

Customer Portal Guide

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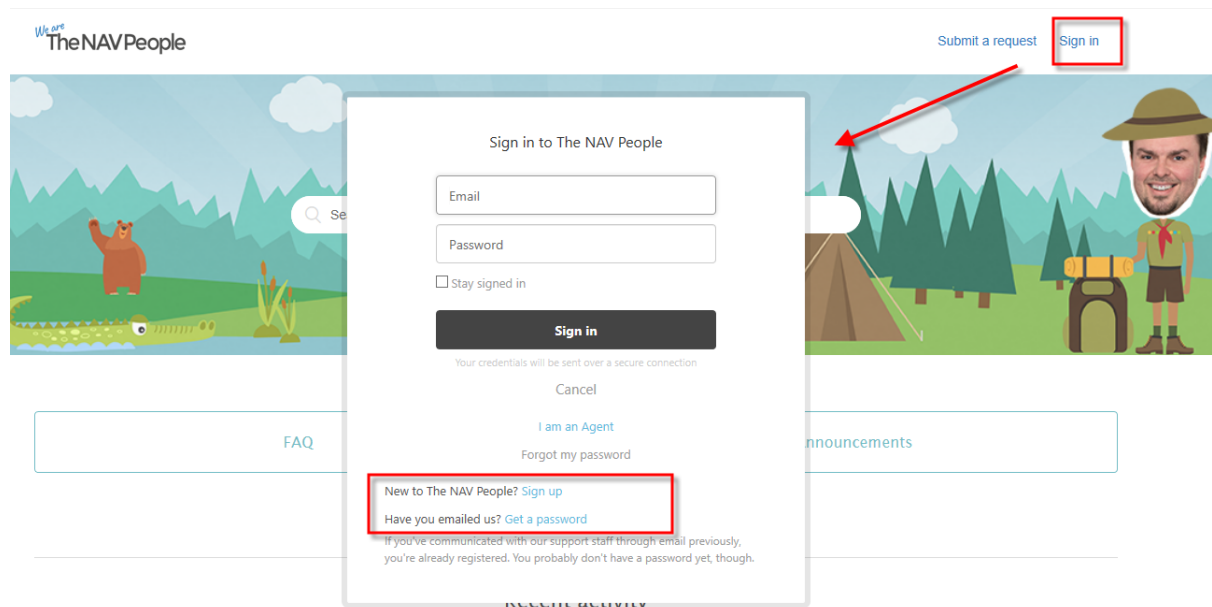
1 Getting Started

The Customer Portal lets you log, view and update your support tickets.

To get started, navigate to the Customer Portal at <https://thenavpeople.zendesk.com>

Please click on SIGN IN option on the right top corner as per screen shot below

- Select “Sign Up” option in case you have not contacted TNP Support before.
- Select “Get a password” option if you have contacted TNP Support as your account has been created.



You will receive an email to reset the password or create an account. Please follow the links to log in. Example of the body of the email is below.

This email was sent to you because someone requested a password reset on your account.

Visit the following URL to set a new password:

<https://thenavpeople.zendesk.com/password/reset/ihxSDfiSz35c2v11p5beEnC4cU7YvfWG?locale=1>

You can do a regular login at: <https://thenavpeople.zendesk.com>

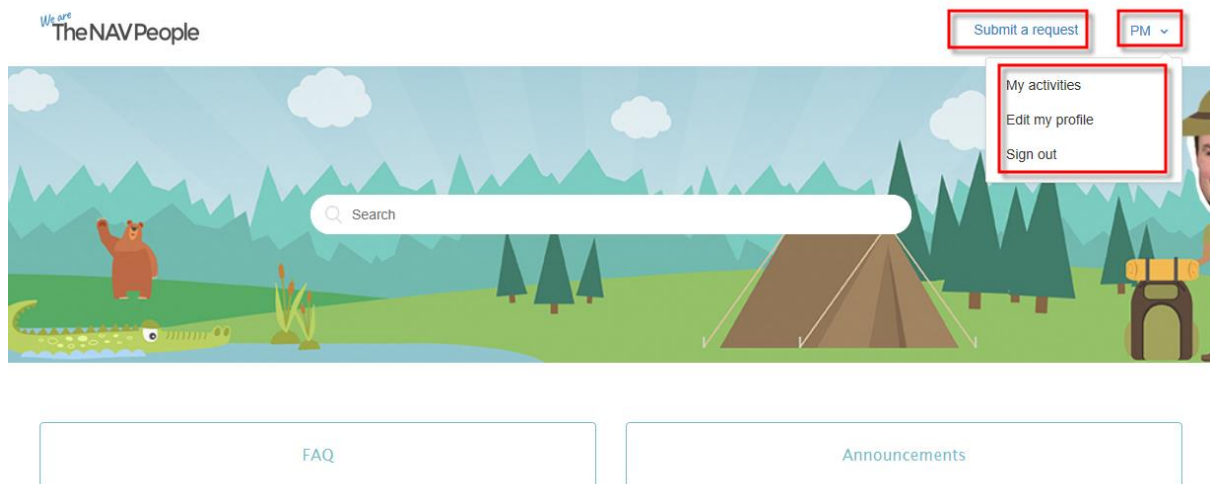
This email is a service from The NAV People.

Delivered by [Zendesk](#)

2 Using the Customer Portal

Once you have successfully logged in you will have a couple of options available for you.

- Submit a Request
- Your Name option (PM – test account)
 - My activities – shows a list of yours or your Organization’s tickets
 - Edit My profile – you can update your Name, add Profile photo, change email and add best phone number to contact you on
 - Sign Out



2.1 Submit a Request:

- Please fill in the follow fields as they are mandatory:
 - Subject – brief description of the issue
 - Description – detailed description of the issue, please add screenshots if relevant
 - Priority:
 - Urgent – P1 – System Down
 - High – P2 – Business Critical
 - Normal – P3 – any other issue
 - Customer Reference – if you do not use any reference internally please add “NA”
 - Attach any relevant documents
- Click Submit

Submit a request

Subject *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Priority *

Request priority

Customer Reference *

Please fill in your reference number.

Attachments

Submit

2.2 Update/Review a Ticket

To review tickets please select the “my Activities” option from you “name” drop down menu. You will see a list of all tickets that are logged for you and for your Organization (if that is the required level of access).

To update the ticket please select it from above list. You will be presented with more details about the ticket such as Date/Time that the ticket was created, last update date, status and Id but also with a box to add to the conversation. You will be presented with option to add files and Submit the update.

If you are satisfied that this issue has been resolved please let us know by clicking the “Mark as solved” button.

High Priority - Cannot process SO

We love to keep in touch with our customers so if there is anything you would like to discuss on the phone, or have any queries, issues or suggestions, please call our Support Team on 0208 328 9818.