CUSTOMER SUPPORT PORTAL USER GUIDE

Version 1.0
March 2nd, 2023

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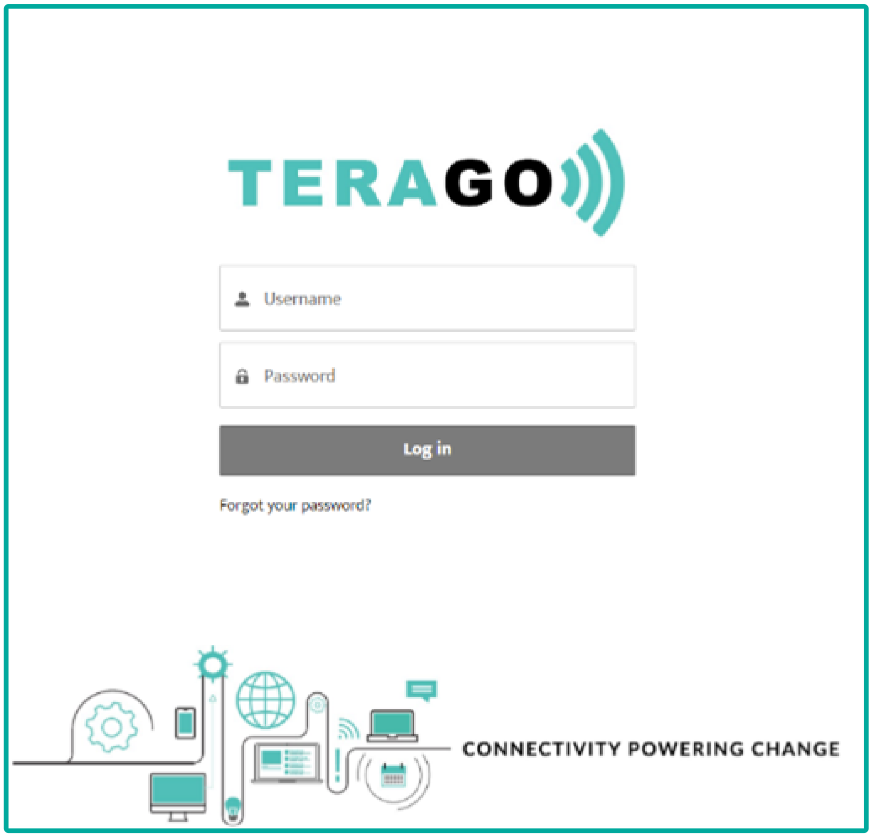
Login to the New TERAGO Customer Support Portal for the first time

1. Navigate to “TERAGOSupport.ca” customer portal link



Username: User email address (same email address receiving this information).

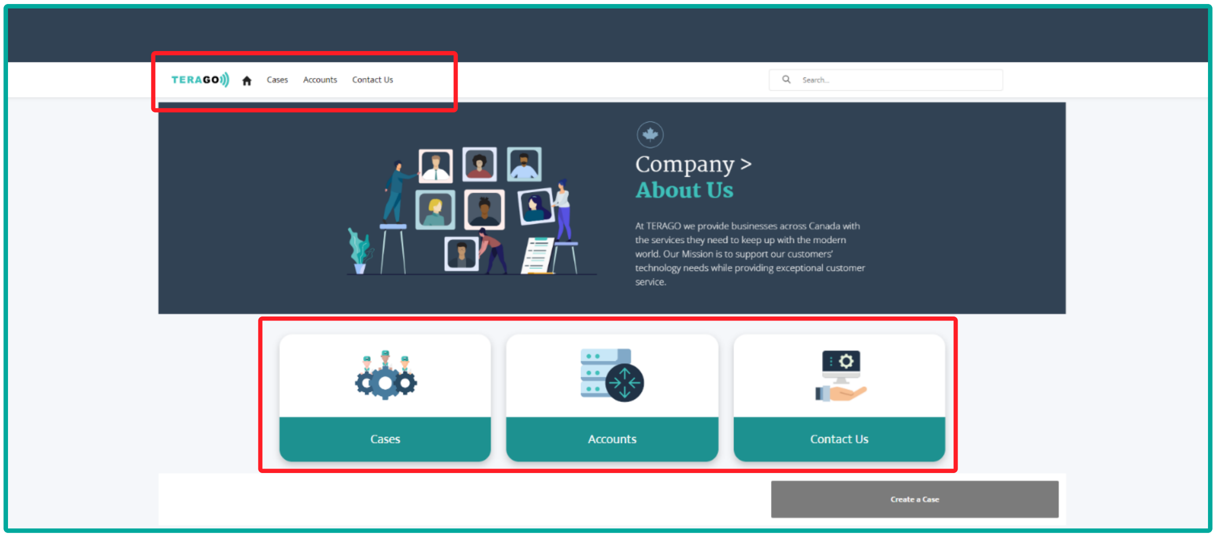
Password: Technical contacts will receive an email to reset their passwords.

