



Redmine New System Customer User Guide

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www.thundercomm.com

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Login Page

- Use your registered Thundercomm website account to log in via the panel on the right.
- The panel on the left shows announcements and project-specific information after login.

The screenshot displays the login interface for the Thundercomm TurboX Technical Support System. The page is divided into two main sections: a left sidebar and a right main content area.

Left Sidebar:

- Thundercomm TURBOX TECHNICAL SUPPORT SYSTEM** (Header)
- Welcome to TurboX Support System**
- Login**
Please use your Thundercomm official website account to log into this system.
If you haven't registered yet, please refer to <https://www.thundercomm.com/faq> for registration
- Redmine Usage**
Please refer the user guide documents for Thundercomm support system Redmine
[TC_Technical_Support_System_User_Guide-v4.pdf](#)
[TC_技术支持指导手册-v4.pdf](#)
- Knowledgebase Article (知识库)**
- Documentation** (button)
- WIKI** (button)

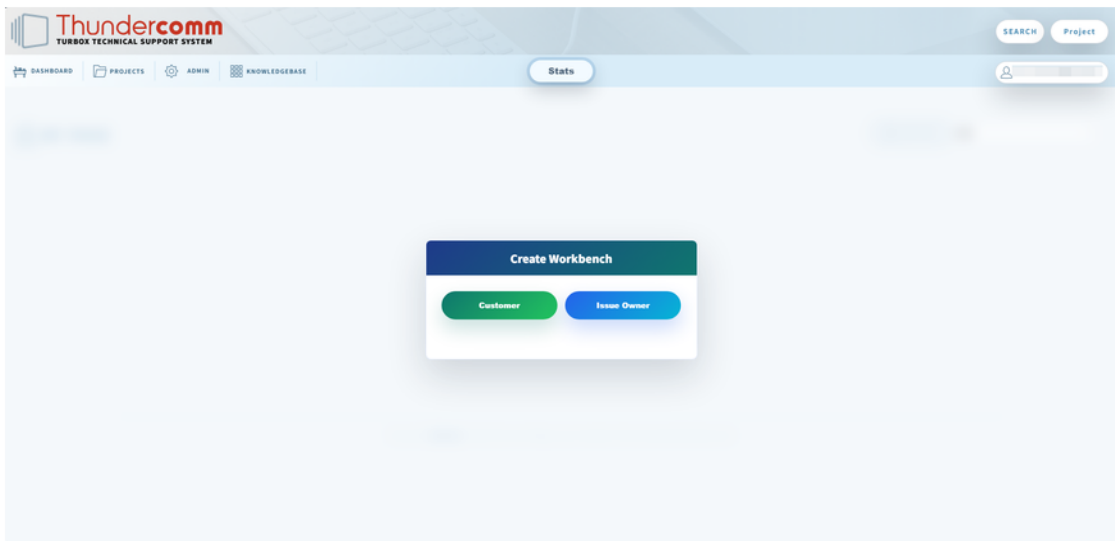
Right Main Content Area:

- Sign in**
Use your company account to access tickets, progress and documentation.
- Email / Username**
Input field with placeholder: name@company.com
- Password**
Input field with placeholder: Enter your password and a toggle for visibility.
- Forgot password?** (link)
- Sign in** (button)
- Need access? Contact your administrator** (link)
- User Guide** (link)
- Secure access • SSO ready • Audit trail enabled** (status bar)

