

Support

This book contains everything you need to know about contacting support.

- [Adhese Support](#)
- [Incident Requests](#)

Adhese Support

The Adhese Support Team is dedicated to answering all your questions, resolving any issues and helping you to become familiar with the ins and outs of Adhese.

Before submitting a request to the Support Team, we recommend consulting the [Adhese documentation](#). You will find a *Help* button in the top-right corner of the Adhese interface, which takes you to the documentation of the Adhese platform. Check whether your question or issue has already been reported or resolved.

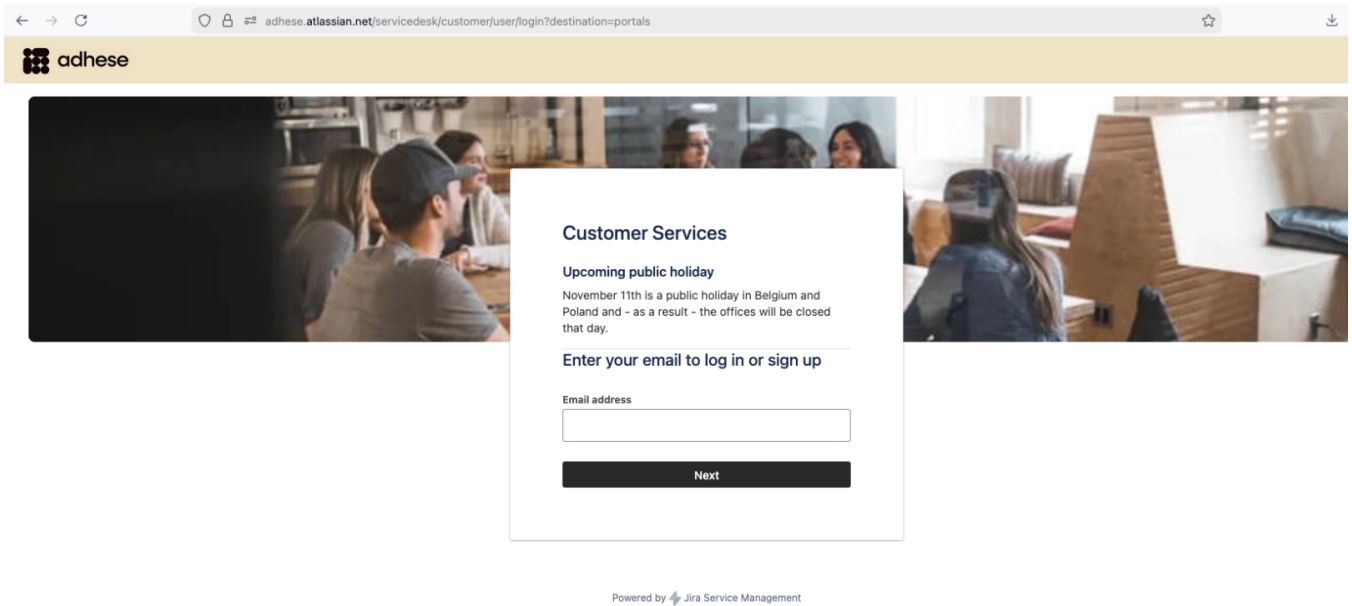
When contacting support, please try to provide as much information as possible.

How to get help?

