

Tech Support Portal User Guide

Index

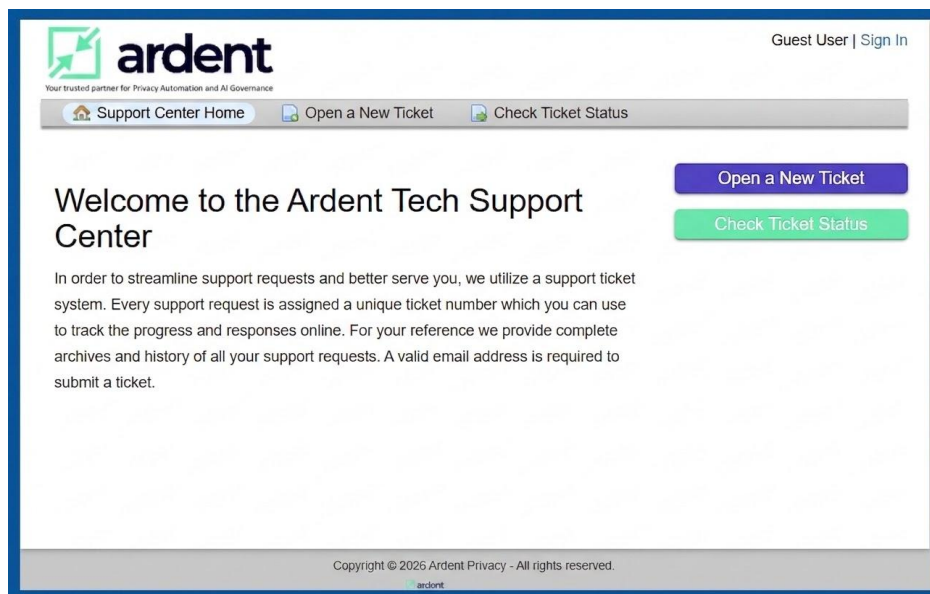
Create a User Account.....	2
How to check ticket status.....	9
How to Reset your account password.....	12

Create a User Account

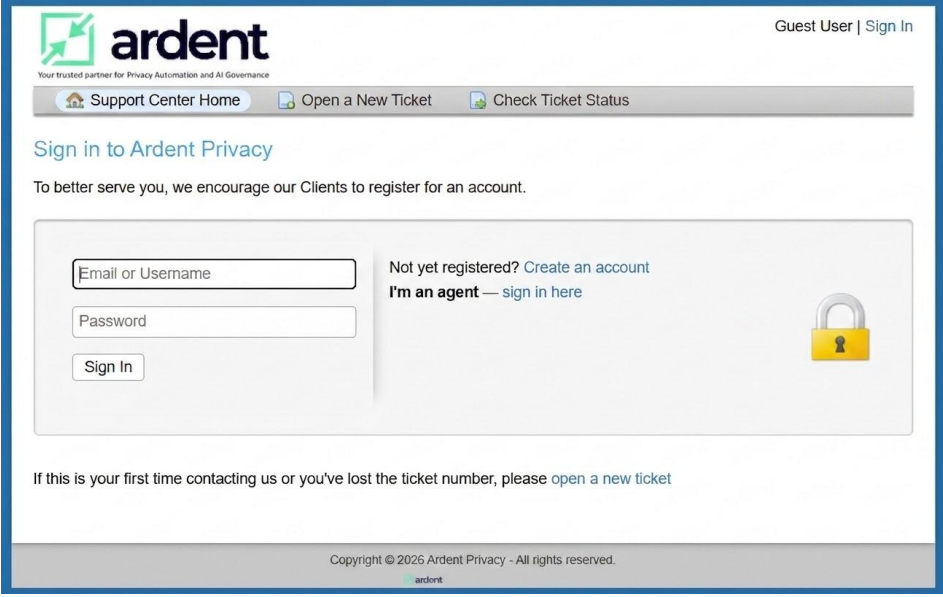
- 1) Navigate to the Tech Support Portal

<https://techsupport.ardentprivacy.ai>

- 2) Click **Sign In** in the top right corner.



