


# Nortec Central Client Console

(A Link to this documentation can be found in the Learning Centre)

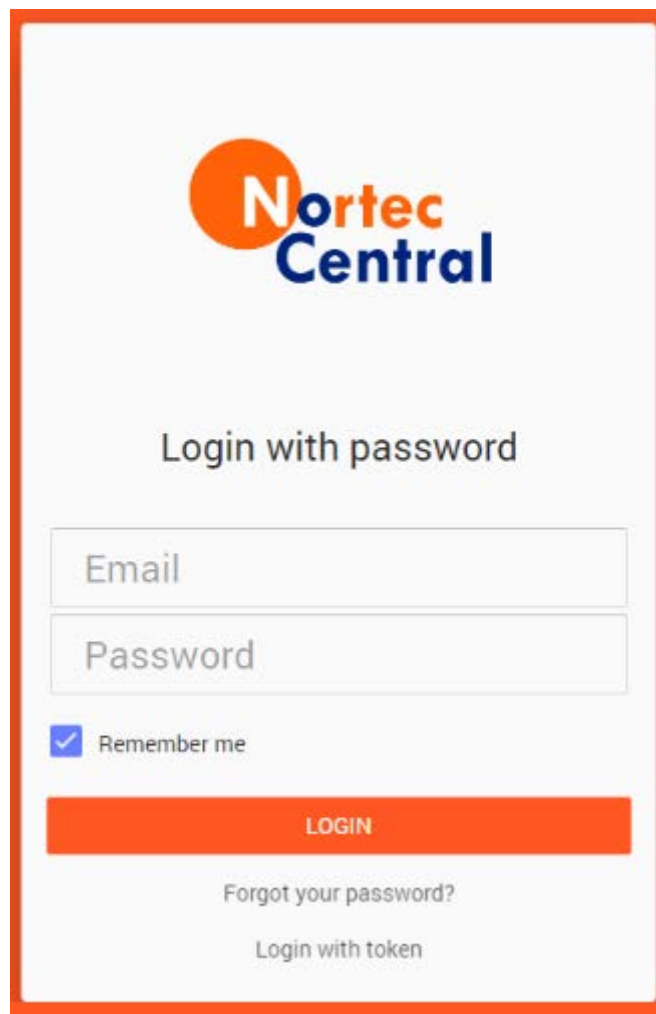
## Client Introduction

Nortec Central can be launched by a number of methods

- Short cut on your desktop
- From the windows menu
- Nortec Central button in the left hand corner of your screen

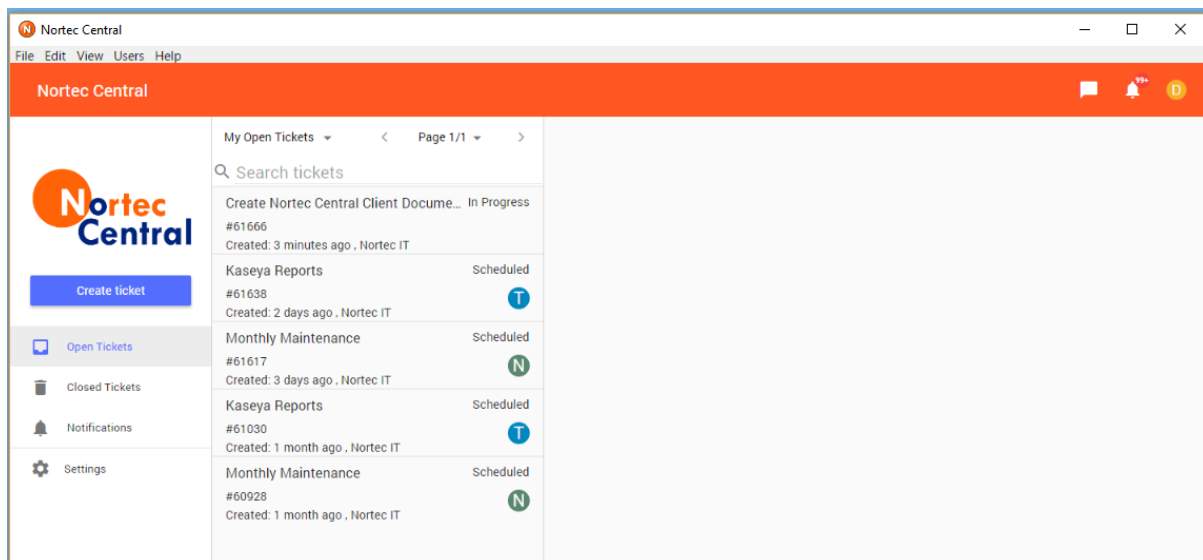
The easiest way to way to start is to click on the Nortec Central button  in the bottom left hand corner of your task bar.

