

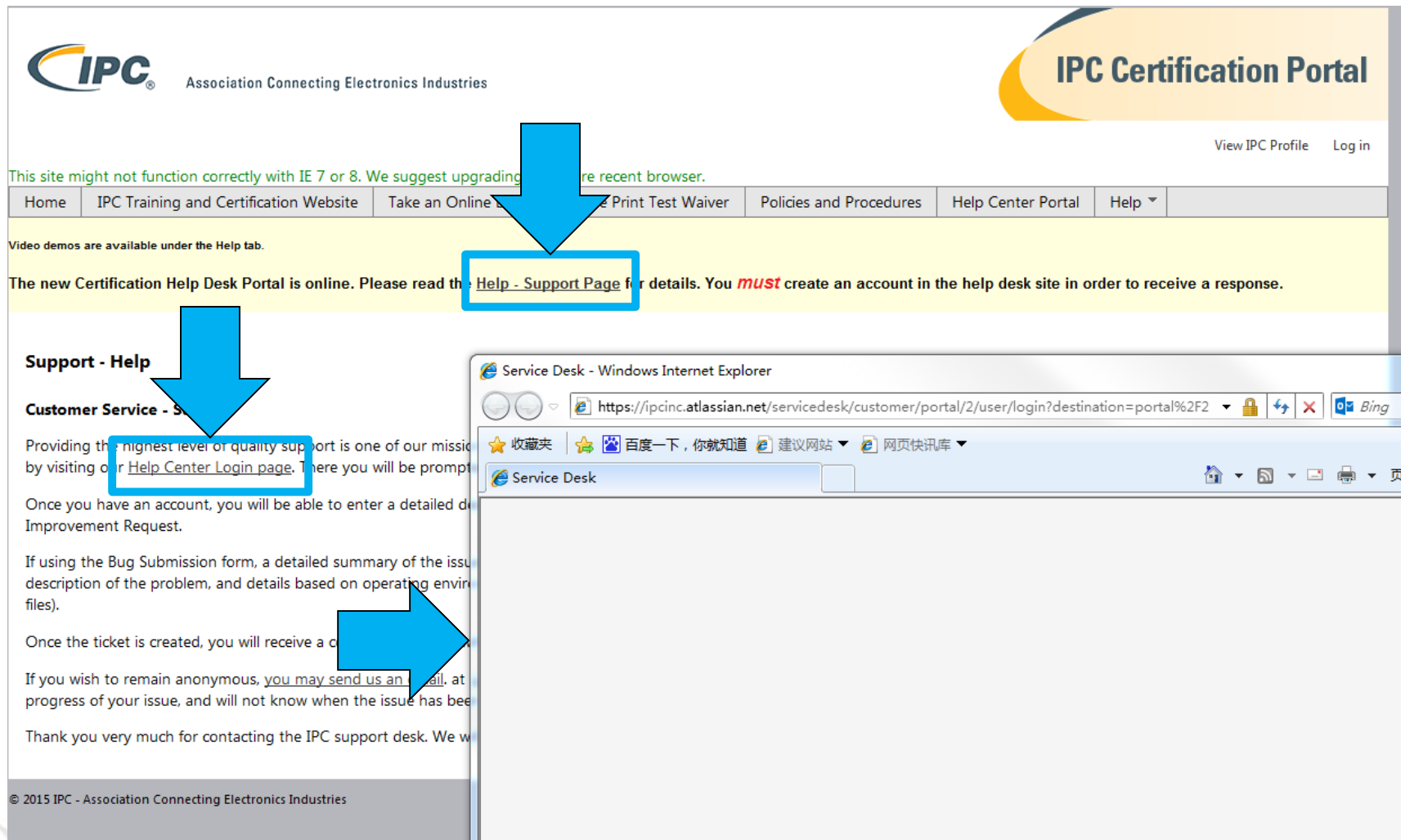
# IPC Certification Portal

## IPC Certification Portal – CQI Help Center Manual

### IPC认证入口-CQI帮助中心使用说明

# — 打开IPC CQI帮助中心

1. 打开 <https://certification.ipc.org/>
2. 点击“Help - Support Page”
3. 点击“Help Center Login page”
4. 出现“Service Desk”窗口



## 二 新建帮助中心账户（一）

5. 点击“Sign up for an account”
6. 注意：如果已经建立账户或显示账户已存在，点击右下角按钮或直接跳转第五页直接登录帮助中心账号。

Help Center

### Login

Username


Password

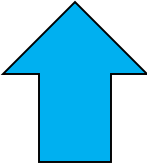
Keep me logged in

[Forgotten your password?](#)

