



OneNet
Global

Customer Portal

<https://support.onenetglobal.com>



What is the ONG Support Portal?



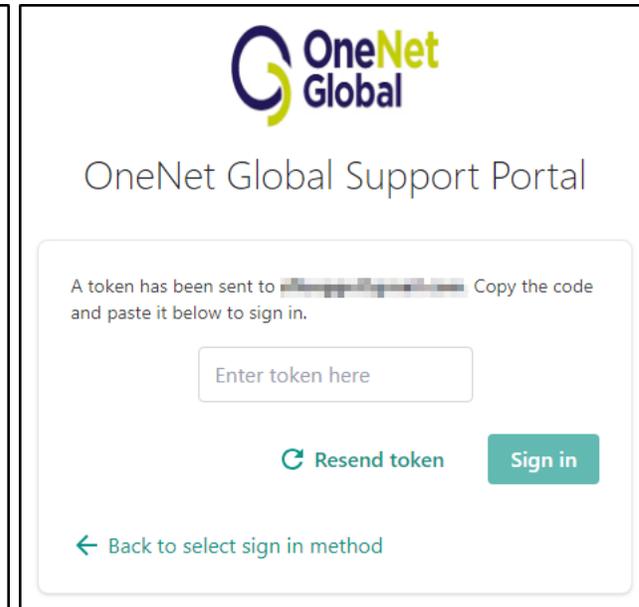
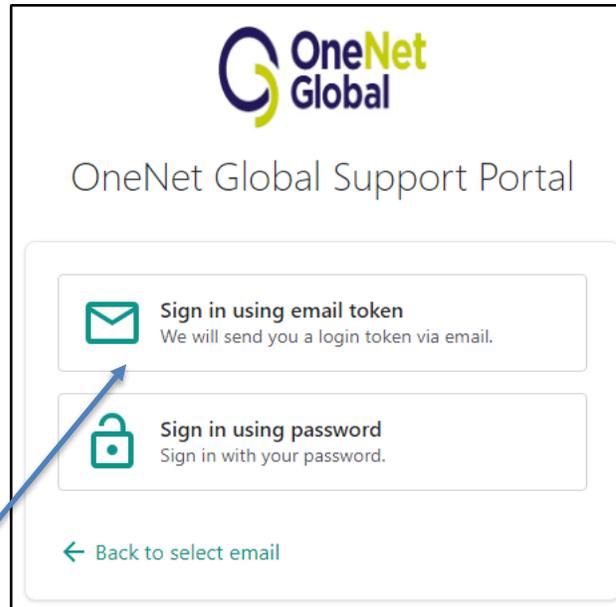
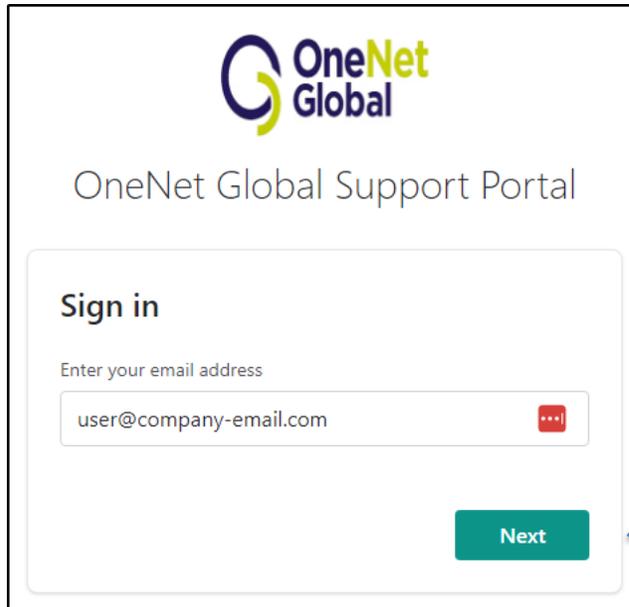
The OneNet Global Support portal is an access point where you can...

