

ACS Client Portal User Guide

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Version 2.0



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Introduction

The ACS Client Portal provides a central location for getting support, managing assets, and tracking orders through ACS. If you need support, you can create a support ticket and also view the status of existing tickets. The ACS Client Portal also provides you with an area for managing assets such as servers/computers, peripherals, and/or software.

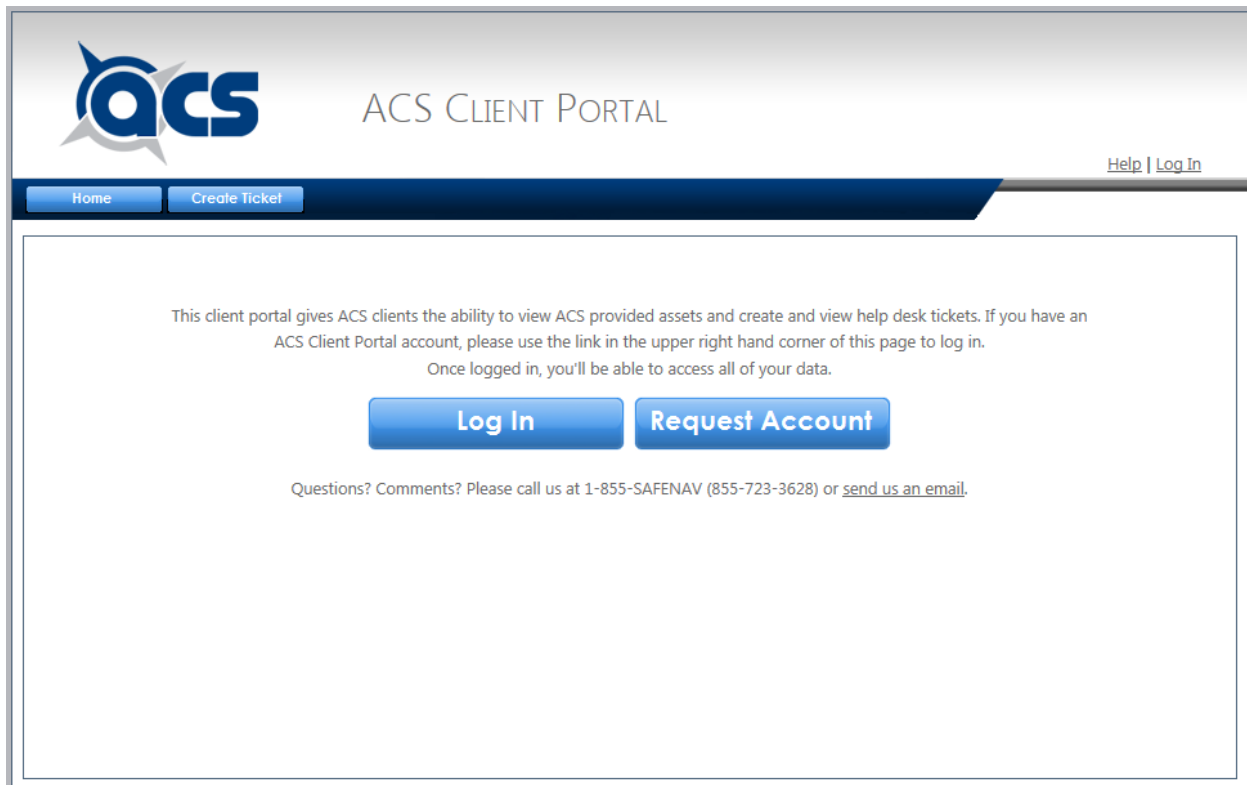
System Requirements

The ACS Client Portal is designed for Microsoft Internet Explorer 8 or higher. Additional web browsers may work, but have not been tested and are not supported.

