

Partnership Education Helpdesk Portal

The Partnership Education helpdesk allows registered users to log tickets via a web portal. The team will be alerted immediately and deal with the issue in the same way as those calls logged by phone.


Registered users

Existing users can login to the portal via the link at:

<https://ww4.autotask.net/ClientPortal/Login.aspx?ci=800335>

If you are a new user

- You will receive a welcome email similar to the below, containing your user name and password:

Welcome to the PTS & PEL Client Access Portal Inbox x 

help@autotask.com
to pbowyer ▾ 1:04 PM (7 minutes ago) ☆ ↶

Paul Bowyer,

You now have access to the PTS & PEL Client Access Portal. We use it as a way to share and collaborate with our clients on service tickets, projects and other key information in our service relationship.

Logging in to the portal:

To enter the Client Access Portal visit the website
<https://ww4.autotask.net/ClientPortal/Login.aspx?ci=800335&accountid=29756755> and login with:

User Name: _____
Password: _____

You may change your password after you login. For security reasons we recommend you use a DIFFERENT password to the one that you use to login to your computer.

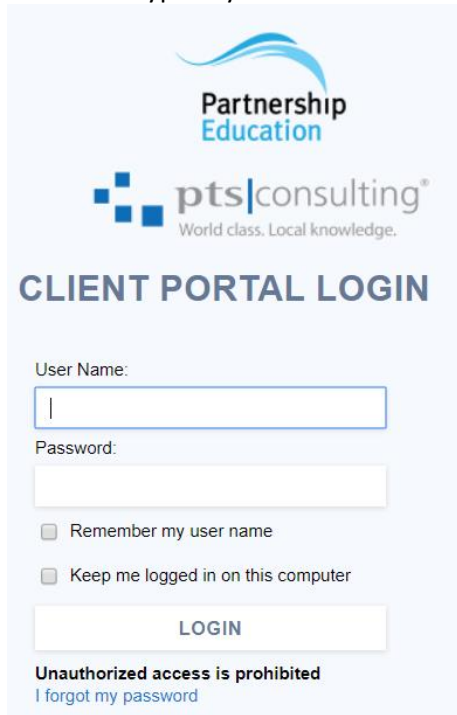
The portal allows you to:

- * Submit a Ticket
- * Track the status of your Tickets

Please do not reply to this email. If you would like to contact the service desk directly please contact us via the normal channels.

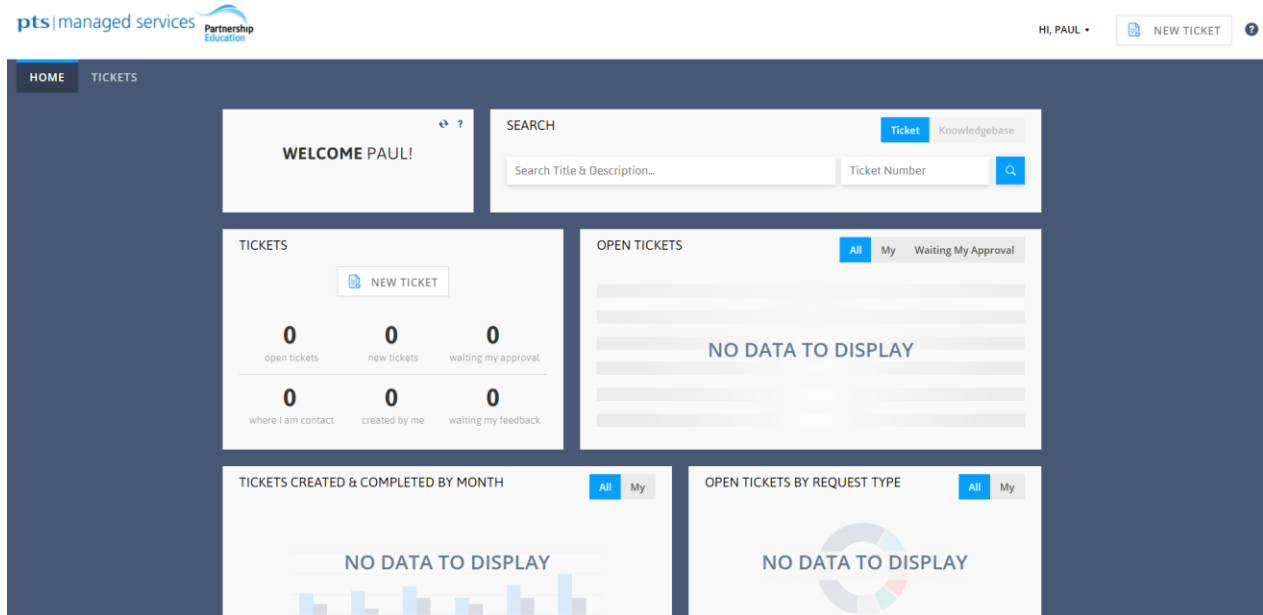
PTS Managed Services | Partnership Education

- Click onto the link within the email and type in your username and temporary password

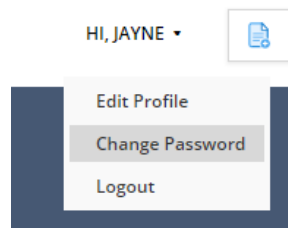


The image shows a screenshot of the 'CLIENT PORTAL LOGIN' page. At the top, there are logos for 'Partnership Education' and 'pts|consulting®' with the tagline 'World class. Local knowledge.' Below the logos, the title 'CLIENT PORTAL LOGIN' is displayed in large, bold, blue letters. Underneath the title, there are two input fields: 'User Name:' and 'Password:'. Below the password field, there are two checkboxes: 'Remember my user name' and 'Keep me logged in on this computer'. At the bottom of the form is a large yellow button labeled 'LOGIN'. Below the button, there is a line of text: 'Unauthorized access is prohibited' followed by a blue link 'I forgot my password'.