- Submit new tickets
- View tickets you have submitted
- View all the tickets your organization has submitted (based on permissions)
- Follow the progress of any ticket without waiting for an email

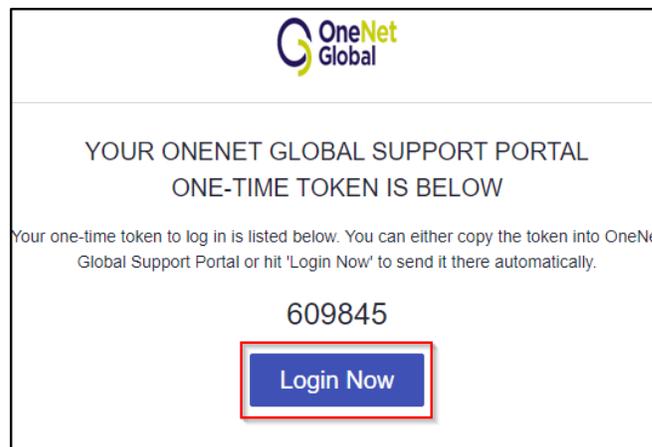


Passwordless Login

Go to: <https://support.onenetglobal.com>

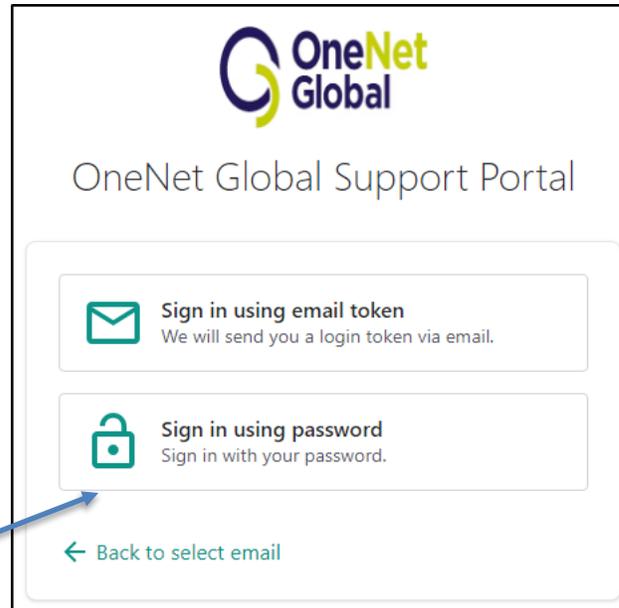
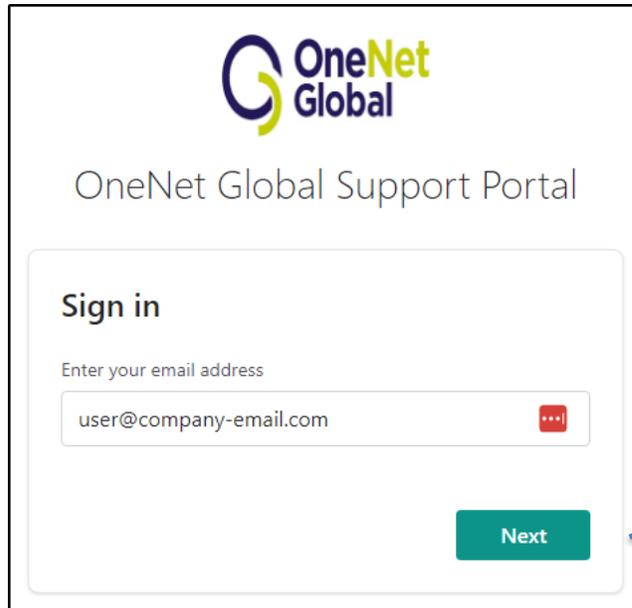


1. Enter your Email Address
2. Select "Sign in using email token"
3. Open the email sent to your address
4. Select the Login Now button