Launching the ACS Client Portal

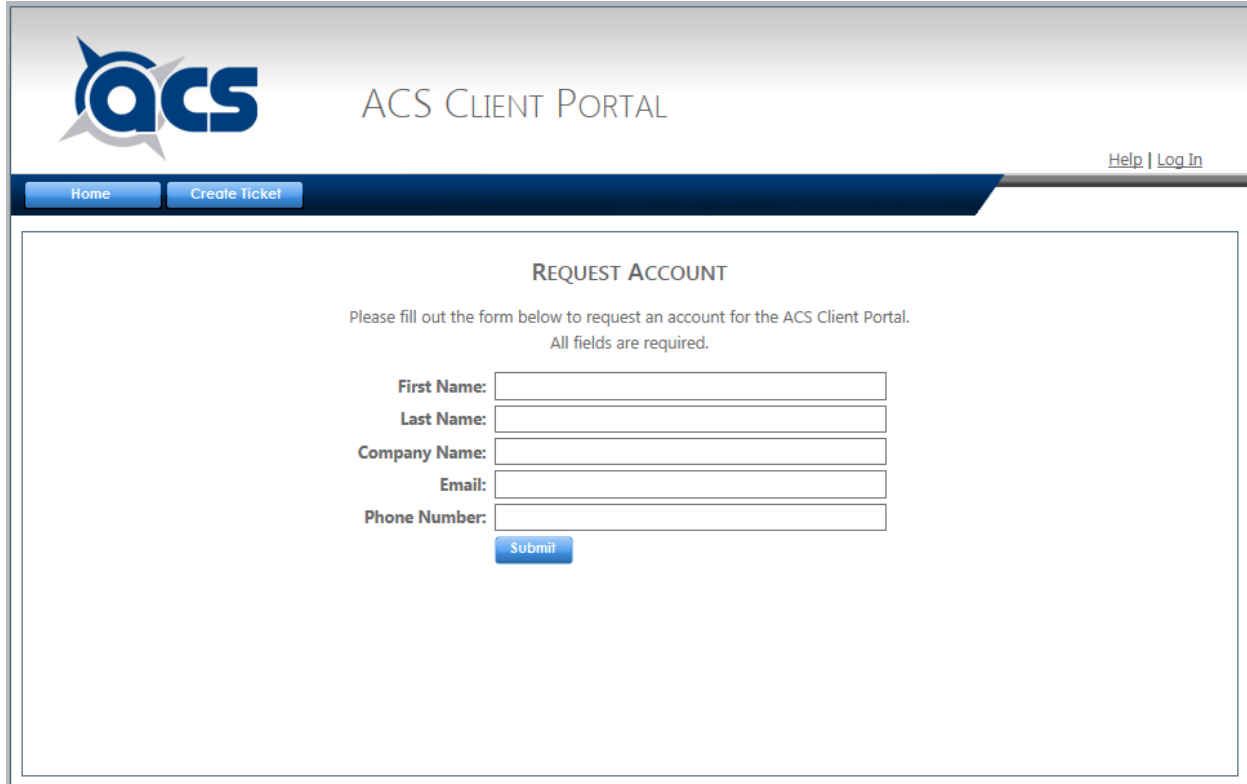
To get started using the ACS Client Portal right away, just type the following address into your web browser or click on the link below.

<https://portal.acsltd.com>



Request an Account

Before you can access the ACS Client Portal, you will have to request an account. On the [Request Account](#) page, you will need to fill out the form and then click [Submit](#). After submitting your request, you will get a confirmation email at the provided email address. Your account request will be sent to ACS where your account will be created. Creating your account could take up to 24 hours, but will typically be completed in less than 1 hour.



