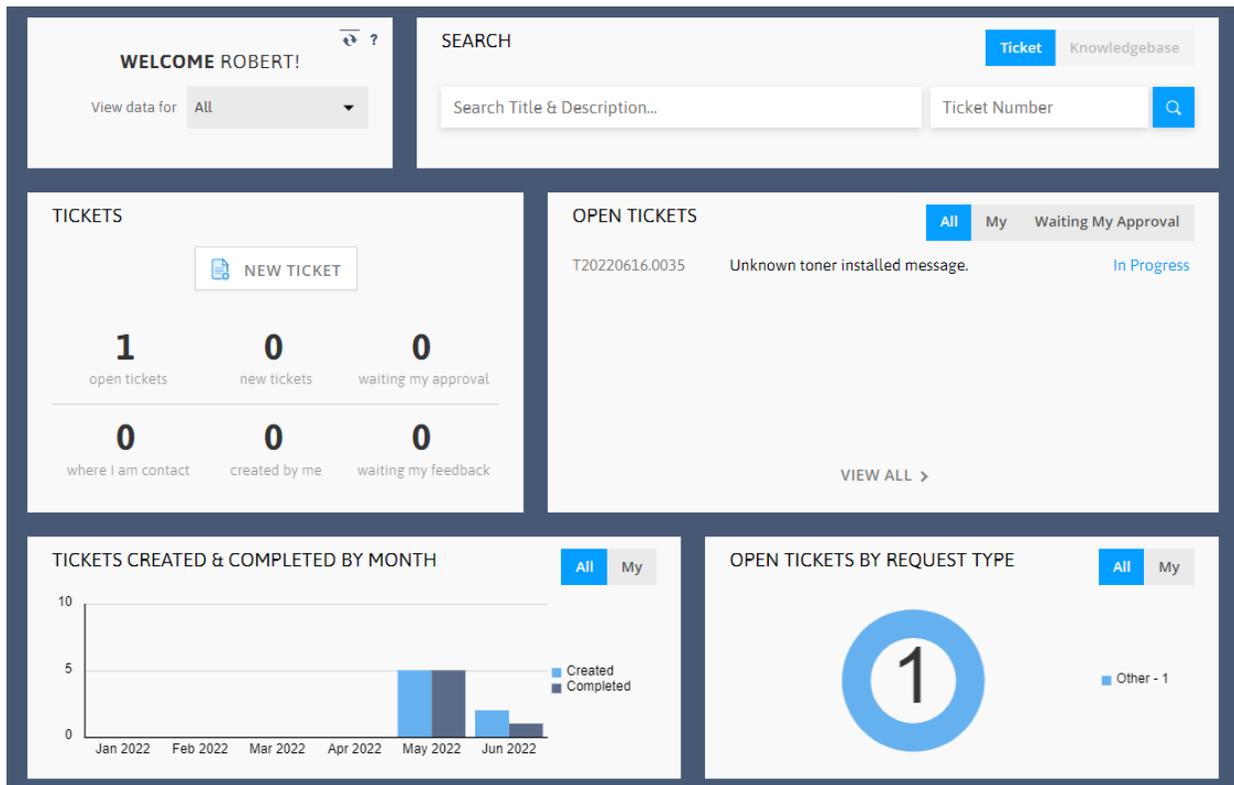


# Client Portal

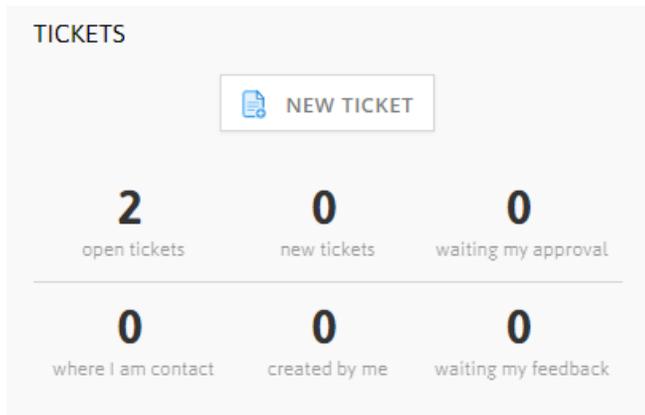
You should have received a welcome email with your username and a link to log into the portal and to set your password. If you don't yet have access, please reach out to request it!

Once you've done that you will be logged into the client portal, and you will see this **DASHBOARD!**

As you can see the Dashboard will give you a lot of information. If you don't care about it, just ignore it, but it is there in case you want to keep your finger on the pulse!



## Opening a New Ticket



Simply click “**NEW TICKET**” on the TICKETS widget. This widget will also give you some quick facts about how many tickets are currently have open!

## What kind of ticket is it?

NEW TICKET - SELECT COMPANY & REQUEST TYPE

Save & View | Save & Close | Save & New | Cancel

**Client**

TEST - NOC Customer - (Main) 1

**Request Type**

Managed Print Services 2

Continue

#1 – You may have access to create requests for more than one physical location. If that’s the case, first make sure the correct location is selected in the “Client” dropdown. Don’t panic if you don’t see this option – if all your tickets relate to just one location, we’ll skip this step!

#2 - Logista offers many service solutions for a variety of situations, so there may be more than one type of request you can make with us.

To help assure your issue is addressed as quickly as possible and routed to the appropriate service team, select the type of request you are making. Request types are routed to the appropriate group best equipped to handle it. If you open a request under the wrong type, it will not get lost – but it will likely result in a delay as we work internally to reroute the request.

*Selecting the proper service request type will result in as little delay as possible before we can work to resolve your request!*

## How can we help?

On the next window fill out the appropriate information – (*hint: a red star \* means that is a required field!*)

### Service Request

MANAGED PRINT SERVICES

Title \*

Paper jam in room 203

The **Title** should be a short description of your problem, like “toner request” or “paper jam”! This really helps us all know at a glance what sort of request we’re dealing with.

### TICKET DETAILS

Client

TEST - NOC Customer - (Main)

Contact \*

Jane Doe

EMAIL

marnemizelle@gmail.com

PHONE

2055555555

Description \*

56 / 8000

The printer in room 203 keeps eating paper! Please help!

How urgent is your request? \*

Low

Who is impacted? \*

Only Me

The **Description** is where the details need to go. The more detail you can provide us, the quicker and more efficiently we will be able to help resolve your issue!

The **urgency questions** help us understand how impactful this issue is to your operation. For example, an issue that you feel is highly urgent and affects your entire organization is going to call for a much quicker response than one you don’t think is urgent.

### ASSET

Asset

SERIAL NUMBER

REFERENCE NUMBER

REFERENCE NAME

If you have the serial number of the machine having a problem, you can select it from this list. This will help us act even faster, because we’ll know exactly what we need to be prepared for, so don’t skip this step if you can help it! Help us help you!

## All done!

Now that you've recorded all the details, just use one of the save options at the top of the screen



Or use one of the options at the bottom. You can add pictures or documents to give us even more detail if you have them!



## Checking back...

Don't forget to check back on the portal to see the status of your request! All the details as we work on your issue will be recorded here, and you can check back to see what has been going on, or even to add an additional note or question.

We look forward to you exploring the customer portal!