

# Zendesk

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# Template

## / Getting started

In this article,

### **i Remember**

Remember

### **Warning**

Warning

**(1) (2) (3)**

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1.

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/ **A**

<i>Visualization of the</i>

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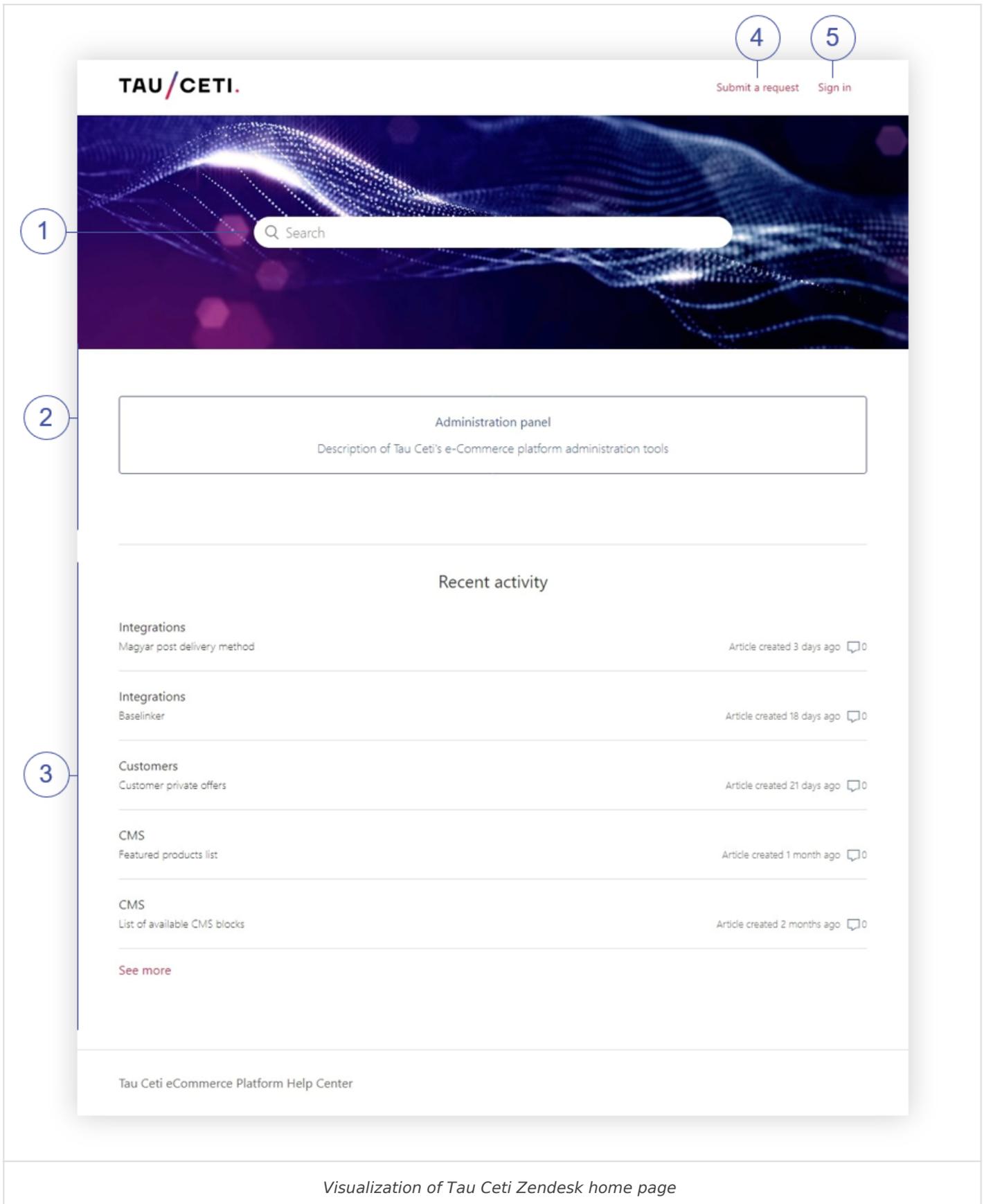
/ B

# General information

## / Getting started

Zendesk is a service that gives access to various support tools, in this case, a Knowledge base. Our knowledge base is a searchable directory of content and documentation regarding the Tau Ceti admin panel, its functionalities, and integrations. The Knowledge base can be accessed through the <https://tauceti.zendesk.com/hc/en-us> link.

