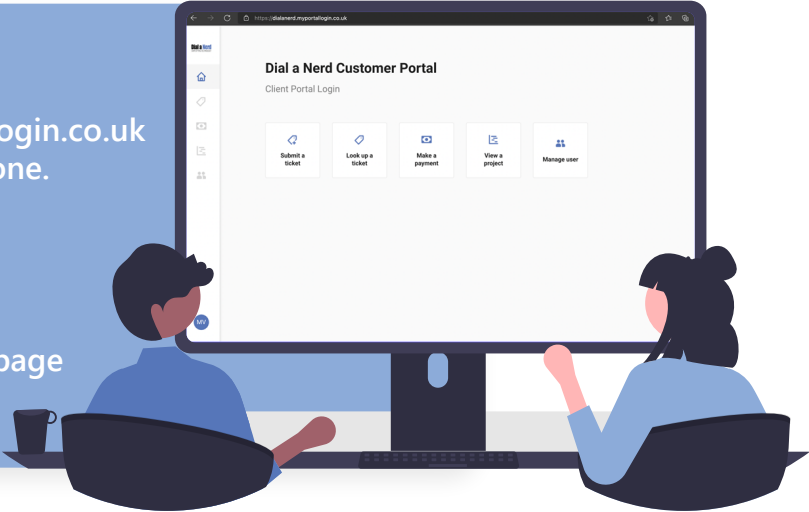


HOW TO USE THE DIAL A NERD CUSTOMER PORTAL

This guide walks a user through logging in, submitting a help ticket, viewing invoices, and viewing projects in the Customer Portal. The audience of this guide is intended to have billing admin access to the portal.

Log in to the Customer Portal

- 1 Navigate to <https://dialanerd.myportallogin.co.uk> from your computer or your mobile phone.
- 2 Click Microsoft, Google, SSO to sign in.
- 3 The Customer Portal Home page loads. Depending on your level of access, the page displays a variety of options.



Navigate the Customer Portal



Service Tickets

Submit a ticket: Click to create a new service ticket. After you select this option, you are presented with different ticket categories. Select the category of ticket you would like to submit for yourself or on behalf of a colleague.



Look Up a ticket: Click to review all open and closed tickets in the Customer Portal. Search by ticket number or filter by ticket summary. If you are an admin or a ticket manager, you can see all the tickets for your company.



Invoices

- Make a payment: Click to view all invoices that are ready to be paid.
- Print or save a PDF copy of your invoice right from your browser.
- View paid invoices.



Projects

- View a project: Click to view Gantt charts for current projects.
- Click on the project phases to view project tickets, request more details, or add a comment.
- Track phases and milestones as they progress.

Log Out

To log out, click on your initials in the bottom left-hand corner of the screen and select Log Out.

