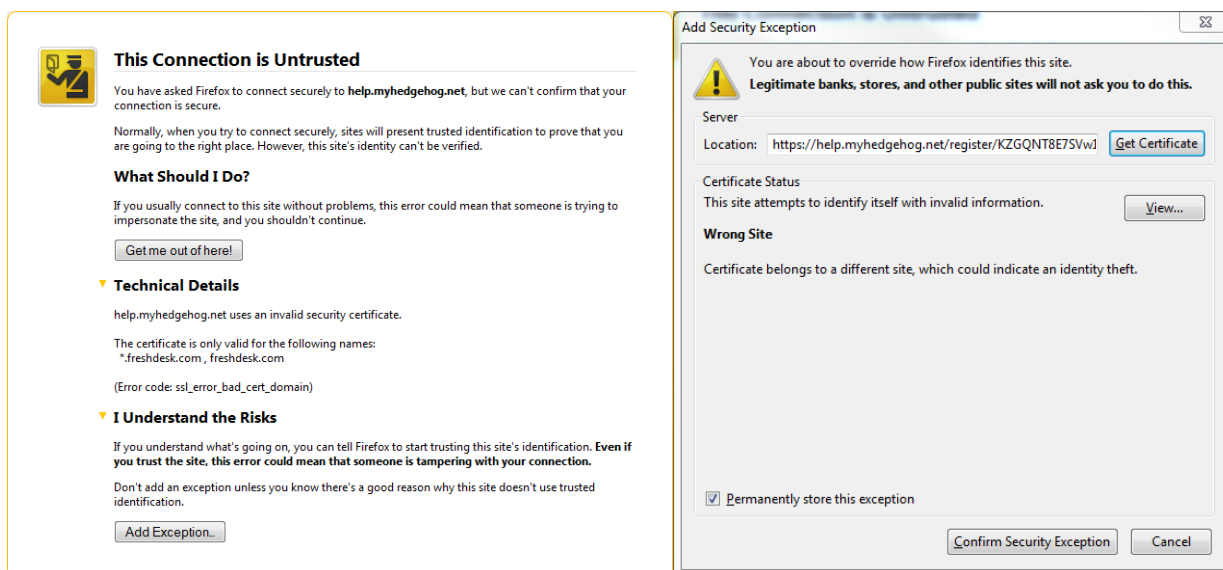


Hedgerow Support Centre Portal User Guide

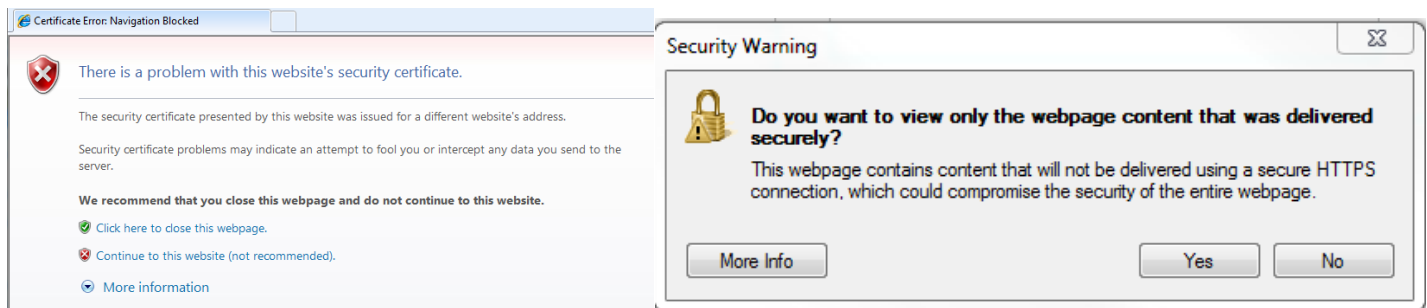
When you are added as a customer to the new **Hedgerow Support Centre**, you will receive an email notification similar to that below, prompting you to activate your account and choose a password:



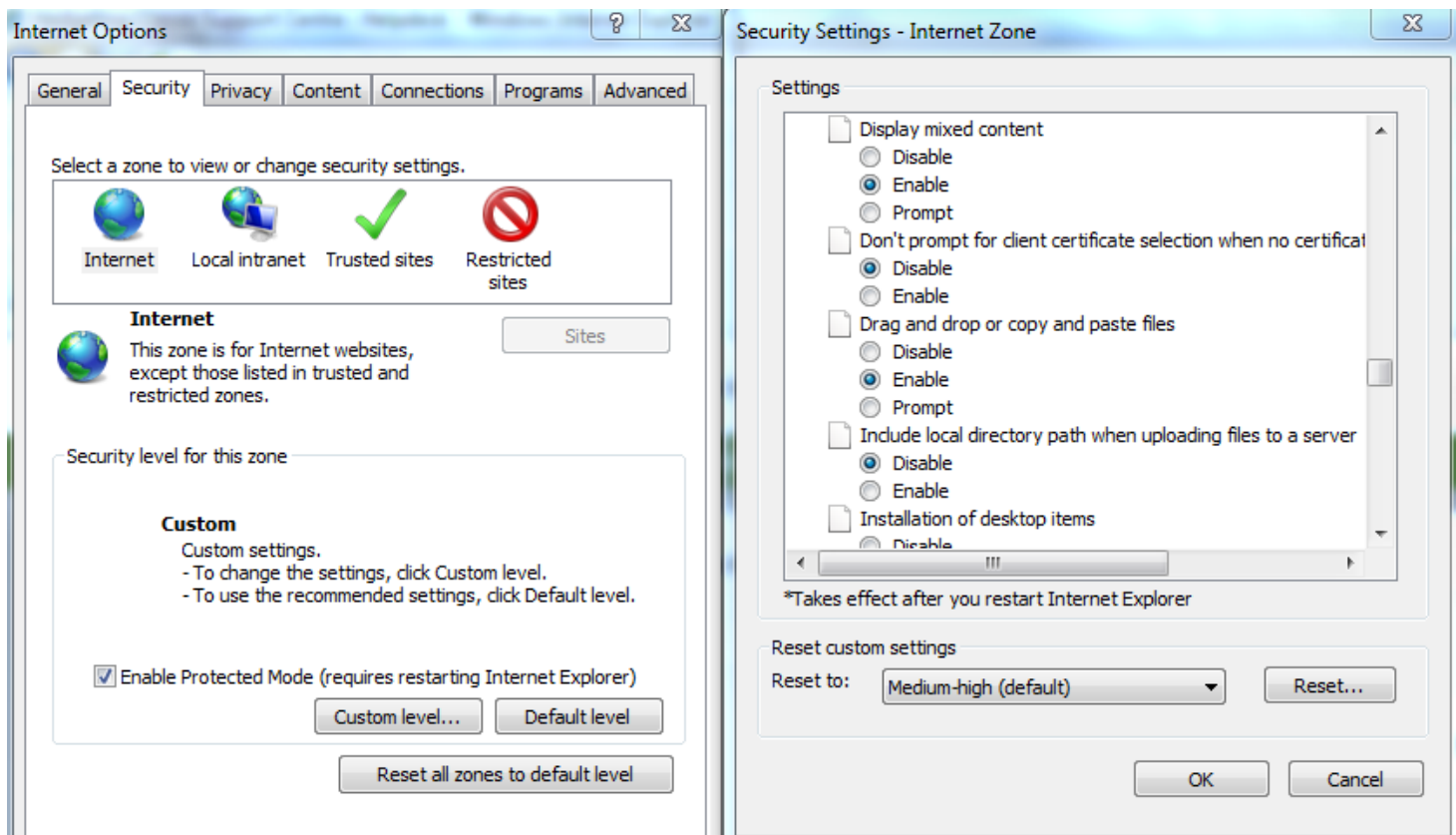
When you click on the url provided in the email, the following warning message(s) may appear if you are using the **Firefox** browser. You may trust the connection and choose "**Add Exception**" to proceed. An "**Add Security Exception**" window may appear – choose "**Confirm Security Exception**".



