The ramsac customer portal

The ramsac customer portal has two primary areas

Support cases

Users are able to **manage their existing support calls and check for updates on them**, there is also the functionality to log new calls and primary contacts can manage and report on tickets for all users across their organisation.

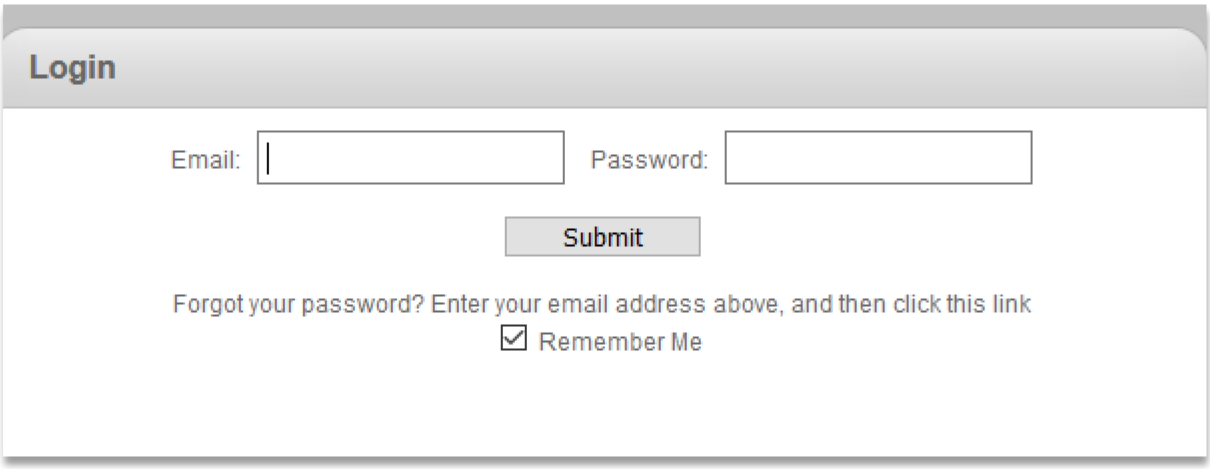
Site visit tasks

Users can see the status of all site visit tickets, add new tickets and manage existing ones, it is particularly useful for **viewing tasks ahead of a site visit** with the option to add more tasks as required. As with the support cases, primary contacts can manage and report on tickets for all users across their organisation.

The system is fully integrated into our service level agreement and case management structure and is designed to be as responsive as emailing support.