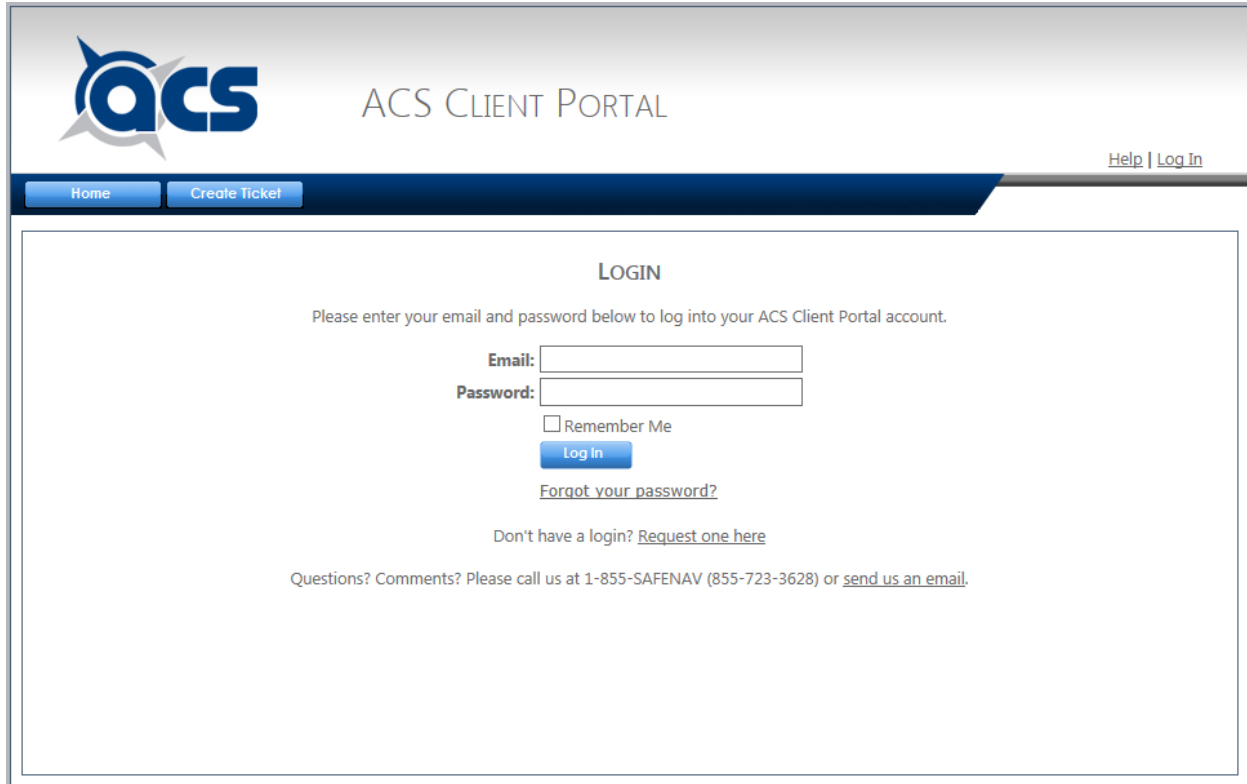
The screenshot shows the ACS Client Portal interface. At the top left is the ACS logo, and to its right is the text 'ACS CLIENT PORTAL'. In the top right corner, there are links for 'Help' and 'Log In'. Below the header is a navigation bar with 'Home' and 'Create Ticket' buttons. The main content area is titled 'REQUEST ACCOUNT' and contains the following text: 'Please fill out the form below to request an account for the ACS Client Portal. All fields are required.' Below this text are five input fields: 'First Name:', 'Last Name:', 'Company Name:', 'Email:', and 'Phone Number:'. A blue 'Submit' button is located below the 'Phone Number' field.

Once your account has been set up, you will get email with your username and temporary password to login with.

If you do not receive an email within 24 hours, please contact [ACS Support](#).

Logging In

In order to securely access your account, you will need to login with your email address and password through the [Login](#) page.

