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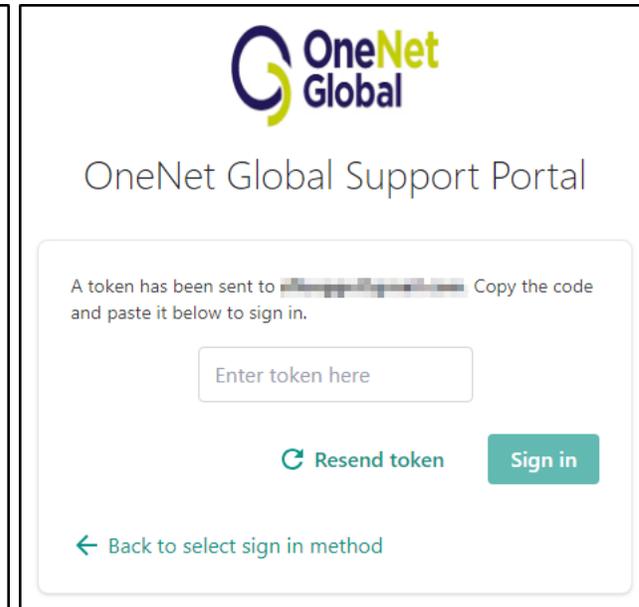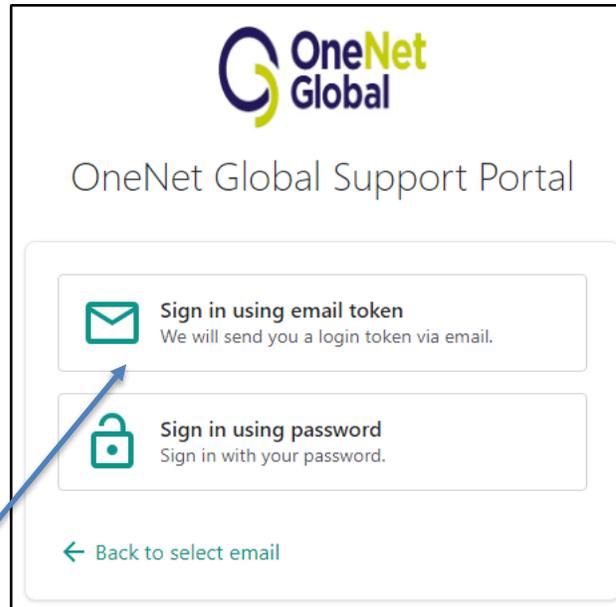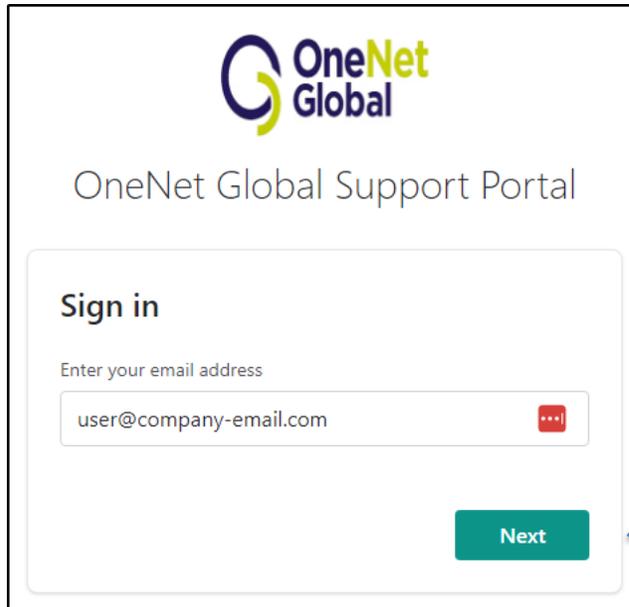
1. Enter your Email Address
2. Select "Sign in using email token"
3. Open the email sent to your address
4. Select the Login Now button
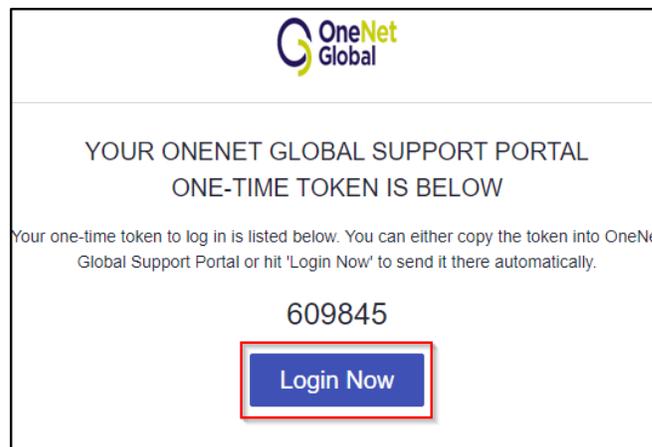
Logging In With A Password

