



Customer Portal User Guide

Version: 1.0

Document Control

Version Control

Version	Date	Modifications	Author
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1. Overview

Welcome to the LAN3 Customer Portal User Guide. This document is a functional reference on how to use the Customer Portal. Features available on the Customer Portal include:

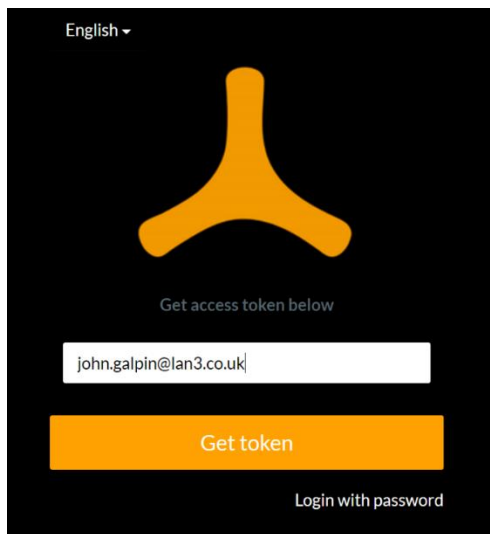
- Access to electronic support
- Ticket creation - Incidents / Service Requests / Change Requests
- Real-time visibility of progress made on tickets
- Update and close tickets
- Attachment of supporting documentation or files to tickets
- View details on tickets reported by your organisation
- Update personal information
- Access to suggested web links

Logging In / Out of Customer Portal

- Open the Customer Portal in an internet browser by going to:

<https://lan3.deskdirector.com>

- Enter your email address and select 'Get token'.

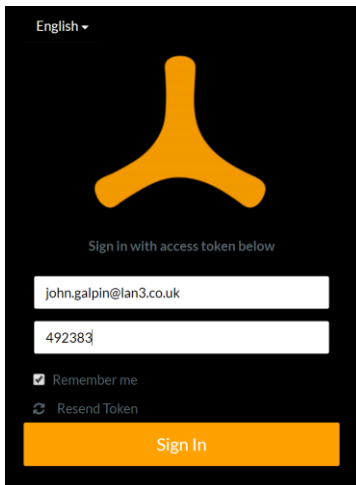


- Browse to your email client to retrieve your one-time token code.

NOTE: If you do not receive the one-time token code, please check your email junk/spam filter and set this email as a "safe sender" for future token requests.

- If you have been provided with a password, please select 'Login with password' and move to **Home Page Overview**.

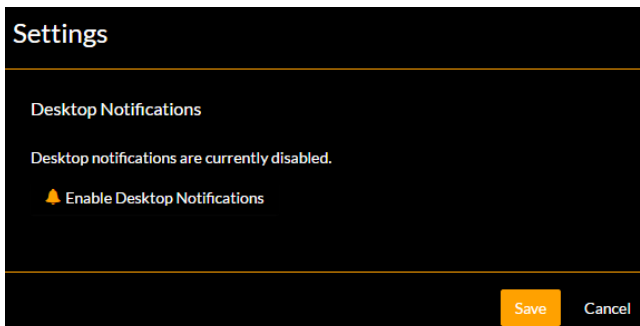
- Enter your one-time token code.
- Select 'Sign In'.



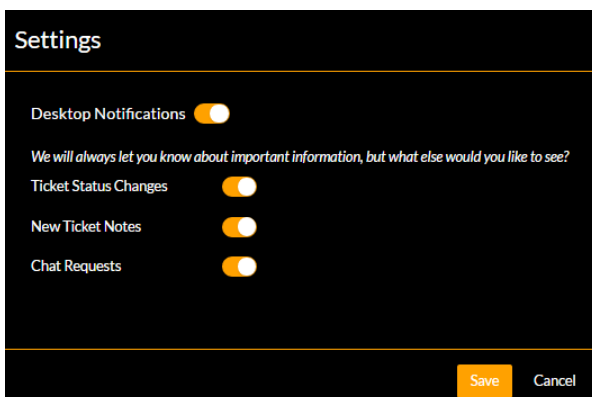
- Following login, select 'enable desktop notifications.' at the top of the page.



- Select 'Enable Desktop Notifications' and select 'Save'



- Ensure all options are selected as per screenshot below and select 'Save'



Home Page Overview

The main section on the left side of the page is used for quick access to:



My Profile

Directs you back to the home page.



Notifications

Access to both read and unread ticket notifications.



Request Support

Access to raise support requests in the form of Incidents, Service and Change Requests.



View Tickets

Access to view all open and closed tickets including all company tickets.



Approvals

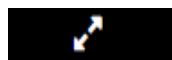
Access to change request tickets pending approval. This option will only be available to authorised change approvers.