Don't have a login?  
Sign up for an account to raise and comment on requests  
[Sign up for an account](#)

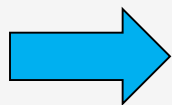
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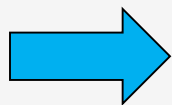


## 二 新建帮助中心账户 (二)

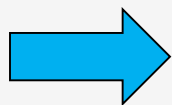
7. 输入邮件地址，注意最好与CQI登录用的邮件地址相同



8. 输入新密码



9. 输入账户显示名称



Help Center

### Sign up for an account

Email

Password

Show password

Full name

[Sign Up](#) [Back to login](#)

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### 三 登录帮助中心账户

Help Center

10. 当新建账户显示账户已存在，或之前已经拥有帮助中心的账户，可以选择直接登录。

11. 输入用户名，即邮件地址

12. 输入账户密码

Username  
jackshi@ipc.org

Password  
.....

Log in

Keep me logged in

[Forgotten your password?](#)

Don't have a login?  
Sign up for an account to raise and comment on requests  
[Sign up for an account](#)

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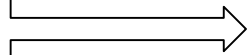


IPC Confidential

# 四 显示登录界面 (一)

13. 选择您当前面对的问题类型。(下一页继续)

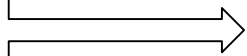
培训材料



**Training Material Questions**

Issues or Questions related to training material (IG, CD, Slides, Exam questions, etc.)

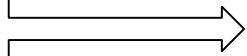
技术文献



**Technical Documents Questions**

Issues or questions related to standards (IPC-A-600, IPC-A-610, IPC-J-STD-001, etc.)

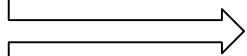
登录/密码



**Login/Password**

Issue or question regarding logging into CQI or password retrieval.

充值发票



**Invoice Questions/Issues**

Issue or question involving an invoice.

Help Center

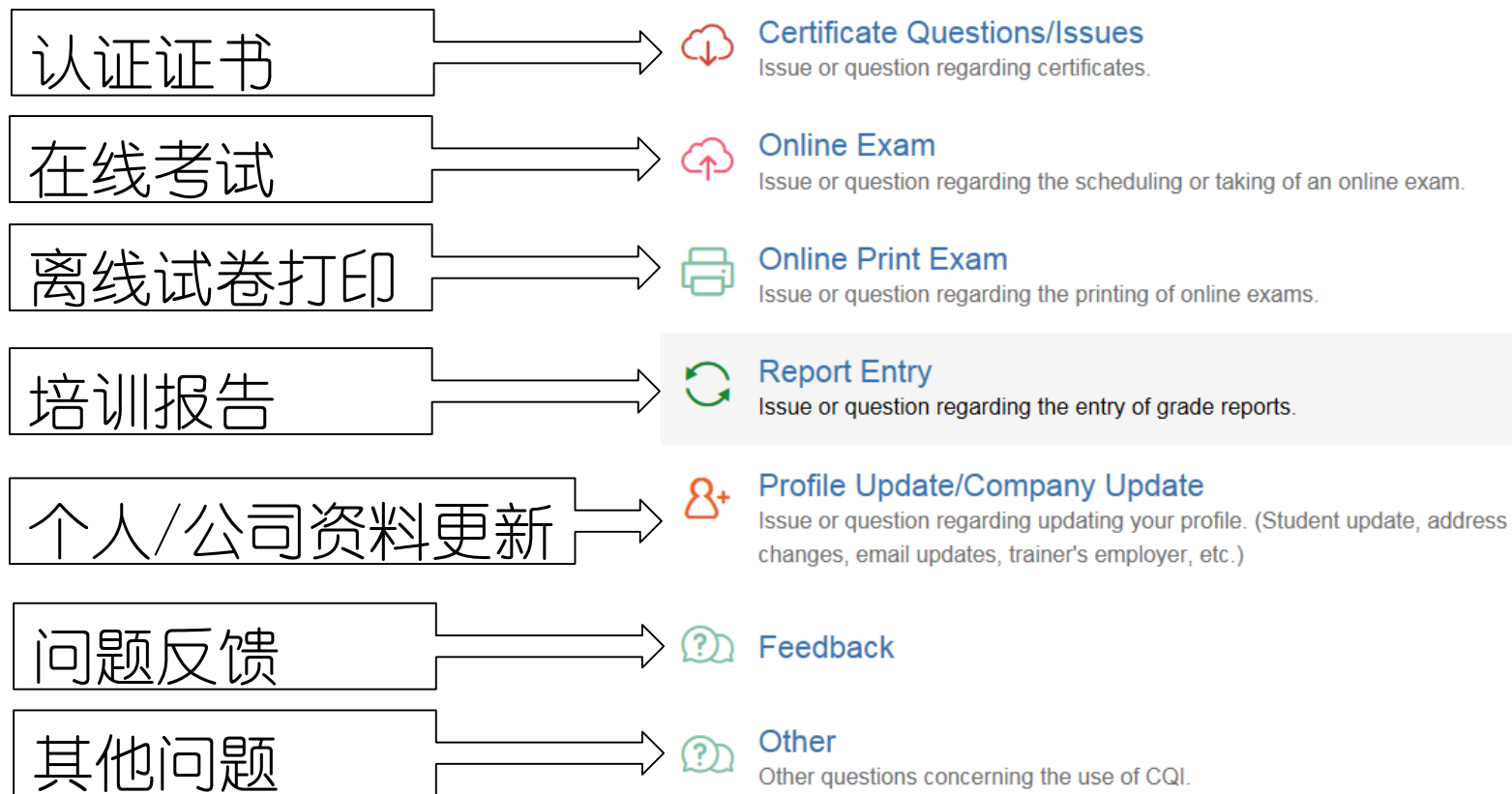
Help Center  
**IPC** Certification Service Desk

