

Using the Think! IT Client Portal

The client portal is a great tool, for logging and reviewing tickets. This functionality has expanded now to include; projects, invoices, agreements, quotes (recommendations), asset tracking, user management and reports. Some users will have restrictions to certain functions.

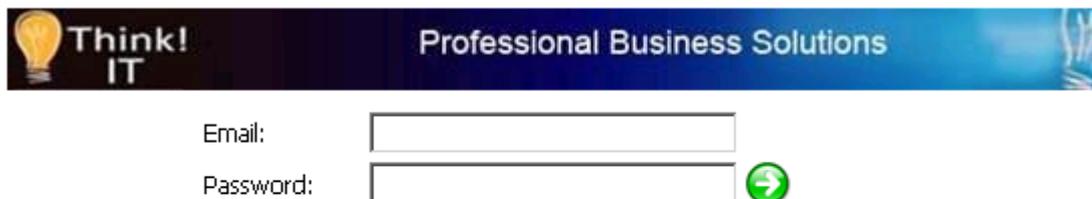
Generally, we will appoint one client contact to have an overview of the whole company, showing all service tickets etc. Other users can be limited to only reviewing 'their' service tickets.

It's easy to use, but here is a quick guide to help you through.

To access this, you can click on links sent from our ticket notifications, or go to:

<http://connect.thinkit.co.nz/support>

You will be presented with a login screen as below. Your login email, is the one we have in our system, generally the one we use to communicate with you. Your password will need to be setup first, but we can email that to you, or call you.



[Forgot your password? Click here to have it emailed to you.](#)

Once you've logged in, you will be directed to your service ticket, listed.

To Add a New Ticket

A couple of ways, either go to the navigation section on the left, as below, or click on add at the top of the table.



This will generate a form, to complete. Some fields will auto complete to your default details, however, please ensure that you change the details, so our technicians go to the right address, and/or contact the right person. Besides it is also good to track jobs if they reoccur under the same person, to help speedy resolution.

There is an emergency tick box, which will highlight to us the ticket, but please refrain from using this unless it really is an emergency, otherwise we'll see a 'boy who cried wolf' scenario.

Submit this by saving it.

You will then see the new ticket appear on the list.

Reviewing Tickets

Once tickets have been created you will be able to track them, and see any updates to them. From the ticket list, you'll see the status, which will give you an indication of where the ticket is placed in our system. Generally the flow would be – New – Assigned – Scheduled – Completed – Closed.

To view more details click on one of the hyperlinks to view the ticket.

Here you'll see the problem notes, and the resolution notes. You'll also have the ability to add notes yourself, which is especially useful when you are required to provide some information. We will get notified of your changes.

Other Uses of the portal

Using the Navigation you can see projects – these are usually only open for the duration of a large installation.

Recommendations are quotes provided to you by our sales department. You can open these up, review them and even accept them, which will process them through ordering.

Agreements will display any service contracts that you may have with us.

Invoices, can also be viewed here. Click on the link and it'll show a copy that you can print.

There are a couple of reports that you can view also, with statistics on your service trends.

You can make changes to your account such as changing your password etc.

All user section enables you to add and modify any contacts/users we have listed against your company.