The top right hand section of the page is used for access to:



Language Settings

Default language is set to English. Alternative languages can be added upon request.



Full Screen Mode

Allows screen to be opened as full screen mode or reduced to normal size.



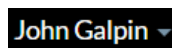
Conversations

This feature is not currently available. Please ignore.



Notifications

Quick access to both read and unread ticket notifications.



Profile Settings

Access to edit notification settings, personal details and logging out of the portal.



Ticket notification settings within internet browser



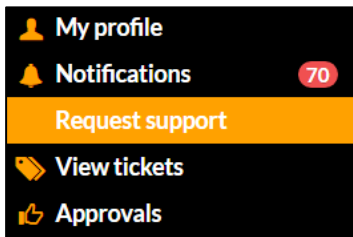
Personal user information stored by LAN3. Please verify.

2. Requesting Support

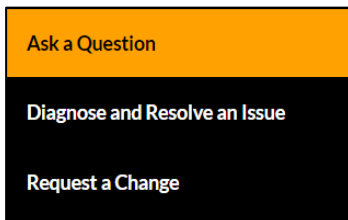
Creating a Ticket

Ask a Question

- Select 'Request support' on the left side of page.



- Select 'Ask a Question'.



- Select 'Click here to raise a Service Request'.



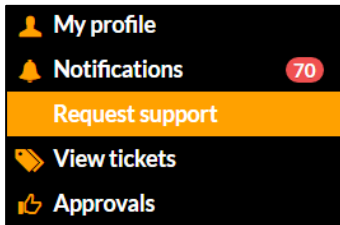
- Complete the Service Request form in full and select 'Submit'.

A form titled 'Service Request'. It contains two text input fields: 'Please provide a short description of your question?' and 'Please provide a full description of your question?'. Below these is a text input field for 'Customer Reference Number (if any?)'. At the bottom, there is an 'Attach a File' section with a 'Choose file' button (showing 'No file chosen') and a 'Submit' button.

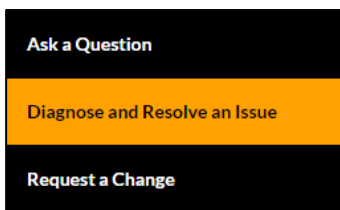
NOTE: Attach any supporting information such as files, logs or screenshots by selecting 'Choose file'.

Diagnose and Resolve an Issue

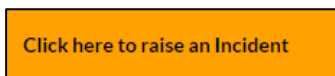
- Select 'Request Support' on the left side of page.



- Select 'Diagnose and Resolve an Issue'.



- Select 'Click here to raise an Incident'.



- Complete the Incident form in full and select 'Submit'.

Incident

Please provide a short description of your issue? *

Please provide a full description of your issue? *

Please describe any services that are currently affected? *

Customer Reference Number (if any)?

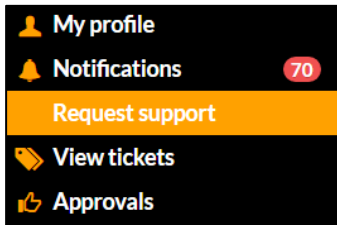
Please select the vendor at fault? *

Attach a File
 No file chosen

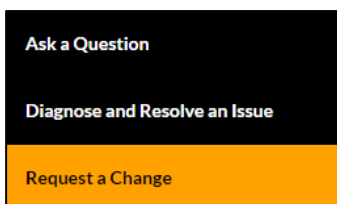
NOTE: Attach any supporting information such as files, logs or screenshots by selecting 'Choose file'.

Request a Change

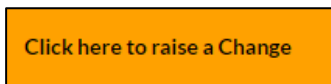
- Select 'Request support' on the left side of page.



- Select 'Request a Change'.



- Select 'Click here to raise a Change'.



- Complete the Change Request form in full and select 'Submit'.

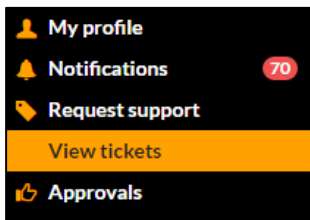
The 'Change Request' form contains the following fields and controls:

- 'Please choose the vendor?' with a dropdown menu.
- 'Attach a File' section with a 'Choose file' button and the text 'No file chosen'.
- 'Please provide a short description of your change request?' with a text input field.
- 'Please provide a full description of your change request including any technical information that v' with a larger text input area.
- 'Requested Date to Start Change?' with a date picker showing MM / DD / YYYY.
- 'Requested Time to Start Change?' with a time picker showing HH : MM : SS and AM/PM.
- A second 'Attach a File' section with a 'Choose file' button and the text 'No file chosen'.
- A 'Submit' button at the bottom.

