



Customer Portal Overview

DOCUMENT V1.1
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Document Information

This document overviews the Stratus Customer Portal and its basic use for both 'Users' and 'Administrators' of your company.

It covers:

For Users:

- Logging into the Portal
- Opening a new Service Ticket
- Viewing an existing Service Ticket
- Updating or Closing a Service Ticket

For Administrators:

- Managing Users for your company

For Users:

Logging into the Portal

The portal is accessible by going to <http://stratusgroup.com.au/client-support/> and click on Stratus Client Supportal.

Contact Stratus on 1300 499 000, or the member of your staff with 'Admin' rights to the portal to obtain your login information.



Email: Password:

[Forgot your password? Enter your email address above, and then click this link](#)
[Need access to the portal? Enter your email address above, and then click this link](#)

Remember Me

Opening a New Service Ticket

From the main screen, you can open a new service ticket by selecting the 'Create Ticket' button in the top right hand corner of the screen:

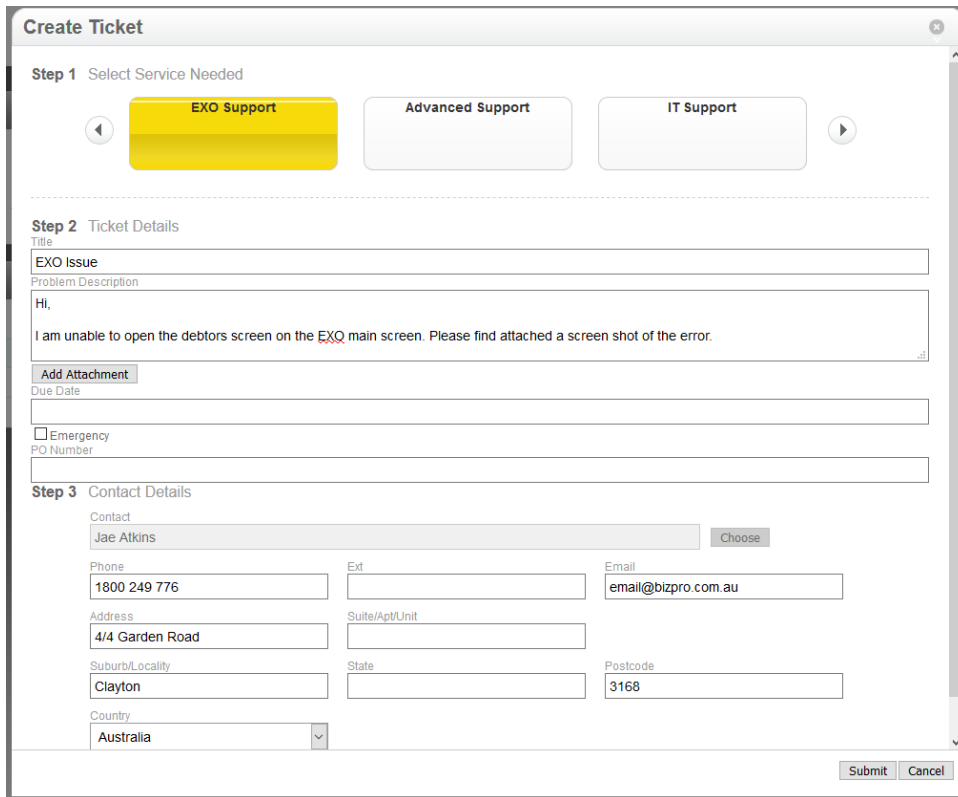


This next screen will require you to enter the details of your enquiry. As well as selecting the product or type of support you are requiring. It prefills company and contact information. Please ensure this is correct before submitting the request.

You can attach a screenshot, or any other relevant documentation by selecting "Add Attachment" and uploading the file.

Ensure you include as much information as possible to assist the technician with your enquiry.

You will receive an email confirming your ticket has been submitted.



