

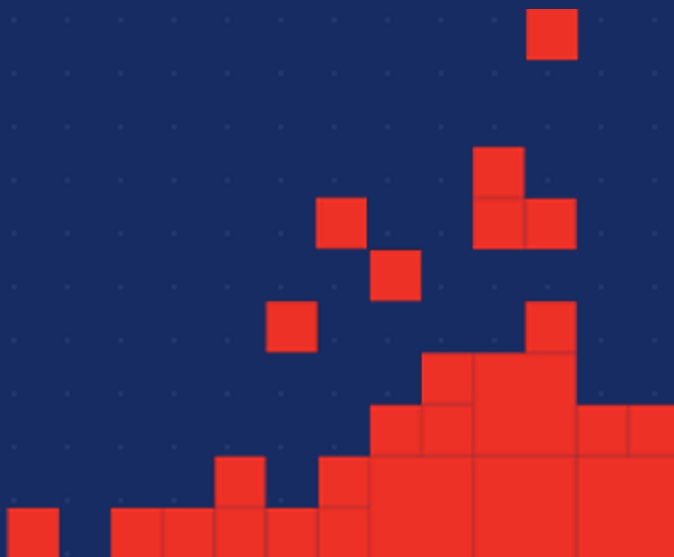
MANAGED SERVICES

RESOLVE

QUICKSTART GUIDE

ISSUE REPORTING TOOL

24 July 2026



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WHAT IS RESOLVE

Resolve is Hide & Seek Digital's client portal (resolve.hideandseek.digital). It lets you report issues, track their progress, and communicate with the Hide & Seek team in one place, with email notifications keeping you updated along the way.

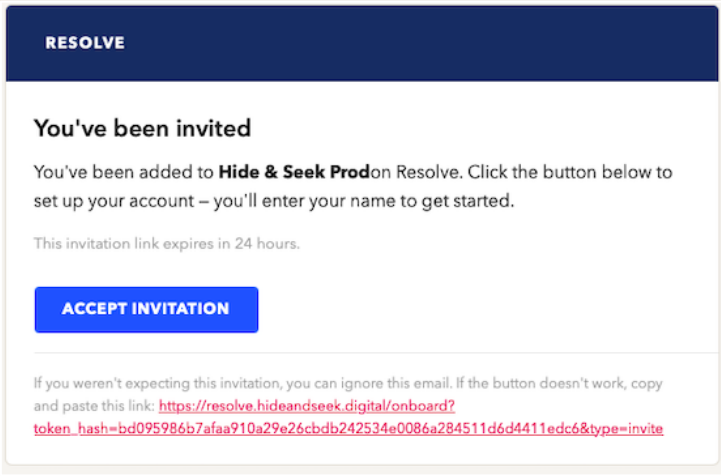
QUICKSTART GUIDE

This is a QuickStart Guide to get you start in no time! Are you ready to play?

FIRST TIME LOGIN (ACCEPTING YOUR INVITATION)

The first time you use Resolve, you'll be added by the Hide & Seek team and sent an invitation by email. Here's the full workflow, starting from your inbox:

- Receive the invitation email — Look for an email titled “You've been invited to join Hide & Seek Prod on Resolve” from `noreply@resolve.hideandseek.digital`.
- Click “**Accept Invitation**” — This takes you to `resolve.hideandseek.digital/onboard` with a unique, one-time invite link. If the button doesn't work, copy and paste the link provided in the email instead



- Set up your account — On the “**Set up your account**” screen, Resolve will already show which email you're signing in as. Enter Your Name in the field provided.
- Click “**Get started**” - You’re taken straight into Resolve, landing on the Issues screen – you're now fully onboarded and signed in

Set up your account

Enter your name to get started.