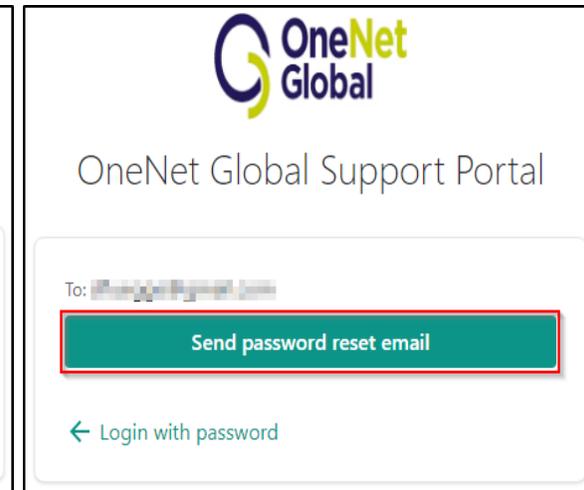
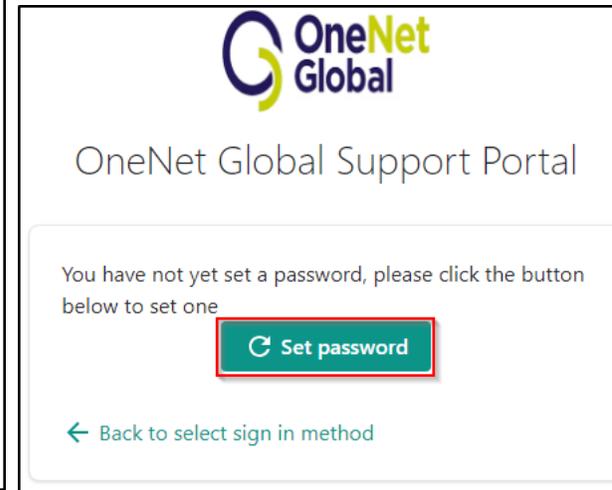


Logging In With A Password

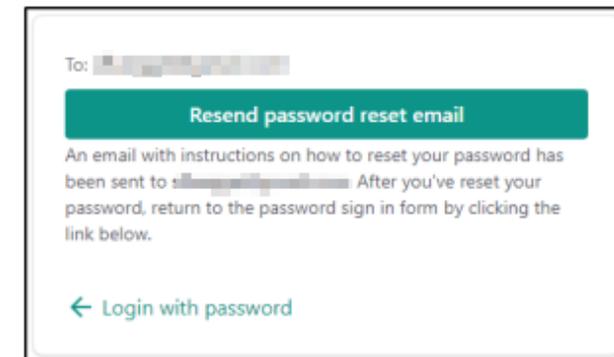
Go to: <https://support.onenetglobal.com>