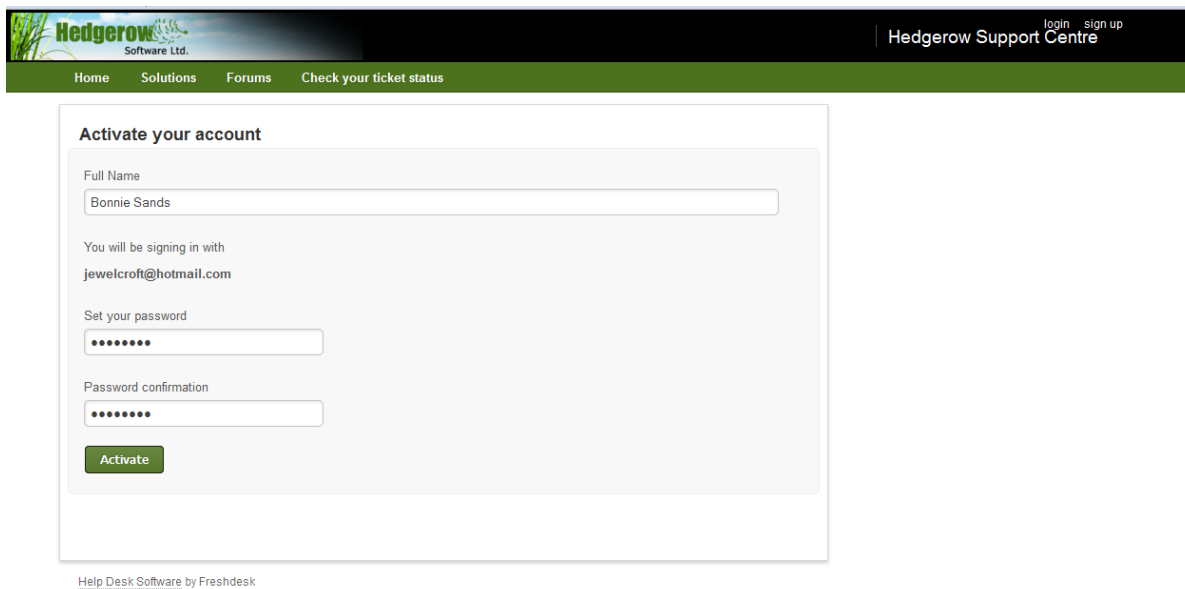
If you are using **Internet Explorer 8 or 9**, you may be presented with one or both of the following message(s). Choose to **"Continue to this website"** or **"Yes"**:



To resolve the warning in Internet Explorer, navigate to **Tools | Internet Options | Security | Internet Zone and choose Custom level...** Proceed to **Enable** the configuration setting **Miscellaneous | Display mixed content**:



You will then be presented with the **Hedgerow Support Centre "Activate your account"** window. Set your password and choose **"Activate"**:

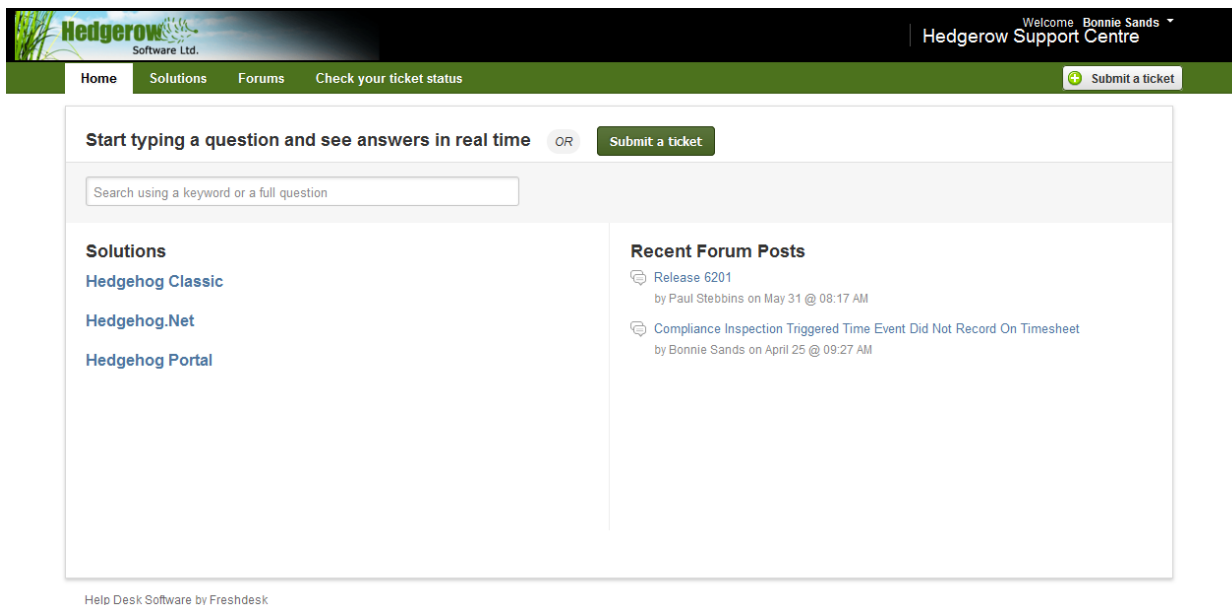


The screenshot shows the 'Activate your account' form. At the top, there is a navigation bar with the Hedgerow logo, 'Software Ltd.', and links for 'login' and 'sign up'. Below this is a green navigation bar with links: 'Home', 'Solutions', 'Forums', and 'Check your ticket status'. The main form area is titled 'Activate your account'. It contains the following fields and elements:

- Full Name:** A text input field containing 'Bonnie Sands'.
- You will be signing in with:** A text input field containing 'jewelcrafft@hotmail.com'.
- Set your password:** A password input field with masked characters (dots).
- Password confirmation:** A password input field with masked characters (dots).
- Activate:** A green button labeled 'Activate'.

At the bottom of the page, there is a small text link: 'Help Desk Software by Freshdesk'.

The **Self-Service Portal** for **Hedgerow Software Ltd.** at <https://help.myhedgehog.net/> will appear. The **Self-Service Portal** provides access to community forums, public knowledge base articles and support tickets.

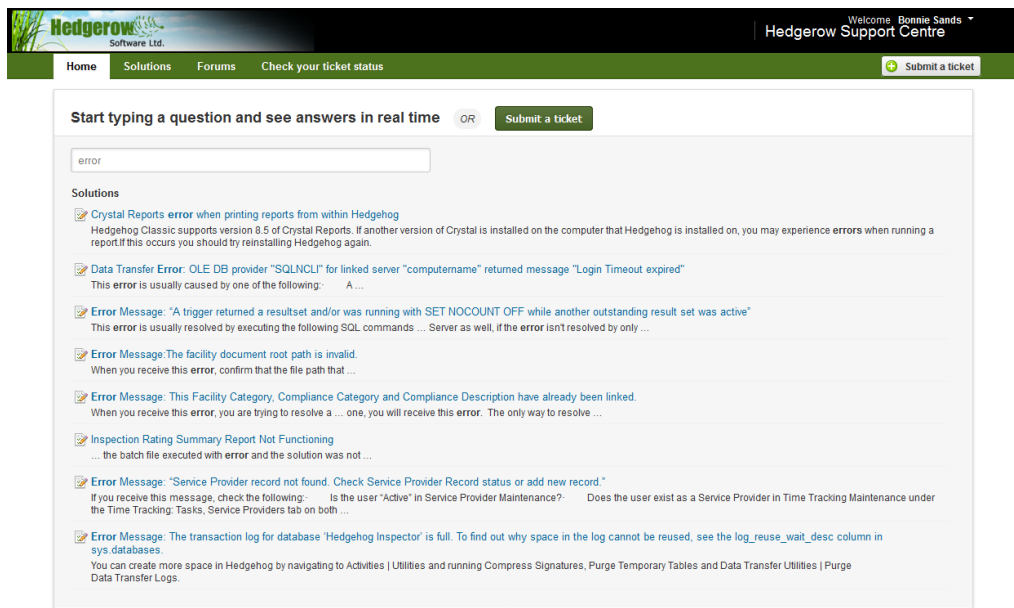


The screenshot shows the 'Self-Service Portal' home page. At the top, there is a navigation bar with the Hedgerow logo, 'Software Ltd.', and a 'Welcome Bonnie Sands' message with a dropdown arrow. Below this is a green navigation bar with links: 'Home', 'Solutions', 'Forums', and 'Check your ticket status'. On the right side of this bar is a green button labeled 'Submit a ticket'. The main content area is titled 'Start typing a question and see answers in real time' and includes a search bar with the placeholder text 'Search using a keyword or a full question'. Below the search bar, there are two columns:

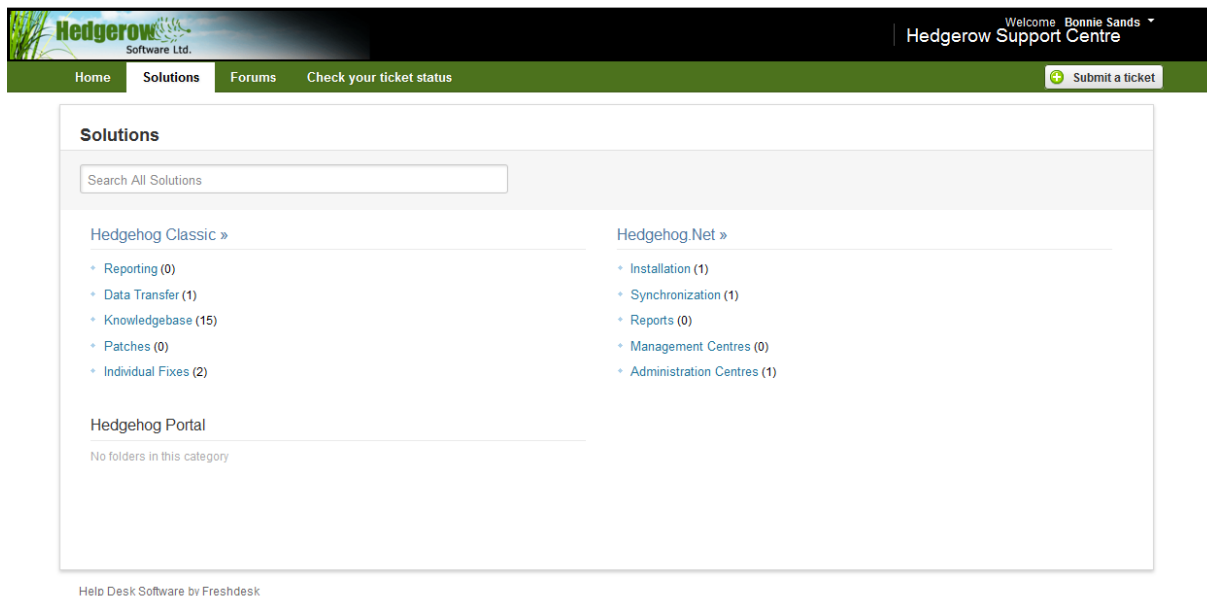
- Solutions:** A list of links: 'Hedgehog Classic', 'Hedgehog.Net', and 'Hedgehog Portal'.
- Recent Forum Posts:** A list of recent forum posts with details like 'Release 6201' by Paul Stebbins on May 31 @ 08:17 AM and 'Compliance Inspection Triggered Time Event Did Not Record On Timesheet' by Bonnie Sands on April 25 @ 09:27 AM.

