



## Customer Portal Introduction

Deskdirector is an application that allows you to:

- Log a ticket direct to the Service Desk
- View Tickets including all notes and current status
- Add notes/updates/screenshots/files to an existing ticket
- Close a ticket no longer required

Customer Portal works across the internet so can be used anywhere that you have an internet connection.

Customer Portal can be accessed via <https://codeblue.deskdirector.com/>

The following sections provides a basic overview of the key functions:

### Logging In

Customer Portal does not require a password and will log you in automatically – no username or password required!

# Home Screen

The screenshot shows the Codeblue Customer Portal interface. The browser window title is "Customer Portal". The main header is blue with the "Customer Portal" text on the left and a "Notifications" button with a red badge showing "2" on the right. Below the header, the left sidebar contains the Codeblue logo (0508 IT service) and a menu with "Create ticket", "Open Tickets", "Closed Tickets", "Notifications", and "Settings". The main content area is titled "My Open Tickets" and includes a search bar and the message "You have no tickets to show at the moment". Red annotations with arrows point to the "Create ticket" button (text: "Log a ticket straight to the service desk"), the "Open Tickets" menu item (text: "View your tickets or all company tickets"), and the "Notifications" button in the header.

Customer Portal

File Edit View Help

Customer Portal

Notifications

My Open Tickets

Search tickets

You have no tickets to show at the moment

Create ticket

Open Tickets

Closed Tickets

Notifications

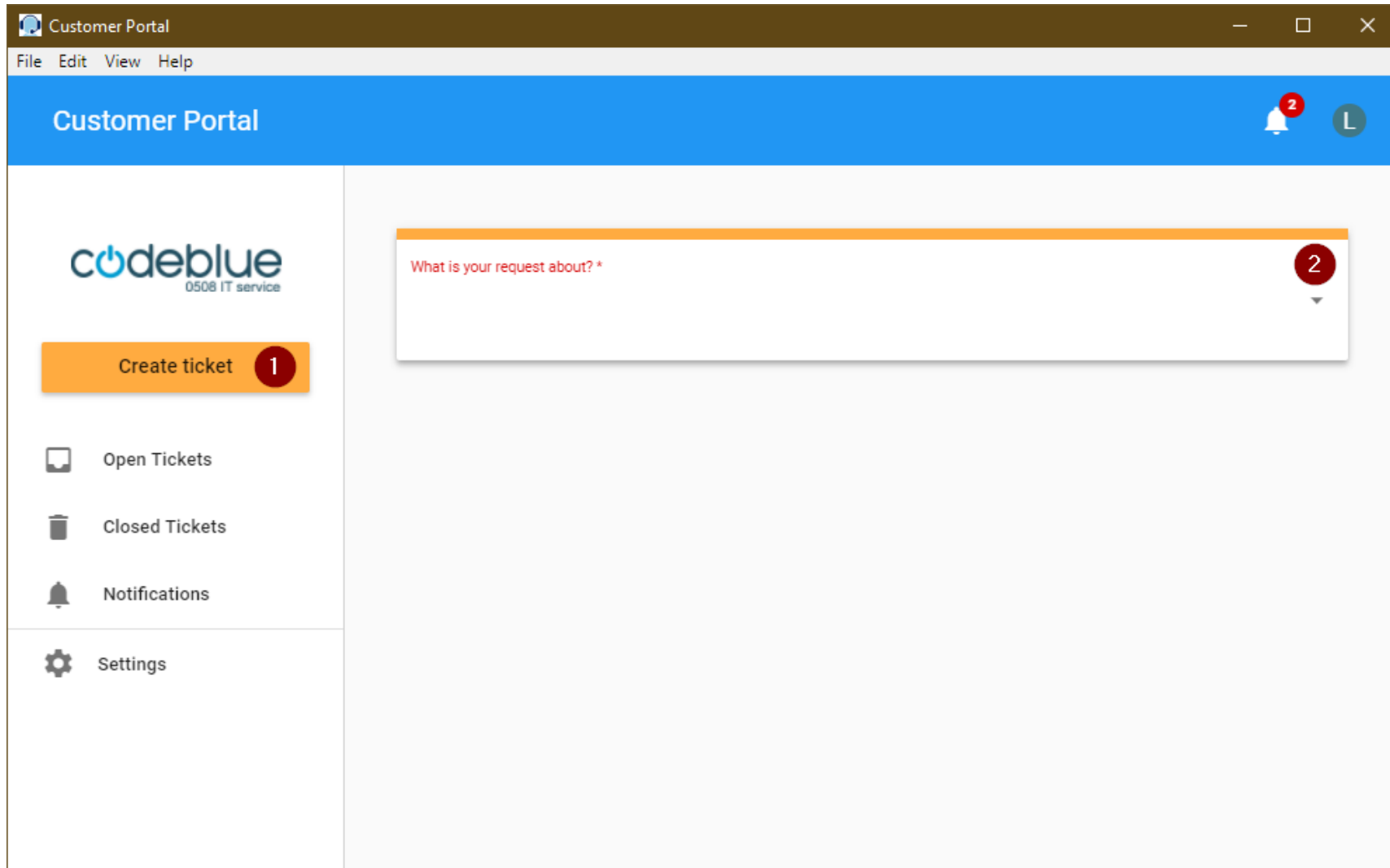
Settings

Log a ticket straight to the service desk

View your tickets or all company tickets

## Request Support/Log a ticket

In this section you can log a ticket direct to the CodeBlue service desk. There are several pre-set request types and you can include as much information as you like in each ticket.





Create ticket

Open Tickets

Closed Tickets

Notifications

Settings

1. I need something (e.g. folder access, email group or application)
2. Something is not working
3. I have a new employee
4. An employee is leaving

Select a preset type



## View Tickets

Here you can view your open tickets or all tickets for your company. You can also view both open and closed tickets.

The screenshot shows the CodeBlue Customer Portal interface. On the left is a sidebar with the CodeBlue logo and navigation options: 'Create ticket', 'Open Tickets', 'Closed Tickets', 'Notifications', and 'Settings'. The main content area displays a list of tickets. A dropdown menu is open over the 'My Open Tickets' and 'All Open Tickets' options, with a red box and arrow pointing to it containing the text 'Show your tickets or all company tickets'. The ticket list includes:

- Ticket #629813: System log generated Error Event 1001 on [redacted]. Status: Duplicate. A red box labeled 'Current status' points to the status.
- Ticket #629807: Configure [redacted] onsite server DRS. Status: New (Email). A red box labeled 'Ticket summary' points to the subject line.
- Ticket #629806: New Kaseya account. Status: In Progress. A red box labeled 'Ticket number' points to the ticket ID.
- Ticket #629792: [redacted] - Low Disk E. Status: Completed.
- Ticket #629786: [redacted] keeps on loading. Status: In Progress.

At the top right of the main area, there is a search bar, a page indicator 'Page 1/15', and a notification bell icon with a '2' badge.

## Opening an existing Ticket

This screen allows you to open and view the details of an existing ticket. You can see all of the updated notes on the ticket and also add your own note to the ticket. From this screen you can also close a ticket, if it is no longer required, or add files/screenshots to assist with the resolution.

The screenshot shows the Customer Portal interface. The top navigation bar includes the 'Customer Portal' logo and a notification bell with a '2' badge. The left sidebar contains the 'codeblue 0508 IT service' logo and a 'Create ticket' button, along with menu items for 'Open Tickets', 'Closed Tickets', 'Notifications', and 'Settings'. The main content area displays a ticket titled 'System log generated Error Event 1001 on [redacted] #629813'. Below the title are 'Duplicate', 'TIMELINE', and 'DETAILS' tabs. The 'CodeBlue' note from 'Today 2:20 PM' provides the following details: Client Name: [redacted], Common Issue: Auto Alert, Computer: [redacted], Short Fault: K-Event from [redacted], and Fault Description: An important Event Log entry has occurred from \_Customer [redacted]. The ticket title is repeated in the note body. At the bottom, a 'Leave a message' input field is visible. Red callout boxes highlight the 'Close ticket' (dropdown arrow), 'Attach file' (paperclip icon), 'Refresh ticket' (refresh icon), and 'Ticket actions' (plus icon) buttons.

Customer Portal

File Edit View Help

Customer Portal

codeblue  
0508 IT service

Create ticket

Open Tickets

Closed Tickets

Notifications

Settings

System log generated Error Event 1001 on [redacted] #629813

Duplicate

TIMELINE DETAILS

Ticket Title	[redacted]
Ticket ID	#629813
Date Created	May 1, 2019 2:20:41 PM
Date Closed	
Company	CodeBlue Ltd
Board	NOC L1
Status	Duplicate
Priority	Priority 2 - Urgent

Team assigned to the ticket