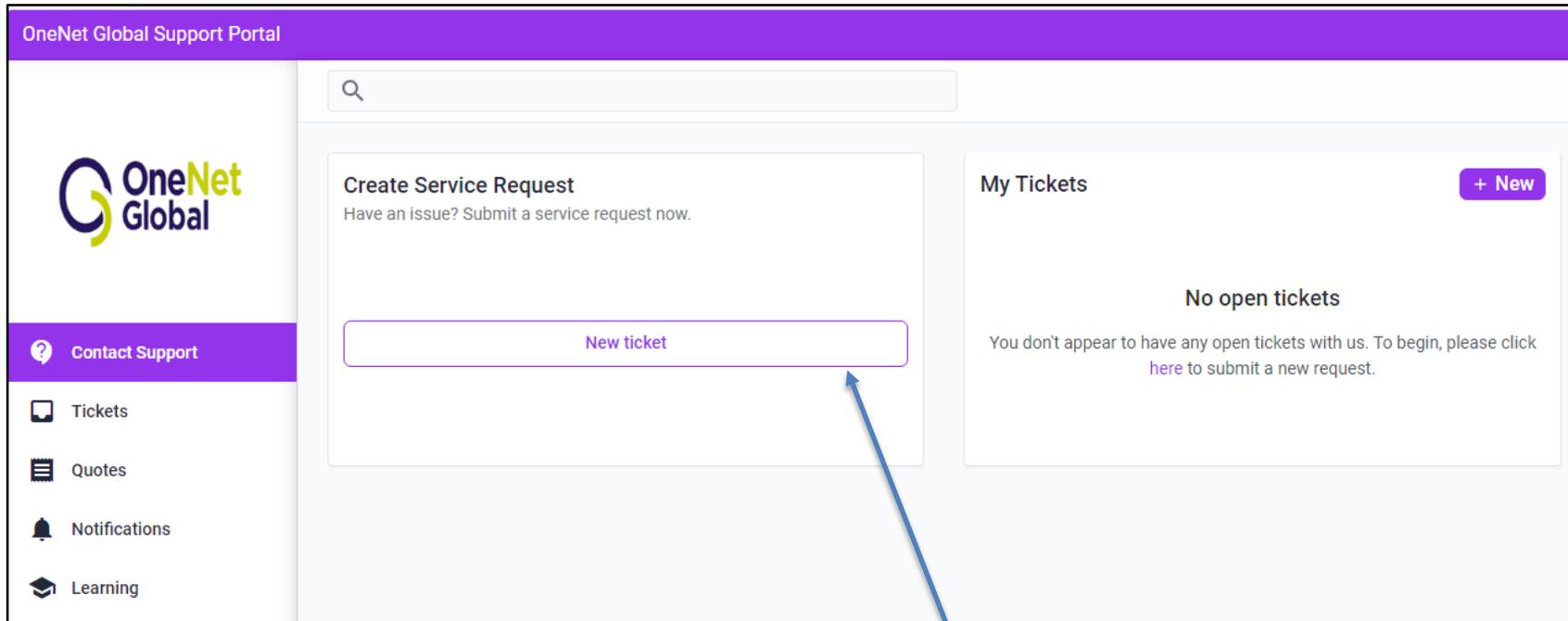
First Time Only Below



1. Enter your Email Address
2. Select "Sign in using password"
3. Open the email sent to your address
4. Select the "Set Password" button
5. Select Send password reset email
6. Follow the instructions emailed to you