When launching Nortec Central you should be logged in automatically, however, if you're prompted with a login screen please enter your email address and portal password. If you're not sure what it is you can hit the Forgot Password button and it will be emailed to you. All else fails contact support.

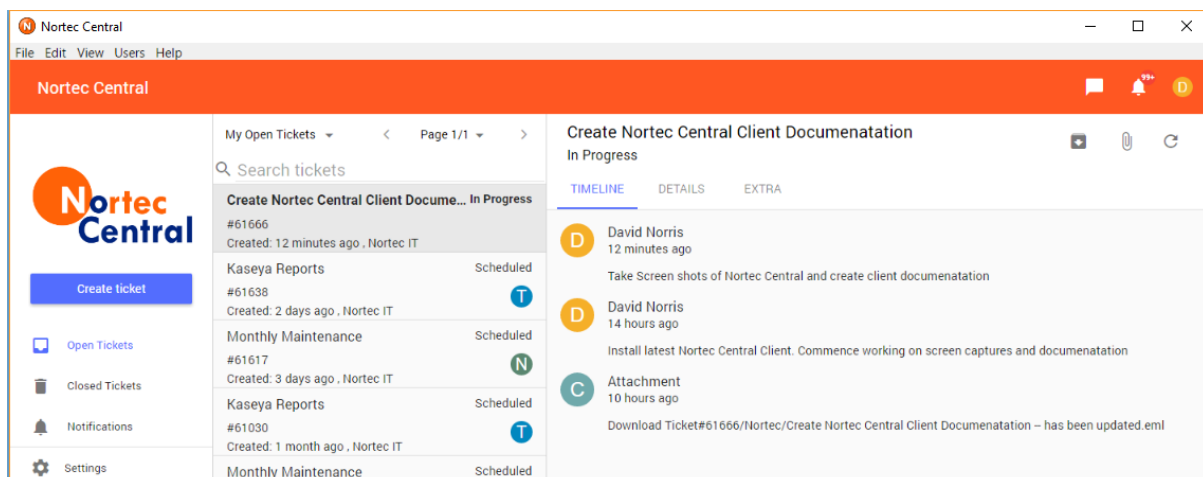


The screenshot shows the Nortec Central login interface. At the top is the Nortec Central logo. Below it is the text "Login with password". There are two input fields: "Email" and "Password". Below the "Email" field is a checked checkbox labeled "Remember me". At the bottom of the form is a large orange button labeled "LOGIN". Below the button are two links: "Forgot your password?" and "Login with token".

After logging in you are presented with the Open Tickets page. This shows you any tickets you currently have open with Nortec.




## Viewing Open Tickets





When viewing a ticket you can see all the necessary details including updates to the ticket, a timeline of work done and options to change the ticket in certain ways including:

- Status of a ticket – the most common statuses are
  - In Progress
  - Waiting on Client
  - Waiting on Parts/ Repairs
  - On Hold
- Timeline of Work being carried out on a Ticket
- Details of who is working on the ticket

- Uploading a file to the ticket 
- Adding a note to the ticket

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- Closing the ticket 
- And refreshing the ticket 

The details tab will show you the

- Ticket ID
- Date Created
- Date Closed
- Status
- Assigned priority

**Create Nortec Central Client Documentation**

In Progress

TIMELINE

DETAILS

EXTRA

**Ticket owner**

DN

David Norris

**Ticket information**

Ticket ID	#61666
Date created	Jul 2, 2017 11:49:31 PM
Date closed	
Company	Nortec IT
Board	Nortec IT Service Board
Status	In Progress
Priority	Priority 3 - Normal Response


## Viewing Closed Tickets

You can access the closed tickets by selecting the



menu item on the

The same timeline and details options are available from this menu.