*__Note :__ Prime technical contacts will have admin permissions to the portal.

- **Group Admin User:**
  - have admin permissions to view all cases created under the account(s) they are admins on.
  - can view and submit cases for all service locations associated with the account(s), along with getting notifications for those tickets.
- **Standard User(s):**
  - have limited permissions on the service locations they are associated with and can not view and get notified for cases submitted for other service locations.

Type of access can be granted/modified by Group Admin Users to all users on the account.

(This will be illustrated in sub-sequent sections of the guide)

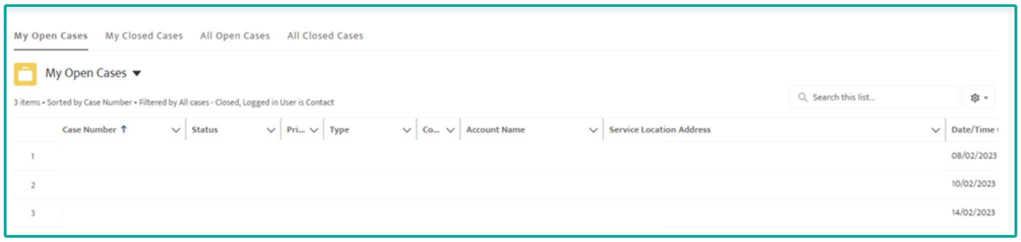


At the top of the page, you will see three tabs similar to the tabs in the body of the page:

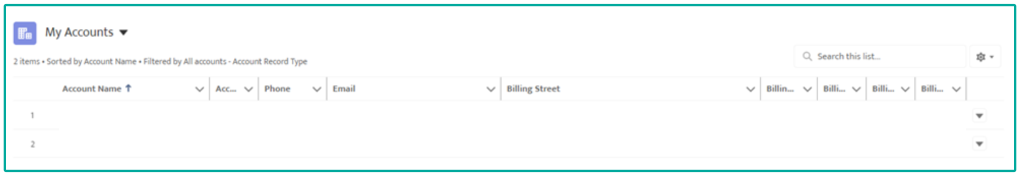
1. **Cases (Tickets) :** All open and closed cases related to service locations under your account will be found here.

◦ Admins will view all cases opened by each user on the account.

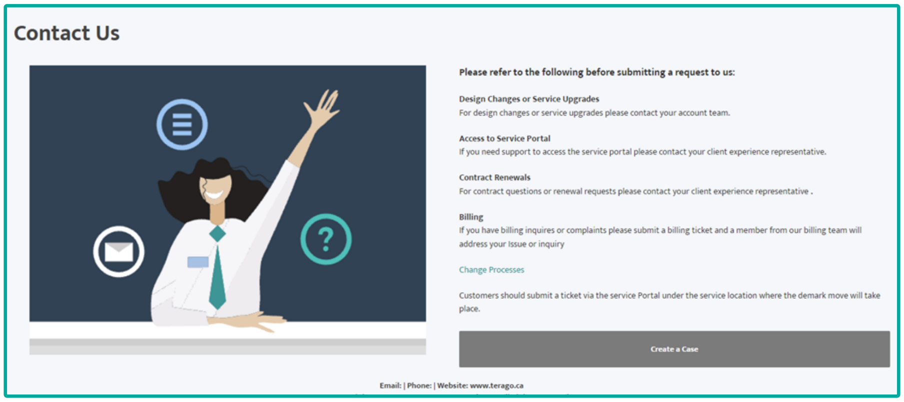
◦ Standard users will only view cases associated with service locations they have access to.