- **NOTE:** Attach any supporting information such as files, logs or screenshots by selecting 'Choose file'.

Viewing a Ticket

- Select 'View tickets' on the left side of page.



- This list view provides 3 options at the top of the page, as follows:

Search



View Open / Closed / Both



My Tickets / All Tickets



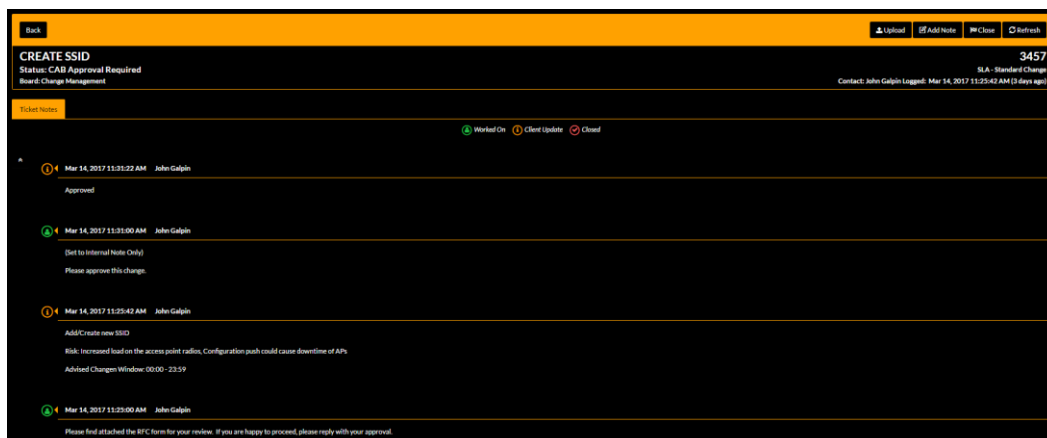
- This view will list all open tickets in your name by default.



- You can open and review a ticket by selecting the ticket you wish to view.

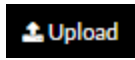
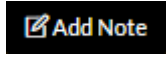
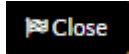


- The ticket view provides access to information including status, ticket type, ticket reference number, engineer name and full ticket history timeline.



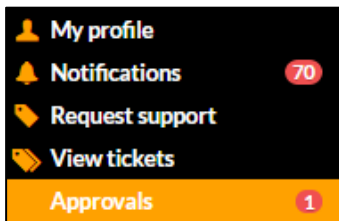
Updating a Ticket

- Tickets can be updated in 3 ways and LAN3 notified, as follows:

 Upload	Upload a document / file / log / screenshot
 Add Note	Add a ticket note / update
 Close	Close ticket

Change Ticket Approval / Rejection

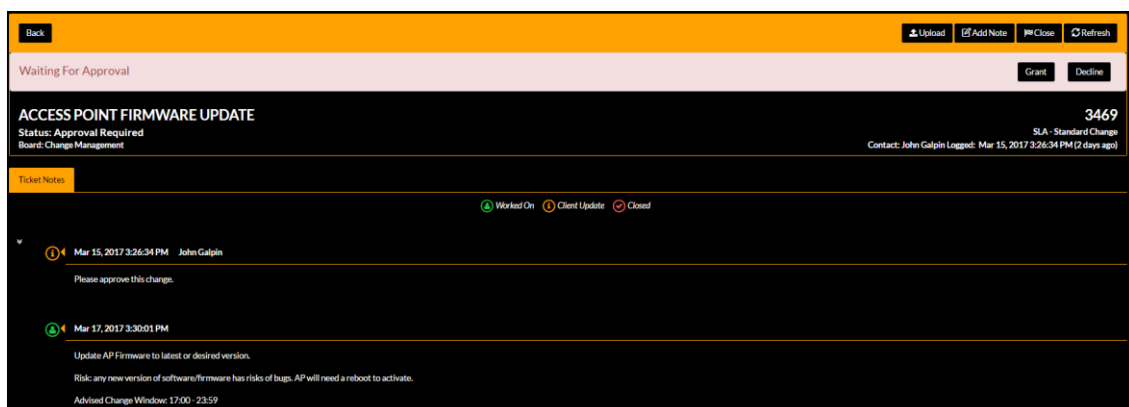
- Select 'Approvals' on the left side of page.



- Select the change ticket requiring approval.



- Select Grant for Approval or Decline for Reject.



Additional Support

If you experience any issues with the LAN3 Customer Portal and require assistance, please contact the LAN3 Service Centre.

Telephone: 0203 176 4900 (Option 1)

Email: support@lan3.co.uk