How to Request Support

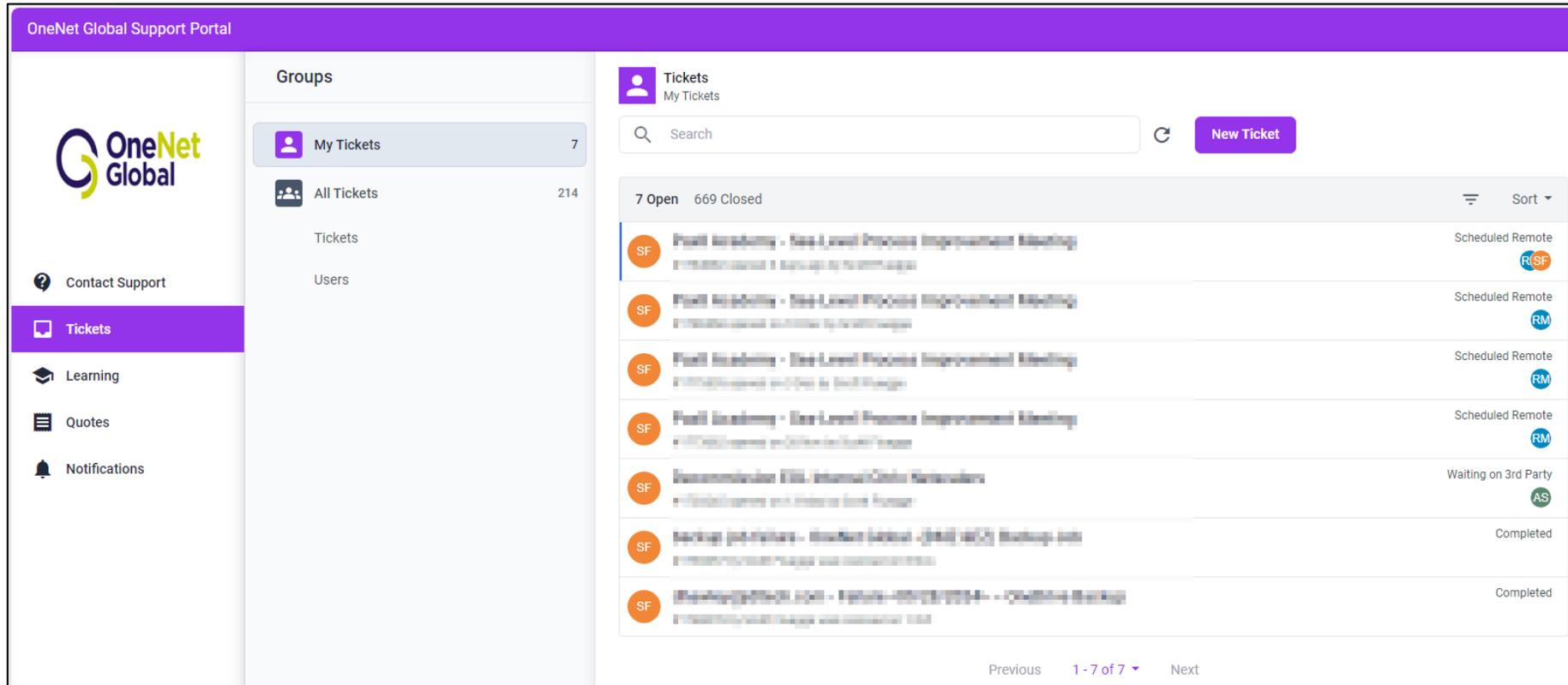


Service Catalogue	Count
Email Issues	1
Need Support	1
Outlook Issues	1
Printer Issues	1
Support	2
Something Else	

1. Select “New ticket”
2. Choose a request type from the available options. If the option you need is not available, select “Something else”
3. Select an issue sub-type (optional)
4. Fill out the form to the best of your ability
5. Attach any files, error messages, etc. (optional)
6. Click Submit