Create Ticket

Step 1 Select Service Needed

EXO Support Advanced Support IT Support

Step 2 Ticket Details

Title: EXO Issue

Problem Description: Hi, I am unable to open the debtors screen on the EXO main screen. Please find attached a screen shot of the error.

Add Attachment

Due Date: _____

Emergency

PO Number: _____

Step 3 Contact Details

Contact: Jae Atkins Choose

Phone: 1800 249 776 Ext: _____ Email: email@bizpro.com.au

Address: 4/4 Garden Road Suite/Apt/Unit: _____

Suburb/Locality: Clayton State: _____ Postcode: 3168

Country: Australia

Submit Cancel

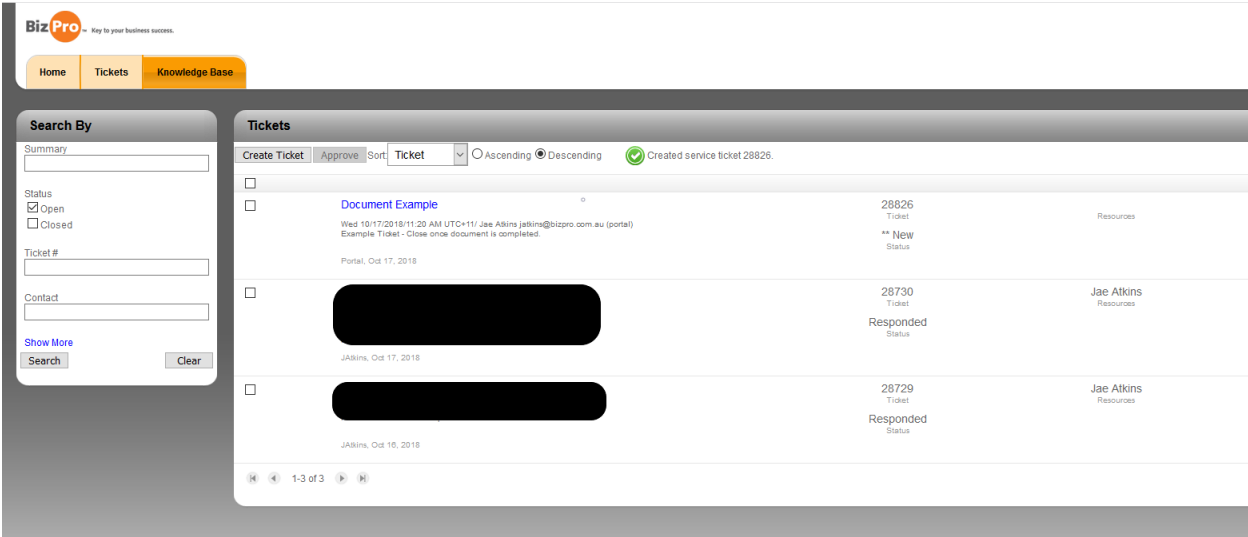
Viewing an Existing Service Ticket

Select 'Tickets' from the top navigation bar to see all of your open tickets. Please note that users with Administrator privileges can see all tickets for their attached company, users can only see tickets in which they are listed as the contact.

From this screen, you can view the open tickets. This screen lists the ticket status, any assigned resources and the ticket number (to be used for your reference when speaking to a Bizpro Support Staff team member)

If you wish to view closed tickets, please select the 'Closed' tickbox on the left hand side and then click 'Search'. This will then return the closed tickets.

Clicking on the Summary (the blue text) of the ticket will open up an additional screen with more detail for this ticket.



Updating, Cancelling or Closing a Service Ticket

In the event that you wish to add information, cancel or close a service ticket, you can do so by selecting the ticket as detailed in the last section and doing one of the following:

Updating

In the Discussion Section, shown in the screenshot below. Type the new information you wish to provide and select 'Submit'. This will notify the Bizpro Support Team that you have updated the ticket.