Welcome! You can raise a Certification Service Desk request from the options provided.

Find a solution

## 四 显示登录界面 (二)

14. (继续上一  
页) 在整个  
页面中, 选  
择一项您当  
前面对的问  
题类型。



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## 五 填写问题并提交

15. 输入问题的概述【英语】

16. 选择问题的优先级（可选）  
或维持默认状态。

17. 输入问题的详情【英语】

18. 插入相关附件，例如图片、  
文字、影音等等（可选）

19. 点击“Create”提交问题。

The screenshot shows the 'Create Issue' form in the JIRA Service Desk interface. At the top, there is a breadcrumb trail: 'Help Center / Certification Service D...' and a 'Login/Password' link. The form fields are as follows:

- Summary:** A text input field with a blue arrow pointing to it from the right.
- IPC Help Desk Category (optional):** A dropdown menu currently showing 'YELLOW - Ordinary Questions - Invoice questions, missing c...' with a blue arrow pointing to it from the right.
- Description (optional):** A large text area with a blue arrow pointing to it from the right.
- Attachment (optional):** A section with a 'Choose file(s)' button and a blue arrow pointing to it from the right.
- Buttons:** 'Create' and 'Cancel' buttons at the bottom left, with a blue arrow pointing to the 'Create' button from the left.

At the bottom of the page, the footer includes 'JIRA Service Desk (2.6.0-OD-06-002-D20150714T122016) · Atlassian' and the Atlassian logo.



# 六 浏览并跟进

20. 提交问题完成后，您的邮件账户将会自动收到您刚才提交的问题详情的邮件。并且事件的任何状态变化都会以邮件形式发送到您的邮件账户。

21. 点击“My Requests”也可以看到详情。

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The screenshot shows a help center interface with a dark blue header containing 'Help Center' and 'My requests' with a user icon. The main content area has a breadcrumb 'Help Center / Certification Service D...' and a title 'Wenqiang Huang [CID+] can not login CQI system' with a green 'DONE' status tag. Below the title is a 'Comment on this request...' input field. To the right, it shows 'Reference: CQIDESK-2078'. The 'Activity' section contains three entries: 1) 'Your request status changed to Done with resolution Fixed.' dated 15/Jun/15 1:59 PM with a 'LATEST' tag. 2) A comment from 'Kris Roberson' dated 15/Jun/15 1:59 PM stating 'CID and CID+ are not yet in CQI. Design class reports should be submitted as attachments to Help Portal work requests as "Profile Update".' 3) A comment from 'Kris Roberson' dated 15/Jun/15 1:57 PM stating 'Hello, CID is not in the certification portal yet. All CID reports must be done through the usual email channels. He can attach the report to a work request through this help portal with the subject. CID Report Entry and select that this is a profile update work request.' To the right of the activity is a 'People involved' section listing 'Jack Shi' as the 'Creator'. Below that is a 'You can' section with links for 'Add a comment' and 'Add attachment'.

# 感谢

- 非常感谢您使用CQI帮助中心
- 对CQI作为培训报告录入系统，以及证书查询系统中，遇到的问题给您带来的不便深表歉意
- IPC将在今后不断完善CQI系统并竭诚为您服务。