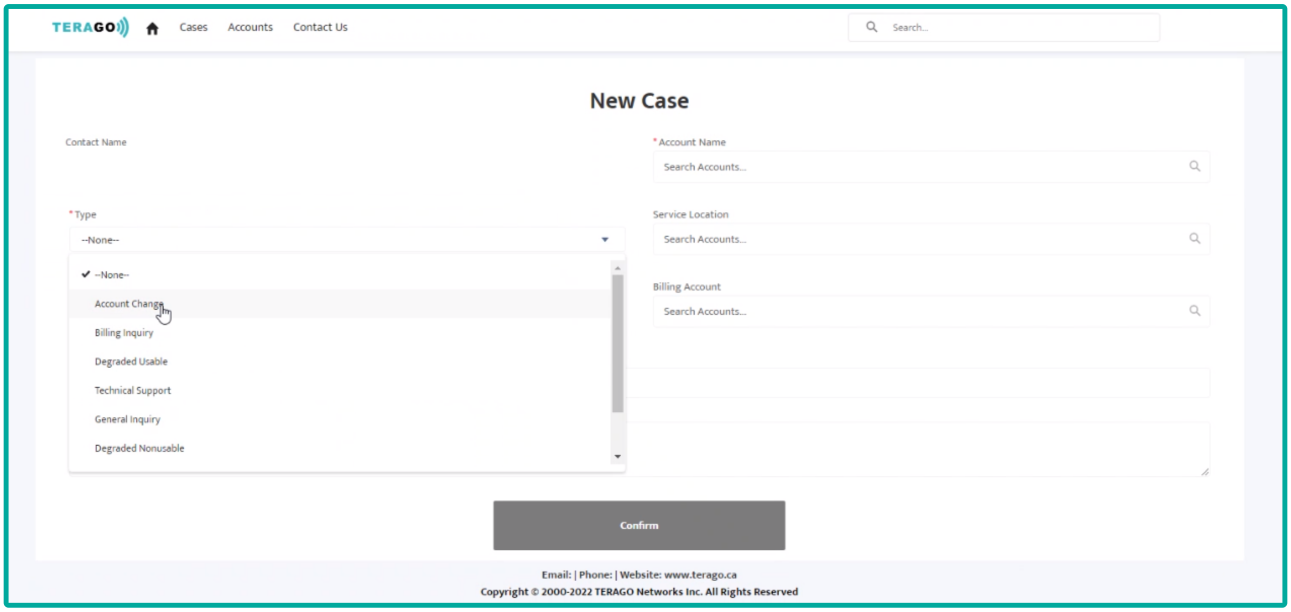
2. **Accounts:** All service locations that the user have access to can be viewed here.



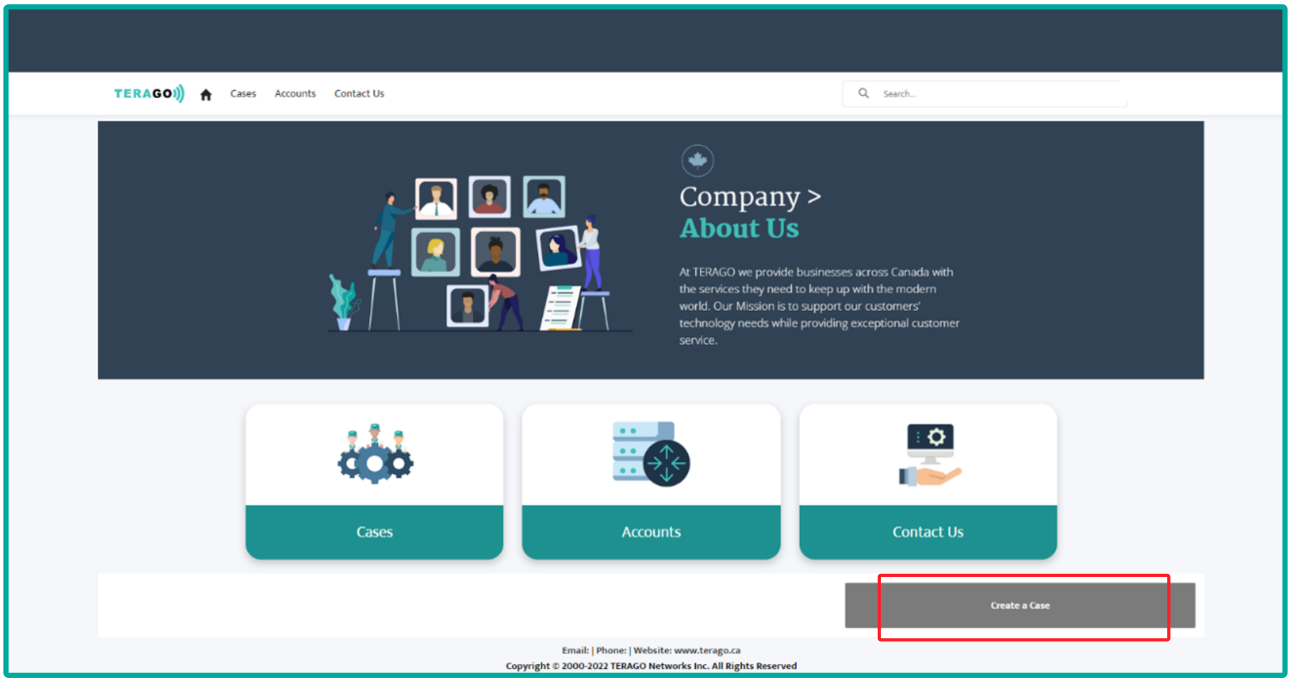
3. **Contact Us:** Contains useful links, FAQ for process & how to get support from the TERAGO Team.