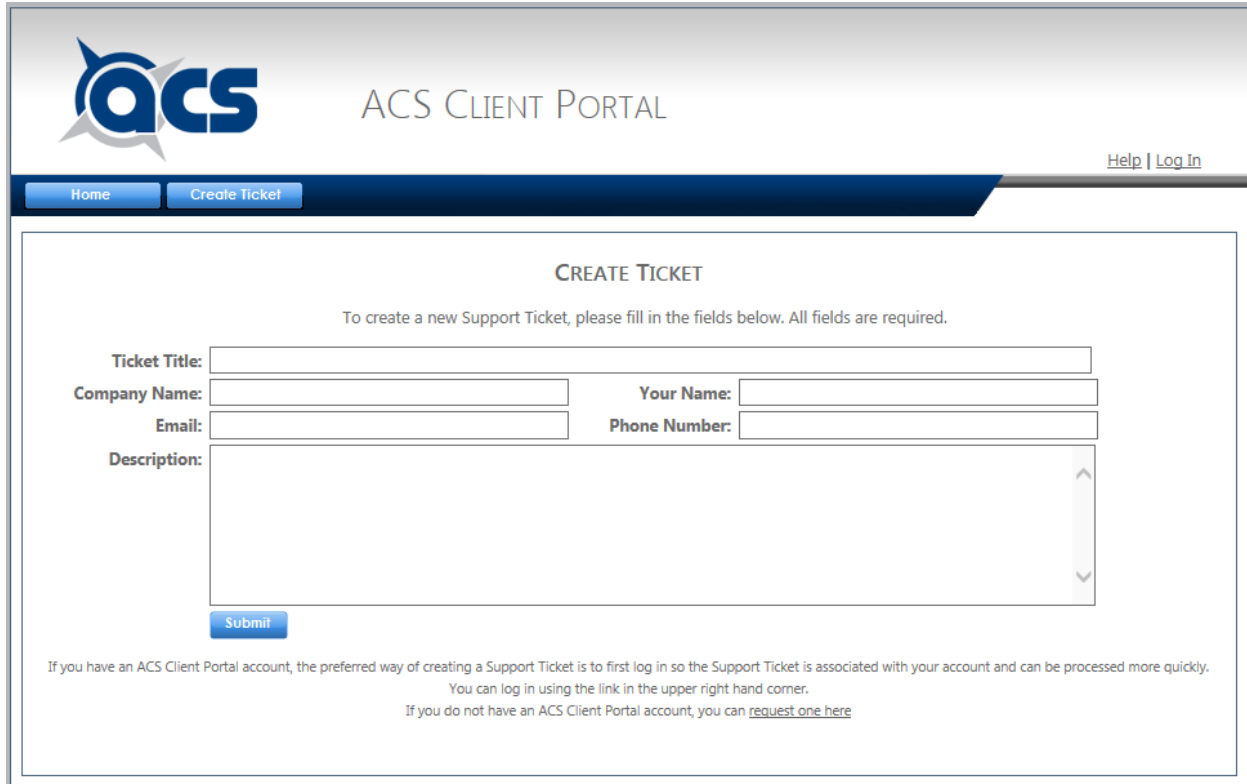


The screenshot shows the ACS Client Portal login page. At the top left is the ACS logo, and to its right is the text "ACS CLIENT PORTAL". In the top right corner, there are links for "Help" and "Log In". Below the header is a navigation bar with "Home" and "Create Ticket" buttons. The main content area is titled "LOGIN" and contains the following text: "Please enter your email and password below to log into your ACS Client Portal account." Below this are two input fields: "Email:" and "Password:". Under the password field is a checkbox labeled "Remember Me" and a blue "Log In" button. Below the button is a link for "Forgot your password?". At the bottom of the form area, there is a link: "Don't have a login? [Request one here](#)". Below the form area, there is a footer text: "Questions? Comments? Please call us at 1-855-SAFENAV (855-723-3628) or [send us an email](#)."

If this is your first time logging in to your account with a temporary password, then you will be prompted to change your password.

Create a Support Ticket

Need help? You can create a Support Ticket on the [Create Ticket](#) page. You don't even need an account to do so. Just fill out the form and click [Submit](#). Some fields might be prefilled if you are already logged in.



The screenshot shows the ACS Client Portal interface. At the top left is the ACS logo, and to its right is the text 'ACS CLIENT PORTAL'. In the top right corner, there are links for 'Help | Log In'. Below the header is a navigation bar with 'Home' and 'Create Ticket' buttons. The main content area is titled 'CREATE TICKET' and contains the following text: 'To create a new Support Ticket, please fill in the fields below. All fields are required.' The form fields are: 'Ticket Title:' (text input), 'Company Name:' (text input), 'Your Name:' (text input), 'Email:' (text input), 'Phone Number:' (text input), and 'Description:' (text area with a vertical scrollbar). A 'Submit' button is located below the description field. At the bottom of the form area, there is a note: 'If you have an ACS Client Portal account, the preferred way of creating a Support Ticket is to first log in so the Support Ticket is associated with your account and can be processed more quickly. You can log in using the link in the upper right hand corner. If you do not have an ACS Client Portal account, you can [request one here](#)'.

After submitting your support ticket, you will receive an email confirming that the ticket was submitted and if you have an account, the new ticket will show up on the Support Tickets tab. An ACS Support specialist will be assigned to the ticket as soon as possible.

If there are any changes to the Support Ticket such as a new note is added, the ticket is resolved, or the ticket is reassigned to a different ACS Support specialist, then you will receive an email regarding the change. If you do not wish to receive email communications, then please let us know by contacting [ACS Support](#).

Navigating the Portal

Upon logging in, the first page you will see will be the [Home](#) page. This page is a dashboard-like page where you can see new alerts, support tickets, and assets, etc.

ACS CLIENT PORTAL

Welcome, Angie Phillips! | [Profile](#) | [Account](#) | [Help](#) | [Log Out](#)

[Home](#) [Create Ticket](#)

Quicklinks

- Portal Home
- Create Support Ticket

Alerts and Notices

These Support Tickets have been marked as Resolved by an ACS technician and are awaiting verification of the resolution. You can review these Support Tickets and update the status if the issue has been resolved.