You can also create an account, which can be used to publicly comment on the articles and get information when they get updated by following them.



Visualization of Tau Ceti Zendesk home page

On the home page of the Tau Ceti Zendesk knowledge base, you can find:

**(1)**- Search bar, which allows you to search in our library of documentation. You can search here only by the article's name.

**(2)**- Categories, where the articles are located. You can find more in the [Articles overview](#) section.

**(3)**- Recent activity, which shows which documentation got updated recently.

**(4)**- Submit a request button, which allows you to contact us in case of questions or suggestions. You can find more about this topic in the [Contacting Tau Ceti](#) section.

**(5)**- Sign-in button, which allows users to create an account and sign in to it. You can find more about creating an account in the [Creating a Zendesk account](#) section.

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# / Articles overview

When you have selected the desired category, you will be redirected to the category page.

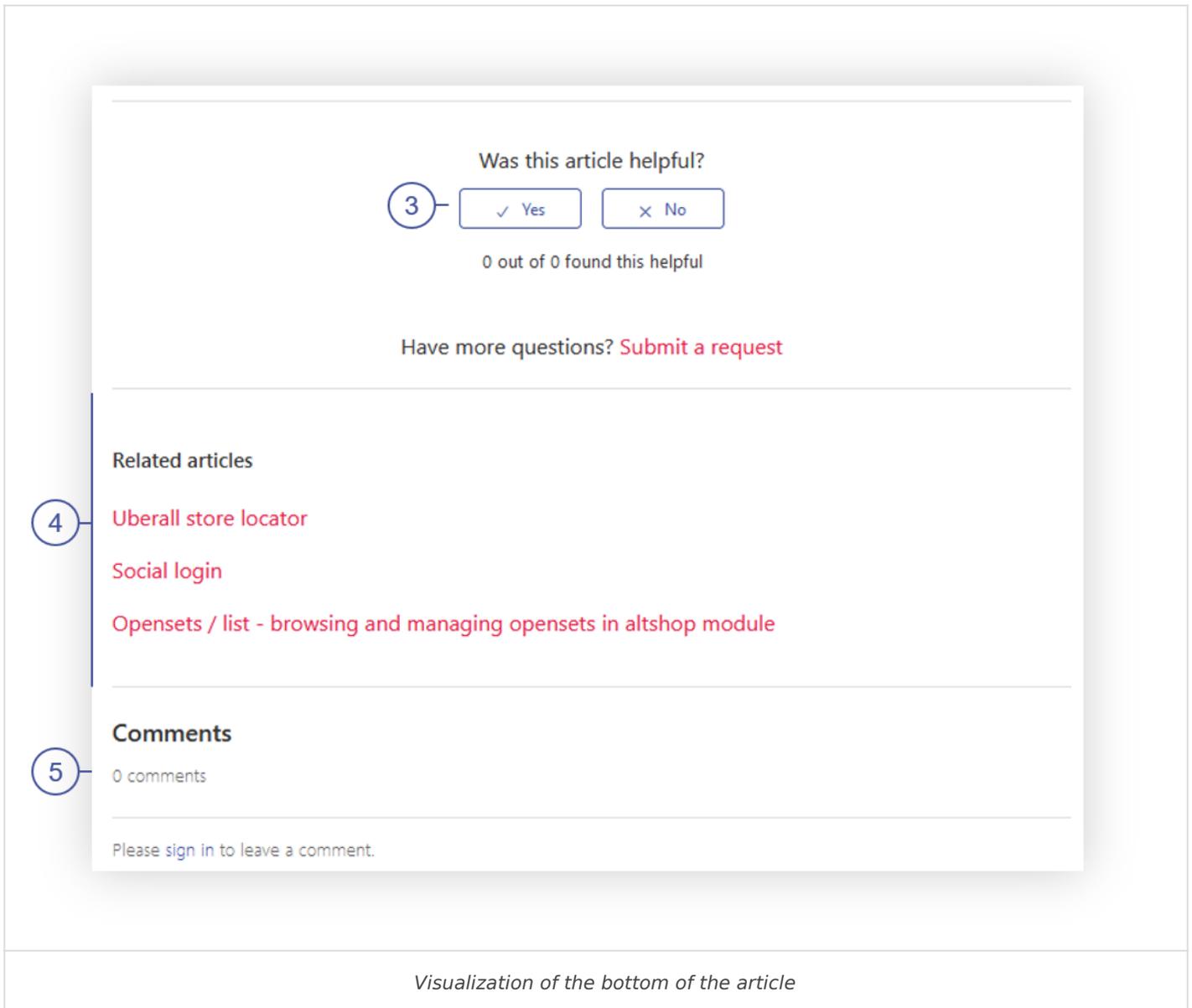
## Altshops



- Delivery costs / list - browsing and managing delivery costs
