Impress Solutions Web Portal

User guide to Impress Solutions Web Portal

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Introduction to Impress Web Portal

In addition to Telephone and email, support is now accessible via another method, which will give you, as a customer direct access to the support team.

Our Web Portal allows customers to:

- Log support requests.
- Monitor the progression of existing support requests.
- Access support information on our Fact Sheet Database, (which deals with frequently asked questions and regular routines, especially month end and year end procedures on Sage).
- Access our web site and our FTP site.

Initial Login – (new users)

To access the Web Portal login go to the website www.impress-solutions.co.uk/logon.aspx
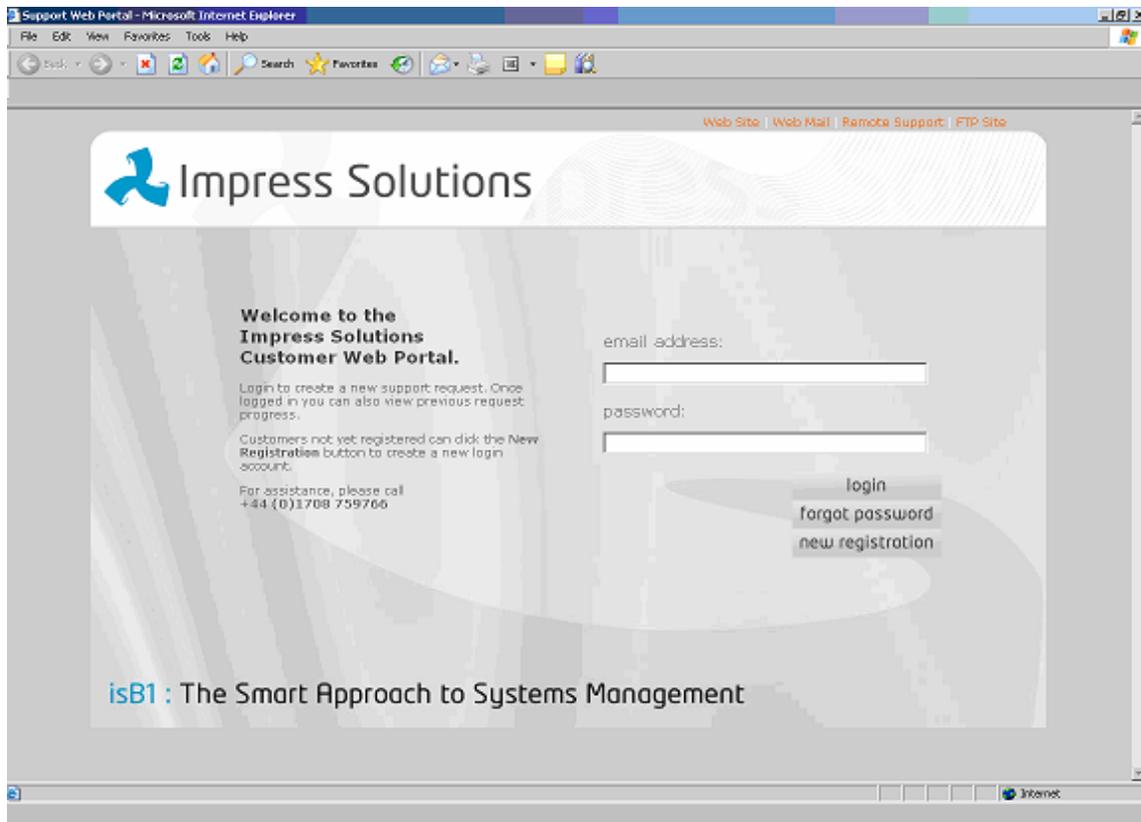The following page will then be displayed.
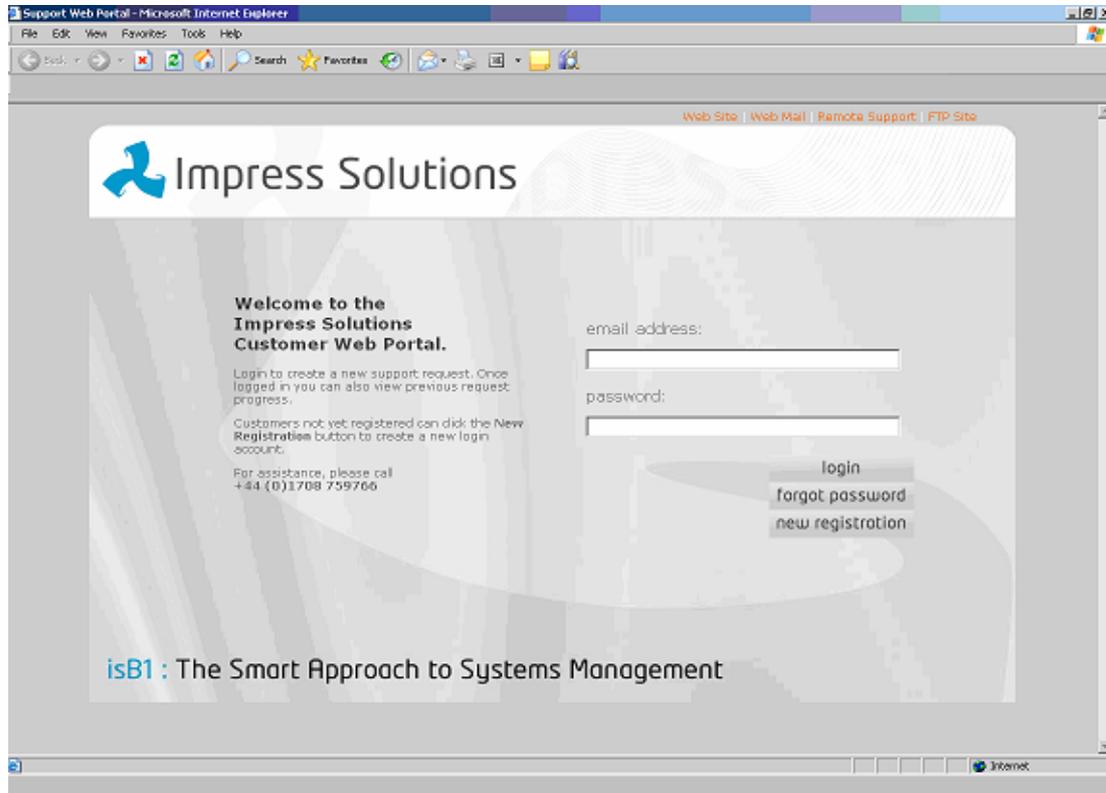
Select **new registration** and enter your details
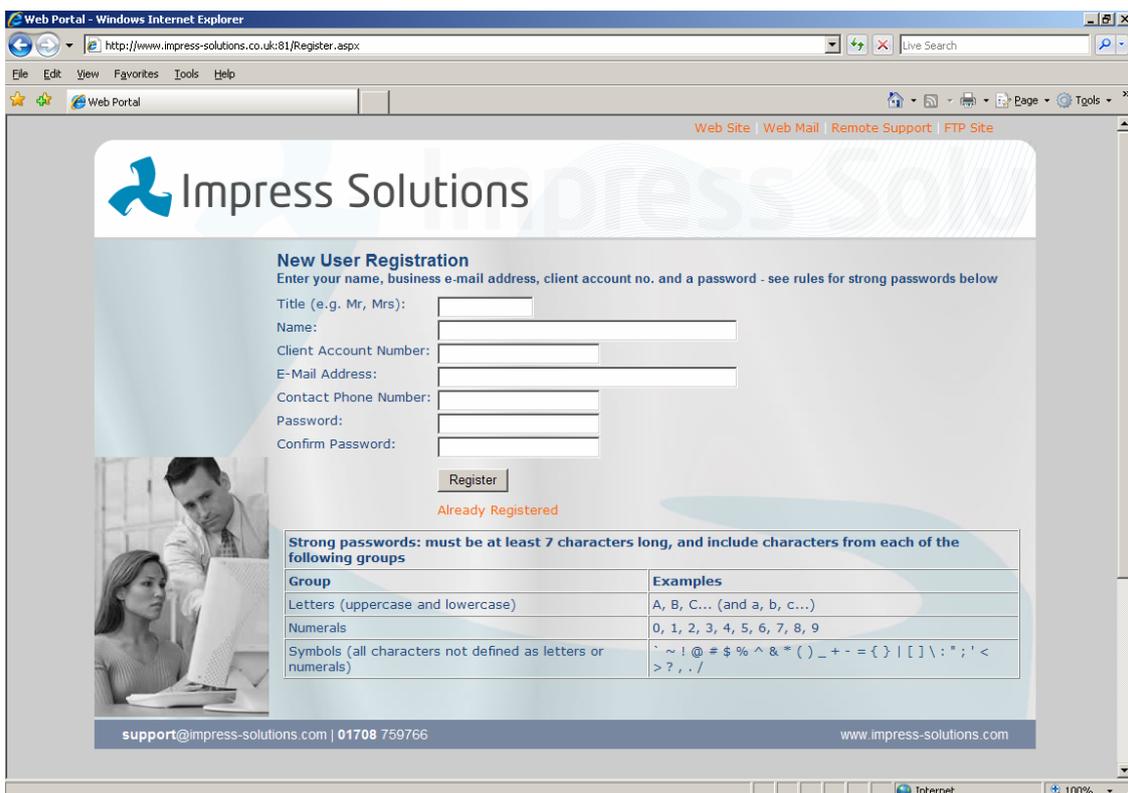
Initial Login – (registered users)

