



Service Portal and Ticketing Process Guide

Proactive by Design.

560 E. 34th Avenue, Suite 101

Anchorage, AK 99503

907.865.3100

www.denalitek.com



Table of Contents

Welcome Letter	3
Ticketing.....	4
Raising a ticket.....	4
Service Portal	4
Email	4
Phone.....	4
Prioritizing	5
Priority Definitions.....	5
DenaliTEK Service Portal Guide	7
DenaliTEK Service Portal address	7
Log In	7
Log Out	7
Creating New Tickets.....	8
View Existing Tickets.....	9
Add Notes to a Ticket	9
Attach a File to a Ticket	10
User Permissions for Service Portal	11
Permissions by Role.....	11
Standard User (default)	11
Full Admin.....	12
No Access.....	12

Welcome Letter

Greetings!

It is with great pleasure that we welcome you to DenaliTEK. This is a partnership that we hope will last for a long time.

This guide addresses common questions that new Managed Services clients tend to have in regard to requesting service. If you need clarification on any of the topics presented, or if there are topics that are not addressed, please reach out to.

Thank you for the opportunity to service your IT needs. I can say with confidence that at DenaliTEK you are not just another client, you are a valued partner.

Best Regards,

A handwritten signature in black ink, appearing to read 'T. Clark', with a long horizontal flourish extending to the right.

Todd Clark
President

Ticketing

All service tickets get routed through our Service Center. An Important task of DenaliTEK's Service Center is to log all relevant incident/service request details and assign appropriate prioritization codes and configuration items to tickets.

Our Service Center captures ticket details to enable proper staff allocation, to improve and enable our problem management, and to empower Management to make better decisions. Additionally, the logging of details does help in building a useful knowledgebase about your account for technical staff.

Raising a ticket

We know for many users, the cornerstone to offering superior service is competent, real time support for any issues that arise. We are very proud of our Service Center. No matter your issue, big or small, we encourage you to reach out to our Service Center for real time and local support. There are various ways in which you can raise a ticket. No matter which method you choose, all tickets are directly routed to our Service Center.

Service Portal

This is the preferred method for submitting tickets as it offers the most visibility and metrics for tickets submitted. The URL is: denalitek.myportallogin.com.

Email

You can submit an email describing your issue to service@denalitek.com. Please indicate who is affected, how many users are impacted and the severity of the issue.

Phone

Raising a ticket via a phone call is also available. Please dial (907) 865-3100 and a Service Center Specialist will manually create the ticket. **Any critical or high priority tickets should be requested by calling for service directly.**

Prioritizing

All support requests submitted through the Service Portal will default to a medium priority, unless the “I have a High Priority problem” or “I have a Critical Priority problem” option is selected at the time the ticket is created. If the request is made by phone call, the specialist answering your call will be the ticket creator and will assign a priority based on the details gathered by the caller. Prioritizing tickets sets a baseline for the service level required to successfully complete the ticket. This also establishes SLA (Service Level Agreement) metrics. We ask that you take some time to evaluate how priorities are allocated.

Priority Definitions

Service requests that are made to the Service Center are prioritized based on the nature and severity of the request.

Priority 1-Critical:

A problem or issue impacting a significant group of clients or any mission critical issue affecting a single client. When a Critical priority situation occurs, it is of vital importance that we have a clear understanding of the severity of the issue so the necessary resources can be applied to resolve the issue.

Examples:

- Critical network server is down
- Entire computer is down
- A portion of the network is down (connectivity lost)
- Administrative application/system down
- E-mail not routing or down

Priority 2-High:

A non-critical but significant issue affecting a single user or an issue that is degrading the performance and reliability of supported IT services; however, the services are still operational.

Examples:

- Individual computer problems
- Single user unable to use other workstations to remain productive

- Printing issues for multiple users
- Locked or restricted user accounts

Priority 3-Medium:

Routine support requests impacting a single user or non-critical software or hardware issue. This is the default priority.