Signing in as
 jenny.popovski+prod-test1@hideandseek.digital

YOUR NAME *

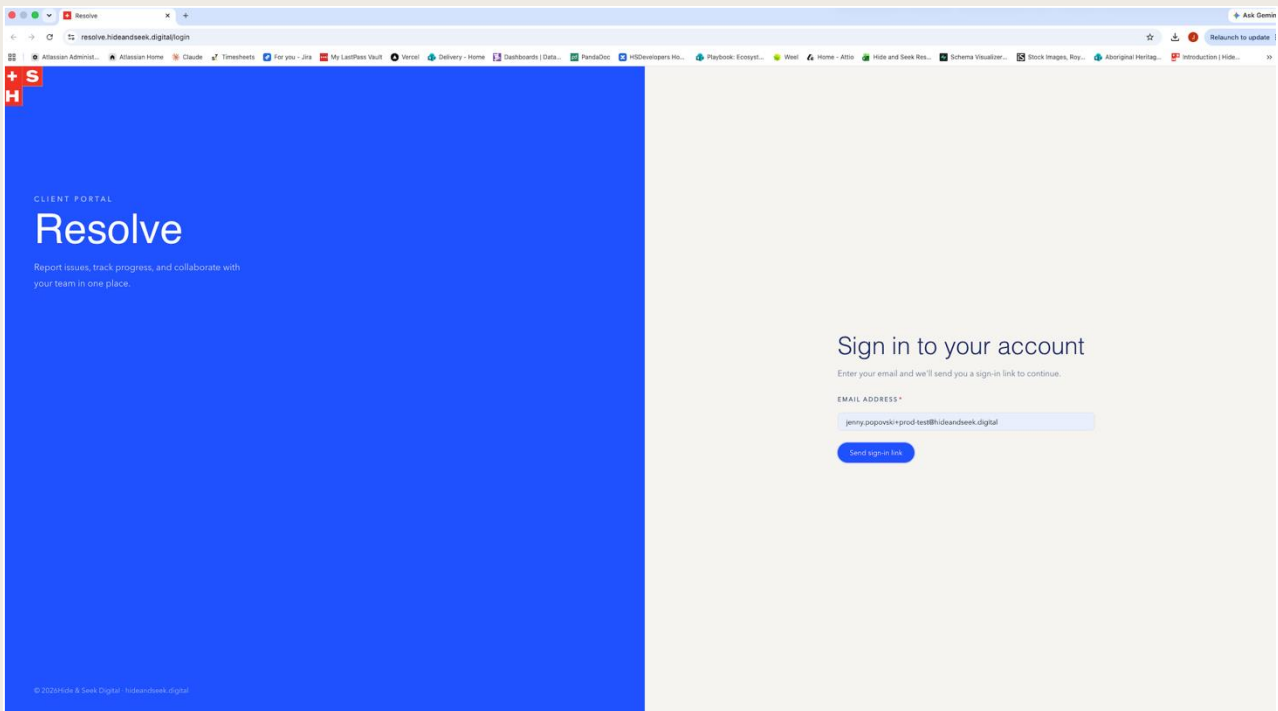
Get started

Tip: The invitation link expires 24 hours after it's sent, so accept it promptly

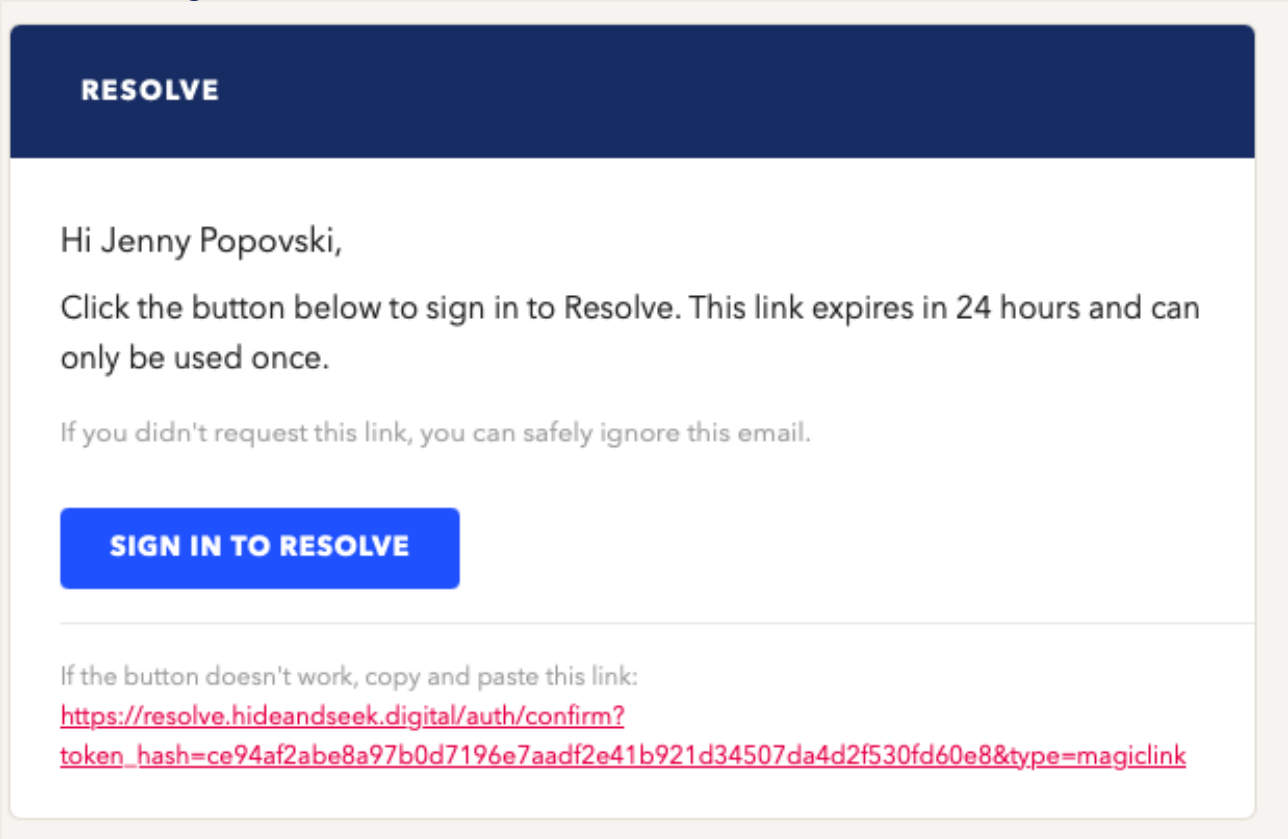
EXISTING LOGIN WORKFLOW

Resolve does not use passwords. Every sign-in is done through a one-time link sent to your email — this is the same for every return visit.