- Products / list - browsing and managing products in altshop module
- Alt shop / payment types
- Opensets / list - browsing and managing opensets in altshop module
- Slider / list - browsing and managing slider in altshop module
- Promotion pages / list - browsing and managing promotion pages in altshop module
- Featured products / list - browsing and managing featured products in altshop module
- Banners / list - browsing and managing banners in altshop module
- Blocks / list - browsing and managing blocks in altshop module
- Campaign codes / list - browsing and managing campaign codes
- Alt shops / list - browsing and managing altshops
- Pages / list - browsing and managing pages in altshop module
- Activating panel elements in the Alt shops module
- Alt shops - Introduction

*Visualization of the articles located in the category*

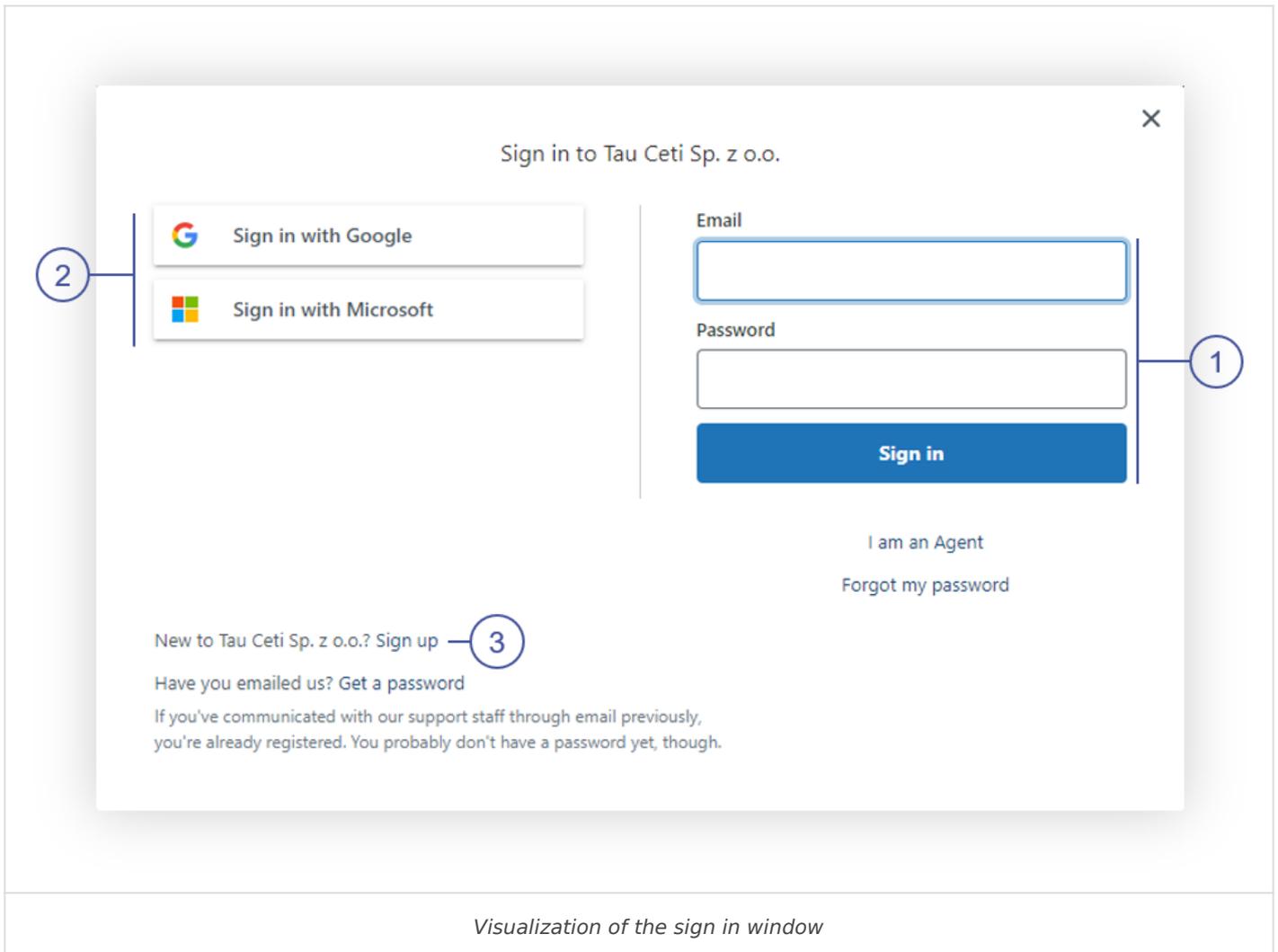
On the category page, you can find all the articles assigned to this category **(1)**, and you can also follow the category or an article using the Follow button **(2)**. Following a category or an article will e-mail you an update whenever an article has been updated