Examples:

- Single user may be able to use other workstations to remain productive
- Printing issues for a single user
- User productivity affected but not completely halted
- Non-critical used software corrupted and needs re-installation
- Software/hardware installations, upgrade, etc.

Priority 4-Low:

A minor service issue or general inquiry.

Examples:

- Intermittent problems with workstation but user still able to remain productive
- Non-critical tutorial questions
- User productivity may be slightly affected but never completely halted
- User requesting assistance with copying or moving of non-critical files
- Technical consultations for pending non-critical purchases

DenaliTEK Service Portal Guide

The service portal is a secure web portal through which you submit and monitor tickets. Users can check the real-time status of their tickets, and they will be notified via email when a service request ticket is complete. This guide offers directions for submitting and viewing tickets through the service portal.

The DenaliTEK Service Portal is the best way to create and manage service request tickets. NOTE: Tickets submitted this way may take up to 20 minutes to enter the response queue due to automated workflows. Any emergency requests (critical or high priority) should still be reported by calling the Service Center directly at 907-865-3100.

This guide covers the basics of creating, viewing, updating and searching for tickets in the service portal. If you have any questions about the Service Portal, please contact the Service Center.

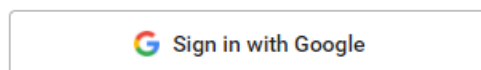
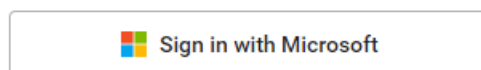
DenaliTEK Service Portal address: <https://denalitek.myportallogin.com>

Log In

1. Navigate to **denalitek.myportallogin.com** from your computer or phone.
2. Click a login option when prompted. **NOTE: Microsoft is the recommended option.**

DenaliTEK Service Portal

Your place to create and manage service requests.

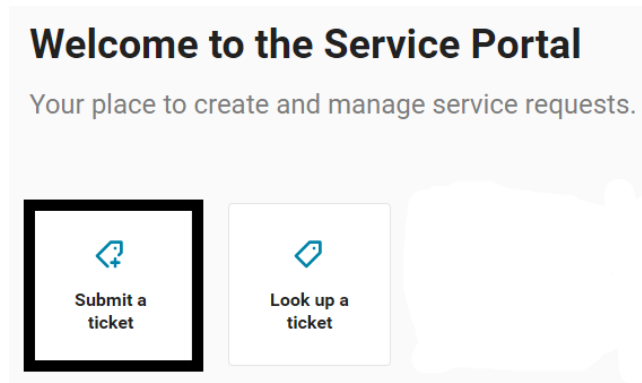


Log Out

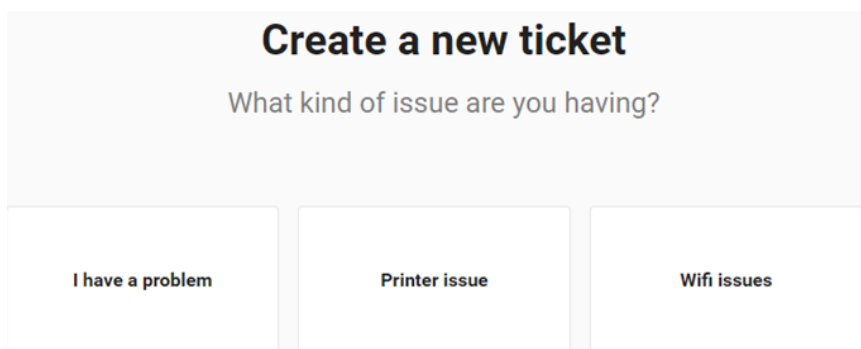
1. To logout, click on your initials in the bottom left-hand corner of the screen and select Log Out.

