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## My Support

You can log in at <https://mysupport.gsi-office.de/ipm/> with your usual access details.

You can view both your service line cases and any ongoing developments in the Service portal. You can use the left-hand tree structure to navigate within your cases and thus to view the processing status of each case. You can view all the details including associated documents by clicking on a particular case.

### **After logging into the Service portal, you can report a service case to us as follows:**

Please click on the link “Report new service line case” which you will see at the top of the window after logging in.

A new window opens. Enter information on your case: short title, program version and detailed description of the problem.

Please answer the following questions in the detailed section:

- Can the problem be reproduced?
- Does the problem also occur on other PCs?  
Does the problem occur on the same PC with a different login?

And then click “Add”.

In the next step, please upload important documents / error messages relating to the case:

1. Click “Upload and download documents”.
2. Select the document from your filing system.
3. Enter a short description.
4. Select the type of document.
5. Give short, detailed INFO about the document.
6. Click “Upload file”.

You will then be informed that the document has been successfully uploaded: Please confirm this window with a green tick in the top right-hand corner. To upload a further document, please click on “Upload and download documents” as described above.

Then kindly confirm the case set-up by clicking on “Finished”. You can leave the newly set up case by saving and then closing it.

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## TeamViewer

To enable us to provide you with the best possible support through TeamViewer, please download the current version of TeamViewer here: <https://www.teamviewer.com/de/download/windows>.

Please replace the old file with the new one already unzipped in the WiNPAT base directory (Shift+F12 to open) in the relevant folder.

## ServiceLine

If problems occur with our software, you are welcome to make use of our service hotline which is available Mondays to Fridays from 9:00 am to 5:00 pm on the following number: +49 89 89544 530 or by email at [serviceline@gsi-office.de](mailto:serviceline@gsi-office.de).

**Note: The service hotline is generally available for a fee.** We check every request if it is covered by your software maintenance fees. If this is not the case, e.g. due to your own fault, due to an outdated IT environment on your side or if you need support with configurations, etc., this will be billed at our current hourly rate as for project business.

The processing of a service line case will be smoother if a problem is only reported to us by one individual from your organisation and not several. The best solution in practice is make one contact per company or law firm responsible for reporting service line cases on a permanent basis and to have a deputisation arrangement in place.