Go to: https://support.onenetglobal.com
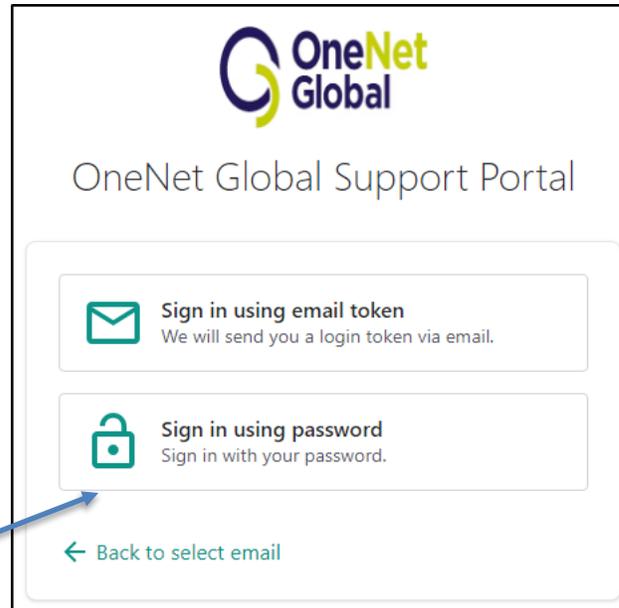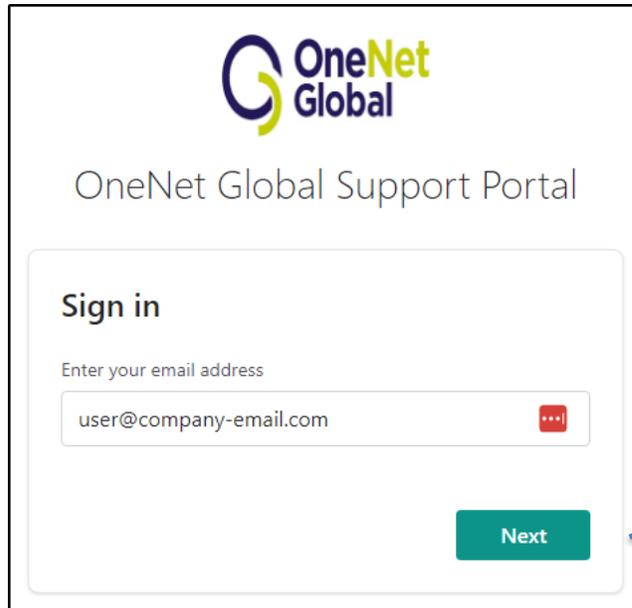
First Time Only Below
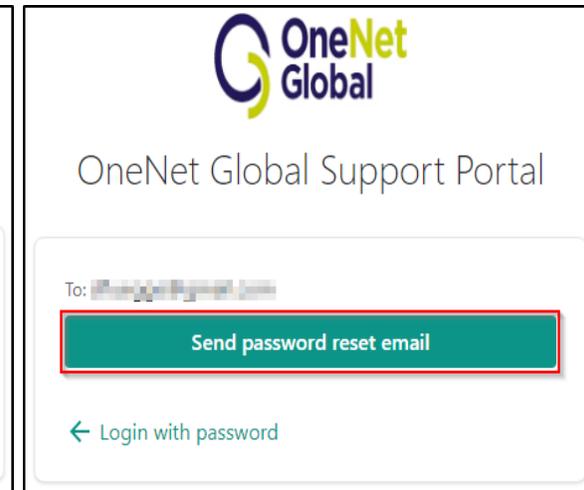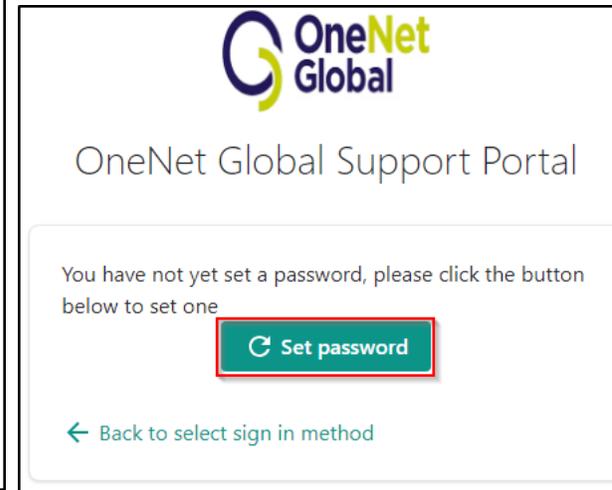
1. Enter your Email Address
2. Select "Sign in using password"
3. Open the email sent to your address
4. Select the "Set Password" button
5. Select Send password reset email
6. Follow the instructions emailed to you

