

E-MetroTel HELP DESK

Quick Start Guide

This guide is intended for customers or resellers who have access to the E-MetroTel Help Desk portal to create and manage support tickets for their organization.

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1. Overview

Access to E-MetroTel's Help Desk Portal (Support Tickets Portal) is provided to our valued partners to directly submit service & support related items to the E-MetroTel Assurance Support Services team. Each item entered opens a ticket that gets directly submitted to our team of assurance support experts.

Tickets can be opened for any product related issues including technical support, account creation, product improvements, trouble tickets, perceived product deficiencies and documentation related issues.

Prerequisites

Access to the Help Desk portal is provided to partners who have completed their UCx Technical Training and have passed the UCx Technician Certification Exam.

Requesting Access

To request for access to E-MetroTel's Help Desk Portal (Support Tickets Portal), send an email to support@emetrotel.com, providing your full name, email address, your company name and your role.

You will then receive a welcome email with your login credentials and the URL link to the customer portal.

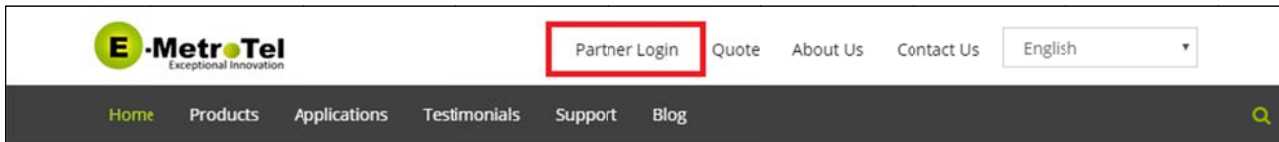
2. Accessing the Portal

Email Invitation

Once your account has been created for E-MetroTel Support Tickets portal, you will receive an invitation email from the system with a link to set your password. After that you can use the account to login.

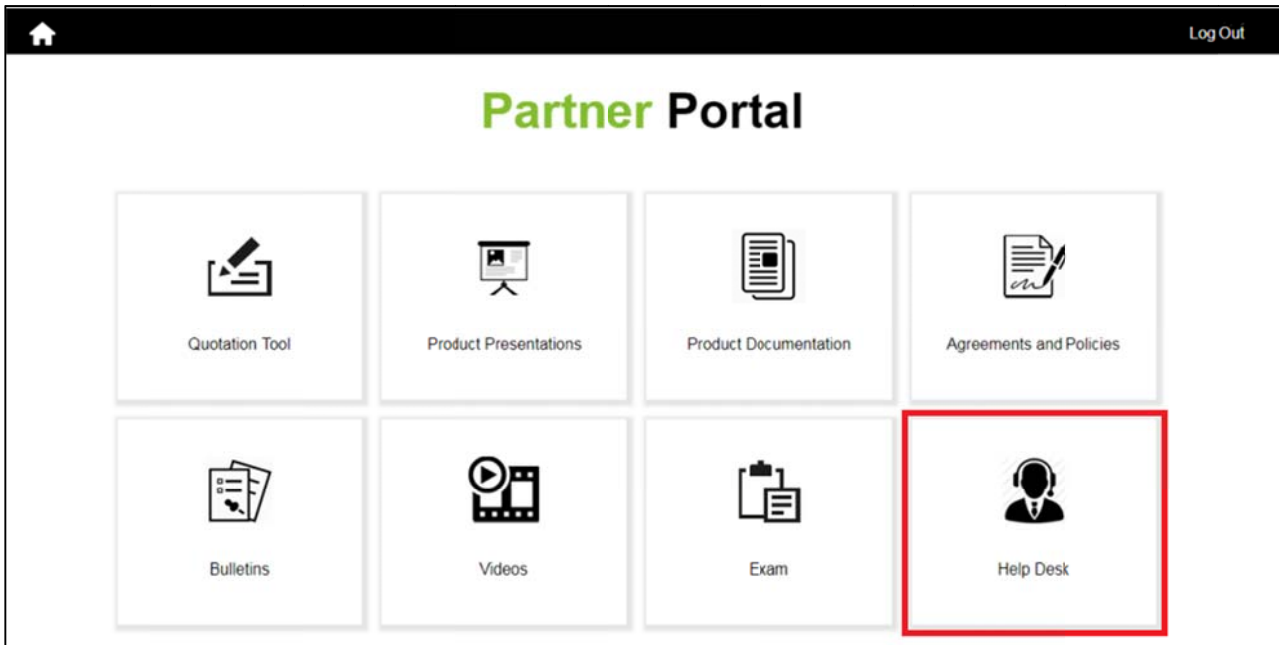
Partner Portal

The best way to access the Help Desk is via the Partner Portal. Login to the Partner Portal with your partner account:



<https://www.emetrotel.com/online-partner-portal/>

From the Partner Portal, click on the Help Desk icon:



Logging In

Login with your Support Tickets account:

Welcome to E-MetroTel Support Tickets

Username

Password

Remember my login on this computer

Not a member? To request an account, please contact your JIRA administrators.