- 3) If you do not have an account, click **Create an account** and select **Activate Account**.
(Note: Check your spam folder if the activation email does not arrive in your inbox.)



The screenshot shows the Ardent Privacy Support Center login page. At the top left is the Ardent logo with the tagline "Your trusted partner for Privacy Automation and AI Governance". At the top right, it says "Guest User | Sign In". Below the header is a navigation bar with three links: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main heading is "Sign in to Ardent Privacy". Below this, a message states: "To better serve you, we encourage our Clients to register for an account." The login form contains two input fields: "Email or Username" and "Password", followed by a "Sign In" button. To the right of the form, there are two links: "Not yet registered? Create an account" and "I'm an agent — sign in here". A yellow padlock icon is positioned to the right of these links. At the bottom of the form area, a message reads: "If this is your first time contacting us or you've lost the ticket number, please open a new ticket". The footer contains the copyright notice: "Copyright © 2026 Ardent Privacy - All rights reserved." and the Ardent logo.

- 4) Enter your details (Email, Full Name, Phone, and Organization) and set a password, then click **Register**.

Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address *

Full Name *

Phone Number
 Ext:

Organization

Preferences

Time Zone:

Access Credentials

Create a Password:

Confirm New Password:

- 5) Check your inbox or spam folder for a confirmation email.
- 6) Click the verification link. Your account will be enabled once our administrator approves it.
- 7) Log in and click **Open a New Ticket**.

- 8) Provide the following details:
- a) Select a **Help Topic** from the dropdown menu.
 - b) Enter an Issue **Summary**.
 - c) Provide a detailed description of the problem.
 - d) Attach relevant files (Up to 20 files, 1MB limit each).
 - e) Click **Create Ticket**.

 **ardent**
Your trusted partner for Privacy Automation and AI Governance

Tejas | [Profile](#) | [Tickets \(7\)](#) - [Sign Out](#)

[Support Center](#) | [My Home](#) | [Knowledgebase](#) | [Open a New Ticket](#) | [Tickets \(7\)](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email:

tjoshi@ardentprivacy.ai

Client:

Tejas

Help Topic

Feedback

Ticket Details
Please Describe Your Issue

Issue Summary *

<> |  |  |  | Aa |  |  |  |  |  |  |  |  |  |  | 

Details on the reason(s) for opening the ticket. Please upload any attachments (max 20 files, not more than 1mb each)

 Drop files here or [choose them](#)

Create Ticket

Reset

Cancel

9) Click the specific Ticket # to view detailed information regarding your support request.

**ardent**
Your trusted partner for Privacy Automation and AI Governance

Tejas | [Profile](#) | [Tickets \(6\)](#) - [Sign Out](#)

[Support Center Home](#) | [Knowledgebase](#) | [Open a New Ticket](#) | [Tickets \(6\)](#)

Help Topic: — All Help Topics — ▼

 Tickets Open (3) | Closed (3)

Showing 1 - 3 of 3 Open Tickets

Ticket #	Create Date	Status	Subject	Department
 000009	7/27/26	Open	 Testdsfs	Sales
 000001	7/18/26	Open	 tet	Sales
 524700	7/17/26	Open	Privacy Automation tool Not working, assist me	Maintenance

Page: [1]

10) Use the **Post Reply** section within the portal to provide updates or follow up on your ticket.


ardent
Your trusted partner for Privacy Automation and AI Governance

[Support Center Home](#)
[Knowledgebase](#)
[Open a New Ticket](#)
[Tickets \(7\)](#)

[Tejas | Profile | Tickets \(7\) - Sign Out](#)


License Issue for Data Discovery Module #000014
Print
Edit

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Tejas
Department:	Support	Email:	t.joshi@ardentprivacy.ai
Create Date:	8/11/26 1:49 PM	Phone:	



Tejas posted 8/11/26 1:49 PM

Facing issue with the Licensing Part for data discovery module, need your input for the same.