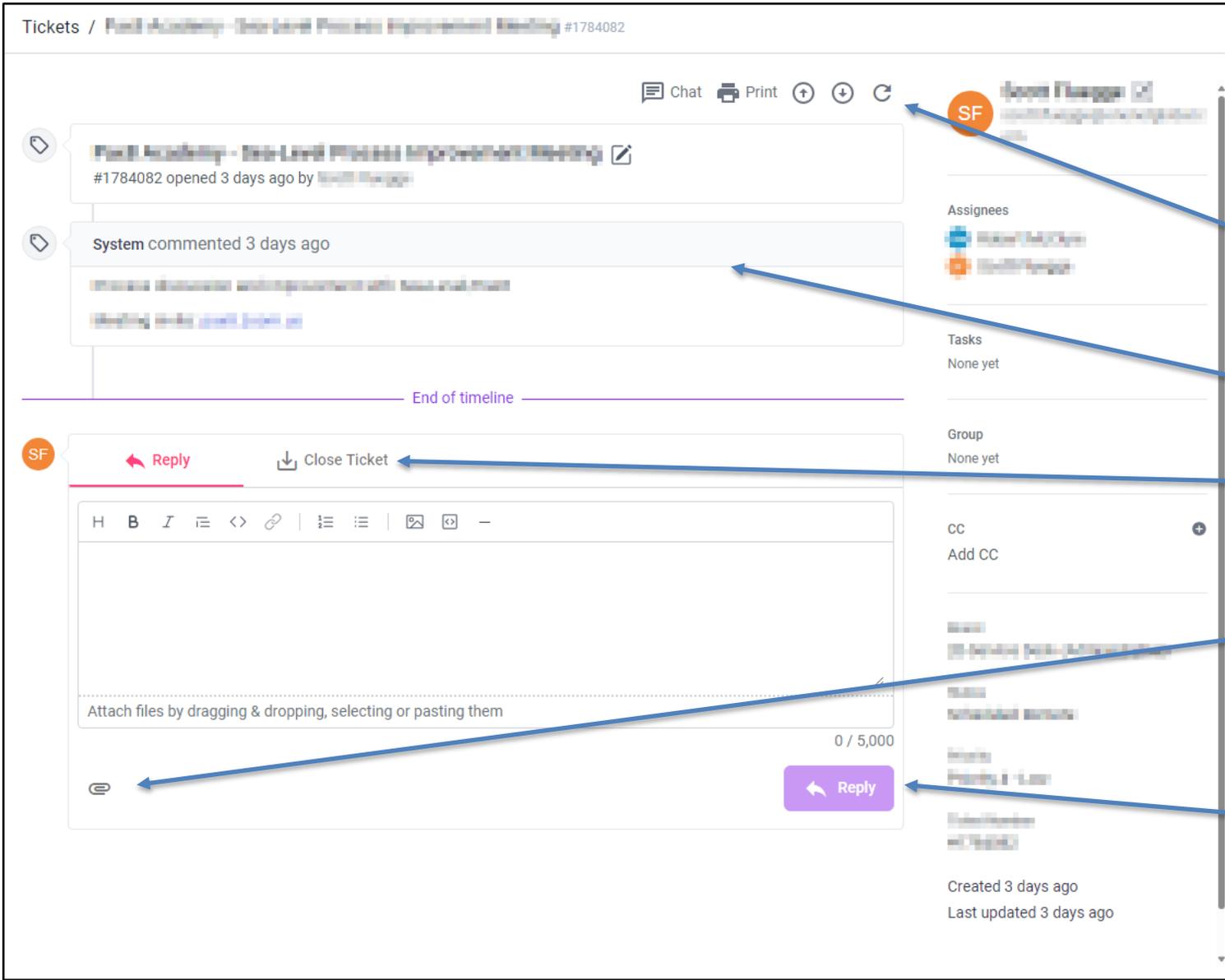
How to View Open Tickets



The screenshot shows the OneNet Global Support Portal interface. On the left is a navigation menu with options: Contact Support, Tickets (highlighted), Learning, Quotes, and Notifications. The main content area is titled 'OneNet Global Support Portal' and features a 'Groups' sidebar with 'My Tickets' (7) and 'All Tickets' (214). The 'My Tickets' section includes a search bar, a 'New Ticket' button, and a summary of '7 Open' and '669 Closed' tickets. Below this is a list of 7 tickets, each with a status icon (SF, R/SF, RM, AS) and a status label (Scheduled Remote, Waiting on 3rd Party, Completed). The bottom of the page shows pagination: 'Previous 1 - 7 of 7 Next'.

- Select “Tickets”
 - a) At-a-glance view of all open tickets.
 - b) Select the ticket you wish to view –or– type your ticket number into the “search tickets” bar