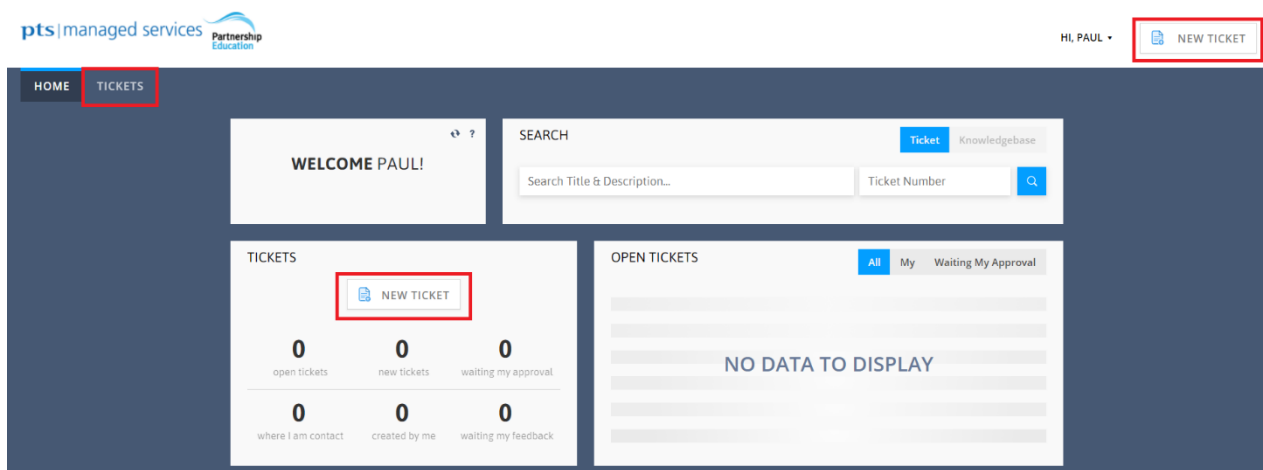
- You will be greeted by your dashboard



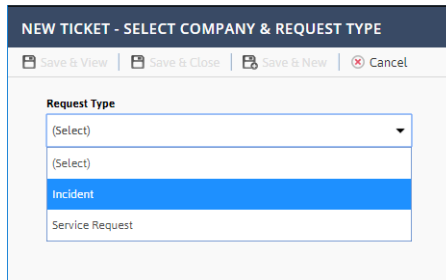
- Change your password at the earliest opportunity in the top right hand corner



- There are 3 places you can click to create a ticket



- Click new ticket and chose "Incident" or "Service Request"

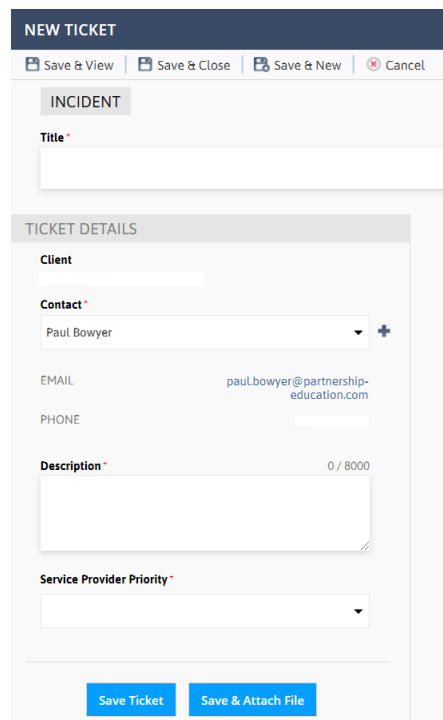


IMPORTANT

In the majority of tickets, “Incident” is what you will select. An incident is an issue you are having with a device or service that is impairing your ability to work i.e keyboard not typing or projector not working.

A service request is a request for something to be carried out that isn’t necessarily impairing your ability to work i.e moving offices or set up projector for assembly.

- Fill out a title for your ticket and then type a description for the issue you are having including your location. You can attach a screenshot or file by using the “Save & Attach file” button or click “Save Ticket” to create the ticket



- You must also choose a priority for your ticket. The priority must adhere to the below rules:

P1 – Critical – Incidents where an ICT system is unavailable for 25% or more users eg. Nobody can log into SIMS.

P2 – Significant – Incidents where activity is significantly restricted and affects between 5% and 25% of users eg. Your department cannot get onto the wireless in your department office.

P3 – Standard – Incidents where activity is significantly restricted and affects less than 5% of users eg. You cannot access a website.

P4 – Low – Incidents which do not affect an individual's ability to work, with workarounds available. Eg. Cosmetic changes such as an email signature change.

The majority of your tickets will be P3 but we can adjust the priority when needed to increase response and resolution times where appropriate.

Reviewing existing tickets

- If you click on your ticket from the dashboard you can see any updates and add your own. You will also receive email notifications.

You can also log tickets by calling 01234 798212

For any other IT queries that do not warrant a ticket please use contactus@partnership-education.com

For any procurement queries please contact sales@partnership-education.com