



INFRONT SUPPORT

User guide

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Infront Support Portal

Introduction

We want you to experience a more effective customer service by making it simpler for you to get the right support. Your new customer portal will help you to get the resources, advice and support you need even more quickly and easily.

Hosting

The customer service portal is a hosted application. All the required infrastructure is hosted and maintained by Infront so you need not concern yourself with installation, upgrades, maintenance, etc... of any kind.

Access

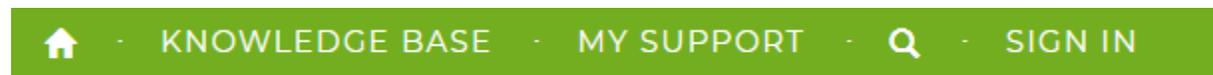
The only requirements to access the customer service portal are

- A working internet connection
- An up-to-date version of your internet browser of choice (Internet Explorer, Firefox, Chrome,...)
- An active account (see [boarding](#))

Direct your browser to <https://servicedesk.infront.be> and you will be taken to the home screen.

On the home screen, you can search for knowledge base articles, use the forum and manage your tickets. You can find our contact information at the bottom of the screen if anything goes wrong.

At the top right of the page you can sign in.



Login

Sign in with a local account

* Username

* Password

Remember me?

[Sign In](#) [Forgot Your Password?](#)

Fill in your details (Username and password) and press the 'Sign In' button.

You will be directed to the homepage, where you can create tickets or search for previous created tickets.

In case your Login attempt fails, you will see an error notice. Verify whether you have correctly entered your details and try again. If you still cannot login, contact the support team at servicedesk@infront.be.

- Password is a required field.
- The user name "" isn't valid. A user name can only contain letters or numbers.

When successfully logged in, you will be redirected to the home page. Instead of the 'sign in' option, you will see that your username has appeared.

Forgot your password

In case you have forgotten your password, you can reset it by clicking 'forgot your password'. You'll be redirected to another screen where you can enter your e-mail address.

Forgot your password?

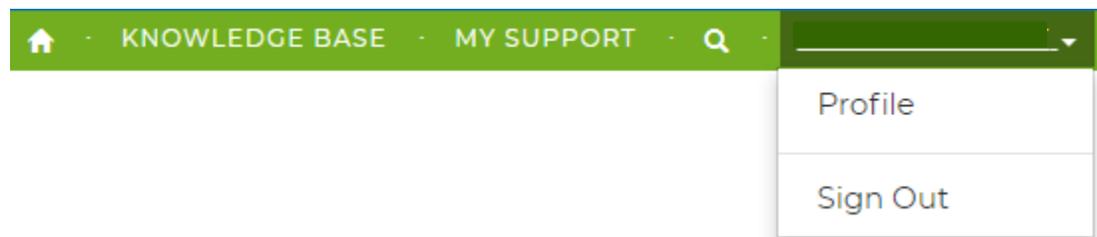
* Email

Enter your email address to request a password reset.

[Send](#)

User profile

You can add extra information to your profile or change the information.



In here you can update your E-mail (on this mail address you will receive confirmation mails or notifications for updates).

Be aware! If you want to receive notifications you should always check the Email box in the contact form:

How may we contact you? Select all that apply.

- Email
- Fax
- Phone
- Mail

Tickets

Overview

To create a new ticket, or to see previous created tickets you'll need to go to 'my support' (upper right corner of the page)



You can search for articles concerning your issue



Underneath the search bar you get a view of your support tickets. The view can be changed by clicking on it. (There are 3 options: Open cases, Closed cases and all cases)



My open cases: All cases that are currently in progress.

Closed cases: Cases that are resolved.

All cases: Here you'll find all created cases.

If you want to search in your previously created tickets, you should use the search bar just above the



overview.

Try searching on the ticket number, or the name (you can use the asterisk (*) as a wildcard).

To open a new case, click the button 'Open a New Case'.



Creating a new case

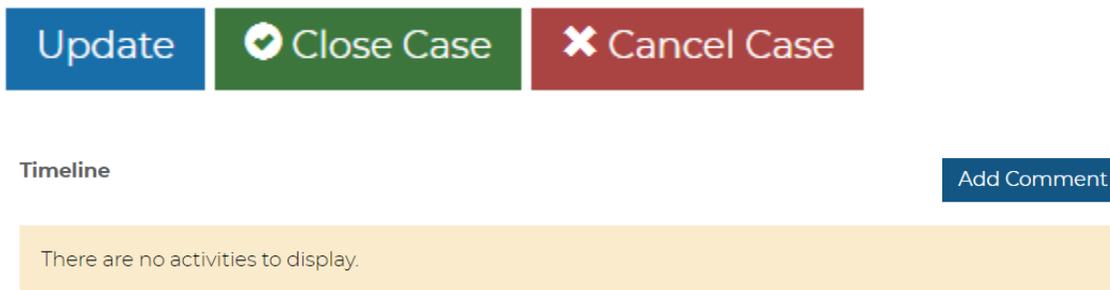
To successfully create a new case you will need to fill in all required fields. These are the title, category (is it a bug, a change request or do you have a question?) and the priority (P1-P4)¹. Customer and contact fields are already filled in based on your account. The description field can be used to clearly state the issue, question or change request.

You can also add an attachment (error log, print screens, ...). This speeds up the process of resolving an issue.

When you are done with your input, click on 'submit' to finalize the case. You'll be redirected to the overview, get a success message and your newly created case is visible in the overview.

Updating an existing case

You can open a case from the overview by clicking on the case number (first column). When opened, the details of the case are shown. You can update the category (bug, question or change request), modify the priority or add a comment. When changing the category or the priority, you should click on the update button.



In the comment you can add new information about the case. If you want to add new attachments to the case, you should add a comment with it. After creating the comment by clicking 'submit', this will be visible in the timeline. You will not need to click on the update button to confirm the comment. This will be added to the case after submitting

¹ See 'Priorities'

Timeline

Add Comment

 less than a minute ago
Modified on 7/20/2018 11:13 AM

→

This is how support team will answer on your ticket
Created by:

 about a minute ago
Modified on 7/20/2018 11:12 AM

new comment
Created by SYSTEM

Closing or cancelling a case

When your issue has been resolved or your question has been answered, you can close the case. Cancelling a case can be used for cases that are resolved internally or when the issue does not occur anymore. In both cases (closed or cancelled) your case will be visible in the 'closed cases' view.

[Update](#) [Close Case](#) [Cancel Case](#)

Priorities

P1	Highest priority	Reaction time should be less than 4 hours.
P2	High priority	Reaction time should be less than 1 day.
P3	Normal priority	Reaction time should be less than 3 days.
P4	Low priority	Reaction time should be less than 5 days.

Remark : response times depend on the details of your support contract. Customers without a support contract, or without the ability to set priorities, will find themselves in a situation where all priorities are always defaulted to P4.

Boarding

Customer access to the portal is arranged by the Infront service desk. These customers can get access:

- Customers with a support contract. When the contract is signed, the access to the service desk is arranged. In this case you do not have to do anything.
- Customers without support contract can issue a request to get access to the service desk. These customers need to sign a dedicated document that
 - Covers GDPR regulation constraints
 - Sets billing arrangements

The boarding form is to be filled in & signed by the customer, and returned to infront.