To access the Web Portal login go to the website www.impress-solutions.co.uk/logon.aspx
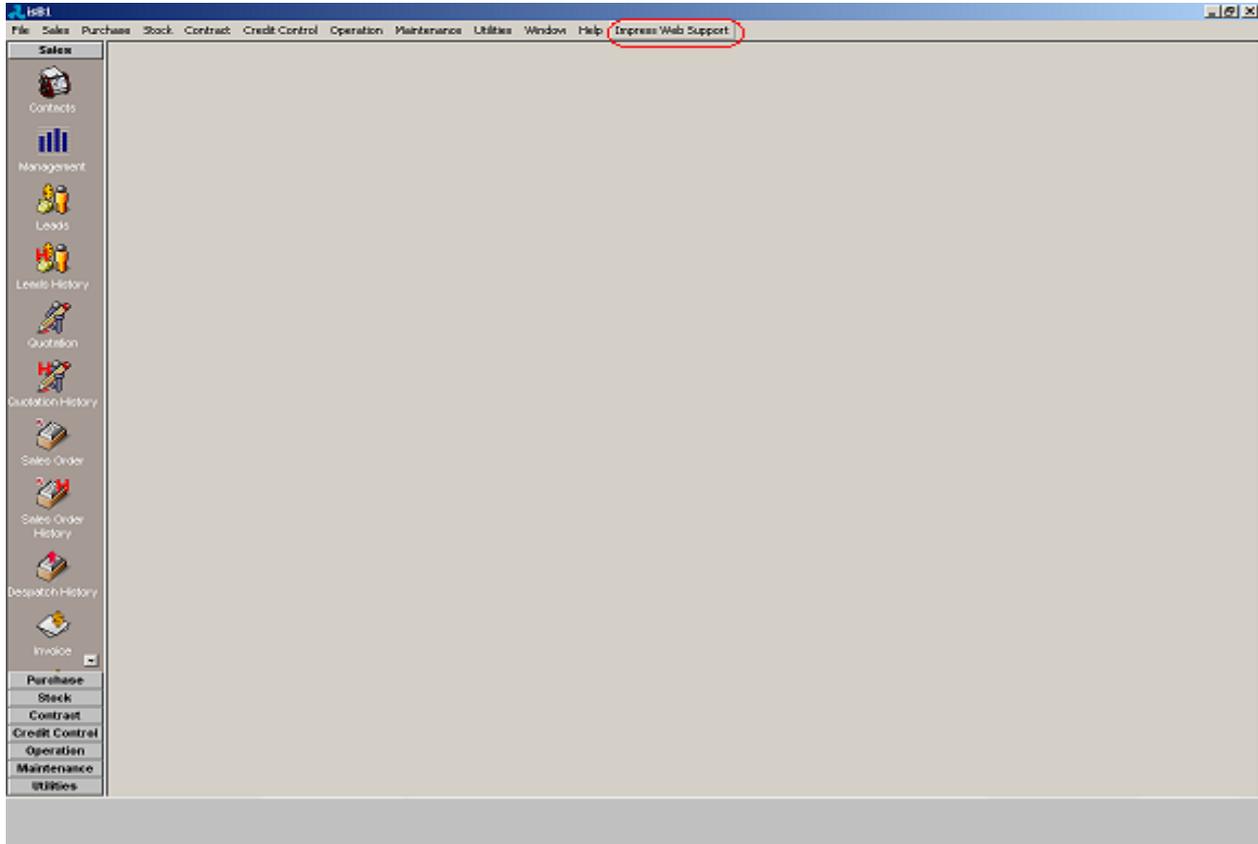The following page will then be displayed.
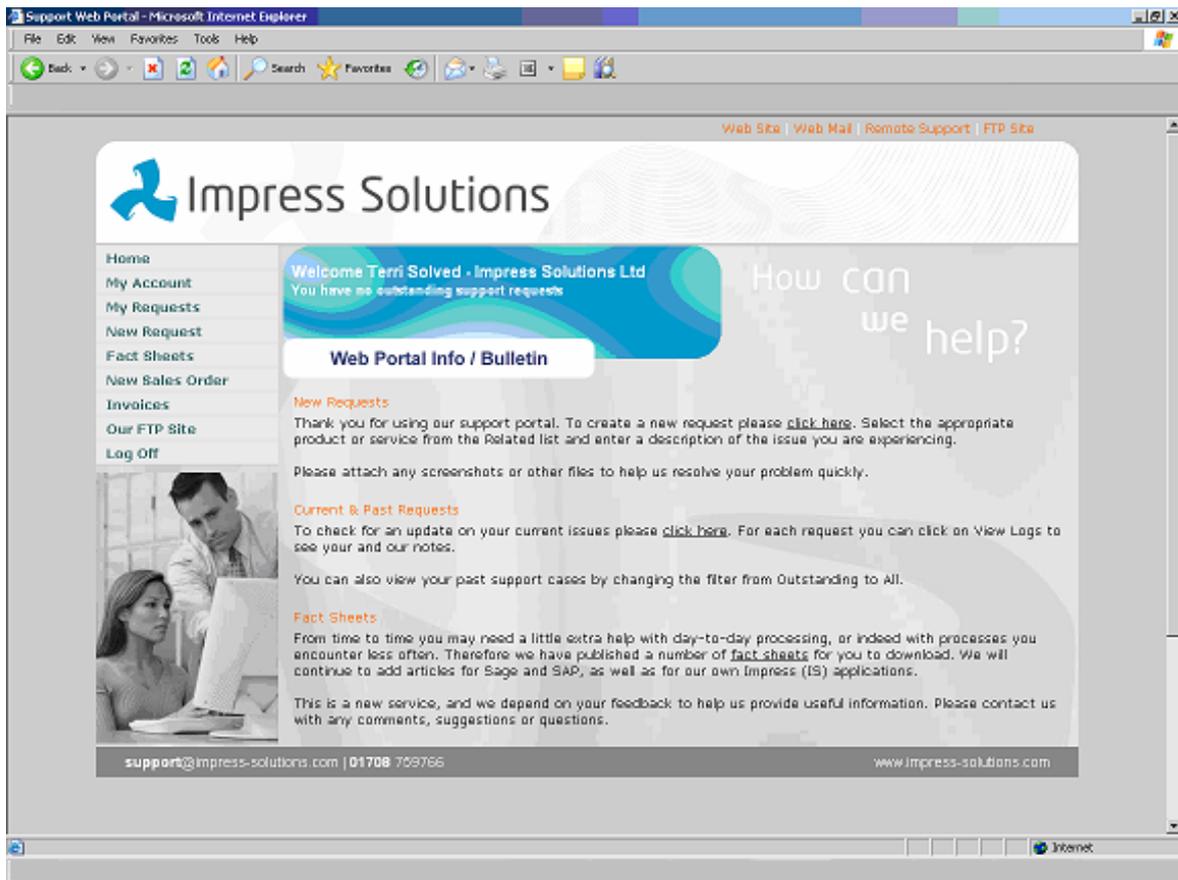