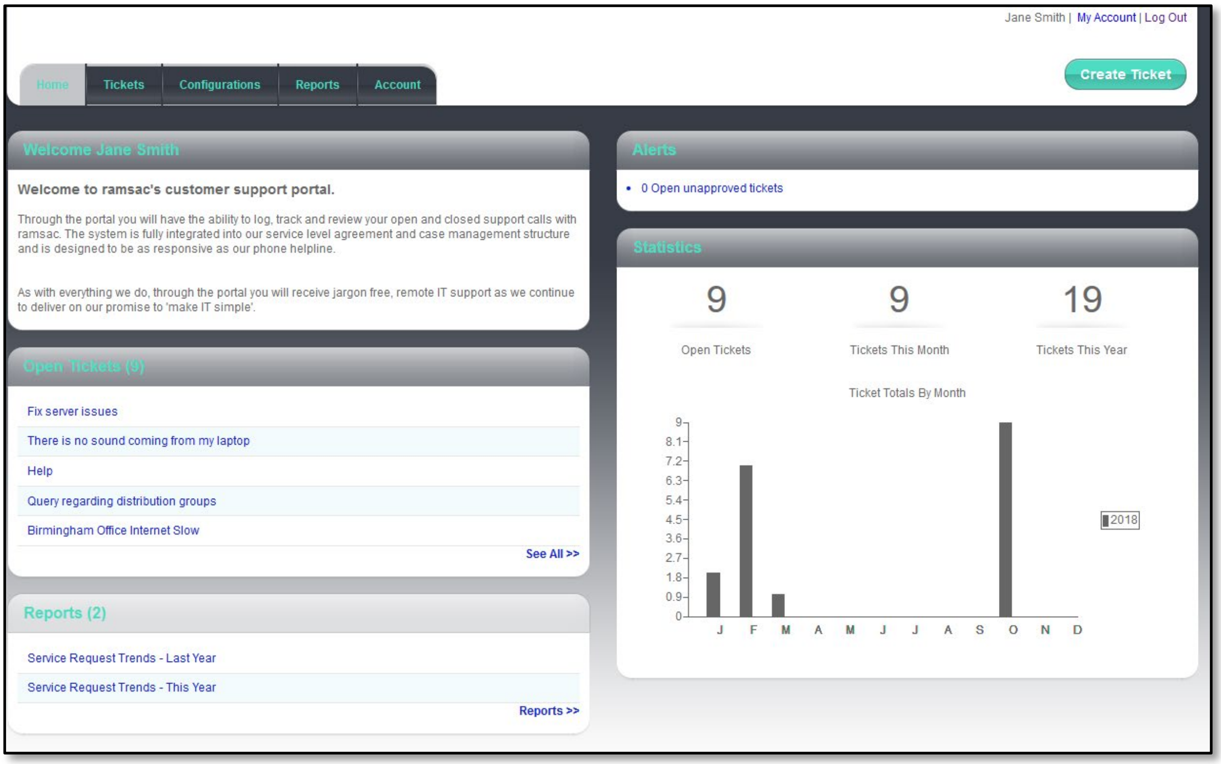
Logging in Instructions

1. To log in for the first time, use the URL http://portal.ramsac.com > enter your email address > click on the 'forgot your password' link.



2. You will receive an email with a link directing you to a webpage where you can set a secure password. *
3. Once logged in the first screen you will see is your portal homepage, this shows you any alerts, your open tickets and statistics of open and closed tickets for the year to date.

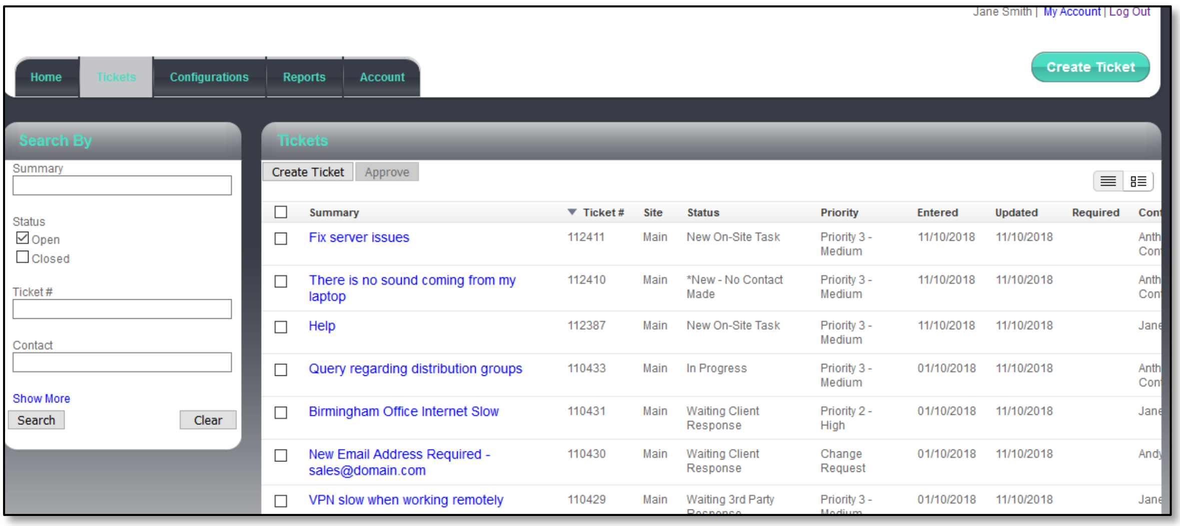
*please note users will need to exist in our system before they will be able to request a password, so we require primary contacts to let us know about any changes to staff and their required level of permission to access the portal (this includes informing us of leavers, so we can remove portal access.)