Users can create tickets, or submit an account inquiry. The drop down list on the case type helps you choose the nature of your request.

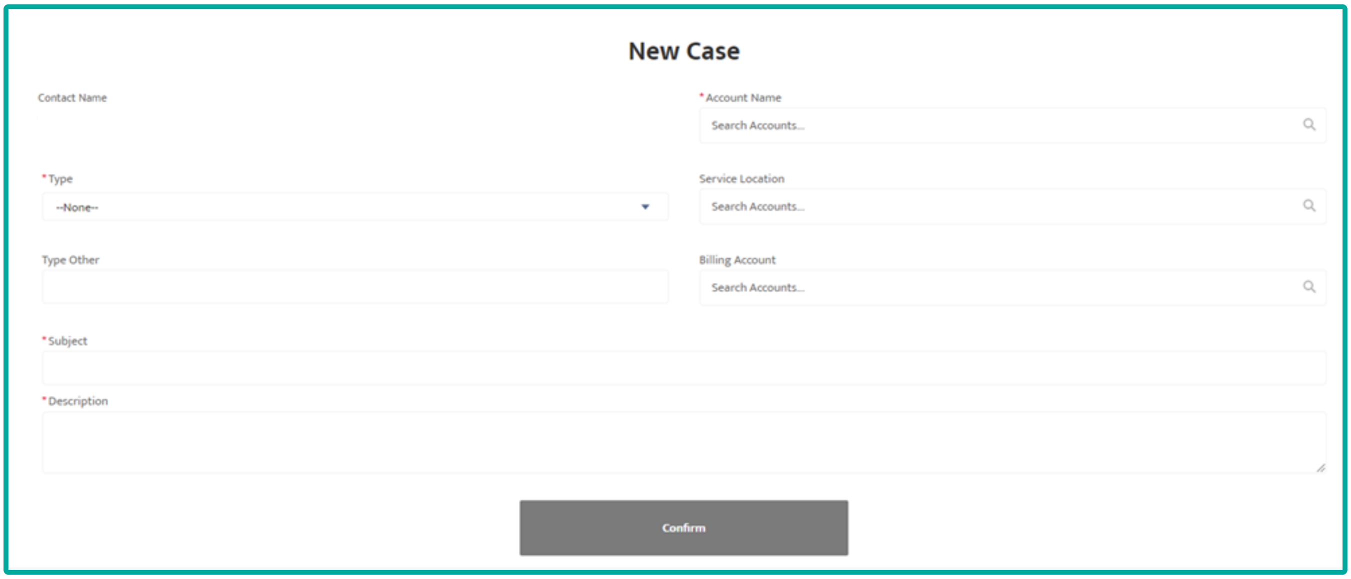


1. Users can use the quick link **"Create a Case"** at the main page as shown below.



A new window will open; users are encouraged to add as much information as possible in the **"Description"** box below to describe the issue or request.