 Created by  **Staff** 8/11/26 1:49 PM

Post a Reply

*To best assist you, we request that you be specific and detailed **

<>

¶

A

Aa

B

/

U

↶

≡

🖼️

📺

☰

🔗

—

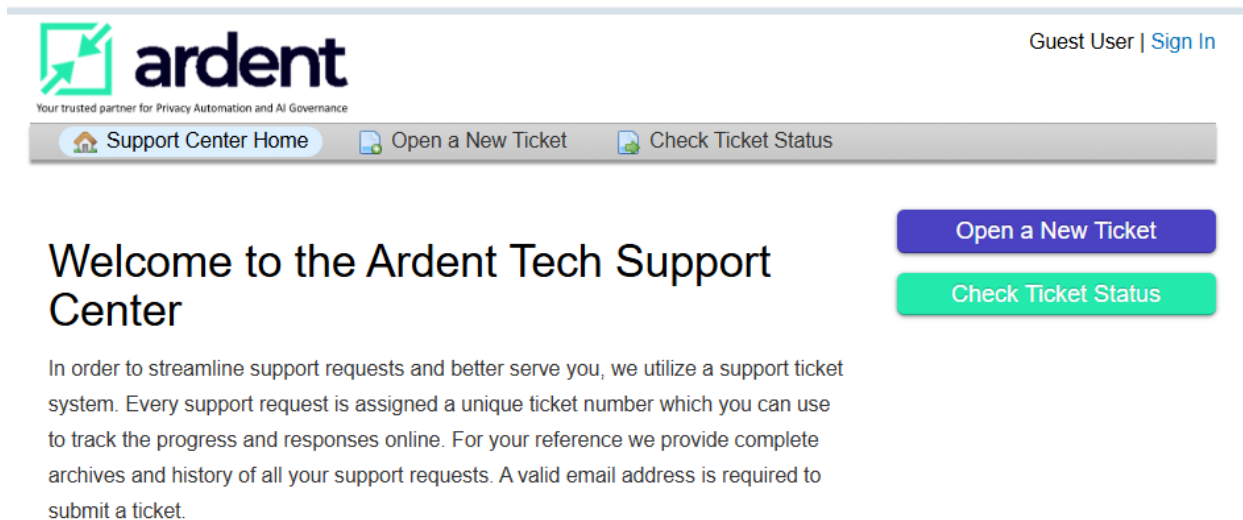
 Drop files here or choose them

Post Reply
Reset
Cancel

Page 8

How to check ticket status:

1) Click on “**Check Ticket Status**” in Menu



The screenshot shows the Ardent Tech Support Center interface. At the top left is the Ardent logo with the tagline "Your trusted partner for Privacy Automation and AI Governance". At the top right, it says "Guest User | [Sign In](#)". Below the header is a navigation bar with three buttons: "Support Center Home" (with a house icon), "Open a New Ticket" (with a ticket icon), and "Check Ticket Status" (with a ticket icon). The main content area has a heading "Welcome to the Ardent Tech Support Center" and a paragraph explaining the support ticket system. To the right of the heading are two buttons: "Open a New Ticket" (purple) and "Check Ticket Status" (green). The background features abstract light blue and purple shapes.

ardent
Your trusted partner for Privacy Automation and AI Governance

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Welcome to the Ardent Tech Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

[Open a New Ticket](#)

[Check Ticket Status](#)

2) Enter your details such as

1) Email Address

2) Ticket Number (For which to like to check the status)

Click on “**Email Access Link**” Button

[Support Center Home](#)[Open a New Ticket](#)[Check Ticket Status](#)

Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:

Ticket Number:

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

3) To verify user, you will received verification link on your entered email address

 ardent
Your trusted partner for Privacy Automation and AI Governance

Guest User | [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [View Ticket Thread](#)

 **Looking for your other tickets?**
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

 **License Issue for Data Discovery Module #000014** [Print](#) [Edit](#)

Basic Ticket Information	User Information
Ticket Status: Open	Name: Tejas
Department: Support	Email: t.joshi@ardentprivacy.ai
Create Date: 8/11/26 1:49 PM	Phone:

 **Tejas** posted 8/11/26 1:49 PM
Facing issue with the Licensing Part for data discovery module, need your input for the same.