	Title	Ticket Number	Created On	Last Updated
View	PC needs fixed	CAS-01003-J6W4N7	06/17/2013	06/20/2013

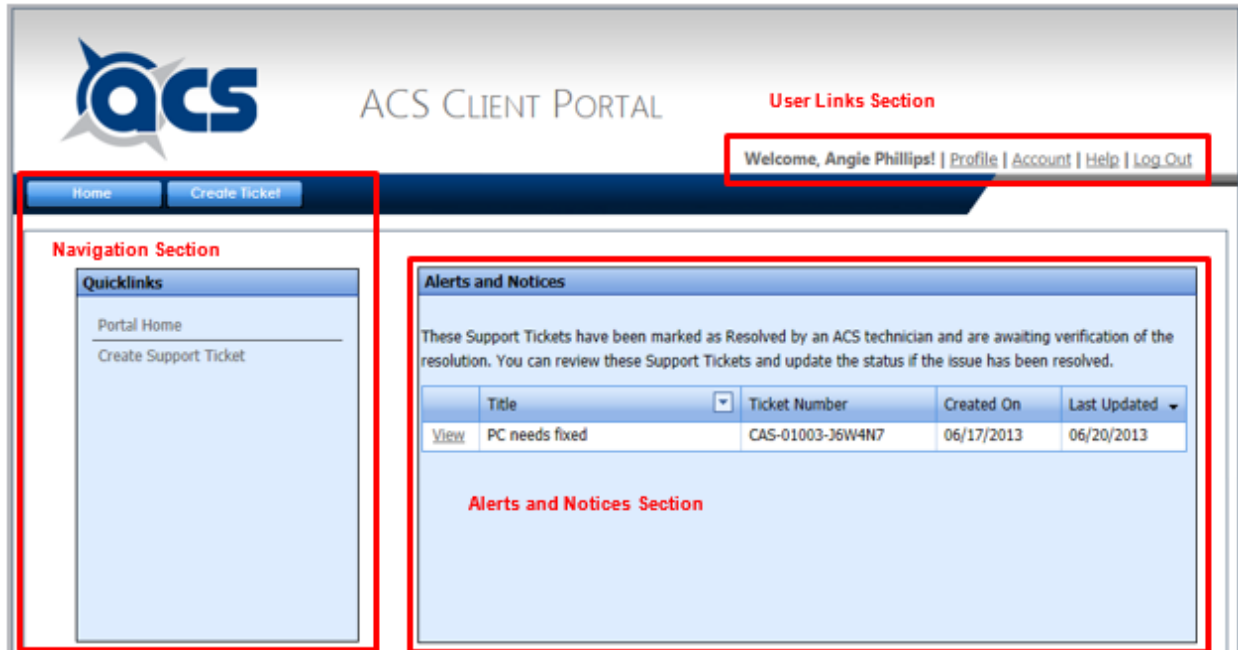
Support Tickets | Servers/Computers | Peripherals | Software | Contacts | Reports | Order Status

Status: All Tickets | Location: All Locations


	Title	Ticket Number	Created On	Last Updated	Status	Requested By
View	Test	CAS-01002-M4Y5T6	06/17/2013	06/19/2013	Resolved	James Woods
View	PC needs fixed	CAS-01003-J6W4N7	06/17/2013	06/20/2013	Resolved	Savannah Watson
View	Test # 1	CAS-01001-Z9M1T7	06/16/2013	06/15/2013	Resolved	Angie Phillips
View	Test Ticket	CAS-01000-P4B4N4	03/19/2013	05/03/2013	Resolved	James Woods

Questions? Comments? Please call us at 1-855-SAFENAV (855-723-3628) or [send us an email](#).