How to Request Support

OneNet Global Support Portal

Create Service Request
Have an issue? Submit a service request now.

New ticket

My Tickets   + New

No open tickets

You don't appear to have any open tickets with us. To begin, please click here to submit a new request.

- Contact Support
- Tickets
- Quotes
- Notifications
- Learning
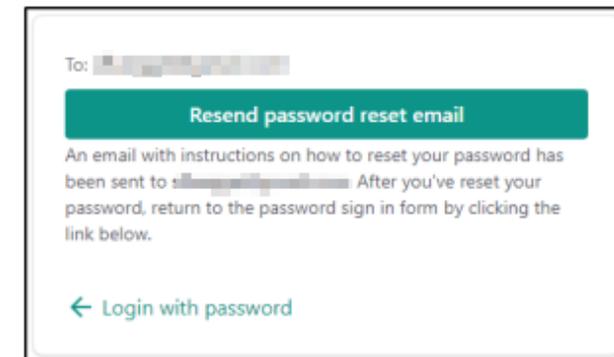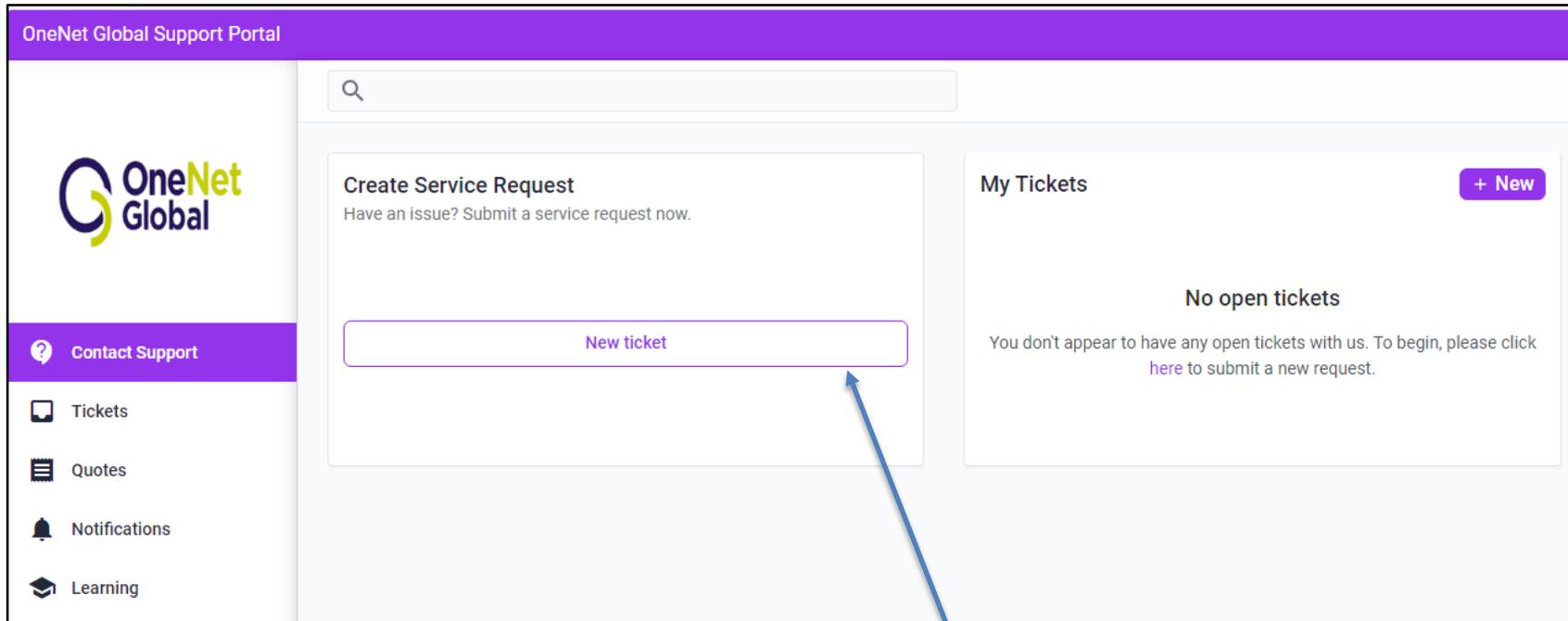
← New Ticket
To create a new ticket, please select a suitable service catalogue.