Creating a Case



- If a user is assigned to more than one account, please choose the account and service location for which a case is to be opened.
- For accounts with multiple service locations, please select the site you intend to submit a case for.
- Under the **"Type"** section, please select the type that best describes your issue. In the case of a billing ticket or inquiry please select **"Billing Inquiry"** so the case is forwarded directly to the billing team.

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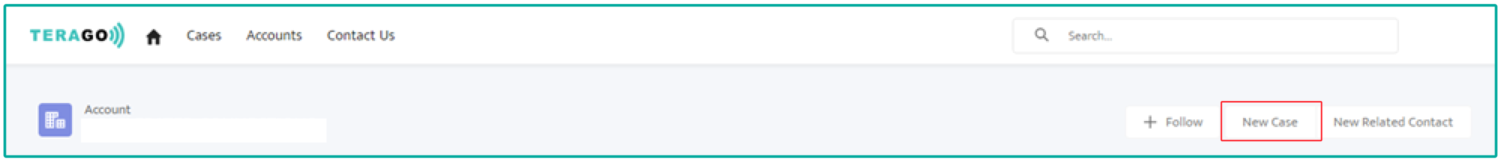
2. Alternatively, users can navigate to the accounts tab, select the account and click on **"New case"** as shown below and follow the same steps in 1 above.



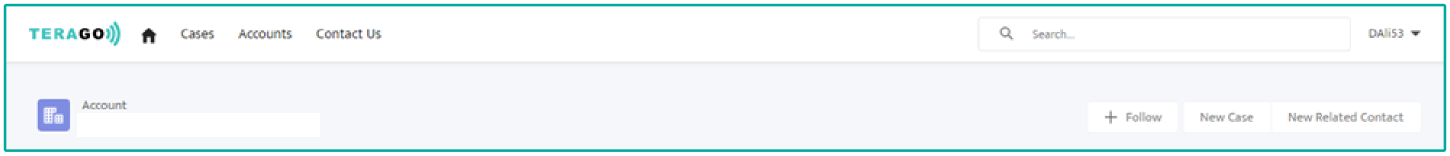
- Users will get notifications when changes take place on cases they opened or have access to.
- Once a case is closed, the originator will receive a survey; kindly take some time to rate your experience with the support you got from TERAGO Team.

Pre-requisites

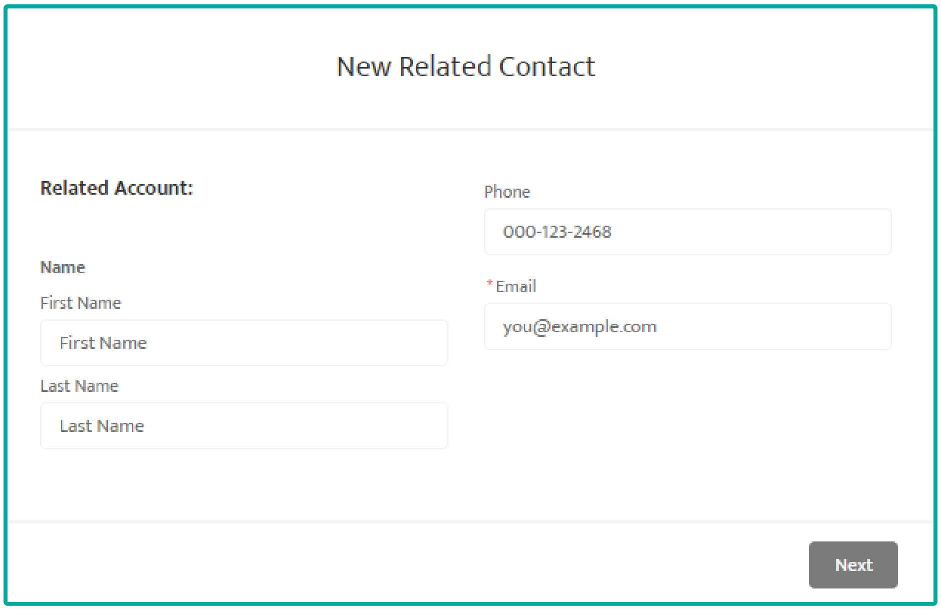
- Requires an active User account.
- Requires 'Admin user" permission.