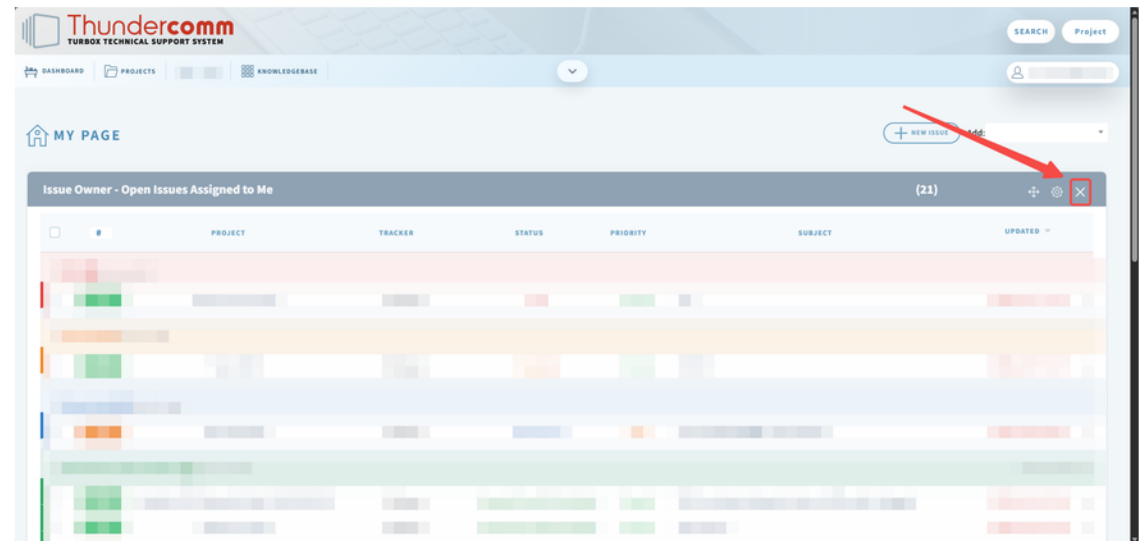
Create a Workspace

When you first enter the system, choose a role to create a workspace. Select customer.
If you select the wrong role, delete the workspace and create it again.

1. Select customer to create a workspace



2. Delete the current workspace to create it again



Workspace

- This is one of the pages you will use most. It contains every Case you are authorized to view.

The screenshot displays the Thundercomm Workspace interface. At the top, the Thundercomm logo and 'TURBOX TECHNICAL SUPPORT SYSTEM' are visible. Navigation tabs include DASHBOARD, PROJECTS, and KNOWLEDGEBASE. A search bar and a user profile icon labeled 'testtest' are also present. Below the navigation bar, the 'MY PAGE' section features a '+ NEW ISSUE' button and an 'Add:' dropdown. The main content area is titled 'Customer - Open Issues Reported by Me' with a count of '(1)'. It contains a table with the following columns: #, PROJECT, TRACKER, STATUS, PRIORITY, SUBJECT, and UPDATED. A single issue is listed with the ID #21013, project 'redmine_test_project', tracker 'Hardware', status 'New', priority 'Normal', subject 'test', and updated date '2026-07-31 14:41'. A 'New' badge and 'Spent time: 0.00' are also visible.

#	PROJECT	TRACKER	STATUS	PRIORITY	SUBJECT	UPDATED
#21013	redmine_test_project	Hardware	New	Normal	test	2026-07-31 14:41

Priority and Status

Case numbers in the workspace are color-coded by priority; Case statuses are color-coded by their current processing stage.

Case Priority	
Urgent	Red
High	Orange
Normal	Green
Low	Blue

Case Status	
Closed	Black
Received	Orange
Researching	Blue
Need Info	Gray
AnswerGiven-Wait feedback	Green
Customer Update	Yellow
Hold Pending CR	Purple
Closed pending your approval	Black

The list also shows the project name, Case category, subject, last update time, and more.

Workspace Interface

- The numbered labels identify Case information, search entries, and quick-access entries.

The screenshot displays the Thundercomm workspace interface with the following numbered labels:

- 1: Issue ID (#21013)
- 2: Project name
- 3: Tracker (Hardware)
- 4: Status (New)
- 5: Priority (Normal)
- 6: Subject
- 7: Updated date and time (2026-07-31 14:41)
- 8: + NEW ISSUE button
- 9: User profile icon
- 10: SEARCH button
- 11: Project dropdown menu
- 12: Filter icon (down arrow)
- 13: KNOWLEDGEBASE link
- 14: PROJECTS link
- 15: MY PAGE link
- 16: Thundercomm TURBOX TECHNICAL SUPPORT SYSTEM header