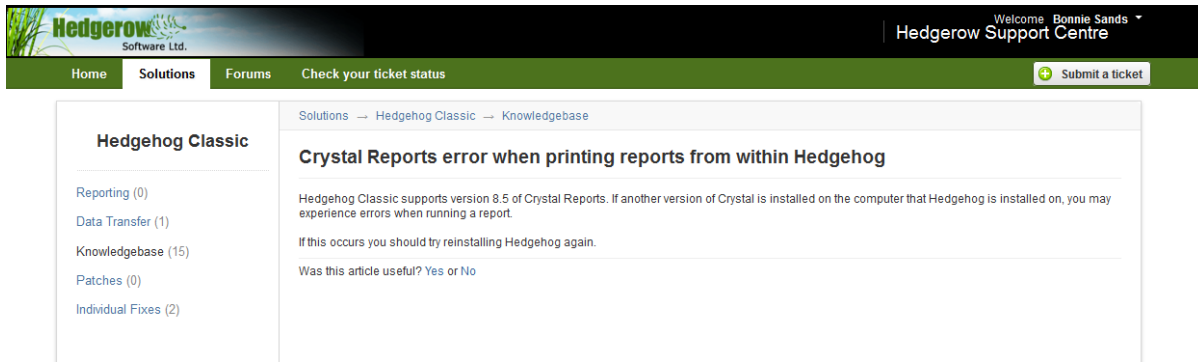
At the bottom of the page, there is a small text link: 'Help Desk Software by Freshdesk'.

The **Home** page has an integrated search for both **Forums** and **Solutions**, which you can click to open for more information:



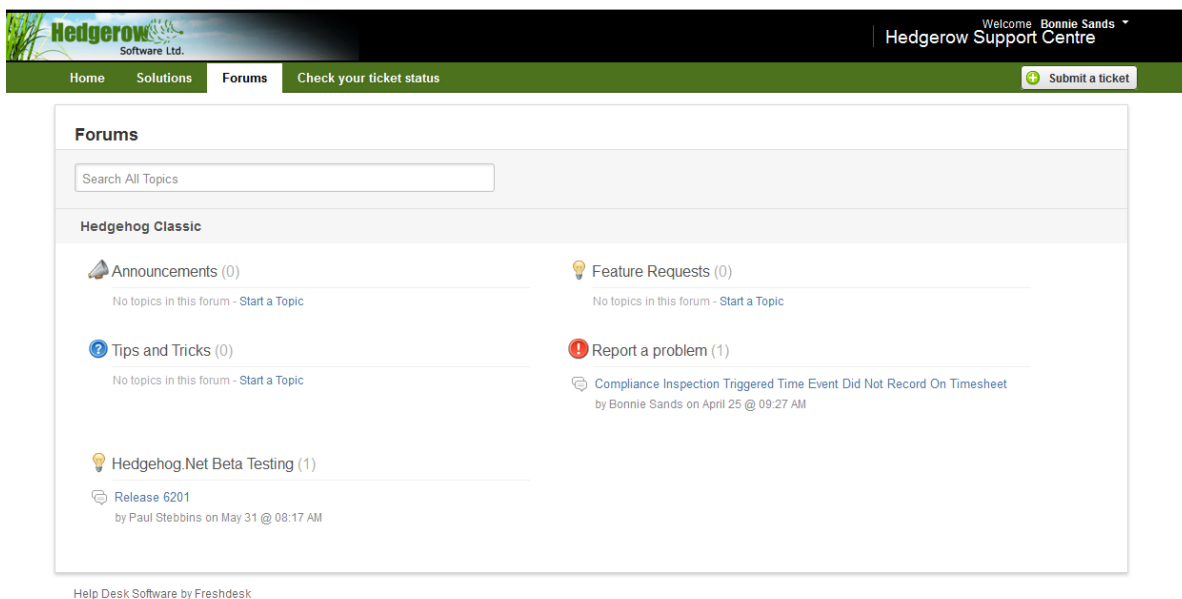
Solutions have a hierarchy of Solutions, Folders and Articles. Click on the Solution Category to access the **Folders** and **Articles**. Users can submit feedback on the Solutions (Was the article useful? Yes or No).





The screenshot shows the Hedgerow Support Centre portal. The top navigation bar includes links for Home, Solutions, Forums, and Check your ticket status, along with a 'Submit a ticket' button. The user is logged in as Bonnie Sands. The main content area displays a Knowledgebase article titled 'Crystal Reports error when printing reports from within Hedgehog'. The article text states: 'Hedgehog Classic supports version 8.5 of Crystal Reports. If another version of Crystal is installed on the computer that Hedgehog is installed on, you may experience errors when running a report. If this occurs you should try reinstalling Hedgehog again.' Below the text is a link to 'Was this article useful? Yes or No'.