NEW USER CREATION PROCESS

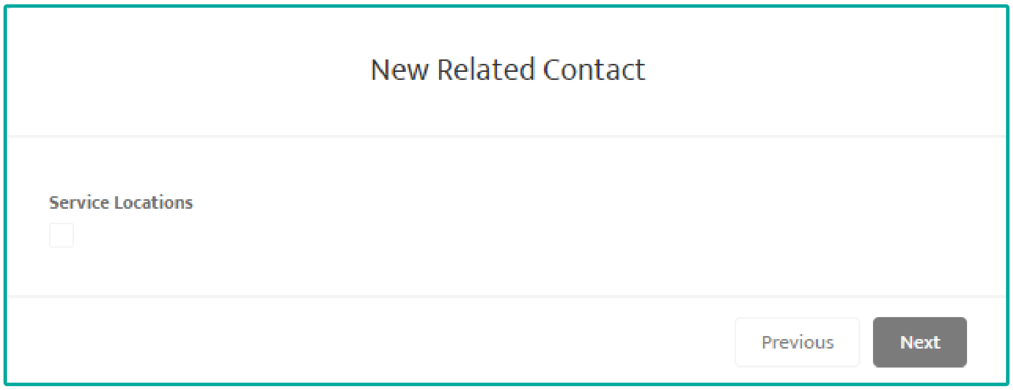
1. Navigate to the "Accounts" tab.
2. Select the account you want to add users to.
3. Click on "New Related Contact" at the top of the page.



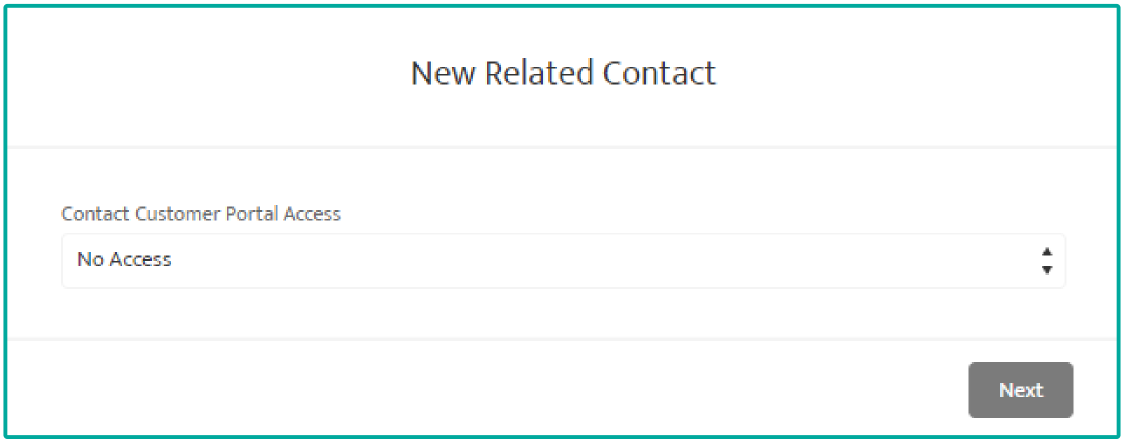
4. A new window will pop up, please add user details and click on Next.



