



## **Customer Portal**

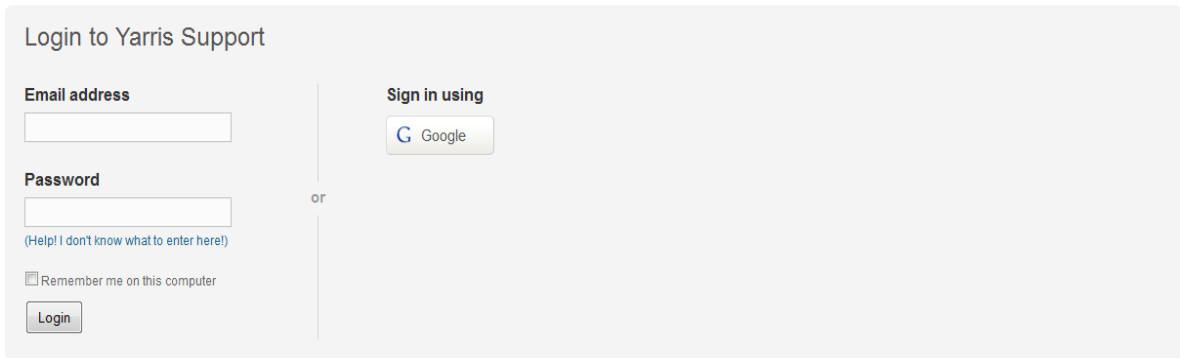
# **Client User Guide Version 1.1**

## 1. Logging in to the Customer Portal

To log, view and/or modify your existing requests, you will need to log into the Customer Portal.

1.1 Enter in your account details

1.2 Click the **Login** button



The screenshot shows the 'Login to Yarris Support' page. On the left, there are two input fields: 'Email address' and 'Password'. Below the password field is a link that says '(Help! I don't know what to enter here!)'. There is a checkbox labeled 'Remember me on this computer' and a 'Login' button. On the right, under 'Sign in using', there is a 'Google' button. A vertical line with the word 'or' is positioned between the two sign-in options.

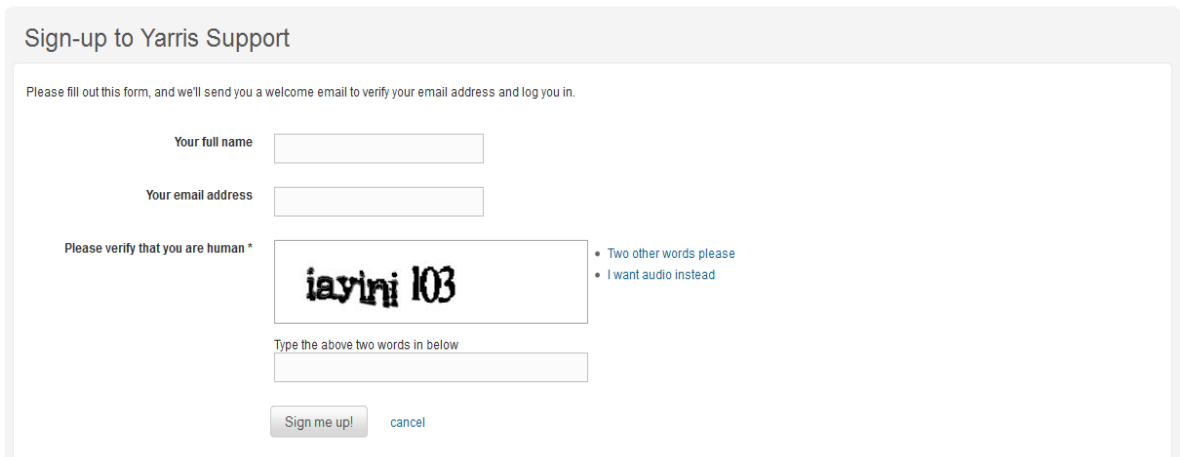
## 2. Creating an Account

To access the Customer Portal, an account is required. Please set up an account using the following steps.

