

Customer Care Quick Start Guide for the Customer Portal

Introduction to the Customer Portal (Online Case Management System)

The Customer Portal is an internet based system that allows our customers to log, track and update their own Technical Support and Customer Service cases.

Contained in this document are screen shots. These will be changed soon to make them easier to view, however content related to cases will remain the same.

Portal users have the ability to view not only the cases they have raised, but also cases their colleagues have created.

A more comprehensive user guide is available by clicking on 'How To Guide' from within the portal

How to Login or Register for the Portal

To log into the system:

1. Visit www.pbinsight.com
2. Click on Support, Online Support Services, then Customer Case Management Log In



3. Enter your account details and click Login, or if you are new to the portal enter your email address to register and click Submit



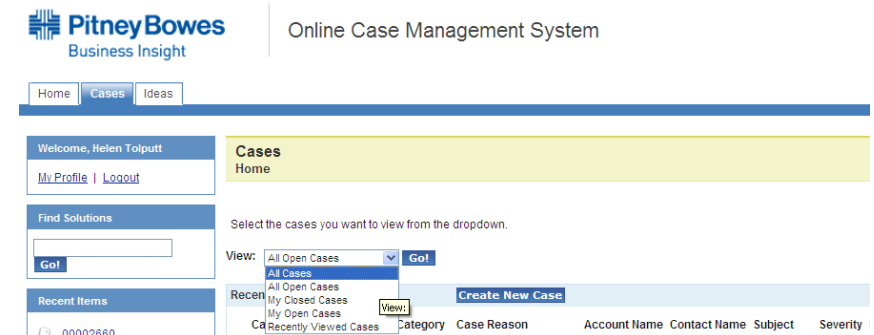
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Using the Portal – Quick Start Guide

The first screen you will see when entering the portal is shown below. You can create a case from this screen by clicking onto the relevant link.



If you select 'Check My Cases', you can select a view from the drop-down. You can view the status of your own cases (My cases) or those of your colleagues (All Cases). You can also update a case by clicking on the case number, then Edit.



If you have any problems with using the portal please contact your Customer Care team. Contact details can be found at <http://www.pbinsight.eu/uk/support/technical-support>