

Client Access Portal

The Client Access Portal is the best way to contact us regarding any technical issues that you have, keep track of your ticket history, and view any knowledgebase articles related to your company.

Steps for using **Client Access Portal**

- I. Log into the Client Access Portal
- II. Creating New Service Tickets
- III. View Knowledgebase articles

I. Log into the Client Access Portal

1. Once you are set up you will receive an email regarding your account information. If you do not receive an email or if you have misplaced your password send us an email to support@towerdigital.us
2. Once you receive your log in via email, click on the link:
<https://www.autotask.net/ClientPortal/Login.aspx?ci=4484>
Use the credential provided in your welcome email.
(Note: You must manually type in your password. Cut and paste is not accepted)



TOWER DIGITAL

CLIENT ACCESS PORTAL LOGIN

User Name:
Password:

Remember Me

LOGIN

Unauthorized access is prohibited
[Reset your password](#)

POWERED BY **Autotask**

3. After you log in the screen will look like this:

The screenshot displays the Tower Digital Client Access Portal interface. At the top, the user is logged in as John Bivol, with options to edit their profile or change their password. There are also links for Logout and Help. Below the user information, there are navigation tabs for Service Tickets, Projects, Knowledgebase, My Tickets, Recently Completed Tickets, and Ticket Search. The 'New Service Ticket' tab is highlighted with a red circle. An announcement banner below the tabs reads 'Announcement: Welcome to the new Client Access Portal [More]'. On the left side, there are options to 'Print or Export' and a 'Show 25 Records' dropdown menu. Below this, it indicates '0 tickets where...'. A table with columns for 'TICKET', 'STATUS', and 'CREATE DATE' is shown, with a message 'There are no tickets to display' in red text. The footer of the page features the Autotask logo and the text 'Client Access Portal powered by Autotask'.

II. Creating New Service Tickets

In your Tower Digital Client Access Portal go to **New Service Ticket**

The screenshot shows a web form titled "Service Request Ticket". At the top, there are four buttons: "Save", "Save and Close", "Save and Create New", and "Cancel". The form contains the following fields and sections:

- Request Type ***: A dropdown menu with "(Select)" as the current selection.
- Priority ***: A dropdown menu with "(Select)" as the current selection.
- Ticket Title ***: A text input field with a "Self-Help" button to its right.
- Description ***: A large text area for entering the ticket details.
- Follow-On Questions**: A section header for additional questions.
- Contact Information**: A section containing:
 - Ticket Contact ***: A dropdown menu with "Bivol, John" selected.
 - Email Address**: "bivol@towerdigital.us"
 - Phone**: "972 296-7200"

Request Type

- Select the Request type that you write us about

Priority

- Select the priority of your ticket

Please read carefully the meaning of each one:

Critical - Failure and hardware affecting all users

High -Work for multiple users has stopped

Medium - Work for one user has stopped

Low - A request or an issue that does not involve work stoppage

Ticket Title

- Name the ticket according to your request

Description

- Please write a brief description of your request. If it's a technical issue write a description of the problem

If you select Technical support you'll have 2 follow-on questions

1. **Which system or piece of software has the issue?**

Let us know where the problem is

2. **Best way to contact you (phone or email)?**

Let us know the best way to contact you. If it's

by phone let us know the best phone number to reach you

Ticket Contact

Select the person to be contacted regarding this ticket

After you complete the ticket click save, and we will have your request in our system!

III View Knowledgebase articles

In your Tower Digital Client Access Portal go to **Knowledgebase** then click on **search Knowledge base**

The screenshot shows the Tower Digital Client Access Portal interface. At the top, the user is logged in as John Bivol, with options to edit their profile, change their password, or log out. There are navigation tabs for Service Tickets, Projects, and Knowledgebase. A search bar is prominently displayed. Below the search bar, there is an announcement banner. The Knowledgebase section features a search form with a search input field, a category dropdown menu set to 'All Articles (2)', and a search button. There are also controls for 'Show 25 Records' and 'Order by Relevance'. The search results area is currently empty, displaying 'Page 1 of 0 (0 items)'. A red message instructs the user to fill in the search criteria and click the search button to generate a list of articles. The footer of the page indicates it is powered by Autotask.

Here we will post articles regarding your system configuration and general information regarding your network and your systems. You can search by category or you can view all of them. If you need to have any articles posted here, let us know and we'll post them.

Examples of Knowledgebase articles:

- Internet provider account information and contacts
- Copier vendor contact and admin login
- Software installation and configuration info