Updating a Ticket



Refresh ticket: Updates the screen, loading updated information

Timeline: View all past updates

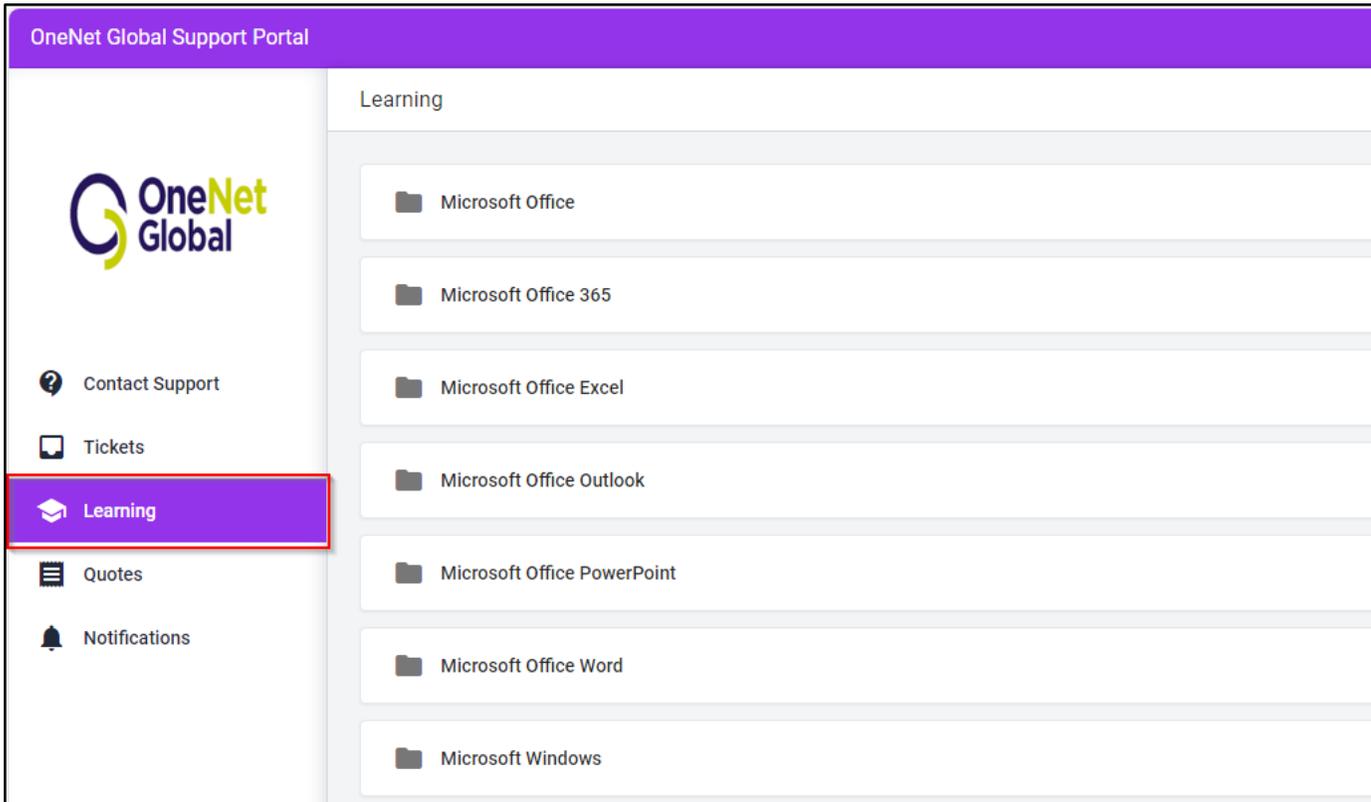
Close ticket: If you feel this issue has been resolved, click to close the ticket