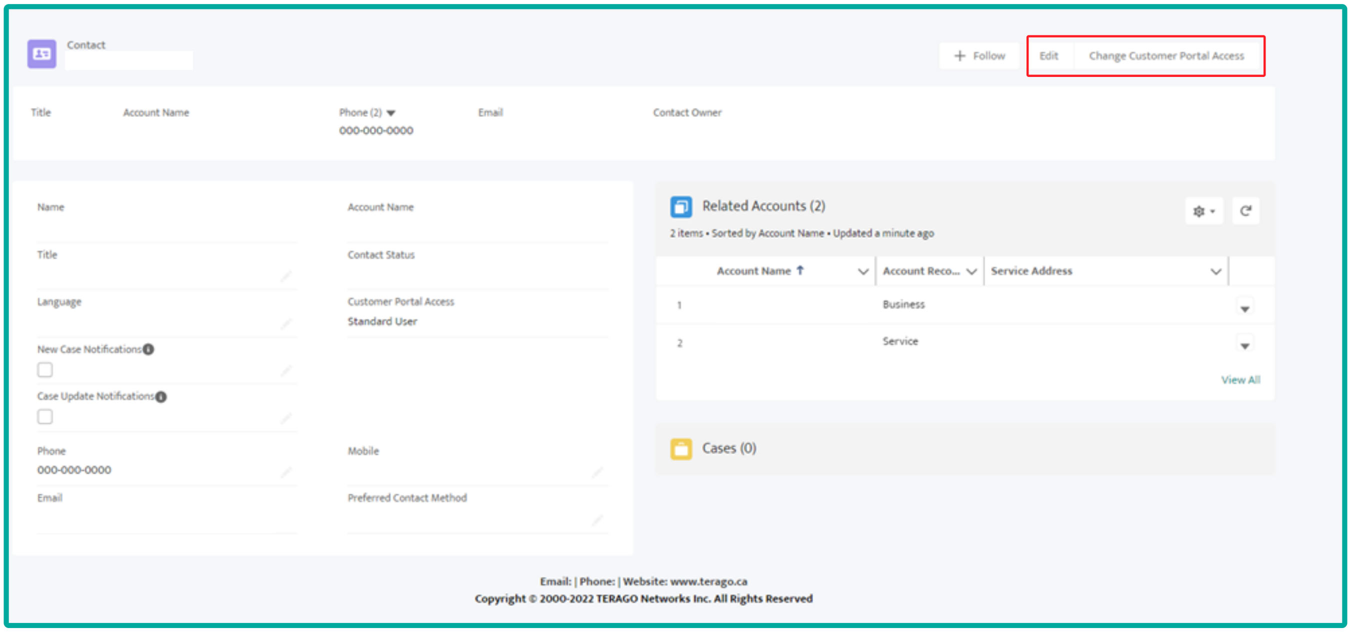
5. If your account has multiple locations, please select which service locations this new user should have access to on the following screen and click Next.



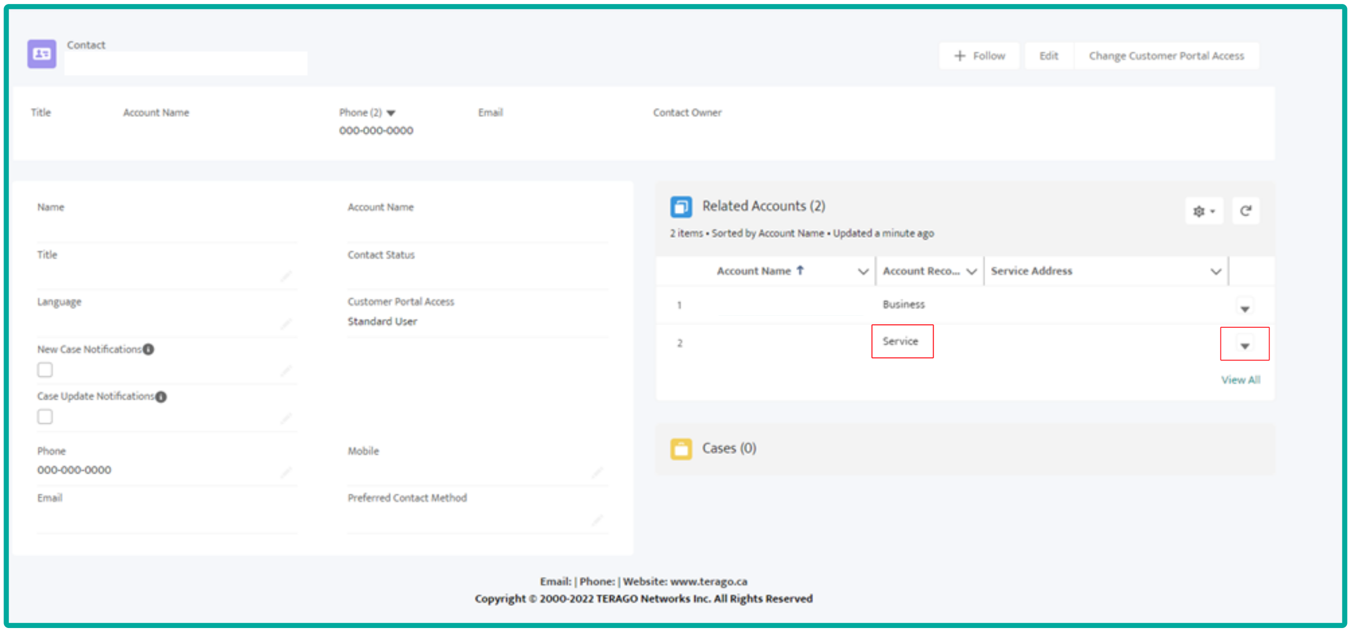
6. Select the type of access you want to grant to this new user (Group Admin User or Standard User) by clicking at the drop down list as shown below and click Next.