Enter your email address and password then click on

If you are using isB1 (alternative access)

If you are a user of isB1, you will be able to access the Web Portal from within the application by clicking on the 'Impress Web Support' menu on the toolbar. This will take you directly to the Web Portal login page.

Home Page

Once you successfully login you can access different areas of the Web Portal, either by highlighting and clicking on the option you require in the left hand menu:-
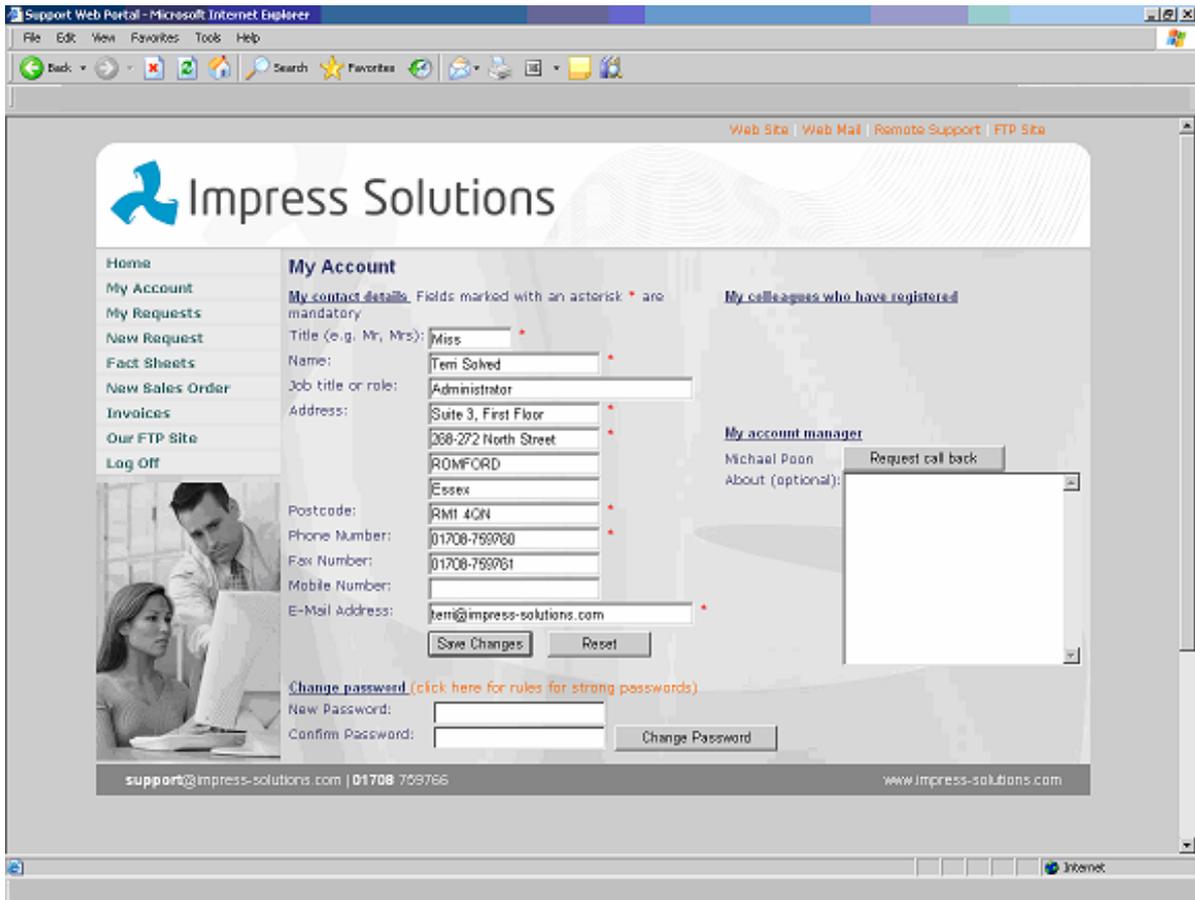

OR

Click on the 'Orange' links within the main home screen or where wording is underlined as with click here in the screen below:

New Requests

Thank you for using our support portal. To create a new request please click here. Select the appropriate product or service from the Related list and enter a description of the issue you are experiencing.

Please attach any screenshots or other files to help us resolve your problem quickly.

My Account

To access this, click on the 'My Account' option in the left hand menu.

- **My contact details** : allows the user to amend their contact details.

- **My colleagues who have registered** : lists any other users set up on your organisation.

- You can Request a Call Back from your account manager. First enter your message and then click on the **Request call back** button to email the request.