Adhese Support portal

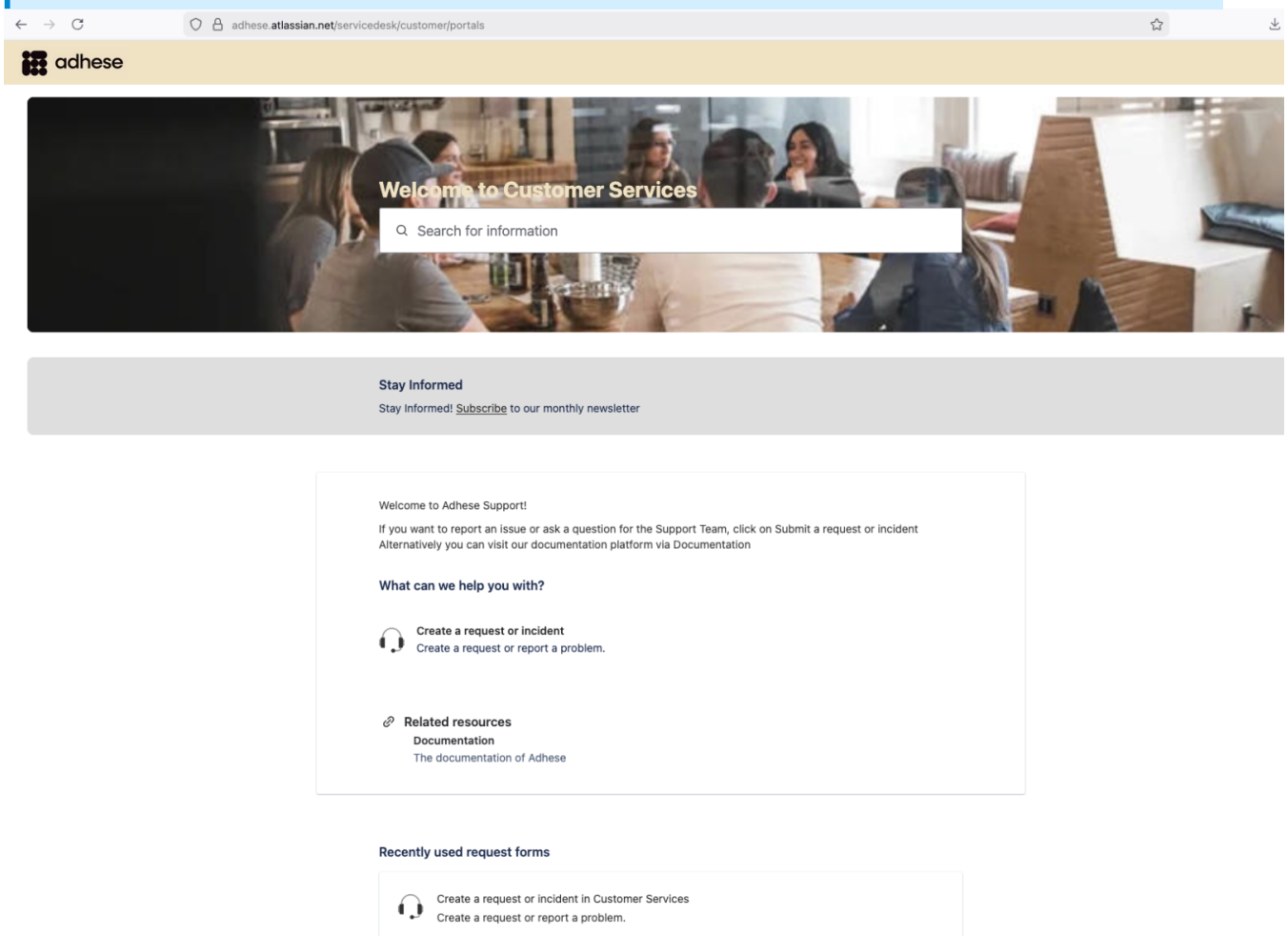
To submit a request via our Support Portal:

1. Log in to the Adhese [Support portal](#).

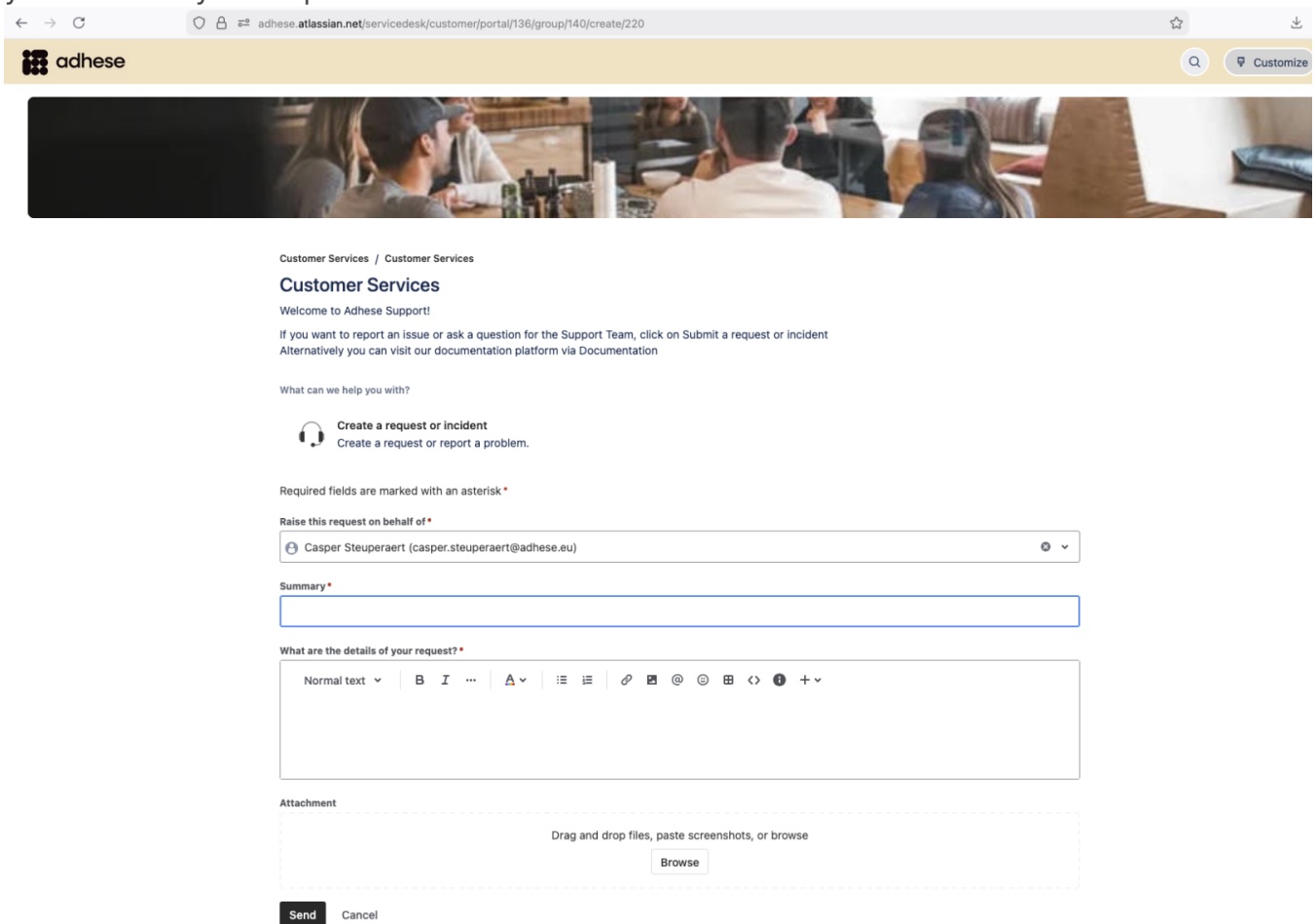


2. Enter your email in the **Email** field. Click *next*. The *Adhese Support* screen opens:

If the Support Portal recognises your company's domain, an account will be created automatically when you submit your first ticket.



3. To submit a new request, click *Create a request or incident*. A new screen will open where you can fill in your request.



The screenshot shows the Adhese Customer Services portal. The browser address bar displays 'adhese.atlassian.net/service/customer/portal/136/group/140/create/220'. The page header includes the Adhese logo and a 'Customize' button. Below the header is a banner image of people in a meeting. The main content area is titled 'Customer Services' and includes a welcome message and instructions on how to report an issue or ask a question. A section titled 'What can we help you with?' features a 'Create a request or incident' button. Below this, a form is displayed with the following fields and options:

- Required fields are marked with an asterisk ***
- Raise this request on behalf of ***: A dropdown menu showing 'Casper Steuperaert (casper.steuperaert@adhese.eu)'.
- Summary ***: A text input field.
- What are the details of your request? ***: A rich text editor with a toolbar containing options for text formatting (Normal text, Bold, Italic, Underline, Text color, Background color, Bulleted list, Numbered list, Link, Unlink, Image, Video, Code block, Help, and a plus sign for more options).
- Attachment**: A dashed box with the text 'Drag and drop files, paste screenshots, or browse' and a 'Browse' button.
- Buttons**: 'Send' and 'Cancel' buttons at the bottom.

4. Specify the following details:
 1. Enter the subject of your request in the **Summary** field. Choose a short but comprehensive subject line.
 2. Enter the details of your request in the **What are the details of your request** field.

The description should include the actions you or your staff have taken to ensure the issue is not caused by your infrastructure, code, or recent system changes.

3. (Optional) Specify the ID of the campaign, booking, or creative.
4. (Optional) Add or drop files, such as screenshots, in the **Attachment** field.
5. Click the *Send* button to send your request. Your request will become a ticket, and you will receive an email confirming your support request. The confirmation contains:
 - Your request.
 - A ticket number for this request.
 - A URL that redirects to your request on our [Support portal](#).

6. You will be notified by e-mail when there is an update or resolution to your ticket.

Adhese support by email

Send an email to our team of Support Engineers at support@adhese.com. Your request automatically creates a ticket in the support portal, and the Support team receives an instant notification. Please follow these guidelines when making a Support request by email:

1. Choose a short and comprehensive subject line.
2. Add the ID and name of the campaign, booking or creative into the body of your mail.
3. Add a short but clear description of your request.