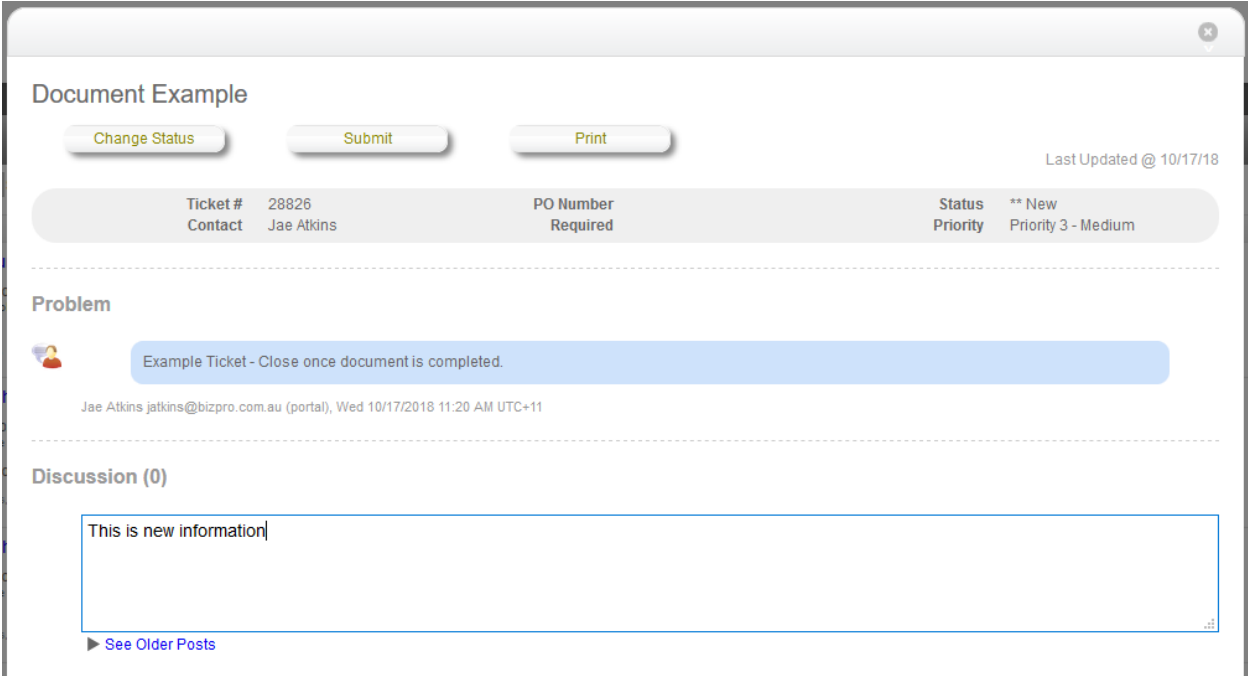
Cancelling/Closing

You can cancel or close a ticket by selecting the 'Change Status' option at the top of the ticket window. The two options you will be presented with are:

- Cancel Ticket
- **Completed

If you select Cancel Ticket, this ticket will be removed from the listings completely. If you select this in error, please ensure you notify a Bizpro Support Staff team member immediately.

When a ticket is closed, you will receive an email notification to confirm this ticket has been closed.



For Administrators:

Managing Users from your Organisation

Using the navigation bar at the top left of the screen, select "Account" and then "Users" to be presented with a current list of users for your company, listed in our system.

From this screen you can:

- Create new users
- Disable/Enable users

Selecting a user, by clicking their name, and then selecting 'Edit' allows you to:

- Change their portal password
- Modify their security level
- Modify details about the user

It is important to keep the information in this portal up to date to ensure ticket lodgement and actioning is accurate, as well as ensuring users only have access to the sections they require.

The permission levels:

- User:** Access to only their own tickets, no access to user management
- Power User:** Access to all tickets, no access to user management
- Admin:** Access to all tickets, Access to User Management

Miscellaneous Details

If you believe this document is missing details or require more information/direction. Please contact the helpdesk on support@stratusgroup.com.au.

This document is correct at the time of its creation and is subject to change as the program is updated and more features become available or are removed.