In the articles at the bottom of the page users are able to vote if the article was helpful **(3)**, see all the related articles to the current one **(4)**, and see, and create public comments on the articles **(5)**.

## / Creating a Zendesk account

Users are able to create their own Zendesk account in order to follow the articles and categories, as well as to comment on the articles or just contact us. In order to create the account you have to press the **Sign in** the text at the top of the page.



In the sign in window, you can log in with your already created account **(1)**, sign in using Google or a Microsoft account **(2)**, or create a new account using the Sign up text **(3)**.

## Sign up to Tau Ceti Sp. z o.o.

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Your full name \*

Your email \*

**Sign up**

Cancel

*Visualization of the Sign up window*

In the Sign up window, you have to type your full name and e-mail address.

## Check your email

You'll receive a link to set a new password for your account. If you don't find the email in your inbox, check your spam folder.

Close

*Visualization of the sign up information*

By pressing the Sign up button you will see a message, that a link with a new password has been sent to your e-mail address.

### Create a password for Tau Ceti Sp. z o.o. Odebrane x



**Tau Ceti Sp. z o.o.** <support@tauceti.zendesk.com>  
do salasinskispam+1 ▾

Welcome to Tau Ceti Sp. z o.o.. Please click the link below to create a password and sign-in.

[Create a password](#)

If you didn't sign up to Tau Ceti Sp. z o.o. using this email address, you can safely ignore this email.

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This email is a service from Tau Ceti Sp. z o.o.. Delivered by [Zendesk](#)

*Visualization of the e-mail message*

In your e-mail inbox, you will find a message from Zendesk with a link to the password creation.

**Choose your secret password**

You'll use this password to sign in to Tau Ceti Sp. z  
o.o..

**Your name**

**Your password**

Password requirements:

- ◀ must be at least 6 characters
- ◀ must be fewer than 128 characters
- ◀ must be different from email address
- ◀ must include letters in mixed case and numbers
- ◀ must include a character that is not a letter or number

**Set password**

*Visualization of the password set up window*

In the password creation window, you have to type your password that is at least 6 characters long, different from your email address and include letters in mixed case, numbers, and a special character.

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## / Contacting Tau Ceti

If you have any questions or suggestions regarding the articles you can contact us via the e-mail address [helpdesk@tauceti.email](mailto:helpdesk@tauceti.email), or by using **Submit a request** function on a Zendesk platform.

## Submit a request

Your email address \*

example@example.com

Subject \*

Question about CMS blocks

### Suggested articles

#### CMS blocks

Blocks / list - browsing and managing blocks in altshop module

#### CMS Pages

Pages / list - browsing and managing pages in altshop module

#### Alt shops - Introduction

Activating panel elements in the Alt shops module

#### CMS - Top menu

#### Opensets

#### Web push

#### Banner notifications

Description \*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Add file or drop files here

Submit

Visualization of the Zendesk contact form

On the Zendesk contact form, you have to type your email address, a subject, and a description of the message. You are also able to attach the attachments with your request.

When typing the subject of the message, the Zendesk platform will suggest possible articles, that might help with your problem or question.