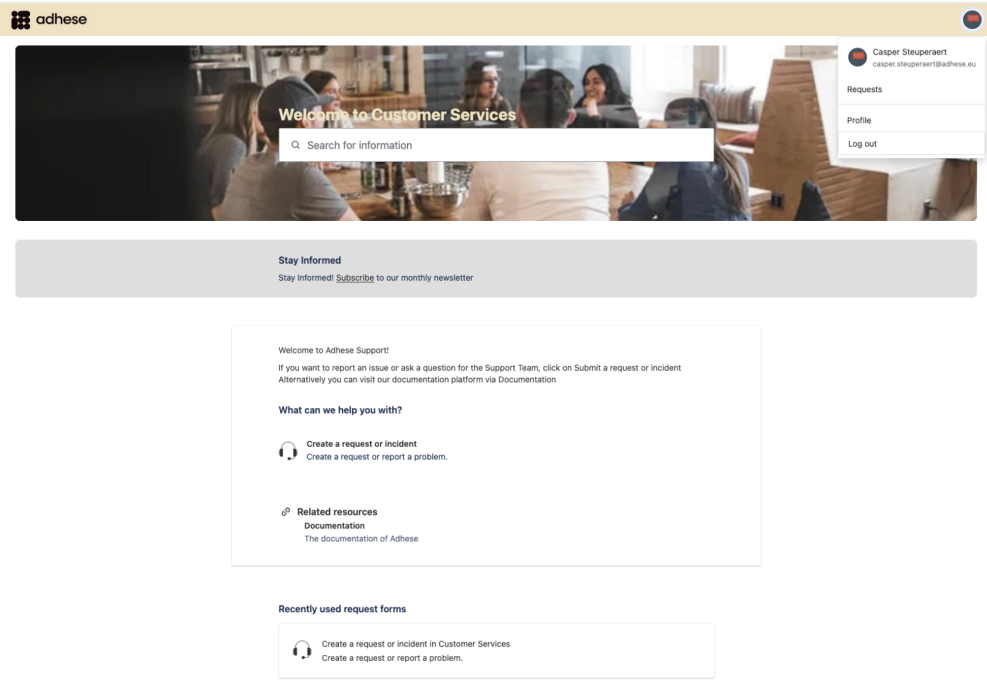
The description should include the actions you or your staff have taken to ensure the issue is not caused by your infrastructure, code, or recent system changes.

4. Attach relevant screenshots.
5. Send your email. Your request will become a ticket, and you will receive an email confirming your support request. The confirmation contains:
 - Your request.
 - A ticket number for this request.
 - A URL that redirects you to your request on our [Support portal](#).
6. You will be notified by e-mail when there is an update or resolution to your ticket. When sending an email, you can add other people from your company in the CC field. If the support ticketing system recognises the email address (i.e., if the person has an Adhese support account), they will also receive any further communication regarding the request.

Modify your account information

To edit your name, avatar, phone number and/or email address:

1. Log in to the Adhese Support portal. The *Adhese Support* screen opens.
2. In the *Adhese Support* screen, click your profile name in the upper-right corner.