 Created by  **Staff** 8/11/26 1:49 PM

Post a Reply
*To best assist you, we request that you be specific and detailed **



4) In this way, you can check the status of your ticket.

How to Reset your account password

- 1) First, try to login with your email address and password, in case your entered password is incorrect, then **“Forget My Password”** button will appear below the sign in button (As shown in next step)

 **ardent**
Your trusted partner for Privacy Automation and AI Governance

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Sign in to Ardent Privacy

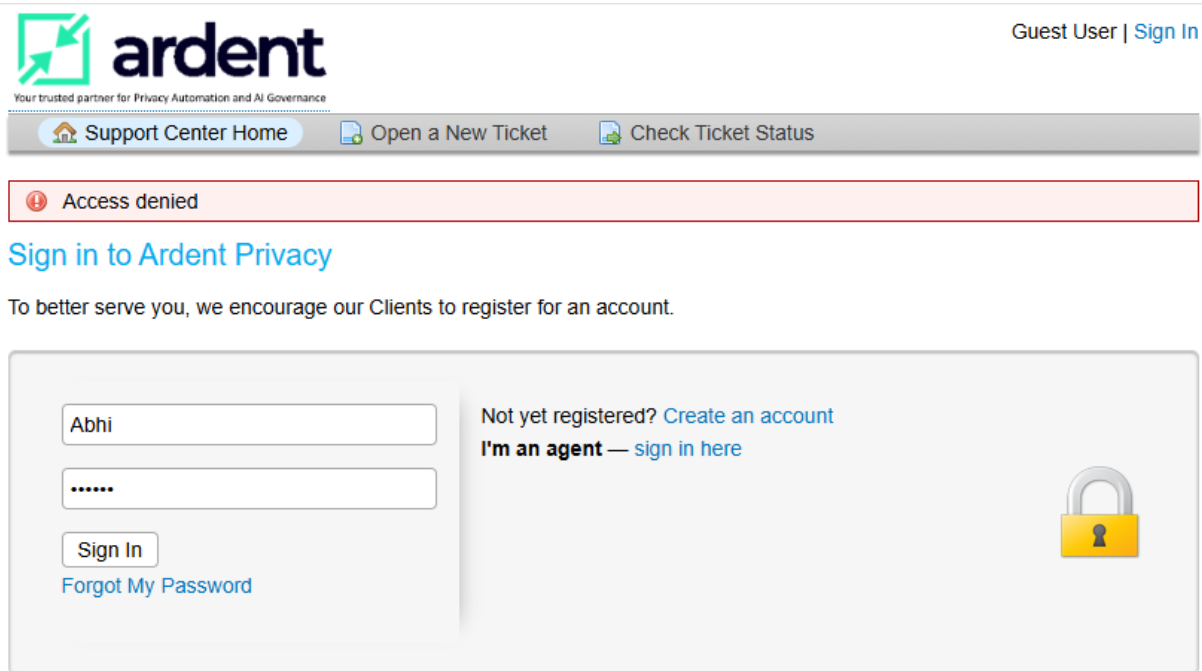
To better serve you, we encourage our Clients to register for an account.

