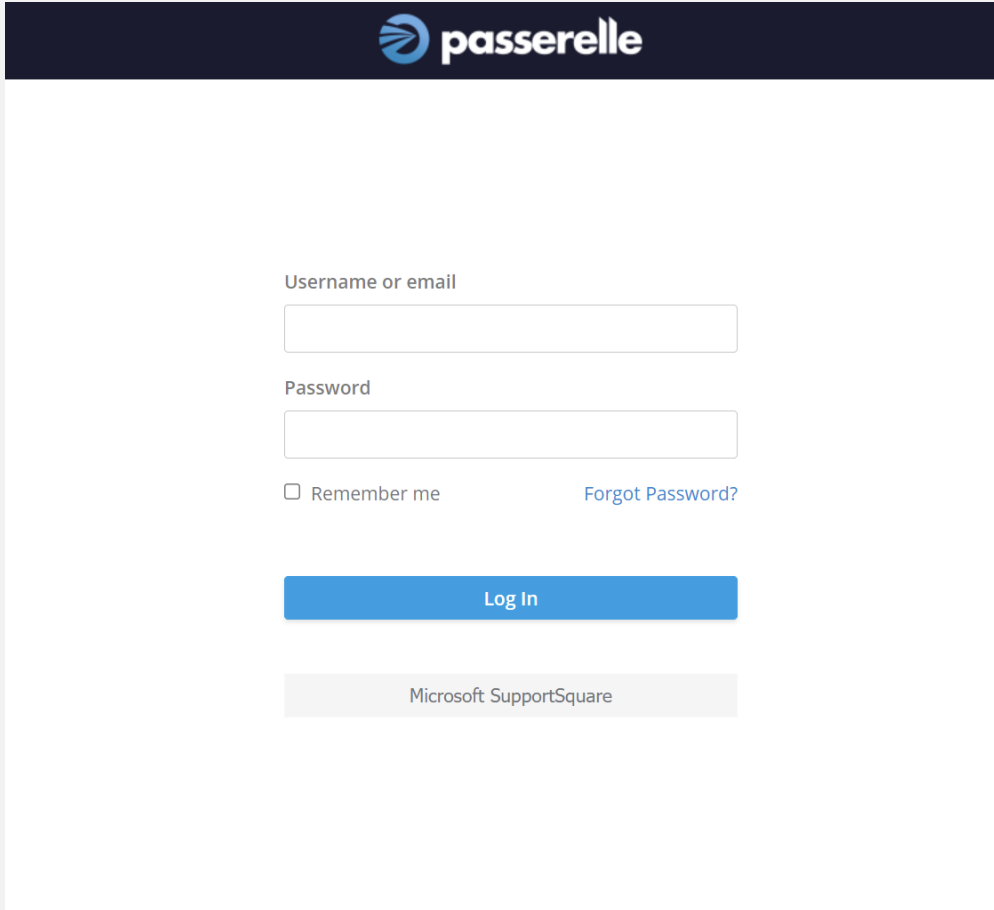




Accelerating the learning curve of technical personnel

1. Log in





The screenshot shows the Passerelle login interface. At the top, there is a dark blue header with the Passerelle logo. Below the header, the login form is centered on a white background. It includes two input fields: 'Username or email' and 'Password'. Below the 'Password' field, there is a checkbox labeled 'Remember me' and a blue link for 'Forgot Password?'. A blue 'Log In' button is positioned below the form. At the bottom of the form area, there is a light gray button labeled 'Microsoft SupportSquare'.

- You can log in with your mail or provided credentials
- You have normally set-up your own password after receiving an invitation mail.
- If having difficulties while logging in, try first to reset your password (forgot password)
- If resetting your password doesn't solve it, contact your administrator to make sure your account is active

2. Start a call with invitation

Type a name, phone number (with country code), or mail address

Find someone or enter phone or e-mail

 Hellendorff
Manuel 

Powered by SupportSquare NV.

