

Technology Telecom Support Portal – User Guide

This user guide is intended to give you a brief introduction in using Technology Telecom’s Support Portal to submit and manage any support tickets or issues which you may have with our products and services.

You should receive email notifications when a new Case has been created, has a reply attached to it, or been resolved. If you are not getting any email notifications, please contact us to check we have your correct email address.

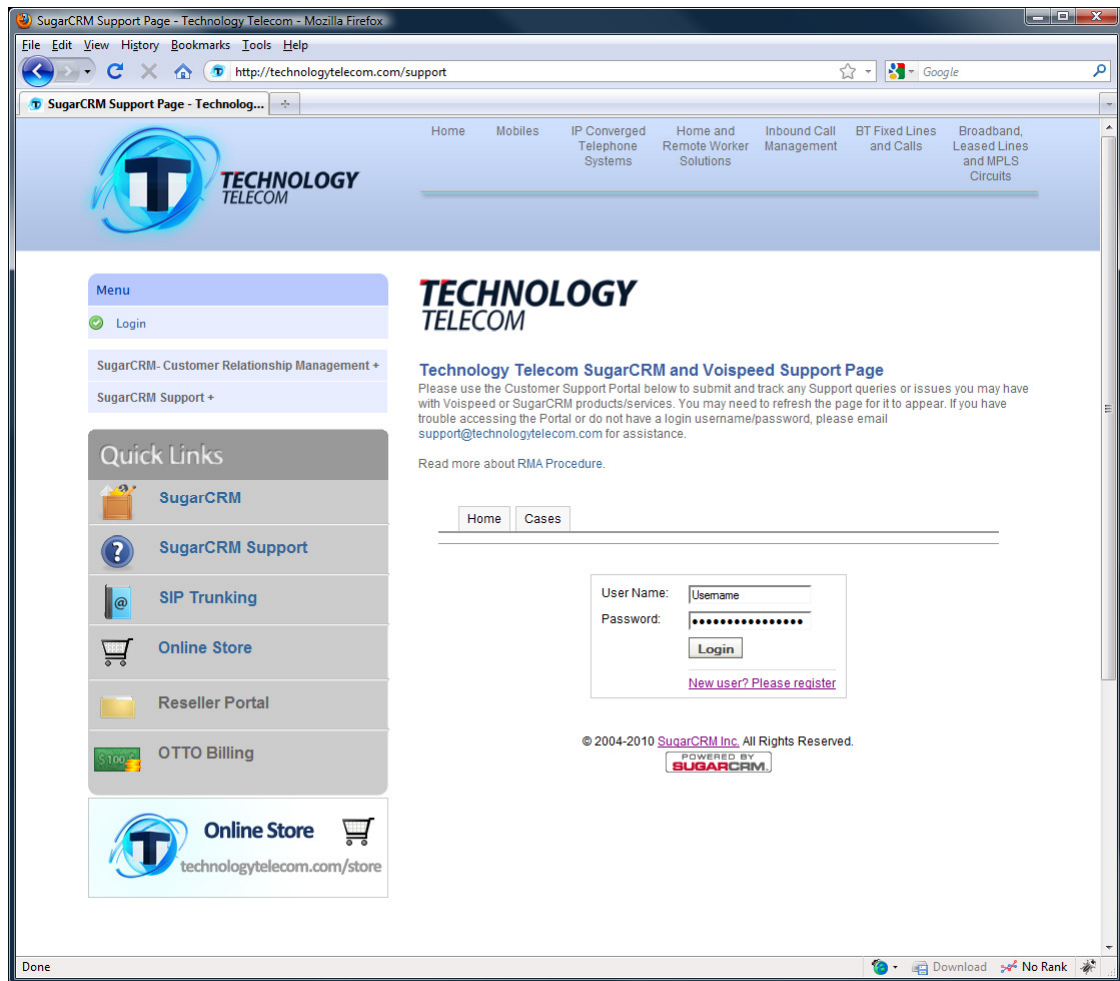
1) Accessing the Support Portal

Open a web browser and go to www.technologytelecom.com/support.
Or else go to the main www.technologytelecom.com site and click the Support Quick Link on the left.

NB: The web browser needs to have Javascript enabled.

To enable Javascript in Firefox, go to Tools > Options > Content.

For Internet Explorer, please go to Tools > Internet Options > Security > Internet > Custom Level.



You will need to login with the Support Portal username and password allocated to you. Please contact us if you do not have these details.

If you are a new customer to Technology Telecom (in which case we wouldn't have your details), please click on "New User, Please Register" and fill in your details in the form provided, then contact us regarding the form. We would send you a username and password for you to login with shortly after that.

If you are an existing customer, or have forgotten, have not been allocated or are unsure of your username and password, please contact us. We would need to have your company details in our database in order to allocate you a Support Portal username and password.

Each organisation is allowed up to two User accounts for our Support Portal (i.e. two contact people with a username/password for the Support Portal).

2) Change password

After logging in for the first time with the username and password given to you, you are required to change your password for security.

Click on the "My Account" link on the top right hand side of the Portal. Then click the "Edit" button on the left hand side.

Enter your new password into the two password fields, then click "Save". You can then log in with your new password next time.

If you forget your password, you would need to contact us. We will then reset your password to a standard one, and you would need to change your password again when you next log in.