Not yet registered? [Create an account](#)
I'm an agent — [sign in here](#)



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

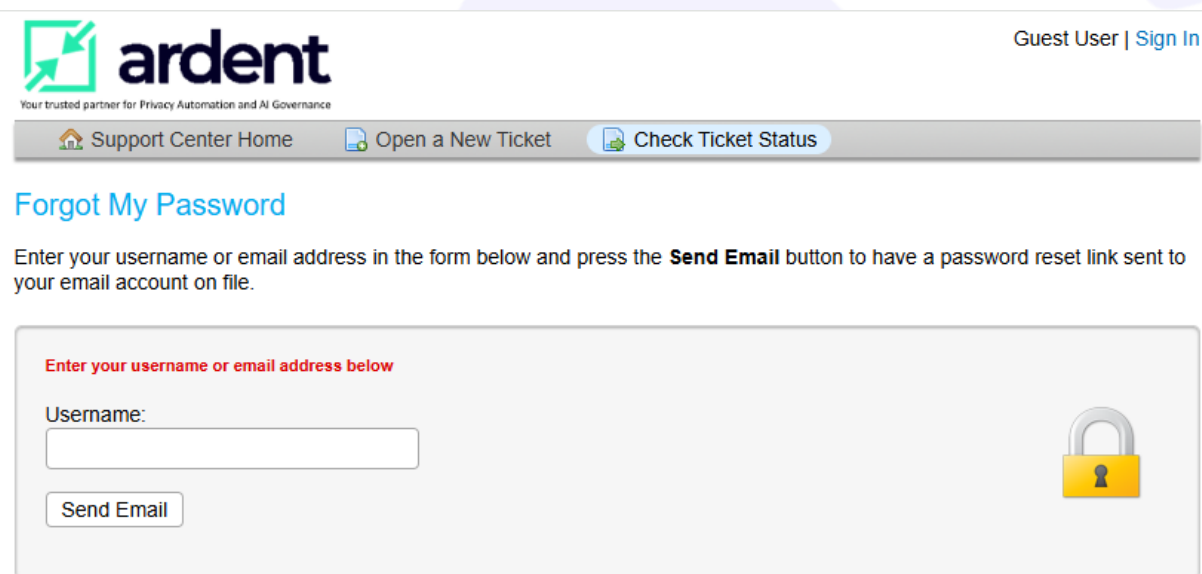
2) To reset your login password, click on “**Forget my password**” button



The screenshot shows the Ardent Support Center Home page. At the top, there is a navigation bar with the Ardent logo, the tagline 'Your trusted partner for Privacy Automation and AI Governance', and links for 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. Below the navigation bar, a red banner displays the message 'Access denied'. Underneath, there is a link to 'Sign in to Ardent Privacy' and a message encouraging clients to register for an account. The main content area features a login form with fields for 'Username' (containing 'Abhi') and 'Password' (containing '*****'). There are 'Sign In' and 'Forgot My Password' buttons. To the right of the form, there is a link to 'Create an account' and a link to 'sign in here' for agents. A yellow padlock icon is visible on the right side of the form.

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

2) Enter your registered Username / Email Id:



The screenshot shows the Ardent Support Center Home page with the 'Forgot My Password' section highlighted. The navigation bar is the same as in the previous screenshot. Below the navigation bar, the 'Forgot My Password' link is active. The main content area contains a form with the instruction 'Enter your username or email address below'. There is a 'Username:' label followed by a text input field. Below the input field is a 'Send Email' button. To the right of the form, there is a yellow padlock icon.

3) After Entering your registered username / Email Id, Click on the “**Sent Email**” Button.

4) Check your email inbox, you will receive a verification email, click on the link mentioned in the email body. (Below Screen will appear)

 **ardent**
Your trusted partner for Privacy Automation and AI Governance

Guest User | [Sign In](#)

 Support Center Home  Open a New Ticket  Check Ticket Status

Forgot My Password

Enter your username or email address again in the form below and press the **Login** to access your account and reset your password.

Re-enter your username or email

Username:



Login

5) Enter your registered email id / User name and click on “Login” Button. (Below Screen will appear)

⚠ Password change required to continue

Manage Your Profile Information

Use the forms below to update the information we have on file for your account

Contact Information

Email Address ***Full Name *****Phone Number** Ext: **Organization**

Preferences

Time Zone:

Access Credentials

New Password:**Confirm New Password:**

6) In the Access Credentials section, enter your new password and re-enter your confirm new password, Click on **“Update”** Button

7) In this way, you can reset your password.