There are currently 5 types of **Forums** – **Announcements**, **Feature Requests**, **Tips and Tricks**, **Report A Problem** and **Hedgehog.Net Beta Testing**. You must be logged in to submit Forum posts.






The screenshot shows the Hedgerow Support Centre Forums page. The top navigation bar is the same as the previous screenshot. The main content area is titled 'Forums' and includes a search bar labeled 'Search All Topics'. Below the search bar, there are five forum categories listed under the heading 'Hedgehog Classic':


- Announcements (0)**: No topics in this forum - [Start a Topic](#)
- Feature Requests (0)**: No topics in this forum - [Start a Topic](#)
- Tips and Tricks (0)**: No topics in this forum - [Start a Topic](#)
- Report a problem (1)**: [Compliance Inspection Triggered Time Event Did Not Record On Timesheet](#) by Bonnie Sands on April 25 @ 09:27 AM
- Hedgehog.Net Beta Testing (1)**: [Release 6201](#) by Paul Stebbins on May 31 @ 08:17 AM

At the bottom of the page, there is a link to 'Help Desk Software by Freshdesk'.

If you have not found a solution to your issue by searching the **Hedgehog Knowledgebase (Solutions, Forum)** you may **"Submit a ticket"**. When you submit a support ticket, you will immediately receive an email notification:

Ticket Received - [#17] Unable To Access Hedgehog Documentation - "Document Already In Use" Error [Back to messages](#) |  

 Hedgerow Software Ltd. [Add to contacts](#)
To jewelcroft@hotmail.com

1:22 PM
[Reply](#) 

Dear Bonnie Sands,

We would like to acknowledge that we have received your request and a ticket has been created with Ticket ID – 17.
A support representative will be reviewing your request and will send you a personal response.(usually within 24 hours).


To view the status of the ticket or add comments, please visit
<https://help.myhedgehog.net/helpdesk/tickets/17>


To add further emails to the ticket conversation, please be sure to leave the [#ticket number] tag in the subject line.

Thank you for your patience.

Sincerely,
Hedgerow Support Centre Support Team

Users can login to the **Self-Service Portal** and view their submitted ticket status and the agent(s) working on those ticket(s) by choosing **"Check your ticket status"**:





Welcome **Bonnie Sands** 
Hedgerow Support Centre

[Home](#) [Solutions](#) [Forums](#) [Check your ticket status](#) [Submit a ticket](#)

All Tickets

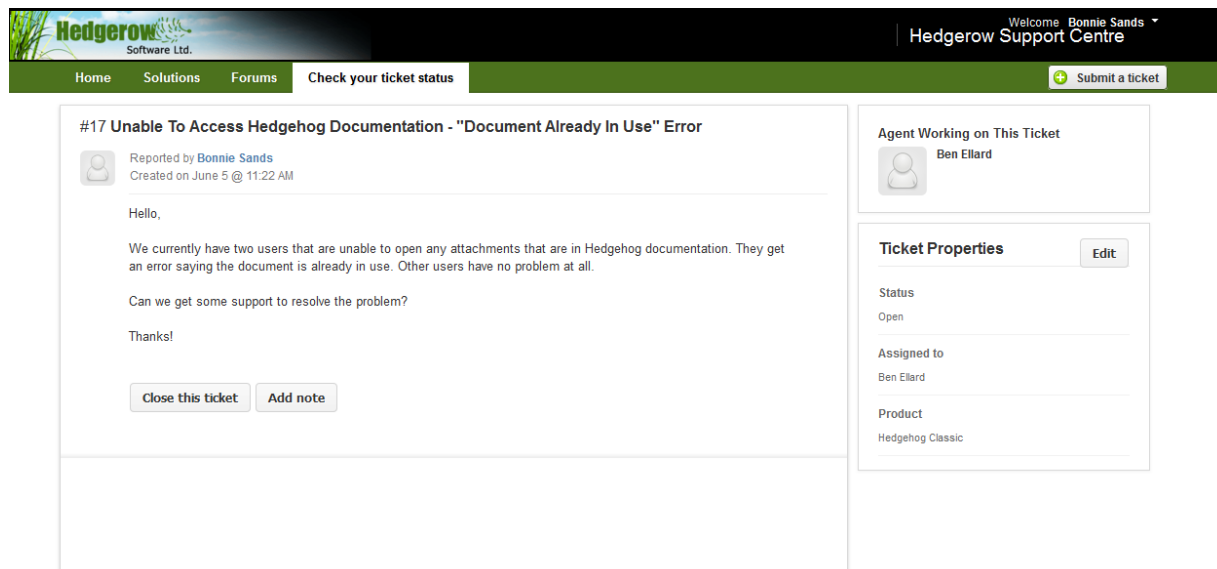
[All Tickets](#) [Open Or Pending](#) [Resolved Or Closed](#)



Unable To Access Hedgehog Documentation - "Document Already In Use" Error (#17)
 from Bonnie Sands, last updated on June 5 @ 11:22 AM

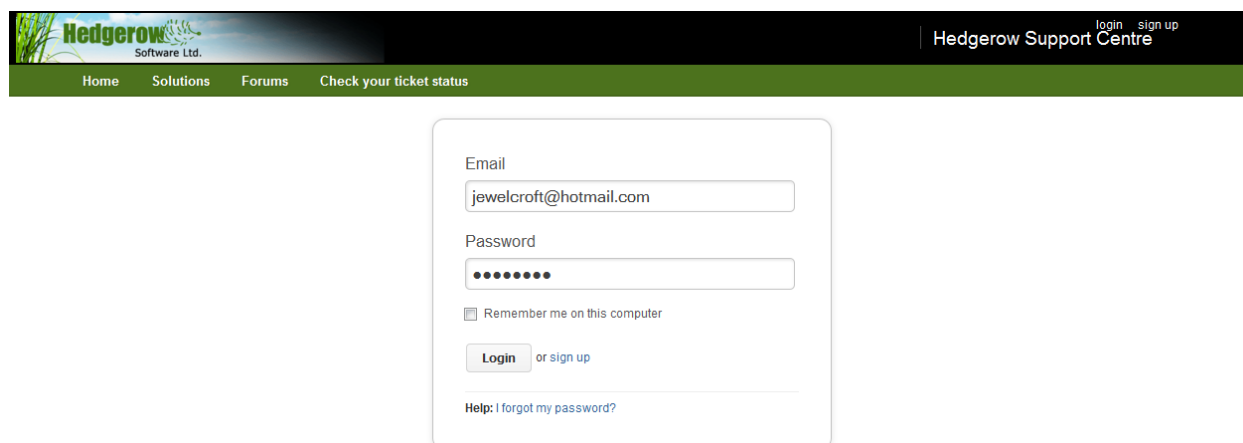
Assigned to Ben Ellard
Status Open

If you click on the ticket subject, ticket details will be displayed and you can close the ticket or add additional information for the agent assigned using either the **"Close this ticket"** or **"Add note"** options:



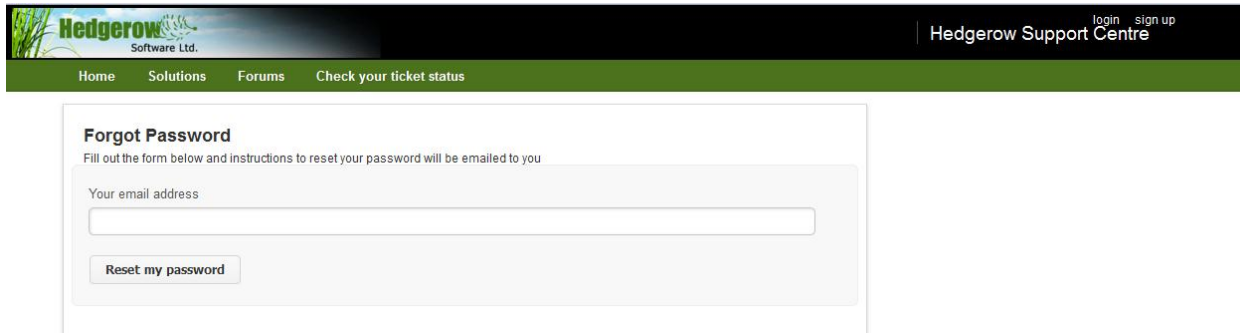
The screenshot shows a ticket titled "#17 Unable To Access Hedgehog Documentation - 'Document Already In Use' Error". It was reported by Bonnie Sands on June 5 at 11:22 AM. The message content is: "Hello, We currently have two users that are unable to open any attachments that are in Hedgehog documentation. They get an error saying the document is already in use. Other users have no problem at all. Can we get some support to resolve the problem? Thanks!". At the bottom of the message are two buttons: "Close this ticket" and "Add note". On the right side, there is a sidebar with "Agent Working on This Ticket" (Ben Ellard) and "Ticket Properties" (Status: Open, Assigned to: Ben Ellard, Product: Hedgehog Classic). The top navigation bar includes "Home", "Solutions", "Forums", "Check your ticket status", and a "Submit a ticket" button. The user is logged in as Bonnie Sands.

Users can login to the **Main Hedgerow Software Ltd. Support Centre Portal** at <https://help.myhedgehog.net/login> using their Username/Password.



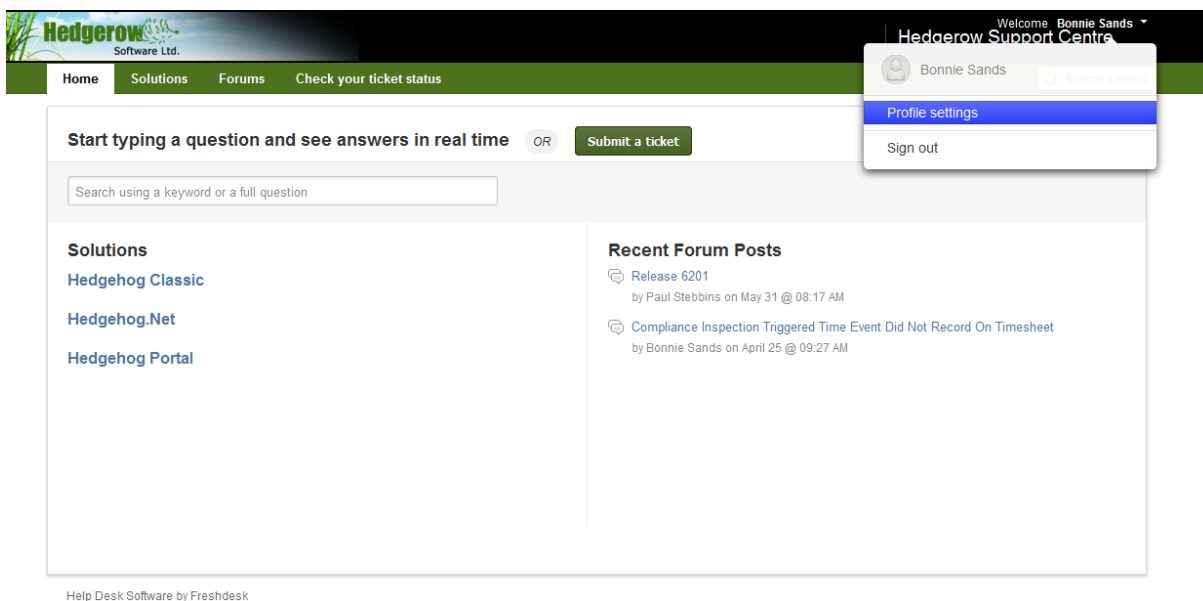
The screenshot shows the login page of the Hedgerow Support Centre Portal. It features a login form with fields for "Email" (containing "jewelcroft@hotmail.com") and "Password" (masked with dots). Below the password field is a checkbox for "Remember me on this computer". At the bottom of the form are "Login" and "or sign up" buttons, and a link for "Help: I forgot my password?". The top navigation bar includes "Home", "Solutions", "Forums", "Check your ticket status", and links for "login" and "sign up". The user is not logged in.

You would have received an **Account Activation Email**. If you missed this email, Click on the **Forgot Password** option, enter your **Email ID** and submit. You will receive a **Reset Password Email**, using which you may activate your Account for the Self Service Portal.



