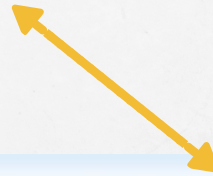# CLIENT PORTAL

AGMN WOULD LIKE TO INTRODUCE TO YOU OUR NEW CLIENT PORTAL. WE HAVE DEVELOPED A SPACE WHERE YOU CAN EASILY LOG SUPPORT TICKETS, TRACK THE PROCESS OF OPEN TICKETS AND VIEW YOUR TICKET HISTORY.

Shortly you will be receiving an email with a secured link to access your portal as well as your user name and password. Your password can be changed from your portal homepage at anytime

Once logged in you can easily create a new support ticket by choosing "NEW TICKET".

Use TICKET SEARCH to search all tickets, you can choose to search by ticket number, title or create date.

CREATING A NEW TICKET

When creating a ticket you will be required to input the following mandatory fields:

REQUEST TYPE :

(Select One)

Data

General Inquiry

Landline

Wireless

PRIORITY:

(Select One)

Critical

High

Medium

Low

TICKET TITLE:

This is where you can give the ticket an easily referenced title, for example *Printer in the mail room is not working*

TICKET DESCRIPTION:

This is where you will give the technician additional details that they will need to begin to resolve the issue. For example *Printer keeps giving us an error message "not connected to server".*

SAVE AND CLOSE

Once form is completed select SAVE AND CLOSE. You will receive an automatically generated email from the system confirming your ticket was submitted and it will also recap all the information provided.

New Ticket   ?

💾 Save | 💾 Save and Close | 💾 Save and Create New | ❌ Cancel

Request Type *   Priority *
(Select) ▾   (Select) ▾

Ticket Title *
[   ]

Description *
[   ]
[   ]

Contact Information

Ticket Contact *   Email Address   Phone
Licursi, Francesca ▾   francesca.licursi@aqmn.ca   905-305-2040

Follow-up Questions

CLIENT PORTAL

EMAIL NOTIFICATION OF TICKET STATUS

Here is an example of a the email notification you will receive once you create a ticket on our portal.   You will also get a similar notification when your ticket status is changed to completed. .

Selecting the linked Ticket Number will bring you to the ticket where you can see the status and any work completed to date
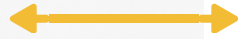
Client Portal Ticket Notification:AGMN NETWORKS INC. T20170615.0017- Printer in the mail room is not working

Today at 2:59 PM

AGMN NETWORKS INC.

Printer in the mail room is not working

T20170615.0017

Ticket Information

Account
AGMN NETWORKS INC.

Request Type
Medium

Ticket Contact
Francesca Licursi

Created
15.06.17 by Francesca Licursi

Status
New

Description

Printer keeps giving us an error message "not connected to server".
Original Priority: Medium

Ticket Idle

0 minute(s)
15.06.17 2:59 PM (ET)

Work History