Creating New Tickets

1. After logging onto the service portal, create a new ticket by clicking the “Submit a ticket” option.



2. Next, select the type of request that best fits the reason you are submitting this ticket.

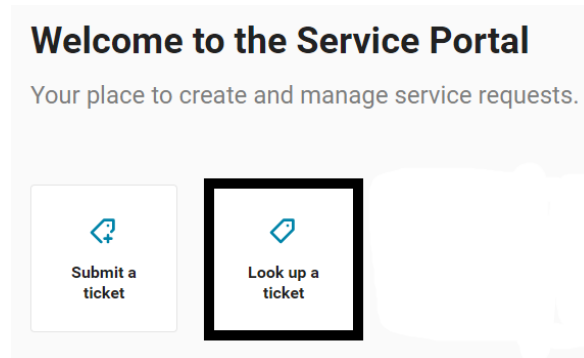


Please note, the image above is only an example of what you may see. Your portal administrator creates these options for your company.

3. Enter the information requested and click Send to submit your ticket.

View Existing Tickets

1. View your existing tickets by clicking the “Look up a ticket” option.



2. Use the search box to search for tickets by ticket number, contact, or summary. Click on a ticket to view and add ticket notes, add attachments, and update the ticket status.

Tickets

[Create Ticket](#)

TICKET #	SUMMARY	STATUS	TECHNICIAN	SUBMITTED
#807	Onboard new user	New	Unassigned	May 17, 2021 1:46 PM Dek Wright


Add Notes to a Ticket

1. From the Tickets screen, click on the desired ticket.
2. Type a message into the message box.

Onboard new user

Submitted 1:46 PM - 5/17/2021
Contact [Dek Wright](#)

Status: [New](#)
Technician: [Unassigned](#)

 [Send](#)

3. Click Send.


Attach a File to a Ticket

To attach a file to your message, click the paperclip icon in the message box and click Send. All file types are supported. There is not a file size limit, but there is a 30 second time limit for uploads.

Onboard new user

Submitted 1:46 PM - 5/17/2021
Contact [Dek Wright](#)

Status: [New](#)
Technician: Unassigned

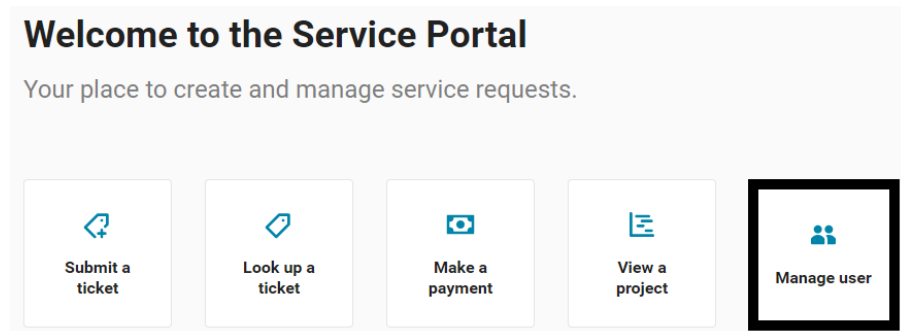
Write a message  [Send](#)

User Permissions for Service Portal

Users with Full Admin permissions, usually company decision makers, owners, and/or DenaliTEK Point of Contacts, are able to set user permissions, set the default user role for new users and create new portal users within their company.

To manage users, select the Manage User option from the portal dashboard and click on the desired user to edit their permissions.

Note: To mass edit permissions, select the Select All checkbox or select the checkbox next to each user you would like to edit, then click the Edit icon. Please note that if you have more than one page of users, the Select All checkbox only selects the users on that page; it does not select users on the other pages.



Please note, the image above is only an example of what you may see. Your portal administrator creates these options for your company.

Permissions by Role

Standard User (default)

This user can:

- Create and submit new tickets
- Change the contact on tickets they created or add a contact other than themselves when creating a ticket
- Update tickets they created

Full Admin

NOTE: It is imperative approval is obtained from the client's decision maker before assigning this security role to a client contact for confidentiality and security purposes.

This user can:

- Access all tickets (instead of just their own)
- Create and submit new tickets
- Manage users
- Change the contact on tickets they created or add a contact other than themselves when creating a ticket
- Update tickets
- View projects

No Access

This role does not allow the selected user access to the service portal.