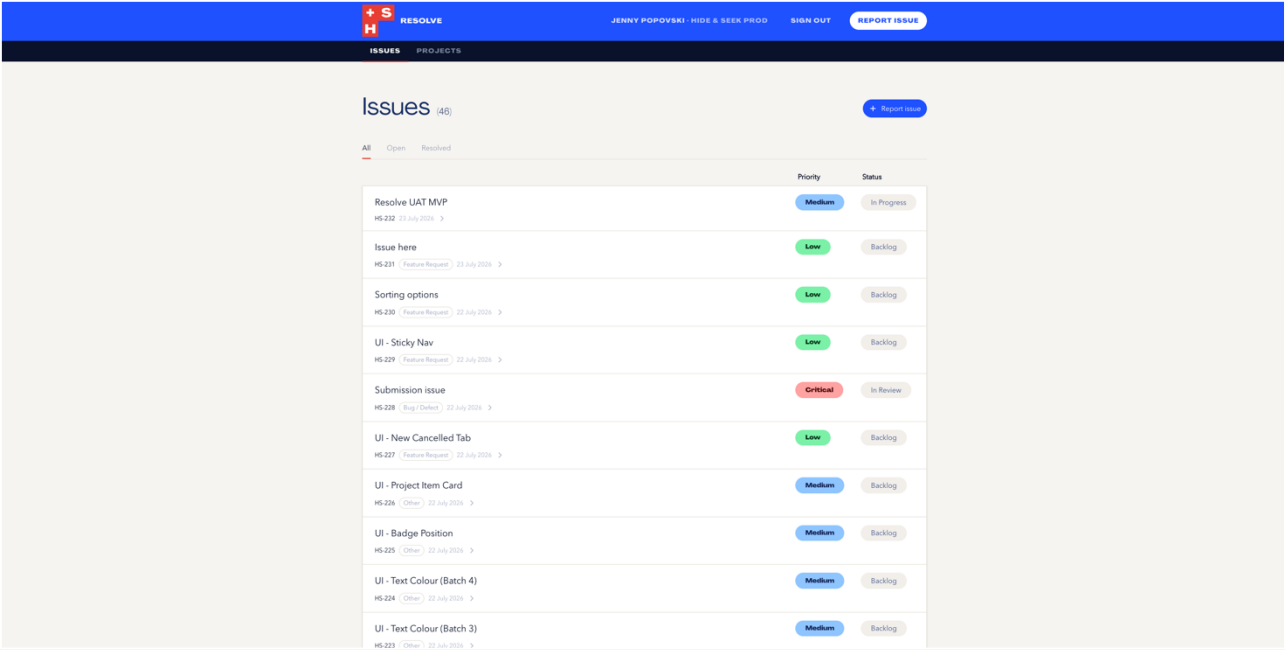
- Go to the login page – visit resolve.hideandseek.digital/login
- Enter your email address – type the email address your Resolve account is registered under



- Click **“Send sign-in link”** — Resolve emails you a unique sign-in link.
- Open the email and click the sign-in link — Check your inbox for an email from Resolve and click through.