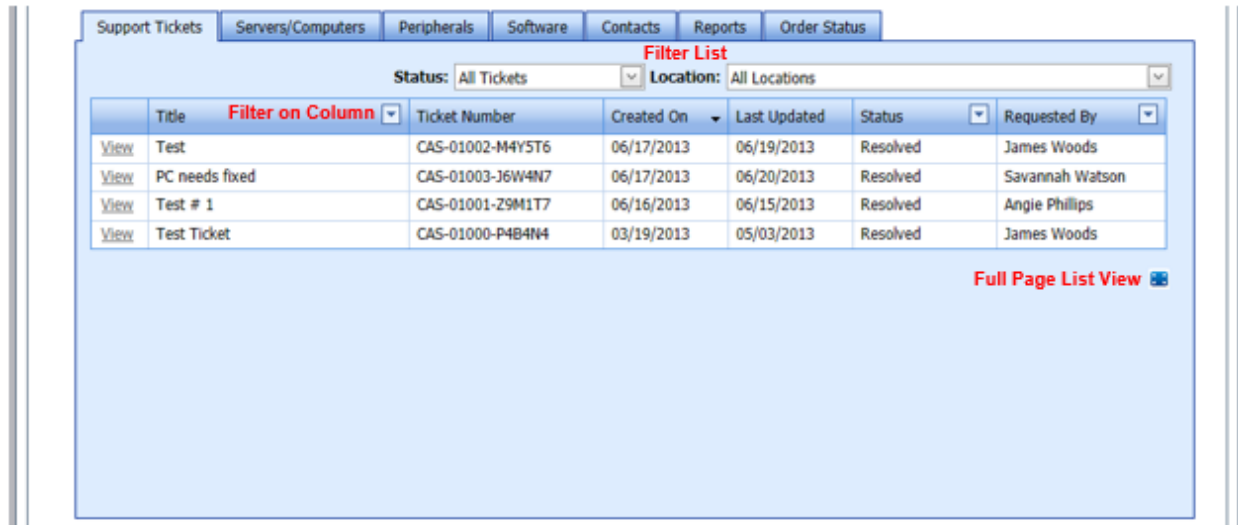
Navigating the Portal – Top Section





From the [Home](#) page, the top-half of the page provides three distinct sections:

- **User Links Section**
 - This section provides links to user-specific information, this user guide, and logging out
 - The “Profile” link will popup contact information that is currently saved in the ACS system
 - The “Account” link will provide a means to manage account settings along with changing your password
- **Navigation Section**
 - This section is used to navigate throughout the ACS Client Portal
 - The Quicklinks area will allow for some customization where you can mark specific pages throughout the portal as a Quicklink. Look for this icon  in the top right of any eligible page. One example of an eligible page is the [Account](#) page
- **Alerts and Notices Section**
 - The Alerts and Notice section will show any Support Tickets that need attention or any new messages that ACS provides
 - Support Tickets that have marked as Resolved by ACS will need you to verify that they have, in fact, been resolved or if they are still an issue. You can do this by clicking on the “View” link next to the intended Support Ticket within the Alerts and Notices section

Navigating the Portal – Bottom Section



From the [Home](#) page, the bottom-half of the page provides seven distinct tabs:

- **Support Tickets tab**
 - On this tab, you can view/manage support tickets for your company
 - There are several ways to filter the support tickets in order to narrow down or expand the results
 - The Status filter provides options for viewing open or resolved tickets, all tickets or only tickets that you created
 - The Location filter is useful if you company has multiple locations where as you can filter the results to a specific location
 - Managing tickets by clicking on the "View" link to the left of the support ticket provides the ability view/add notes on any details regarding the ticket or steps taken to resolve the issue
 - The full page list view icon  will popup the current tab into a new window that will allow you to select how many records that you can see on the page which includes options for 25, 50, or All records
- **Servers/Computers, Peripherals, and Software tabs**
 - On these tabs, you can view/manage your company's assets and their details
 - You can also flag the asset's status as no longer active using the icon  to the right of the asset
 - If there is a name or short description that you wish to use as an alias for the asset you can set a Custom Key which can be used when filtering. You can edit this Custom Key by clicking on the Manufacturer, Processor Type, Peripheral Type, Description, or Vendor links for the asset. This will popup a form to change the Custom Key

- **Contacts tab**
 - This tab is only available for specific users that have an Company Admin role. Please contact [ACS Support](#) if need more information
 - On this tab, you can view/manage all contacts that are currently in the ACS system for your company's account
- **Reports tab**
 - On this tab, you can view account summary reports
 - The reports will be provided via a PDF format. You will need [Adobe Reader](#) in order to view the PDF report
- **Order Status tab**
 - *Coming Soon!*

Feedback/Reporting a Problem

If you want to provide feedback on the ACS Client Portal, you can do so by clicking on the feedback tab (see below) that can be found on primary pages on the top left side.



If you notice a problem, you get an "Error", or you come across our "Application Notice" page, we'd like to hear about it so that we can continue to improve your experience with the ACS Client Portal. Please let us know by contacting [ACS Support](#).