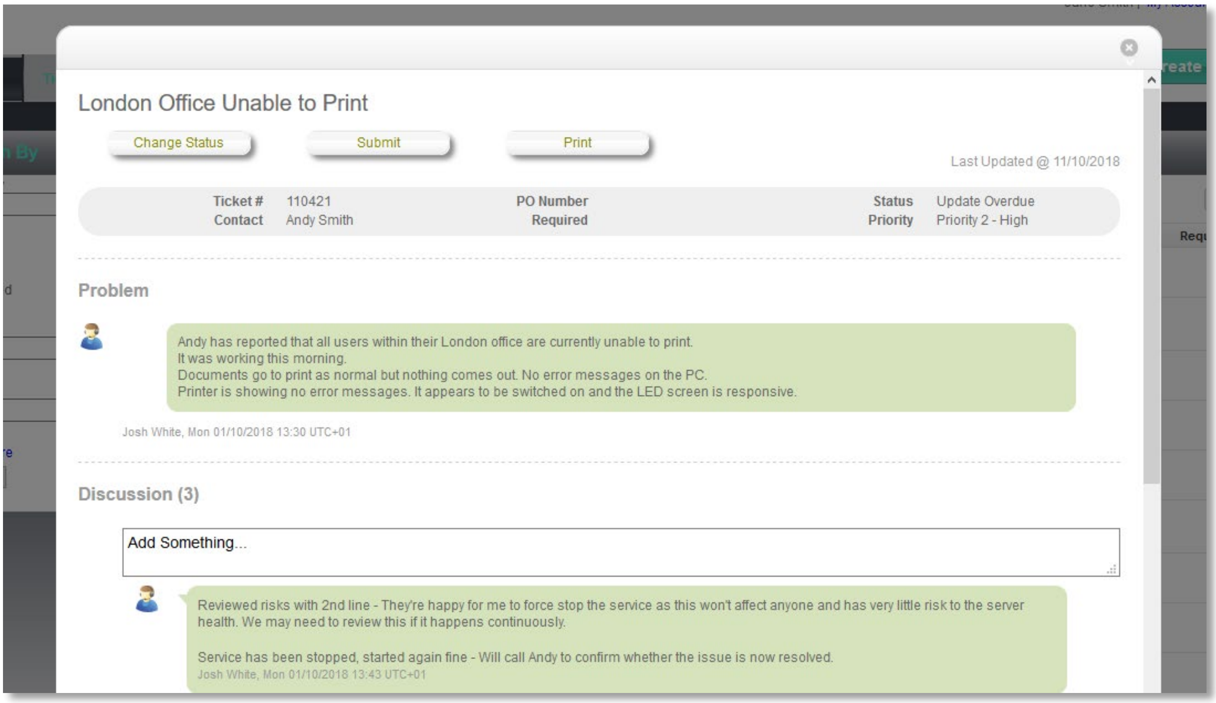
Viewing status of all tickets

At the top on the left-hand side of the portal home page is the tickets tab, by clicking on this you will get an overview of all open support tickets. (primary contacts will see tickets for the whole organisation, users will see just the tickets they have created)
Most portal users view tickets in list view as it is easier to see the status, to change to list view click the 4 lines on the right-hand side of the table.

See below for an example of the list view



This view will show all open support calls and site visits and users can click into any of the calls to do the following;



Discussion - When you enter an open case, you can view any responses from the ramsac support team and provide additional information that may be required in the discussion section.

Attachments Also in this section of the portal you can attach documents if there are any screenshots etc required by your support consultant to resolve your case.

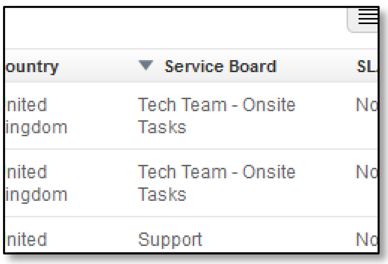
Change Status - You can change the status of your support call and close it if the issue is resolved.

Resolution - You can also view the resolution to the case, as your support/network consultant will update the resolution section as appropriate.

Whenever your consultant updates your case this will be visible in the customer portal.