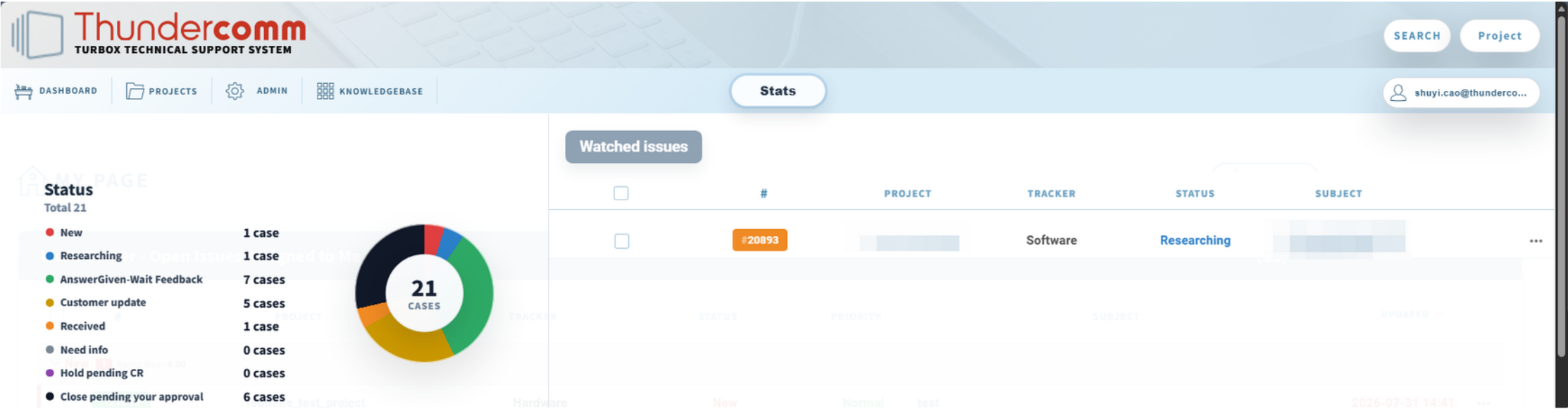
The main content area shows a table of open issues assigned to the user, categorized by status: New, Received, Researching, and AnswerGiven-Wait Feedback.

#	PROJECT	TRACKER	STATUS	PRIORITY	SUBJECT	UPDATED
New 1 Spent time: 0.00						
☐ #21013		Hardware	New	Normal		2026-07-31 14:41 ...
Received 1 Spent time: 0.00						
☐ #21012		Hardware	Received	Normal		2026-07-31 14:17 ...
Researching 1 Spent time: 0.00						
☐ #20893		Software	Researching	High		2026-06-05 09:57 ...
AnswerGiven-Wait Feedback						
☐ #20974		Software	AnswerGiven-Wait Feedback	Normal		2026-06-16 01:26 ...
☐ #20965		Software	AnswerGiven-Wait Feedback	Normal		2026-06-16 01:25 ...
☐ #20925		Equipment/Compa/Elec	AnswerGiven-Wait Feedback	High		2026-06-16 01:20 ...

Workspace Features

1. Case number (colored by priority)
2. Project name
3. Case category
4. Case status (colored by status)
5. Customer-defined priority
6. Case subject
7. Last update time
8. Quick-create Case

9. Account area
10. Case search
11. Project search
12. Personal dashboard
13. Knowledge base WIKI entry
14. Project entry
15. Workspace entry
16. Quick return to the login page



Submit a Case

- There are two ways to submit a Case: the quick entry in the workspace and the entry in the project details page.
- Complete the required fields in sequence, then click Submit.

The screenshot shows a web application interface for Thundercomm. A 'New issue' modal form is open in the center, overlaying a dashboard. The dashboard includes a sidebar with 'DASHBOARD', 'PROJECTS', and 'MY PAGE' (with a home icon). The main content area shows 'Customer - Open Issues Reported by Me' with a table containing one row: a checkbox, a green button with '21013', and the text 'redmine_test_project'. The 'New issue' form has the following fields: 'Project' (dropdown with 'Enter a project name'), 'Tracker' (dropdown with 'Hardware'), 'Subject' (text input), 'Description' (text area), 'Priority' (dropdown with 'Normal'), 'Category' (dropdown), 'MORE ATTRIBUTES' (expandable section), and 'Files' (with a dashed box and a button '选择文件' next to '未选择文件'). A note '(Maximum size: 50 MB)' is at the bottom of the form. The background dashboard also has a top navigation bar with 'SEARCH' and 'Project' buttons, and a user profile 'testtest'.

Edit a Case

1. Case details 2. Case description 3. Related tasks and subtasks 4. Edit / go to bottom 5. Watch this Case

Thundercomm

TURBOX TECHNICAL SUPPORT SYSTEM

REDMINE_TEST_PROJECT

▼ MENU

SEARCH

Project

DASHBOARD

PROJECTS

KNOWLEDGEBASE

testtest

WATCH

MY CUSTOM QUERIES

<

>

CUSTOMER - OPEN ISSUES REPORTED BY ME

×

CUSTOM QUERIES

EUROPE_ISSUES

WATCHERS (0)

ADD

HARDWARE #21013

test

Added by test test 12 days ago.

Status:

New

Priority:

Normal

Assignee:

shuyi cao

Category:

BSP-System

Product&Platform:

Customer:

Region:

Others

OS:

Start date:

2026-07-31

Due date:

% Done:

0%

Estimated time:

Tel_Customer:

Tel_CaseOwner:

Customer Feedback:

Case Type:

Description

test

Subtasks

Related issues

Add BOTTOM

Add EDIT



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