2.1 Click on the link under the 'New to Yarris Support Heading?'

2.2 You will then be directed to a 'Sign-Up to Yarris Support' page

2.3 Fill out the form including your full name, your email address and words/numbers to verify.



The screenshot shows the 'Sign-up to Yarris Support' page. At the top, it says 'Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.' Below this are two input fields: 'Your full name' and 'Your email address'. There is a CAPTCHA section with the text 'Please verify that you are human \*' and a box containing the words 'iayini 103'. To the right of the CAPTCHA box are two links: 'Two other words please' and 'I want audio instead'. Below the CAPTCHA box is a text input field with the prompt 'Type the above two words in below'. At the bottom, there are two buttons: 'Sign me up!' and 'cancel'.

2.4 Click the **Sign me up!** Button

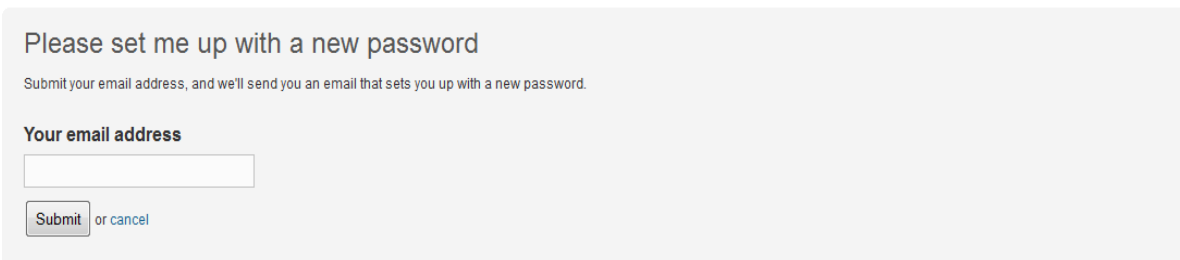
2.5 An email will be sent to your email address to verify your details and will log you in from there.

## 3. Setting up your Password

If you have forgotten or need to set-up your new password:

3.1 Click on the link under the 'No Password?' heading on the Login Page.

3.2 Enter in your email address



The screenshot shows the 'Please set me up with a new password' page. At the top, it says 'Submit your email address, and we'll send you an email that sets you up with a new password.' Below this is an input field labeled 'Your email address'. At the bottom, there are two buttons: 'Submit' and 'or cancel'.


3.3 Click the **Submit** button

An email will be sent to your email address which will enable you to set up a new password.

#### 4. Knowledge Base

Within the Knowledge Base tab, you will be able to locate certain informational articles that are particular to your inquiry.

The 'Search' field allows for key word searching which enables quick access to the articles.



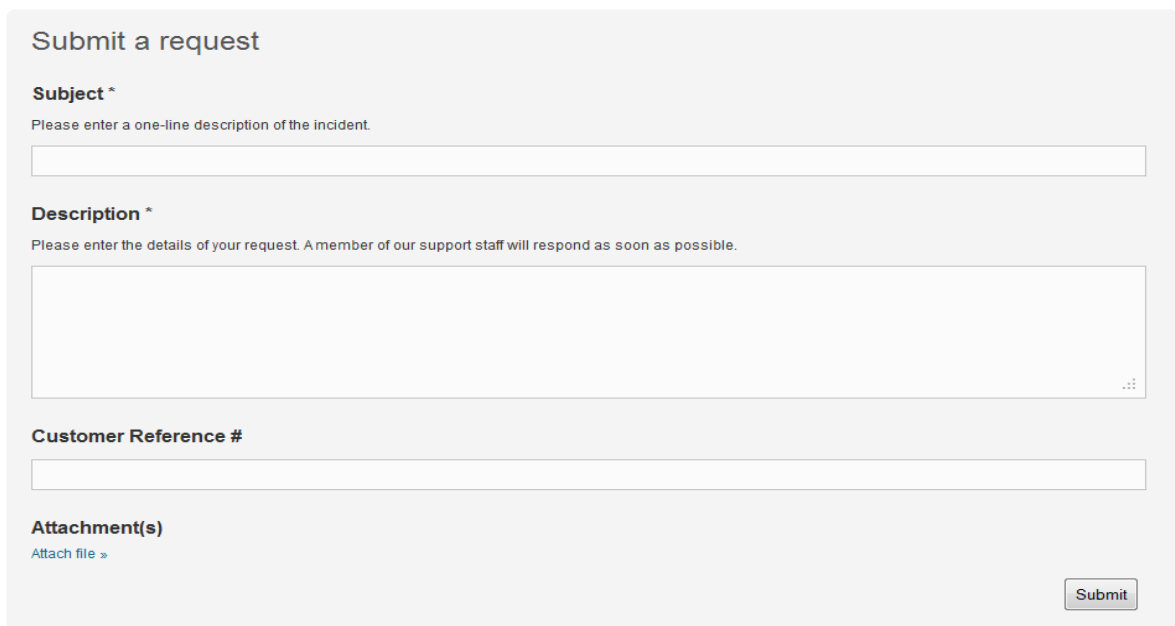
The image shows a search interface with the heading "Forums". Below the heading is a search input field containing a magnifying glass icon, and to its right is a button labeled "Search".