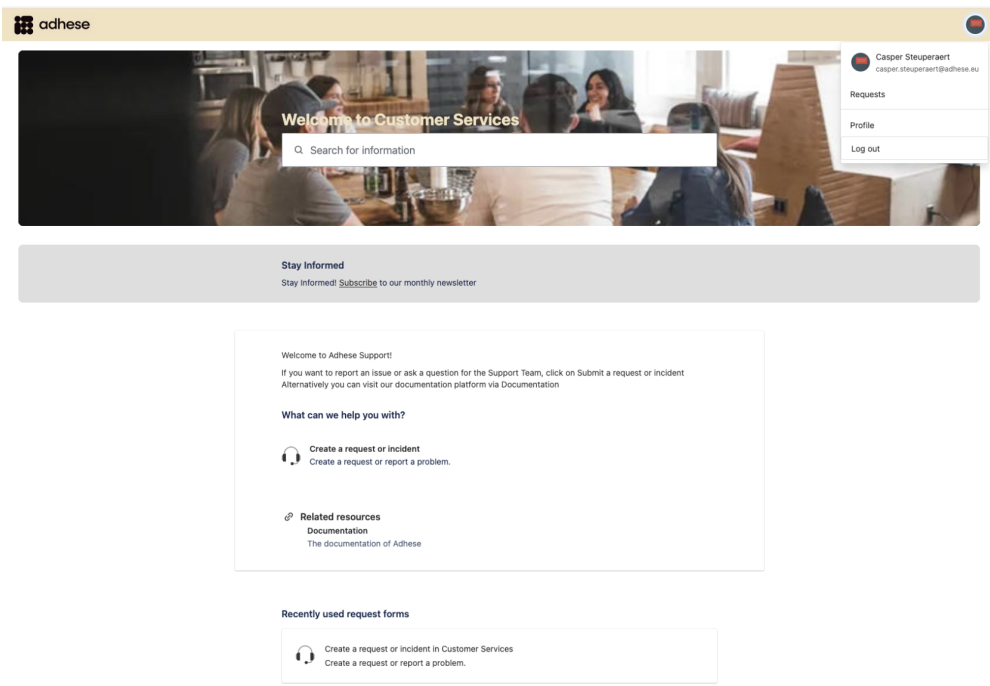


From the drop-down menu, click Profile, then edit the details you want to change.

Monitor your requests

The Adhese Support portal enables you to track your requests efficiently.

1. Log in to our [Support portal](#).
2. Click your name in the upper right corner of the *Adhese Support* screen.
3. From the expanding list, click *Requests*.



The *Requests* screen provides a summary of the requests you and your co-workers have submitted. You can filter the overview by the following request statuses: *Open*, *Closed*, *Pending*, *In Progress* and *Done*. You can also search all tickets using the search bar above the ticket overview.

Request statuses

A request or support ticket can have one of the following statuses:

- **To Do:** An open request has not yet been resolved or picked up by support.
- **In Progress:** Support has taken up your ticket and is working on the issue.
- **Pending:** Support is waiting on information from you.
- **Done:** The ticket is considered fixed or closed. You cannot reopen a closed ticket by adding a comment. If you want to reply to a closed request, create a follow-up request.

Incident Requests

If an issue is too severe or urgent to be resolved through a regular customer service request, an incident can be reported via the [Adhese Customer Service Portal](#).

By default, the request will be raised on behalf of the person who is creating the incident.

The following fields are required for the incident:

- A short description of the incident.
- All impacts and symptoms relating to the incident must be selected from the provided list.
- The business impact should be selected from the dropdown menu.
- A more detailed description should include information such as the IDs of affected campaigns, website URLs, etc.
- Attachments such as screenshots, reports, etc...

To help the Support team handle your request as effectively as possible, please provide the necessary information as accurately and completely as possible.

Depending on how you fill in the form, an on-call Support team member will be notified and will immediately take a look at the incident. Please fill in the form as correctly as possible so on-calls are only triggered when necessary.



Incident

Required fields are marked with an asterisk *

Raise this request on behalf of *

 Bart De Wachter (bart.dewachter@adheses.eu)
 ✕ ▼

Please use this form to report an issue you are currently experiencing on the platform.

- Choose **one or more** impacted areas and select **all symptoms** that apply.
- Indicate the **business impact** as you experience it.
- If you are unsure, choose the option that feels closest — we will validate and adjust if needed.

Short Description *

Impact & Symptoms

Impact - Ad Serving (decision & execution layer)

- ☐ No impressions are tracked
- ☐ No clicks are tracked
- ☐ Ads are displaying on the wrong position
- ☐ Ads are not being displayed / served
- ☐ Ads are served but delivery volume is far below expected
- ☐ Targeting not applied correctly

Impact - Platform Access & Permissions

- ☐ Users can log in but cannot access expected data
- ☐ Permission / role issue
- ☐ One user affected
- ☐ No users can log in (authentication)
- ☐ Multiple users affected

Impact - Delivery Channels

- ☐ Playlist is displaying incorrectly
- ☐ Delivery Channel integration failing (ex. DOOH, SPA, Display, ..)
- ☐ Ads are displaying incorrectly (severely)
- ☐ Delivery is delayed or intermittent

Impact - Campaign Management

- ☐ UI is unresponsive or frozen
- ☐ Campaign creation is broken
- ☐ Campaign updates not saving
- ☐ Campaign status cannot be changed (pause/start)
- ☐ Budget or targeting cannot be edited

Impact - Reporting & Insights

- ☐ Campaign reporting is unavailable (delivery continues)
- ☐ Severe discrepancies between reports
- ☐ Reporting delayed

Business Impact *

Select...
 ▼

Campaigns delivering but below agreed KPIs

Users unable to perform core operational tasks

Revenue directly impacted

Reporting only

Minor inconvenience

Attachments

 Drop files to attach or [browse](#)