Click this icon

 passerelle



Call



Scan



Contacts



Media



More

Fill in the fields in the pop up & send invitation

Send Call Invitation

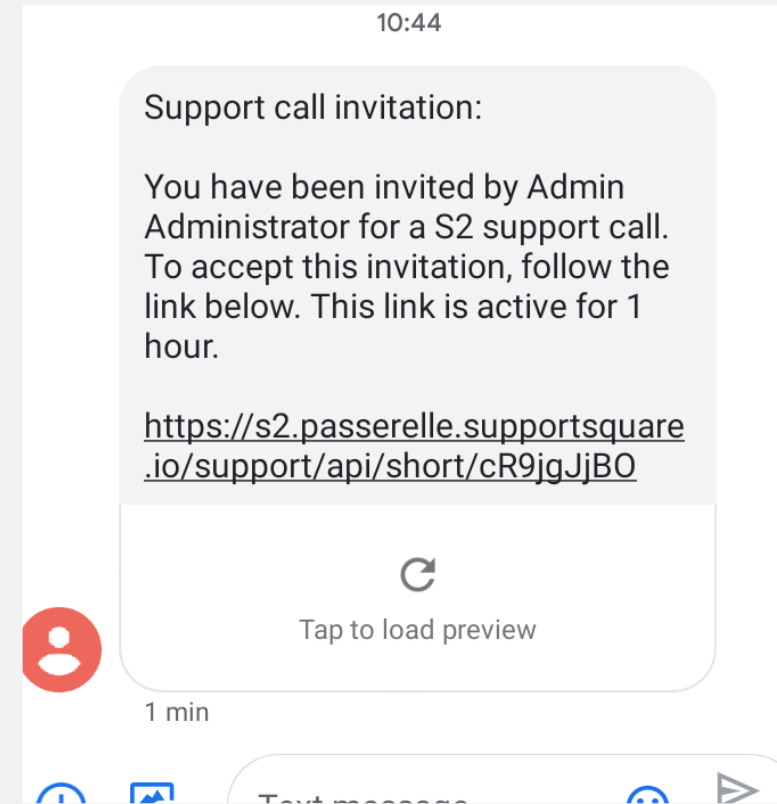
Name: Manuel Hellendorff Language: EN

E-mail: manuel.hellendorff@supportsquare.io

Message: Enter an optional message

Cancel Send Invitation

Your contact receives this



Accept incoming Call



Manuel Hellendorff is calling...



Decline



Accept

2. Start a call with contacts

The screenshot shows a mobile application interface for managing contacts. At the top, there are tabs for 'Contacts', 'Recent', and 'Favorites', along with a search bar containing the text 'Find someone or enter phone or e-mail'. Below this is a list of contacts. A red box highlights the left side of the contact list, showing profile pictures and status indicators (a red 'x' for unavailable and a green checkmark for available). A red arrow points from the text 'Send invitation' to the paper plane icon in the action bar of the second contact. Another red arrow points from the text 'Call directly if the contact is available' to the telephone handset icon in the action bar of the 'Support Desk 1' contact, which is circled in red. A red arrow points from the text 'Contact Book' to the 'Contacts' icon in the bottom navigation bar. The bottom navigation bar includes icons for 'Call', 'Scan', 'Contacts', 'Media', and 'More'. The Passerelle logo is visible in the bottom left corner.