3) List current Cases

Click on the "Cases Tab".

Then click "List" to list your current pending Cases. Then click on any of the Cases to view the Notes/messages attached to them.

Home | **Cases**[My Account](#) | [Logout](#)

[Create New](#) | [List](#)

Cases

Number: <input type="text"/>	Subject: <input type="text"/>
Status: <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">New Assigned-In Progress Rejected Pending Internal Input</div>	Priority: <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">High (1) Medium (2) Low (3)</div>
<input type="button" value="Search"/> <input type="button" value="Clear"/>	

Case Code	Subject	Account Name	Priority	Status	Products
CA01155	Cannot change e-mail template	Eupac Ltd	Low (3)		SugarCRM

« Start ◀ Previous (1 - 1 of 1) Next ▶

© 2004-2008 [SugarCRM Inc.](#) All Rights Reserved.



4) Raise a new Support Case

Click on the "Cases" tab, then click on "Create New" to raise a new Support Case.

Cases

Number:		Status:	
Priority:	High	Products:	VoiceSmart
Subject: *	Forgot password		
Description:	I have forgotten my password. My username is Jenna. Any assistance would be appreciated		

© 2004-2009 [SugarCRM Inc.](#) All Rights Reserved.



In the Products dropdown menu, select the Product relating to this enquiry (e.g. VoiceSmart (Voispeed) phone system, SugarCRM, SIP Trunking for internet calls etc.)

Fill in the Subject and Description field with your query. The Subject field is a required field.

Please set the priority of the Case.

High = mission critical/emergency only

Medium = reduced functionality and problems, but not an emergency

Low = general queries, or any issues with customised look/feel of the product.

Please leave the "Status" field blank or selected as "New".

Click on Save. A member of the Support team should respond to your shortly. You should receive an email (using the email address you've registered with us) to alert you of any updates. Once you receive an update, please log in to the Support Portal to check the update.

NB: If you are spending more than a few minutes typing a Note, then bear in mind your session may time out and you may need to log in again. In this instance you may lose the text you have written, therefore it is advisable to save any long text elsewhere before submitting the Note.

Cases

Number:	<input type="text"/>	Subject:	<input type="text"/>
Status:	<ul style="list-style-type: none">NewAssigned-In ProgressRejectedPending Internal Input	Priority:	<ul style="list-style-type: none">High (1)Medium (2)Low (3)
<input type="button" value="Search"/> <input type="button" value="Clear"/>			

⏪ Start ⏩ Previous (1 - 1 of 1) Next ⏪					
Case Code	Subject	Account Name	Priority	Status	Products
CA01155	Cannot change e-mail template	Eupac Ltd	Low (3)		SugarCRM
⏪ Start ⏩ Previous (1 - 1 of 1) Next ⏪					

© 2004-2008 [SugarCRM Inc.](#) All Rights Reserved.



5) Reply or attach another Note to an existing Case

You can also add new or further information to an existing Case that you may have forgotten to add before, or reply to a Note or request submitted by the support team.

Click on an existing Case to see its current contents, including any Notes attached by either yourself or the support team.

Cases: Cannot change e-mail template[Edit](#)

Case Code:	CA01155	Assigned To:	Rehan
Created On:	2009-05-22 15:23:56	Modified On:	2009-07-13 11:39:24
Priority:	Low (3)	Status:	
Subject:	Cannot change e-mail template	Products:	SugarCRM
Description:	I cannot seem to create a new E-mail template. Please assist whenever you can.		
Resolution:			

[Attach Note](#)**Notes**

Note Subject	Note	Attachment
Please try this	Here is a suggestion for you to try.	
Error message	Hi there, Thanks for your suggestion. However, I am getting an error message "E-mail Template not recognised". Please find attached a screenshot of the error message. Please let me know wha...	error message.zip
Thanks	Thank you very much for your help. I am attaching a Text document with further details.	New Text Document.txt

Click on Attach Note to attach a new Note to this Case.

Enter your query or comments the Subject and Description fields as before.

You can also attach a file to the Note if it is relevant. Click on "Browse" to browse your computer for the file to be uploaded. Files up to 2MB in size are supported. We recommend zipping any files before uploading to take up less space and bandwidth. If you need to upload any files larger than 2MB, please contact us*.

**Or for the techies among you, feel free to upload the file to a secure file sharing site such as www.yousendit.com and paste the link in the Note itself.*

Cases: Cannot change e-mail template

[Edit](#)

Case Code:	CA01155	Assigned To:	Rehan
Created On:	2009-05-22 15:23:56	Modified On:	2009-07-13 11:39:24
Priority:	Low (3)	Status:	
Subject:	Cannot change e-mail template	Products:	SugarCRM
Description:	I cannot seem to create a new E-mail template. Please assist whenever you can.		
Resolution:			

[Save](#) [Cancel](#)

Subject:

Description:

[Browse...](#)

Notes

Note Subject	Note	Attachment
Please try this	Here is a suggestion for you to try.	
Error message	Hi there, Thanks for your suggestion. However, I am getting an error message "E-mail Template not recognised". Please find attached a screenshot of the	error message.zip

Click "Save" to submit the new Note and upload the file (if any are attached).

If you have any further queries, please also feel free to email us at support@technologytelecom.com