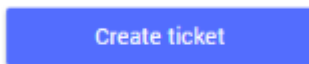
You do have one additional option – You can reopen tickets by clicking on .

This will move the ticket back into the open tickets

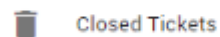
## Requesting Support



You can request support by navigating to the Create Ticket section on the left and then choosing a support type.



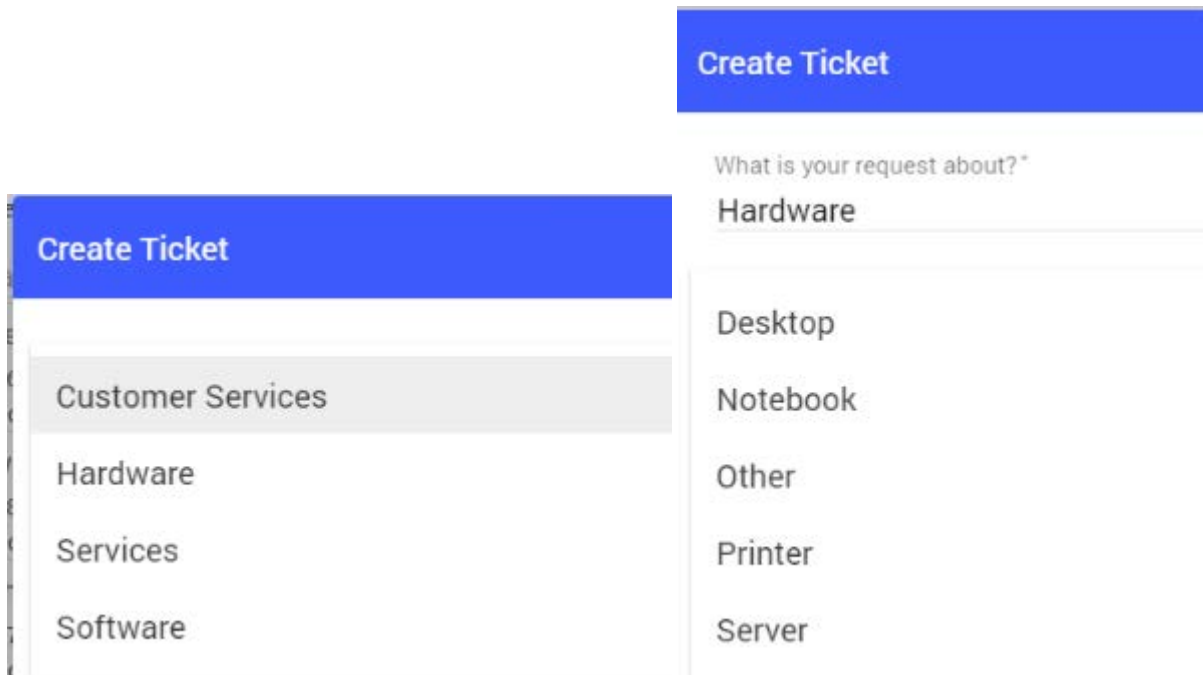
You will be given a dropdown box selection screen.