See picture & status of contact

Send invitation

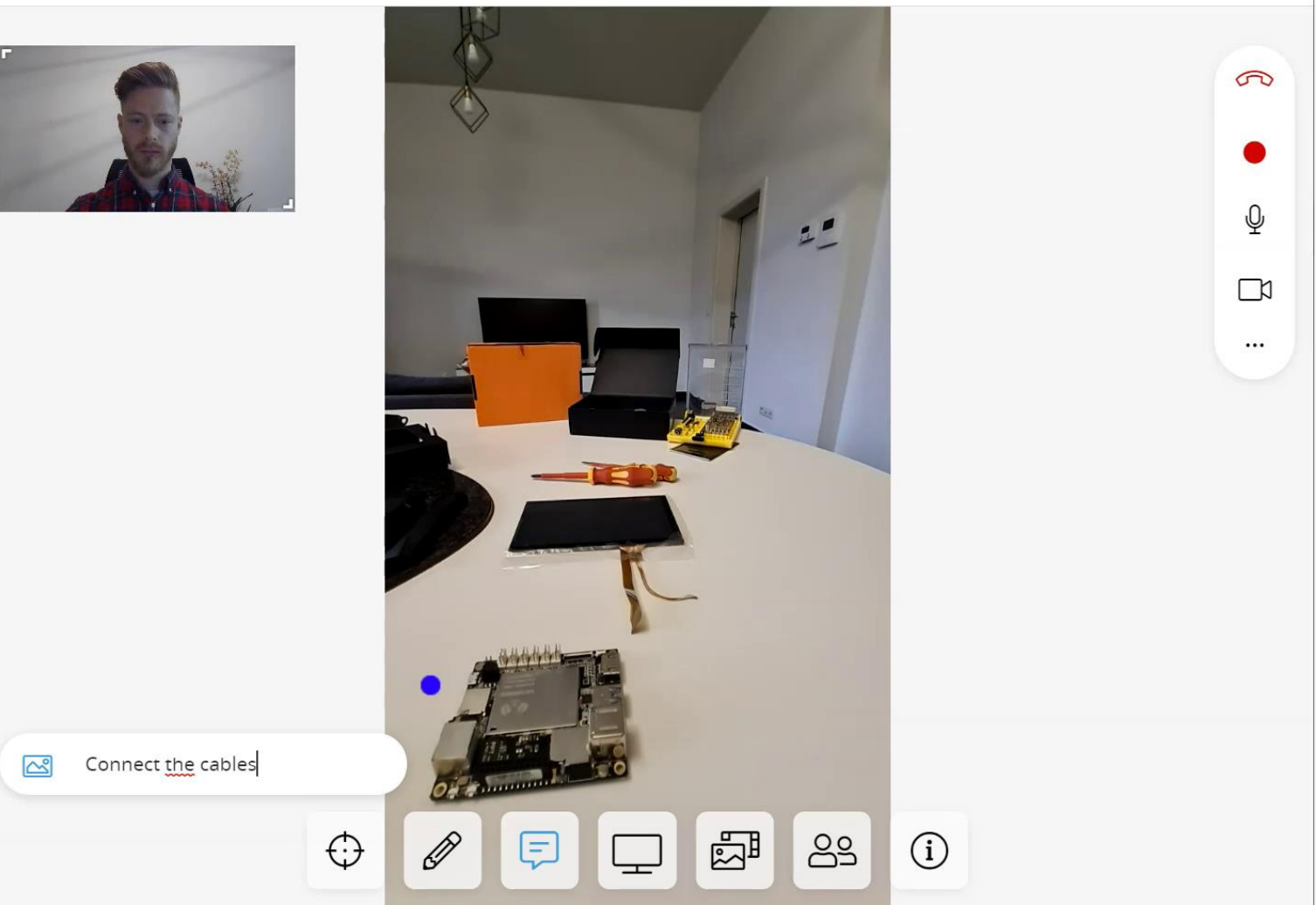
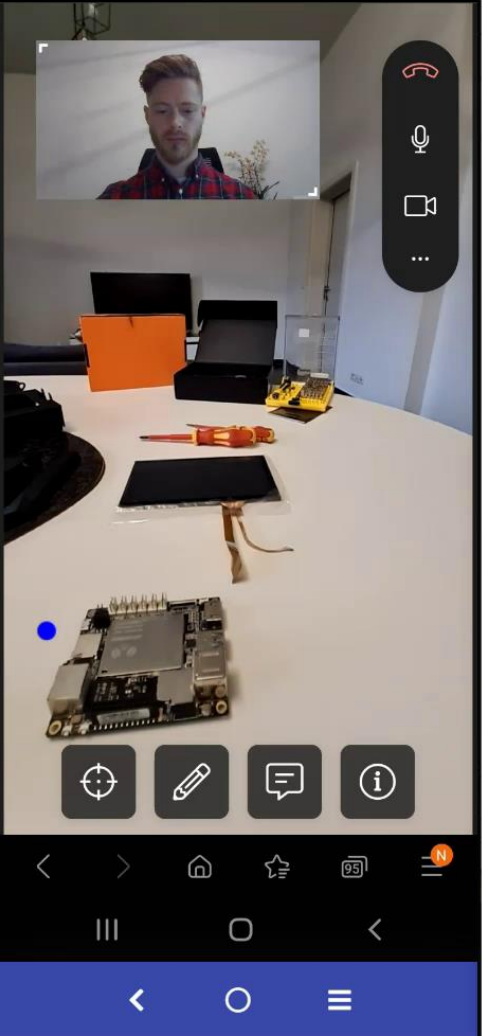
Call directly if the contact is available

Contact Book

passerelle

Call Scan **Contacts** Media More

You're in the call with a laser pointer! (blue dot here)



Admin zone



**Check our Admin guide for further help
in navigating the admin zone!**

Who are we

- Support Domain Experts
- SaaS Solution Provider
- VR/AR experts
- Team of 20+ people
- Located Ghent, Belgium





Visit us!

<https://coach.supportsquare.io/>