[Can't access your account?](#)

The default screen after logging in shows the different types of support tickets you can create:

Help Center Requests

Help Center
E-MetroTel
Support Tickets

Support Tickets

Welcome! You can raise a Support Ticket request from the options provided.

🔍

Common Requests

Logins and Accounts

Computers

Applications

Servers and Infrastructure

Report a system problem
Having trouble with a system?

Get IT help
Get assistance for general IT problems and questions.

Set up VPN to the office
Want to access work stuff from outside? Let us know.

Request a new account
Request a new account for a system.

Request a desk phone
If you'd like to request a desk phone, get one here.

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3. Creating a Support Ticket request

IMPORTANT: Prior to opening a ticket, please verify that the UCx system and other assets, as applicable, are on the latest software or firmware release available and have active assurance service contracts.

IMPORTANT: Create one ticket for each query, request or problem. Do not report multiple issues in a single ticket.

The first step to creating a support ticket is to determine the type of request. Selecting the correct request type will ensure the ticket is routed to the correct support group.

If the desired request type is not listed under the default page of **Common Requests**, then select the desired category from the left-side navigation column and the available types will be listed.

Here are the steps:

1. Select the category from the left-side column.
2. Select the request type from the right-side column.
3. Fill in the required fields for the ticket.
4. Optionally you can drag and drop screenshots or files to the ticket.
5. By default, the ticket will be shared with your organization. If you change the request to private and it will only be seen by you.
It is highly recommended that you keep the default and share the ticket with your organization.
6. Click the **Create** button to submit the request.



Help Center / Support Tickets

Report a system problem

Summarize the problem

Enter the END CUSTOMER NAME followed by a descriptive title

Ticket Description

Steps:

Include troubleshooting steps taken, how to duplicate the problem, date/time and frequency of occurrence, etc.

Urgency

Product & Software Release *(optional)*

UCx Product Type and Software Release (e.g. UCx250 R5)


Asset Number or Host ID

Enter the asset number or copy the Host ID from the System Licenses page

VPN Remote Access IP Address *(optional)*

VPN IP address for remote access

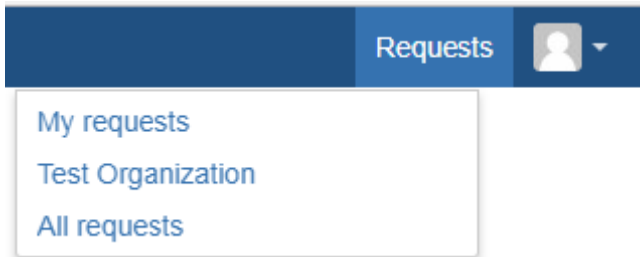
Attachment *(optional)*

 Drag and drop files, paste screenshots, or
[browse](#)

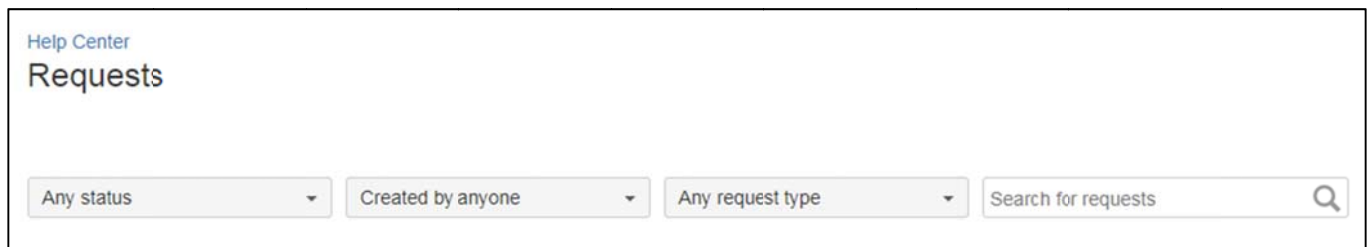
 Share with Test Organization ▾

4. Viewing and Updating Tickets

To search and view your ticket requests, navigate to the top right corner and click on the **Requests** button.



Selecting one of the options listed will bring you to the Requests search page.