#### 5. Ticket Management

Allows you to submit a request, check your existing requests and modify any tickets you have logged with the Customer Portal.

To Submit a Request:

- 5.1 Input your information of your incident into the Subject and Description fields (This is mandatory information)
- 5.2 You can attach a file if applicable via the [Attach file >](#) link provided
- 5.3 Once you have completed filling out your incident form, click the **Submit** button



The image shows a "Submit a request" form. It includes the following fields and elements:

- Subject \***: A text input field with the instruction "Please enter a one-line description of the incident."
- Description \***: A larger text area with the instruction "Please enter the details of your request. A member of our support staff will respond as soon as possible."
- Customer Reference #**: A text input field.
- Attachment(s)**: A section with a link "Attach file >" and a "Submit" button at the bottom right.

Your ticket will be sent to your email. Example below:

Thanks for contacting us Aaron.

Your request (#30056) has been received, and is being reviewed by our support staff.

To review the status of the request and add additional comments, follow the link below:  
<http://help.yarris.com/tickets/30056>

Thank you

Kind regards

Yarris Support Team

Yarris Pty Ltd | 14-16 Yarra Street | South Yarra | Victoria, 3141 Australia

[www.yarris.com](http://www.yarris.com) | Email : [aaron.oakes@yarris.com](mailto:aaron.oakes@yarris.com) | Tel : +61 03 9856 2610

This email is a service from Yarris Support

You can reply directly from this email. This will update your incident with the new information.

To Check your Existing Requests:

5.4 Click on the 'Check Your Existing Requests' tab to locate your current open Incidents.

5.5 A list of tickets and their current statuses will appear.

Request #30024 "Incident Subject" created

## Open requests

[Detailed list](#) | [Compact list](#)



### #30024 Incident Subject

Incident Description

Submitted less than a minute ago

Awaiting assignment to a help desk operator. [View request history »](#)

5.6 To review your request, click on the 'View request history' link under the relevant ticket number.

Updating & modifying your requests:

You can make the following changes to any of the tickets that you have submitted.

Adding a comment or attaching a file to your existing ticket:

5.7 Locate your ticket via the 'Check Your Existing requests' tab. Click on the 'View request history' link under the relevant ticket you wish to add a comment and/or attach a file to.

5.8 Input the relevant information and/or attach the relevant file and click on the **Submit** button.

This will update the ticket and alert the assignee of the changes.

Add a comment to this request

[Attach file »](#)

Submit

Mark the ticket as resolved:

5.9 Locate your ticket via the 'Check Your Existing requests' tab. Click on the 'View request history' link under the relevant ticket you wish to mark as resolved.

5.10 In the bottom right hand corner, select the tick-box and click the **Submit** button.

This will close the ticket and alert the assignee.

**6. Viewing your Organisation's requests.**

If you have the relevant user permissions, you can view all the 'Open Requests' submitted on behalf of your Organisation.

You can view these by clicking on your Organisation name situated along the top of the screen.