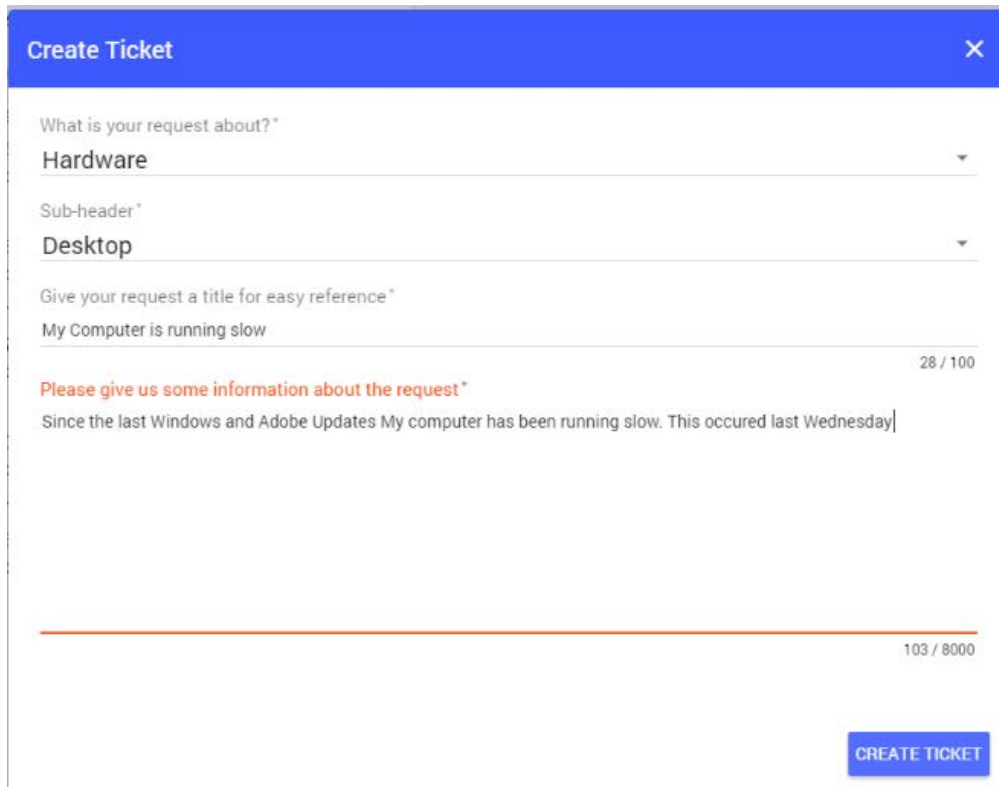
Create Ticket ×

What is your request about?\*

You may then be able to choose a sub-category and an additional sub category to further narrow down your issue. In the example below we choose Hardware as the main category – giving us additional sub category options.



The screenshot shows a 'Create Ticket' form with a blue header. On the left, a vertical menu lists categories: Customer Services, Hardware, Services, and Software. On the right, a dropdown menu is open, showing sub-categories: Desktop, Notebook, Other, Printer, and Server. The 'Hardware' category is selected in the main dropdown.