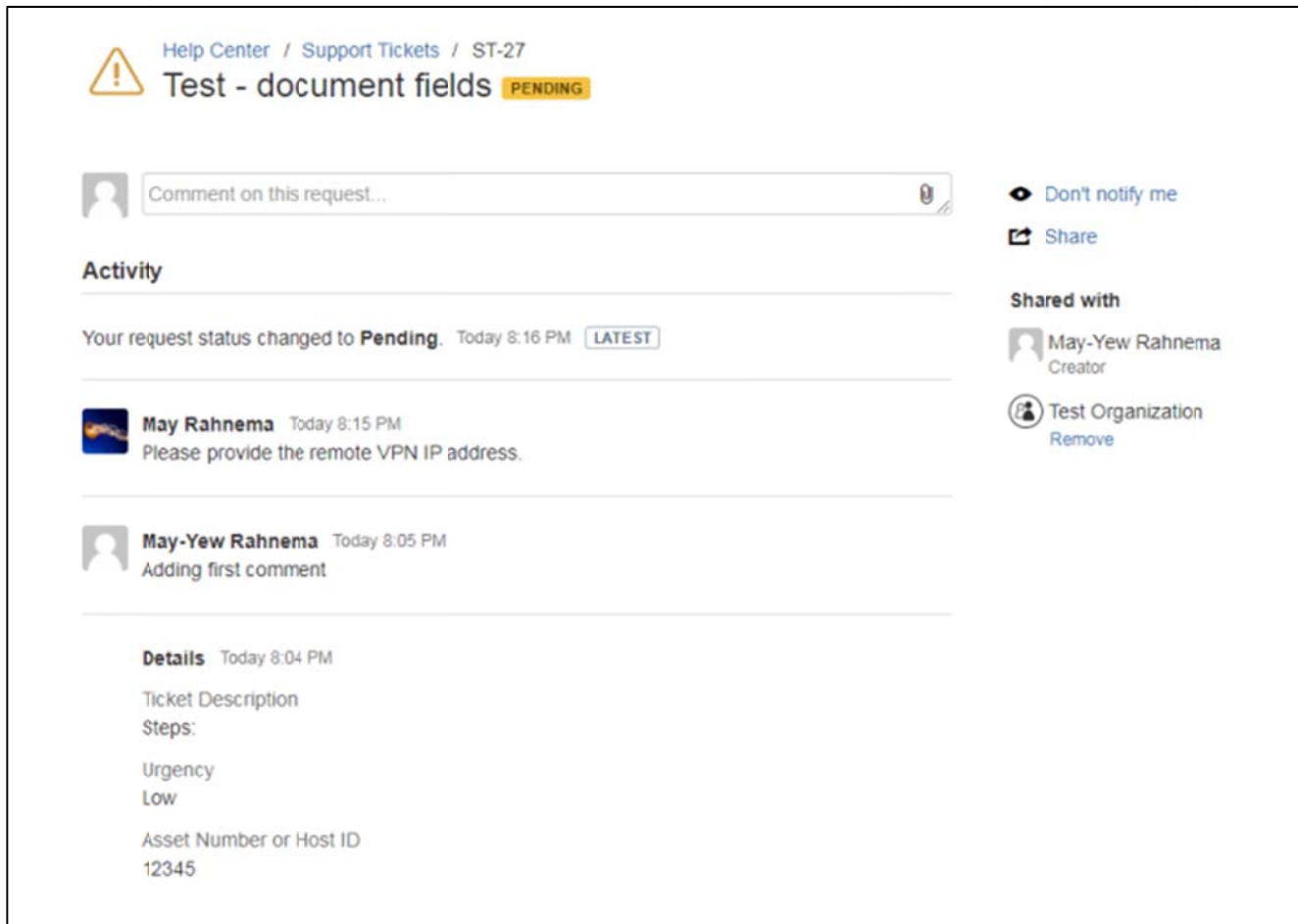
There are 4 different filters that can be used to search and list your tickets.

Filter	Description
Status	Select either Open, Closed or Any status.
Ownership	Select based on ownership and access to the ticket: <ul style="list-style-type: none"> • Created by me • I am a participant • Created by my organization • Shared with my organization • Anyone
Request type	Select the specific request type or Any type.
Search for requests	Enter the keywords to search. Tickets with Summary text matching the keywords will be listed. The search is case-insensitive. Leave the field blank to ignore this filter.

Click on any of the tickets listed to bring up details of the ticket.

Here you can view all the updates/activities related to the ticket and make the following updates:

- Add comments
- Attach files or screenshots
- Change the **Share with** settings
- Enable/disable notification



The screenshot shows a support ticket interface. At the top, there is a breadcrumb trail: "Help Center / Support Tickets / ST-27". The ticket title is "Test - document fields" with a "PENDING" status tag. Below the title is a comment input field with a placeholder "Comment on this request..." and a "Don't notify me" checkbox. The "Activity" section shows a status change to "Pending" at 8:16 PM, marked as "LATEST". A comment from "May Rahnema" at 8:15 PM says "Please provide the remote VPN IP address." Another comment from "May-Yew Rahnema" at 8:05 PM says "Adding first comment". The "Details" section, dated 8:04 PM, lists "Ticket Description", "Steps:", "Urgency: Low", and "Asset Number or Host ID: 12345". On the right side, there are options to "Share" and "Shared with" (May-Yew Rahnema, Creator) and "Test Organization" (Remove).

Notification

By default, the creator of the ticket will automatically be included in the notification list.

You can add yourself to the notification list for other tickets by going to the details page of the ticket and clicking the **Get notifications** link on the right side column.




5. Closing Tickets



IMPORTANT: The Portal retains a list of all tickets that are relevant to your organization and each ticket is updated every time comments or status changes are made.

Please be alert and prompt with your updates and responses until the ticket is resolved and closed by the Support Services team.


When a ticket is resolved, the status will be changed to **Completed** status. If you are satisfied with the resolution of the ticket, simply add a comment indicating that the ticket can now be **Closed**.

Help Center / Support Tickets / ST-27

 **Test - document fields** **COMPLETED**

 Comment on this request... 

Activity

 **May Rahnema** Friday 3:44 AM **LATEST**
Getting ready to close ticket.

Your request status changed to **Completed**. Friday 3:44 AM