HELPDESK
USER GUIDE:
Customer Portal

Helpdesk User Guide

Table of Contents

Introduction

The Customer Portal is an application that can be accessed from any computer, tablet or smartphone. It is used to report any issues into the back office. This direct link gives extra peace of mind by automating the process of reporting issues. The other major benefit of this application is that updates can also be received back through the application from the back office, giving a clear picture on actions taken all the way through to resolution. Usage of the application is explained below.

Accessing the Customer Portal

Using the browser on your computer, tablet or smartphone, navigate to the building specific address provided to you.

You can also save this link directly onto the desktop of your tablet or smartphone to speed up access in the future. In doing this, you simply need to tap on the Helpdesk icon which will take you directly into the application. When you access the application, you will be presented with an optional login screen. Simply enter your email address and password, or click the signup button to create your unique login details if you are accessing the application for the first time.

Reporting an Issue

To report an issue, from the main screen simply tap the [+] button. You will be taken to the 'Submit a ticket' page. From here, simply:

- Enter your email address (this is usually already populated once you have logged in)
- Type in a subject eg. 'Problem with Communal Lighting'
- Select your building from the drop down menu
- Type a brief description eg. 'Bank of lighting out on first floor in communal hallway'

Helpdesk User Guide

- If required, you can also tap 'Attach a file' which will allow you to take a photo and enter it directly into the ticket you are creating.
- Press 'Submit' once all information has been provided. Please note: You can add as many pictures as necessary to the ticket you are submitting.

What Happens With a Reported Issue?

Once you have reported an issue, which is generally referred to as a ticket, you will receive a confirmation email to acknowledge receipt of the ticket at the back office. You will notice a 'Being processed' message on screen which indicates the ticket has been received at the back office and is being assigned to an agent to deal with. Once you have received this message you can navigate back to the home screen to continue using the application, navigate to other tickets to check on progress, access the solutions centre or logout and close the application.

Please note: Some tickets can be resolved very quickly, other reported issues may be a little more in depth and require a series of actions driven from the office in order to bring the issue to a full resolution. Any updates will appear within the ticket inside the application to keep you informed every step of the way.

Navigating the Application

There are three main areas within the application:
- Home
- Solutions
- Tickets

To access these areas, you can use the navigation menu from anywhere within the application. Simply tap on the navigation menu icon to access the navigation menu.

Area
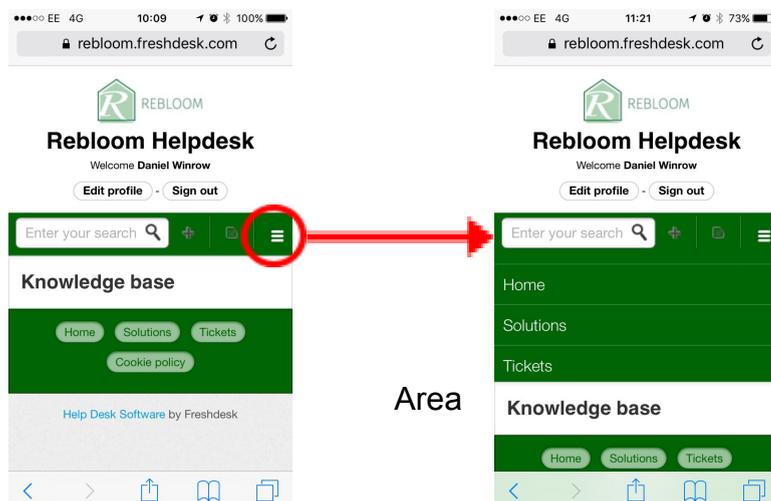
Home:
This option takes you to the main home screen within the application
Solutions:
This option takes you to the Knowledge Base
Tickets:
This option takes you to the Tickets where you can view all currently open tickets and all historical closed tickets

Helpdesk User Guide

The Knowledge Base

The Knowledge Base is an area within the application where you can find answers to the most commonly asked questions without having to raise a ticket. This area will continue to evolve as more and more solutions to the most common problems are published, so please check back often for updates.

Tracking Tickets

Any tickets that you raise will be stored in the 'Tickets' area of the application. Here, you can view all of your tickets, their status, any responses sent from the Rebloom office and the resolution etc. Tickets are separated into three categories:

- All Tickets: View all of your tickets regardless of state.
- Open or Pending: View tickets that are still awaiting a resolution.
- Resolved or Closed: View tickets that have been resolved and closed.
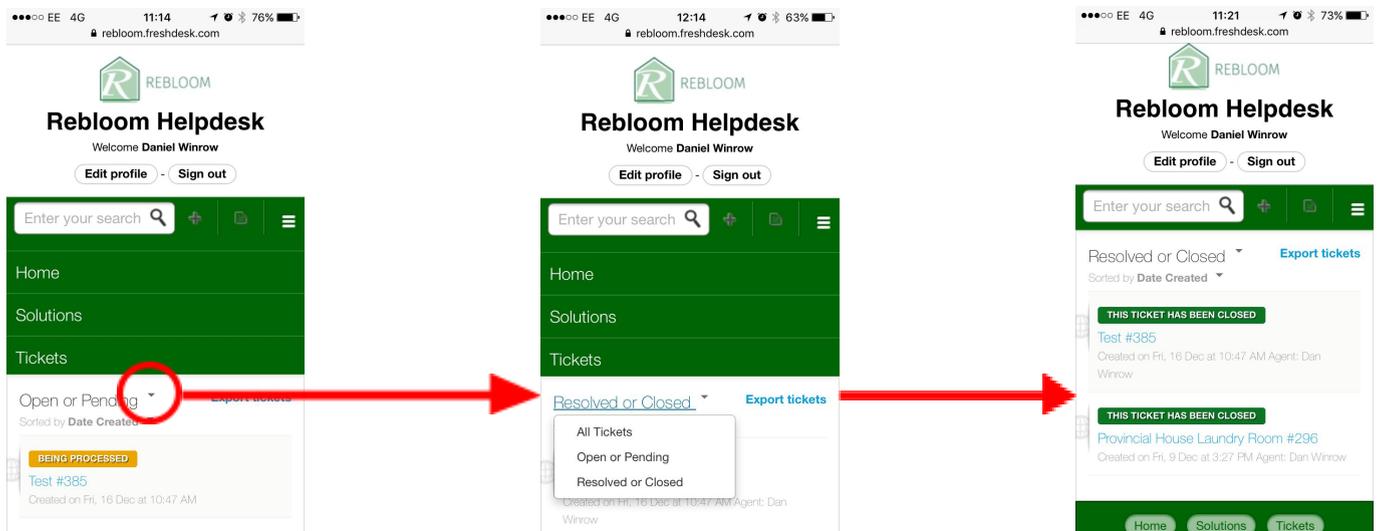
As you can see from the illustrations above, tickets are listed under each heading status. To view the ticket in full, simply tap on the ticket number/subject to open the full view. Here, you can see any responses that have been sent, any updates made and ultimately the path through to resolution. You can also respond back to the Rebloom office from here by clicking 'Reply' with any further queries relating to the ticket you may have by typing in the field provided. As with creating a new ticket, you can also add photos using the 'Attach a file' function.

Questions or Problems

If you have any questions about the Rebloom Helpdesk application, or to report an issue with the application itself, then please contact:

Rebloom Ltd

Helpdesk User Guide

Tel: 01625 569774
Email: customersupport@rebloom.co.uk

A copy of this user guide can also be downloaded in pdf form from the Solutions Centre within the application.