- You're signed in — The link logs you straight into Resolve and lands you on the Issues dashboard, with your name and organisation (e.g. “Jenny Popovski · Hide & Seek”) shown top right.



Tip: Because sign-in relies on email, make sure you have access to your inbox before starting the login process.

REPORTING AN ISSUE

From the Issues dashboard, click Report Issue (top right, or the + Report issue button above the issues list) to open the 4-step wizard:

STEPS	SCREEN	WHAT TO DO	
1	Project	Text goes here Select which project the issue affects (e.g. Resolve). Click Continue.	Report an Issue Tell us what's going wrong and we'll get it sorted. 1 Project 2 Issue 3 Priority 4 Confirm WHICH PROJECT IS AFFECTED? Select the project you're reporting an issue for. Resolve Continue

STEPS	SCREEN	WHAT TO DO	
2	Issue	Enter a Title, pick a Category (Bug/Defect, Feature Request, Performance Issue, Security Concern, Access/Permissions, Other), write a Description, and optionally attach screenshots. Click Continue.	Report an Issue Tell us what's going wrong and we'll get it sorted. 1 Project 2 Issue 3 Priority 4 Confirm WHICH PROJECT IS AFFECTED? Select the project you're reporting an issue for. Resolve DESCRIBE THE ISSUE Give us as much detail as possible to help us resolve it quickly. TITLE * Brief summary of the issue CATEGORY * Bug / Defect Feature Request Performance Issue Security Concern Access / Permissions Other DESCRIPTION * Write Preview What happened? What did you expect? Steps to reproduce... (Markdown supported) 0 chars SCREENSHOTS Add attachment Back Continue

STEPS	SCREEN	WHAT TO DO	
4	Confirm	Resolve shows an issue reference number (e.g. HS-233) and a full summary. Choose Report another or View issue.	

SETTING PRIORITY

Step 3 asks you to set how urgently the issue needs attention:

PRIORITY	MEANING
LOW	Minor issue with a workaround. Can be scheduled for a future release.
MEDIUM	Impacts some functionality but the system remains operational.
HIGH	Significant impact on users or business operations. Needs urgent attention.
CRITICAL	System down or data at risk. Requires immediate action.

VIEWING AND TRACKING ISSUES

- The Issues tab lists all logged issues with their Priority (Low/Medium/High/Critical) and Status (Backlog, In Progress, In Review, Done, etc.), newest first.
- Use the All / Open / Resolved tabs to filter the list.
- Click into any issue to see its full detail: project, category, date logged, description, and any attached screenshots.
- Each issue has a Notes section where you or the H+S team can add context, workarounds, or updates over time — this creates a running audit trail on the issue, separate from the original description.

HOW RESOLVE AND EMAIL WORK TOGETHER

Resolve keeps you informed by email at every key stage, so you don't need to keep the portal open to know what's happening:

- Invitation — When you're added to a project, Resolve emails you an invite link to onboard.
- Sign-in — Every login is triggered by a one-time link sent to your email — Resolve never emails you a password.
- Status updates — Whenever an issue you're subscribed to changes status (e.g. Backlog → In Progress, or In Progress → Done), Resolve automatically sends you an email showing the issue reference, title, project, and the status change.
- Click **View Issue** in that email to jump straight back into Resolve.

***Tip:** You'll only receive status update emails for issues you're subscribed to — typically the ones you've reported yourself.*

AFTER HOUR SUPPORT

as per SLA documentation, emergency contact is for P1/ critical incidents only

GENERAL SUPPORT

support@hideandseek.digital

THANK YOU.

FIND US

Canberra

5/28 Eyre street, Kingston, act, 2604

Melbourne

Level 5, 111 Cecil Street, South Melbourne VIC 3205

Noosa

253-255 David Low Way, Peregian Beach QLD 4573