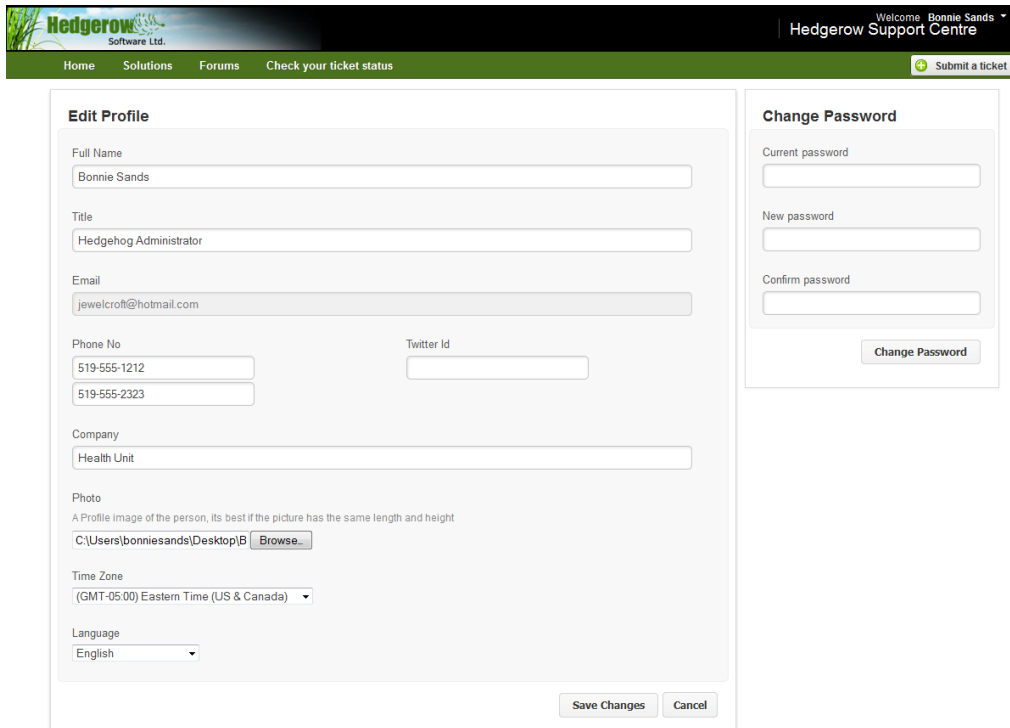
The screenshot shows the 'Forgot Password' form in the Hedgerow Support Centre. The form is titled 'Forgot Password' and includes a sub-header: 'Fill out the form below and instructions to reset your password will be emailed to you'. Below this, there is a text input field labeled 'Your email address'. At the bottom of the form is a button labeled 'Reset my password'.

Users can also modify their profile information by clicking on their Name on the Top Right corner. They can update their **Contact** information, **Twitter ID** and **Password Reset**.



The screenshot shows the Hedgerow Support Centre user interface. At the top right, there is a 'Welcome Bonnie Sands' message with a dropdown arrow. Below this, a dropdown menu is open, showing options: 'Bonnie Sands' (with a profile icon), 'Profile settings' (highlighted in blue), and 'Sign out'. The main content area includes a search bar with the placeholder text 'Search using a keyword or a full question', a 'Submit a ticket' button, and sections for 'Solutions' (listing Hedgehog Classic, Hedgehog.Net, and Hedgehog Portal) and 'Recent Forum Posts' (listing 'Release 6201' and 'Compliance Inspection Triggered Time Event Did Not Record On Timesheet').

Edit Profile Screen:



The screenshot shows the 'Edit Profile' screen of the Hedgerow Support Centre. The page has a green header with the Hedgerow logo and navigation links: Home, Solutions, Forums, and Check your ticket status. A 'Submit a ticket' button is also present. The main content area is divided into two sections: 'Edit Profile' and 'Change Password'.

Edit Profile

Full Name
Bonnie Sands

Title
Hedgehog Administrator

Email
jewelcroft@hotmail.com

Phone No
519-555-1212
519-555-2323

Twitter Id

Company
Health Unit

Photo
A Profile image of the person, its best if the picture has the same length and height
C:\Users\bonniesands\Desktop\B

Time Zone
(GMT-05:00) Eastern Time (US & Canada) ▼

Language
English ▼

Change Password

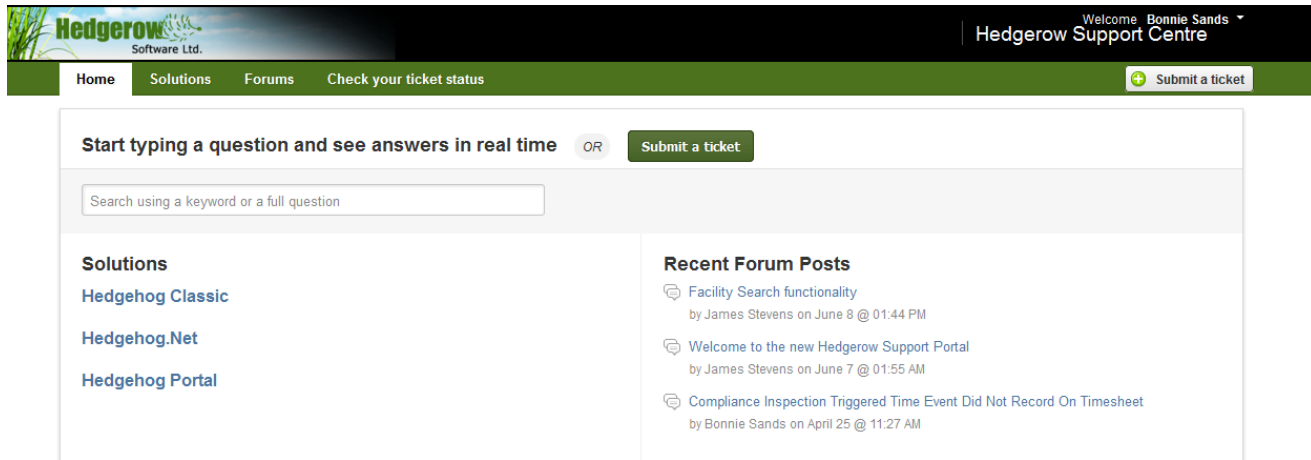
Current password

New password

Confirm password

Hedgehog Classic or **Hedgehog.Net** Users can login to the **Main Hedgerow Software Ltd. Support Centre Portal** at <https://help.myhedgehog.net/login> using their **Username/Password**. You will be able to access both Hedgehog Classic and Hedgehog.Net information.

