

Introducing Your Client Access Portal

As a managed service customer, you have direct access to your account through our Client Access Portal.

Logging into the Client Access Portal gives you access to the ticketing system, where you can start a new service request, or track the status of any existing tickets and project tasks. You can also use this tool to run a variety of reports, allowing you to analyze ticket volume, time spent on tickets, and more.

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Using the Client Portal: Ticketing System

CREATE A TICKET:

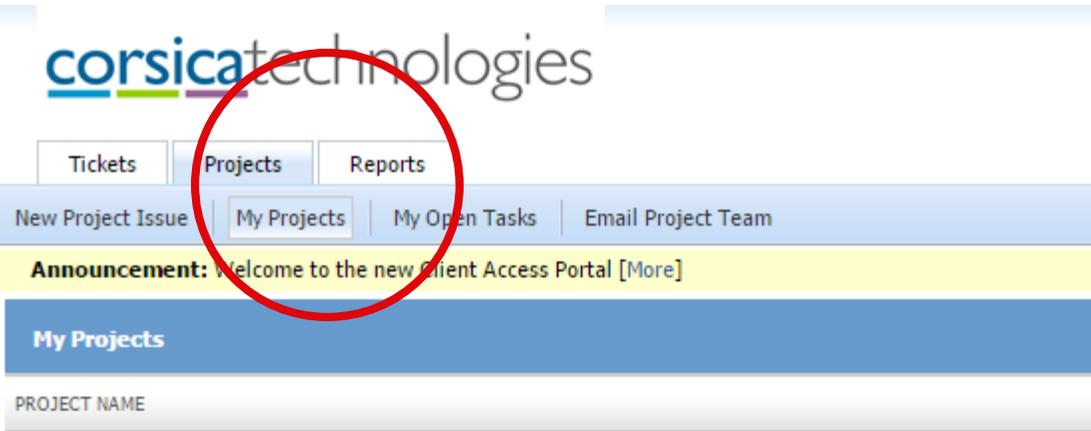
To start a new service request, follow the "Create a Ticket" link from the dashboard, and then complete and save the New Ticket form.

You can use the Client Access Portal to quickly and easily create new service tickets (service requests), or to view/search your existing tickets.

From within the Client Portal, you can search tickets by:

- Ticket Number
- Ticket Title
- Ticket Date
- Recently Closed
- Open Tickets
- All Tickets

Using the Client Portal: Projects & Reports



Reports can be customized, allowing you to analyze tickets in a variety of ways. For example, you can run a report by request type, by the ticket status, by the assigned resource, by the hours worked, and more.

You can also use the Projects tab on the Portal to manage and track Project tasks. And you can use the Reports tab to easily run custom reports.

Getting Started is As Easy As 1-2-3!

Getting started is easy! All users with approved Portal access will receive an email from service@corsicatech.com titled "Welcome to Corsica Technologies Client Portal." This email will contain the website link for the Portal log-in screen and your unique username and password. (You will have the opportunity to update the password after you log on for the first time.) The email will also help with creating a shortcut to the Portal, for future visits.

1.

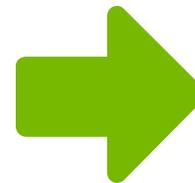


Look for the
Welcome Email



2.

Log into the Client
Access Portal



3.

Use it to Manage All
Your Tickets



You always have access to the Client Portal from the Corsica website. Visit the Resource Center page, and scroll down to the Customer Support Login section.

<https://www.corsicatech.com/CRC>