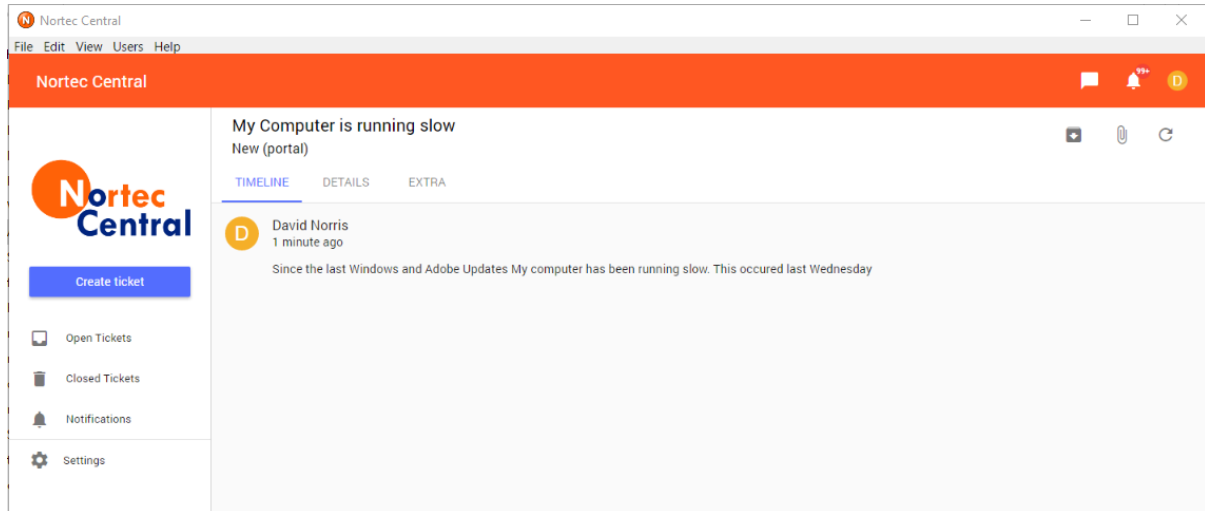


The screenshot shows the 'Create Ticket' form with a blue header and a close button (X). The form contains the following fields:

- What is your request about?\***: Hardware
- Sub-header\***: Desktop
- Give your request a title for easy reference\***: My Computer is running slow (28 / 100 characters)
- Please give us some information about the request\***: Since the last Windows and Adobe Updates My computer has been running slow. This occurred last Wednesday (103 / 8000 characters)

A blue 'CREATE TICKET' button is located at the bottom right of the form.



When requesting support simply enter both a brief Summary and full Description of the problem and select Create Ticket. This will take you to the Timeline View

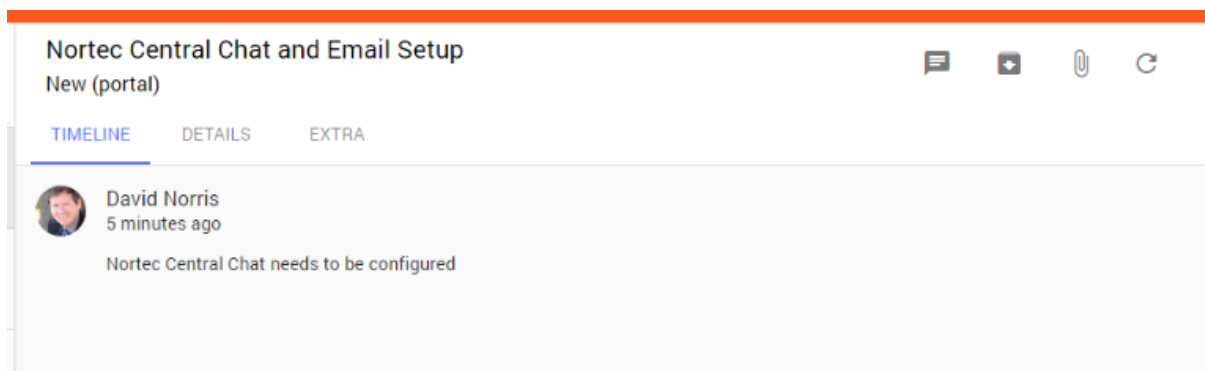


From here you can also choose to attach a file of up to 4 megabytes or take a screenshot and attach it to the ticket. You can also leave any additional notes.

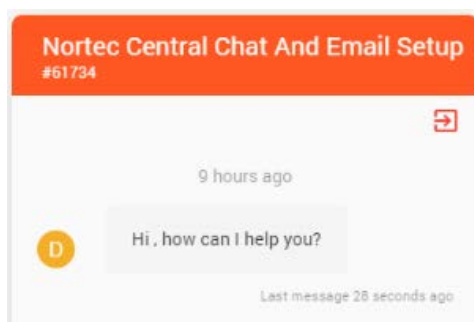
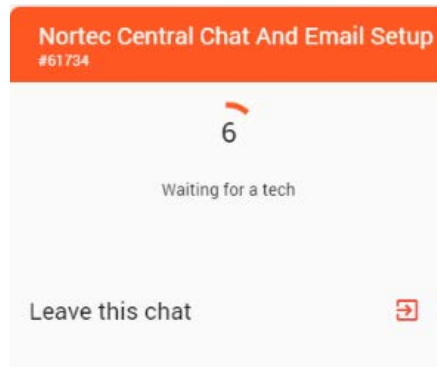
This ticket can now be tracked as per the Open Tickets Tab.