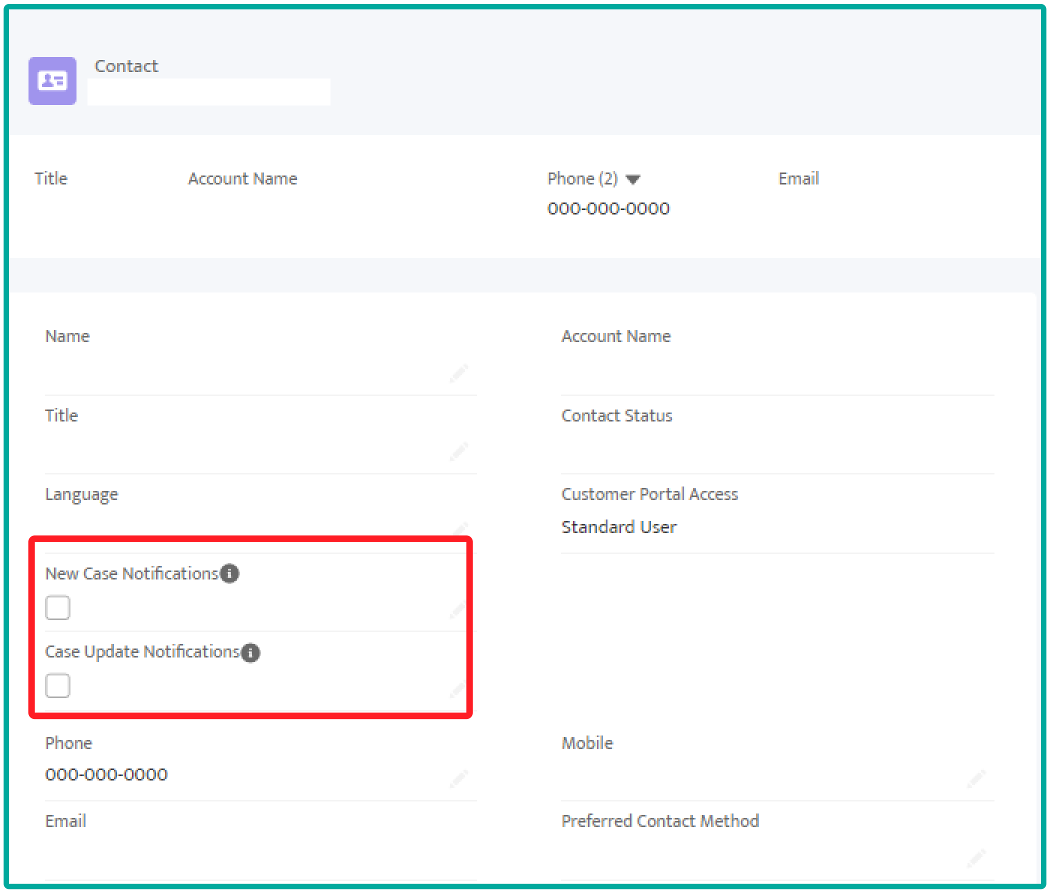
7. The new user will now be visible at the "Related Contacts" Section at the bottom right-hand side on the main account page.
8. Group Admin Users can view any user and edit their contact information and access type, by clicking on the user from the "Related Contacts" list.



9. If you wish to view/edit or remove the relationship of the user with a specific service location, click the drop down list next to the service location and select the action required.
<u>Make sure you are selecting a specific service location.</u>



10. Users can update their notification preference from the main contact page as shown below.



CONNECTIVITY POWERING CHANGE

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