



Customer Support Portal - User Guide

The customer portal provides the opportunity to log support calls directly into our ticketing system, meaning you can easily track the progress and manage your tickets online.

- ① Review and edit all tickets - open, closed and scheduled
- ② View and edit pending quotes or recommendations
- ③ Search all your tickets for a particular subject e.g backup or email problems
- ④ Administrators can edit/ add users
- ⑤ Edit your account details such as email address or phone number
- ⑥ Click here to create a new support ticket
- ⑦ Summary of open tickets. Click on the ticket to view/ edit details
- ⑧ Overview of tickets for the year

The screenshot shows the Customer Support Portal interface for user Sarah Mead. The interface includes a navigation menu, a main content area with sections for Open Tickets, Recommendations, Knowledge Base, Alerts, and Statistics, and a sidebar with a search bar and a Create Ticket button.

Navigation Menu: Home, Tickets, Recommendations, Knowledge Base, Account, Users

Open Tickets (16):

- NCI Out of Hours Support
- Check non monitored backups and build monthly test plan
- NCI Out of Hours Support
- Configure a NCI BDR and document.
- Managed Server reboot pending after Patching (Site Name:NCI Technologies)

Recommendations (14):

- Test01
- Broadband
- Test2
- Platinum Contract
- Shoretel - Test1

Knowledge Base: Search bar with placeholder "Describe Your Problem..." and a Search button.

Alerts:

- 4 Unapproved recommendations
- 0 Tickets needing approvals

Statistics:

- Open Tickets: 16
- Tickets This Month: 46
- Tickets This Year: 387

Ticket Totals By Month:

Month	2011	2012
J	23	115
F	23	207
M	23	46
A	23	46
M	23	23
J	23	46
J	23	46
A	23	46
S	23	46
O	23	46
N	23	46
D	23	92

Callouts:

- ①: Home button
- ②: Recommendations section
- ③: Knowledge Base search bar
- ④: Account button
- ⑤: Settings/Log Out link
- ⑥: Create Ticket button
- ⑦: Open Tickets section
- ⑧: Statistics section

User Accounts

To use the Portal you will require a logon account to be created.

Simply call us on **01326 379 497** or email **info@ncitech.co.uk** requesting access to the portal, we will then confirm your details and generate a password.

Logging on to the Portal

Go to **http://clientportal.ncitech.co.uk** or the NCI website **www.ncitech.co.uk** and click **'Help Desk'** for **'Customer Helpdesk Portal'**. You will be presented with a login screen. Enter your account details and click the green arrow.

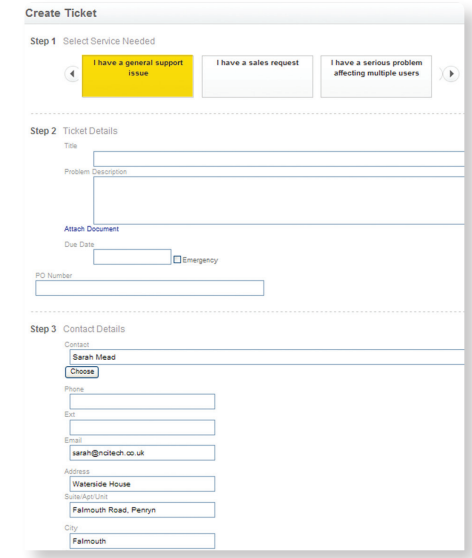


Create a new ticket

Step 1 Choose the type of ticket you wish to log

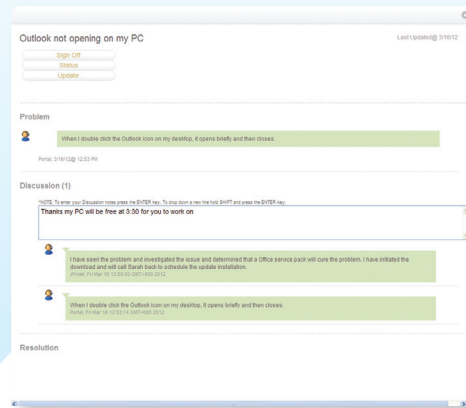
Step 2 Fill in the title and description. You can upload a document if required such as screenshots of the problem

Step 3 Please supply as many contact details as possible so that we can get in touch a.s.a.p. Click "submit".



Viewing/ updating a ticket

Open the required ticket then add notes and check progress. Click "update" once finished and to close.



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User Account Management

Admin users only

If you have administrative rights to the portal for your company, you can create, edit and disable user accounts from within the site. To do this, click "Users" under the account menu, select the user you wish to modify, and click "edit". Make necessary changes and click "Save".

To disable the user account, select "disable" from the user details screen.

To create a user, click "Add New User" from the "All Users Screen".

NOTE: Security level "User" should be set for most users, "Admin" security setting allows users to see all service calls for the company and should be set with caution.