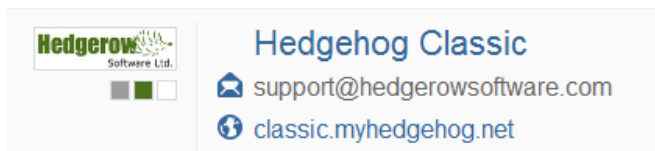
Main Hedgerow Support Portal



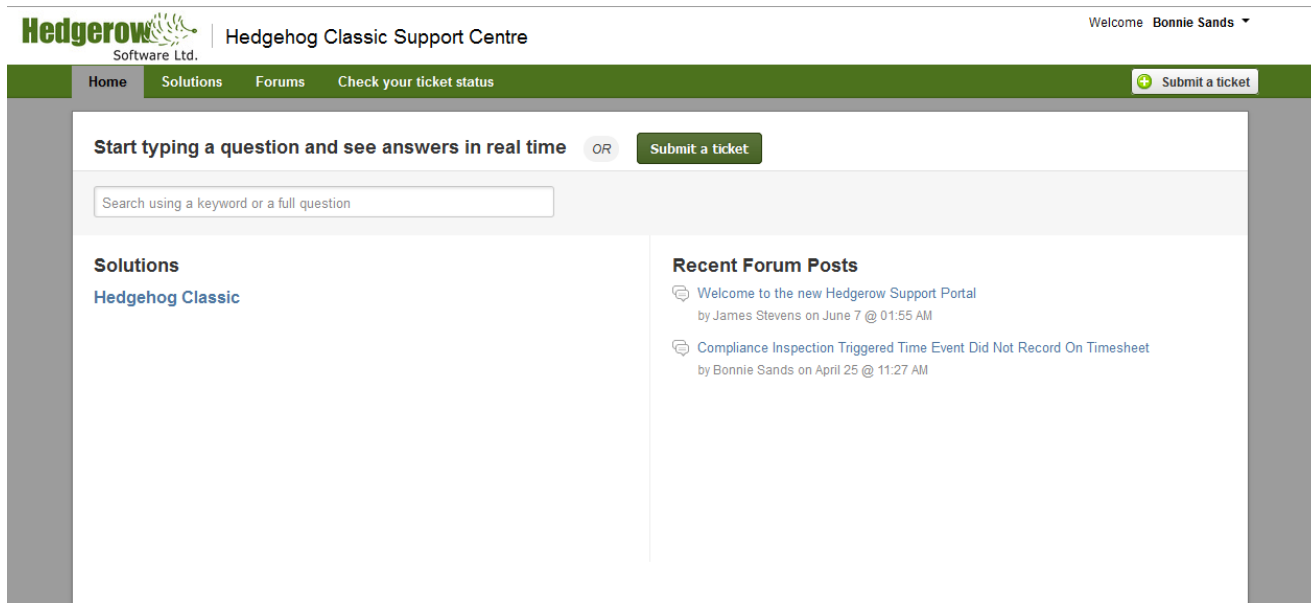
The screenshot shows the Main Hedgerow Support Portal. At the top, there is a navigation bar with the Hedgerow Software Ltd. logo on the left and a welcome message "Welcome Bonnie Sands" on the right. Below the navigation bar, there is a search bar with the text "Start typing a question and see answers in real time" and a "Submit a ticket" button. The search bar contains the text "Search using a keyword or a full question". Below the search bar, there are two columns. The left column is titled "Solutions" and contains links for "Hedgehog Classic", "Hedgehog.Net", and "Hedgehog Portal". The right column is titled "Recent Forum Posts" and contains three posts: "Facility Search functionality" by James Stevens on June 8 @ 01:44 PM, "Welcome to the new Hedgerow Support Portal" by James Stevens on June 7 @ 01:55 AM, and "Compliance Inspection Triggered Time Event Did Not Record On Timesheet" by Bonnie Sands on April 25 @ 11:27 AM.

If you wish to directly access a particular Hedgerow Software product online and its specific solution, forum and ticket information, use the following access information noted below. Separate support areas have been created for both Hedgehog Classic and Hedgehog.Net:

Hedgehog Classic





The screenshot shows the Hedgehog Classic Support Centre. It features the Hedgerow Software Ltd. logo on the left and the text "Hedgehog Classic" in large blue letters. Below this, there are two links: "support@hedgerowsoftware.com" and "classic.myhedgehog.net".





The screenshot shows the Hedgehog Classic Support Centre. At the top, there is a navigation bar with the Hedgerow Software Ltd. logo on the left and a welcome message "Welcome Bonnie Sands" on the right. Below the navigation bar, there is a search bar with the text "Start typing a question and see answers in real time" and a "Submit a ticket" button. The search bar contains the text "Search using a keyword or a full question". Below the search bar, there are two columns. The left column is titled "Solutions" and contains a link for "Hedgehog Classic". The right column is titled "Recent Forum Posts" and contains two posts: "Welcome to the new Hedgerow Support Portal" by James Stevens on June 7 @ 01:55 AM and "Compliance Inspection Triggered Time Event Did Not Record On Timesheet" by Bonnie Sands on April 25 @ 11:27 AM.


Hedgehog.Net



Hedgehog.Net

 feedback@hedgerowsoftware.com

 dotnet.myhedgehog.net

 Hedgehog.Net Support Centre

Welcome **Bonnie Sands** ▼

[Home](#) [Solutions](#) [Check your ticket status](#) [Submit a ticket](#)

Start typing a question and see answers in real time OR [Submit a ticket](#)

Solutions

[Hedgehog.Net](#)