## Nortec Central Chat

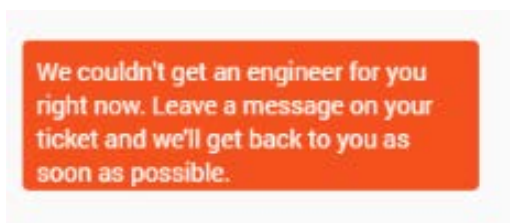
You may also have the option to initiate a chat from the chat icon  in the top right hand corner of an open ticket, clicking the  button will initiate a chat request and when picked up by a technician a chat window will appear to the right of the ticket.



Clicking on this will bring up the waiting for for a tech box as per below



If an engineer is available a message will appear asking how they can assist you. You can then proceed with the online chat. This will be added to the ticket information. To end the chat click the  button on the chat screen.



If an engineer is unavailable a message will appear advising you that they are all busy.

## Approval

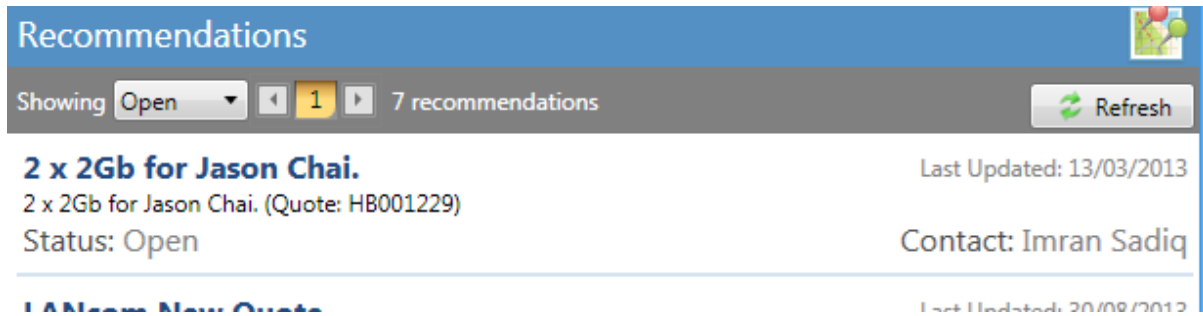
In some situations, permission for Nortec to work on tickets is by Approval. Someone within your organisation is given the authority to Approve us to work on the tickets. If the tickets are not approved we will not commence work on them until approved.

If you have access to Approvals, the section will display on the left along with the number of tickets that require approval. Inside the Approvals you can see all tickets that require approval and by clicking on a ticket you can then choose to Grant or Decline approval for that ticket.

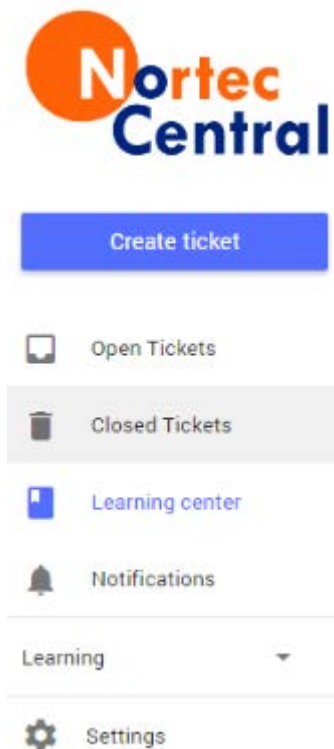


## Recommendations

If you have been given access to Recommendations you will be able to see all quotes for your company, clicking on one will allow you to view it.



## Learning Centre



Stuck on how to do something or want step by step instruction open up our learning centre. [Learning center](#)

The Learning Centre is on the left hand menu side of the Nortec Central App.

This is a database of helpful articles to help you with using everyday applications. Check back here often as this will be continually update.

If you have any specific requests of material to be added let us know.