To view site tasks prior to a visit.

You can sort on site tasks, by scrolling to the left in the tickets screen and clicking on service board (twice) and all the site tasks will come to the top of the list



Creating a new support case or site task

In the top right hand of the portal home page is the create ticket button, click on this. A window will pop-up, containing the following

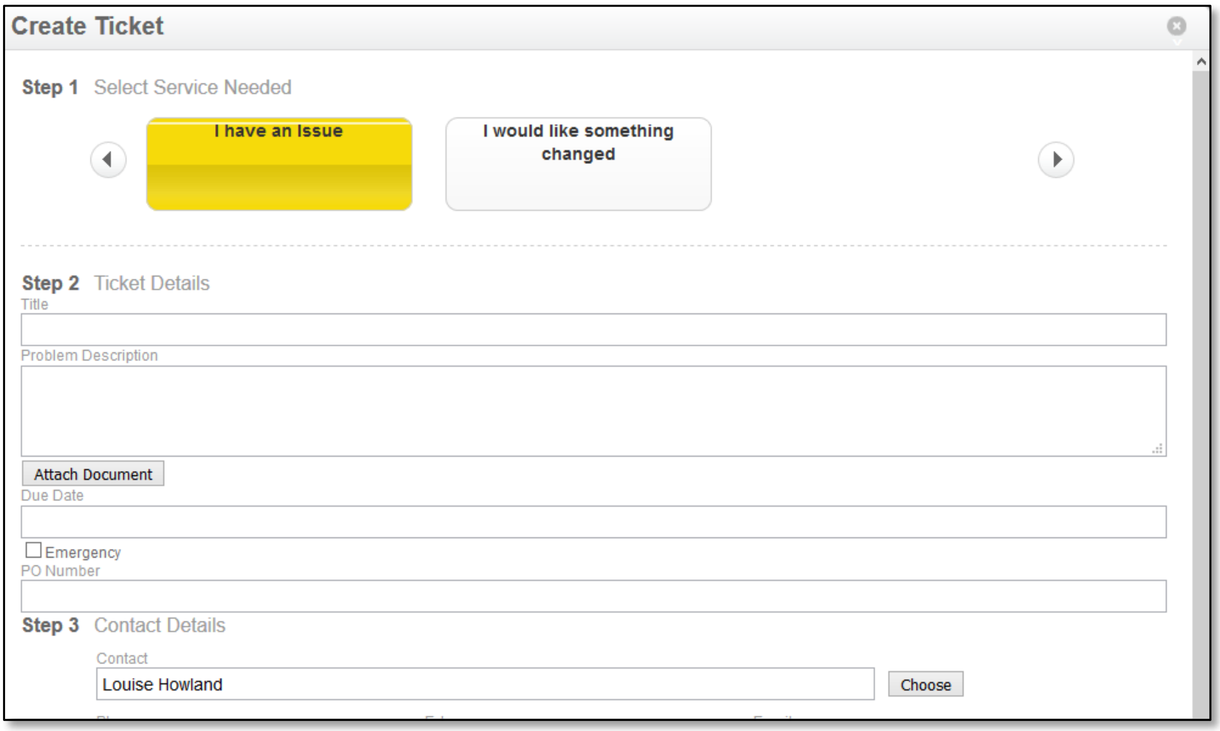
Step 1 – Select service needed (either you have an issue or you need something changed)

Step 2 – Ticket details (please fill in as much information as possible to help us assign your case.)

- Title (of the issue)
- Problem description (give as much detail as possible to explain the issue)
- Attach document (ability to browse to your machine to upload any screenshots or relevant documents)
- Due date (if applicable)
- Emergency tick box (to indicate a high priority ticket)
- PO number (if applicable)

Step 3 – Contact details

- Contact details (Please ensure we have the correct contact details for you so we are able to respond to you as quickly as possible)



Admin level users

For admin level users you will have the ability to view all open cases within your organisation. You will also be able to edit your users in the portal, including adding new users and providing users with admin level user status if appropriate.

Additional help required

If you need any assistance with using the portal or need more information please contact the support team who will be happy to assist you on 01483 412042