Attach File: Update the ticket with new information

Update Ticket: Add notes to the ticket



Learning Center – Self-Help Articles



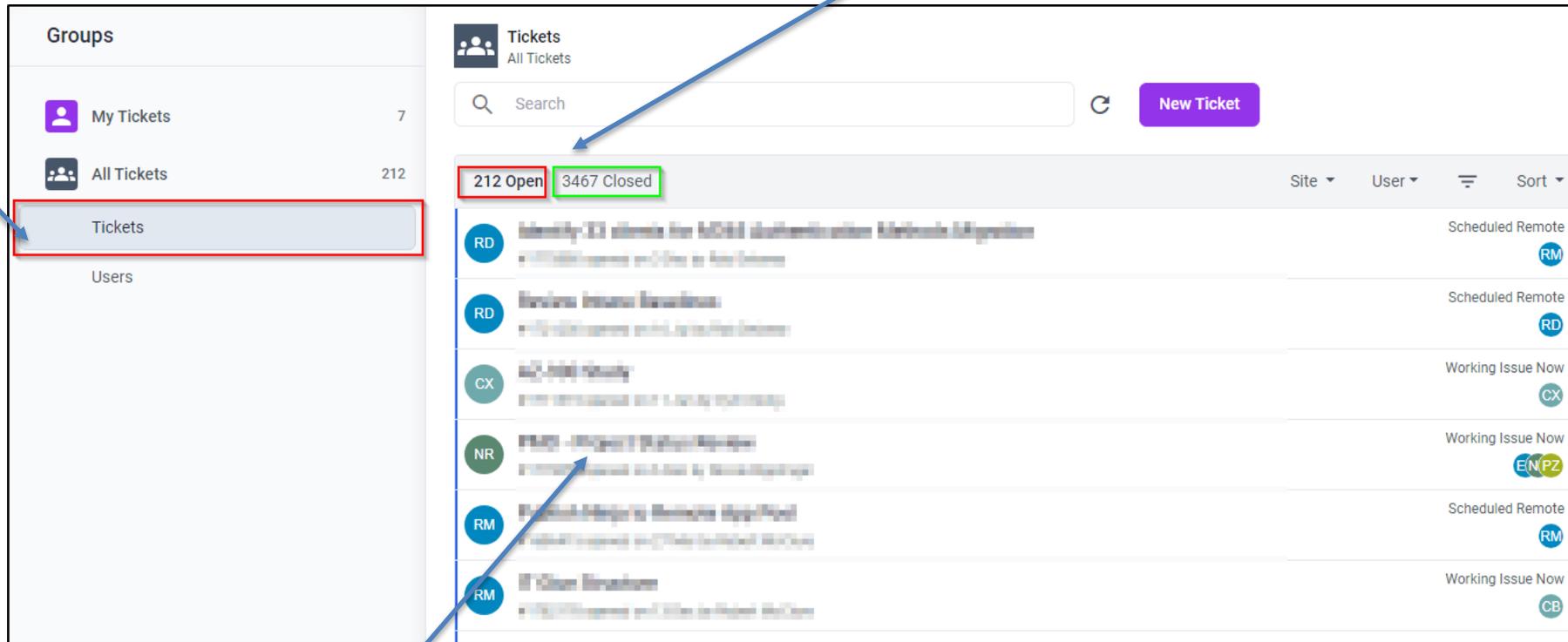
The screenshot shows the OneNet Global Support Portal interface. The top navigation bar is purple and contains the text "OneNet Global Support Portal". On the left side, there is a vertical menu with several options: "Contact Support" (with a question mark icon), "Tickets" (with a ticket icon), "Learning" (with a graduation cap icon and highlighted in purple), "Quotes" (with a list icon), and "Notifications" (with a bell icon). The main content area is titled "Learning" and displays a list of folders representing different software categories: "Microsoft Office", "Microsoft Office 365", "Microsoft Office Excel", "Microsoft Office Outlook", "Microsoft Office PowerPoint", "Microsoft Office Word", and "Microsoft Windows".

- Select “Learning” for self-help answers to some of the more common support issues.
 - a) Once you select a main topic, you will be given a list of articles that will open in a new browser tab.
 - b) If you can’t find the solution to your issue, click “Contact Support” to open a new ticket.

Client Manager Level Access

Select "Tickets" under "All Tickets"

Toggle between Open and Closed Tickets



The screenshot displays the Client Manager interface. On the left, a sidebar shows a 'Groups' menu with 'My Tickets' (7), 'All Tickets' (212), and 'Tickets' (highlighted in red). Below this is a 'Users' section. The main content area is titled 'Tickets All Tickets' and features a search bar, a 'New Ticket' button, and a toggle for '212 Open' (highlighted in red) and '3467 Closed' (highlighted in green). A list of tickets follows, each with a status icon (RD, CX, NR, RM) and a description. The first ticket is highlighted with a blue arrow.

Status	Description	Action
RD	Identity-XX clients for MDM authentication Methods Migration	Scheduled Remote (RM)
RD	Review Internet Connections	Scheduled Remote (RD)
CX	MS-Exchange	Working Issue Now (CX)
NR	MS-Exchange	Working Issue Now (EN/PZ)
RM	MS-Exchange	Scheduled Remote (RM)
RM	MS-Exchange	Working Issue Now (CB)

Select a ticket to view its details and provide updates