Search

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

- 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
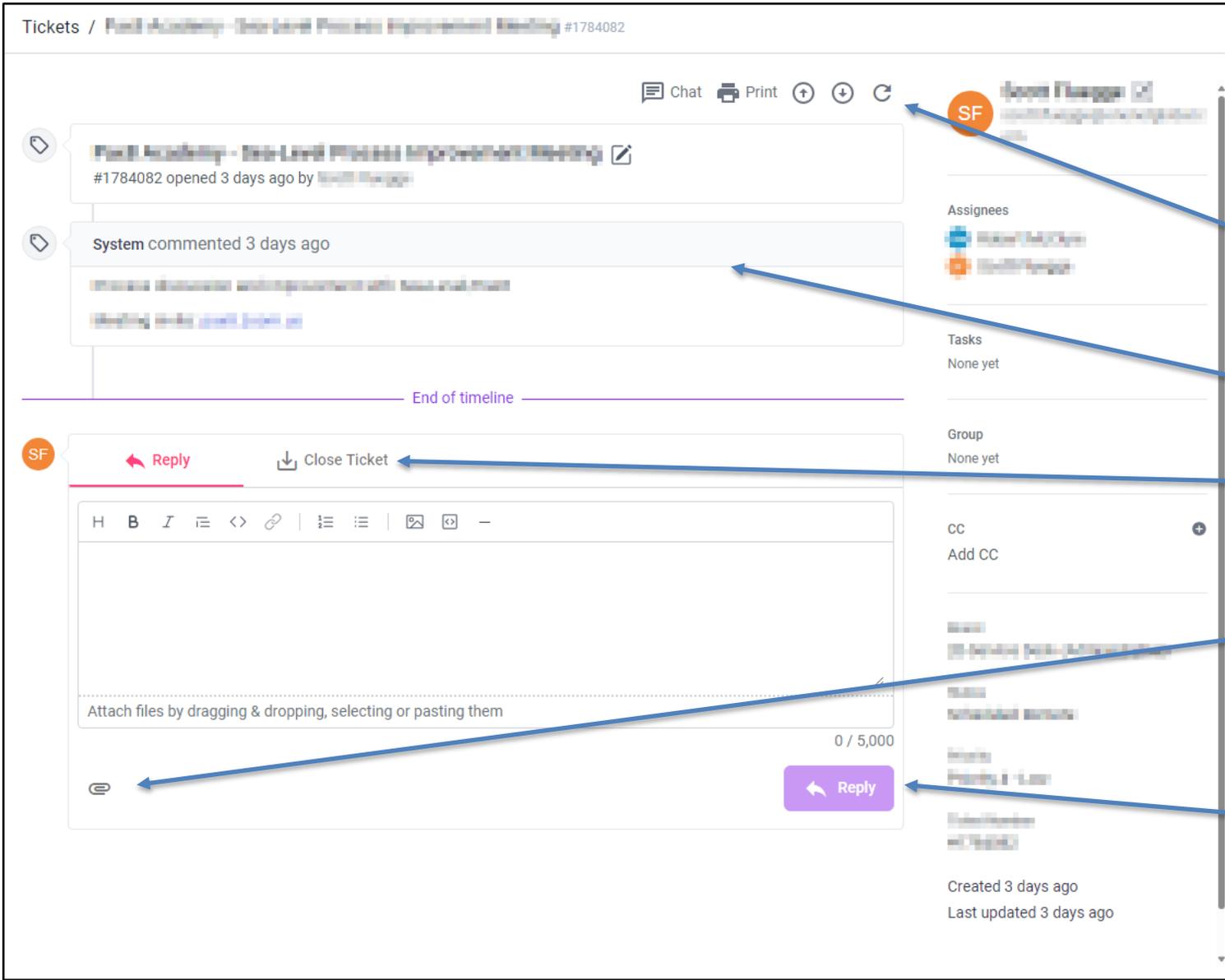
Refresh ticket: Updates the screen, loading updated information

Timeline: View all past updates

Close ticket: Id 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

- 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

Select a ticket to view its details and provide updates