

Mini Guide
SigningHub 10 Upgrade

UAT Testing Support

Mini Guide

General Support — How to Log a Ticket or Contact Altron Security

This guide explains how to get support during the SigningHub 10 UAT period. It tells you when and how to log a support ticket, what information to include, and what to expect from the support process.

1 When Should You Contact Support?

During the UAT period, please contact the Altron Security support team if you experience any of the following:

- You cannot log in to the UAT environment with current credentials.

New to UAT – Create a trail account

[UAT SigningHub Zhttps://uatweb.signinghub.co.za/register](https://uatweb.signinghub.co.za/register)

- A signing or workflow action does not complete as expected.
- You see an unexpected error message or blank screen.
- You need your UAT enterprise account or user accounts set up or adjusted.
- Something looks or behaves differently in a way that would affect your users in production.

Tip

Not sure if something is a bug or a design change? Log it anyway. The support team will investigate and advise.

2 How to Log a Support Ticket

All support requests during UAT should be submitted via email to the Altron Security support team. Please use the details below:

Field	What to use
To (Email address)	ASEC.support@altron.com
Email Subject	SigningHub 10 UAT – [Your Company Name] – [Brief Description]
Support type	General / UAT Enterprise Account / Configuration & Troubleshooting

3 What Information to Include in Your Ticket

To help the support team resolve your issue as quickly as possible, please always include the following in your email:

3.1 For All General Support Requests

- Your company / enterprise name.
- A clear description of the issue you are experiencing.
- The steps you followed before the issue occurred (what you did, in order).
- What you expected to happen vs. what actually happened.
- A screenshot or screen recording if possible — this speeds up diagnosis significantly.

3.2 For Enterprise Account and User Management Requests

If your request is about setting up or managing users in the UAT environment, also include:

- The full name, surname, and email address of the user(s) to be added or amended.
- The role or permission level required for each user.
- To do your own user management please see this link for instructions: [Manage Your Enterprise Users | SigningHub User Guide](#)

3.3 For Configuration and Troubleshooting Requests

If your request is about how the system is configured or behaving, also include:

- Your Client ID (if known).
- The name of the feature or setting involved.

4 What Happens After You Log a Ticket?

Once your ticket is received by the support team:

1. A first-line support agent will acknowledge your request and own the ticket.
2. The ticket will be assessed and routed to the appropriate team (first line, second line, or solutions consultant) depending on the nature of the issue.
3. You will be kept updated on the progress of your ticket.
4. If additional information is required, the support team will contact you directly.

Response Times

During the UAT period, the support team will aim to respond to all tickets within 1 business day. Complex issues may take longer to investigate and resolve.

5 Support Scope During UAT

The following types of support are available during the UAT period:

Support Type	Who it's for
General	All UAT participants – any general platform questions or issues.
UAT Enterprise Account & User Management	Customers who need their UAT enterprise set up or users added/removed.
Configuration & Troubleshooting	Customers who encounter unexpected platform behaviour or configuration issues.
Auth Connector	Customers using Entra ID or other authentication connectors.
SharePoint Plugin	Customers using the SharePoint integration.
API Integration	Customers with API-based integrations – see the dedicated Integration Support guide.

For API integration-specific support, please refer to the dedicated Mini Guide: Integration Related Support.

For more information about SigningHub 10:

[SigningHub 10 User Guide](#)

[SigningHub 10 Release Notes](#)

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