- **Change password** : Enter your new password in both fields shown and click on **Change Password**. If you need help with creating the new password you can access the rules by following the on screen instruction.

| Strong passwords: must be at least 7 characters long, and include characters from each of the following groups	
Group	**Examples**
Letters (uppercase and lowercase)	A, B, C... (and a, b, c...)
Numerals	0, 1, 2, 3, 4, 5, 6, 7, 8, 9
Symbols (all characters not defined as letters or numerals)	` ~ ! @ # $ % ^ & * ( ) _ + - = { } | [ ] \ : " ; ' < > ? , . /

Creating New Support Requests

Click on the New Request option in the menu on the left hand side.
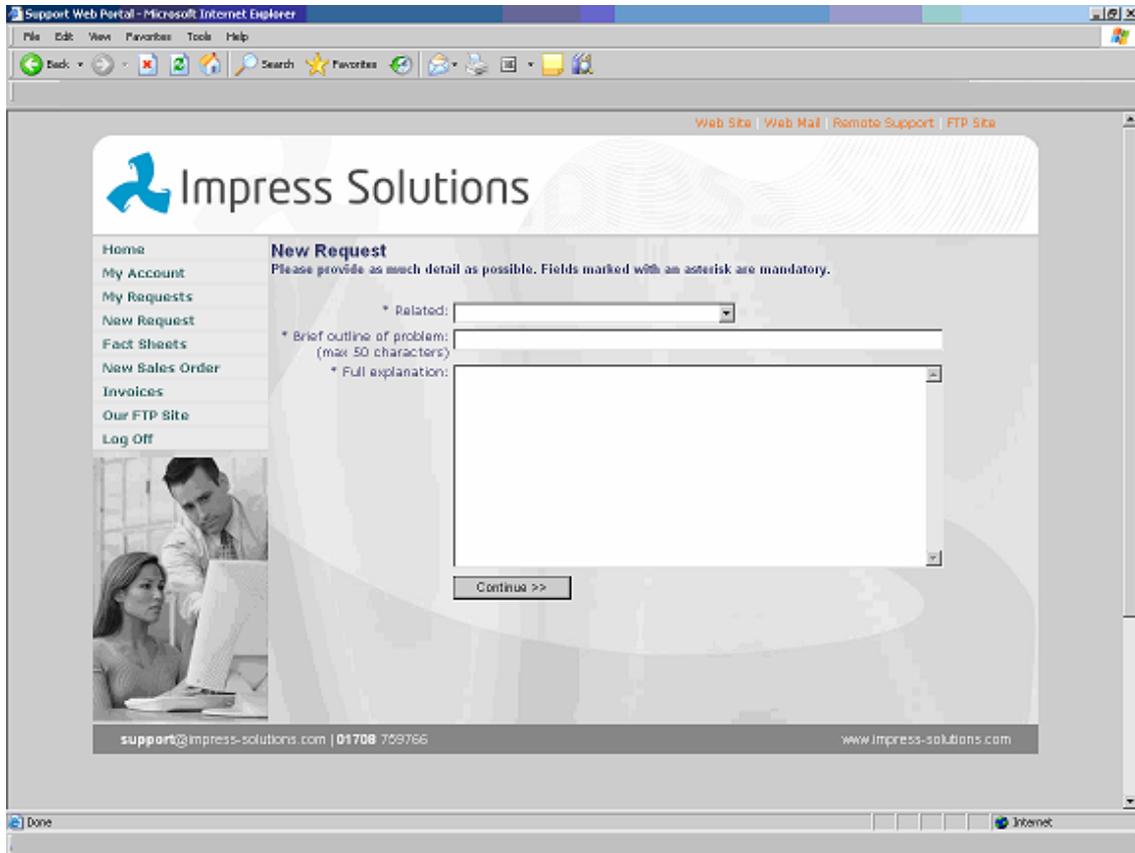
To create a New Request, select a 'Related' item from the drop down menu:-
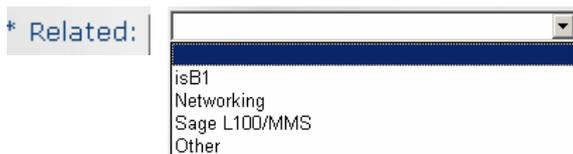
The list will include all the support areas for which you have existing contracts with Impress Solutions. However, you can log a request against 'Other' if you wish to ask for assistance on something you do not usually have support on.

You need to enter a brief outline of the problem in the next window and then give as much detail of the issue that you require assistance with as you are able to describe in the largest window. The more details provided allow for a quicker resolution of the problem.

When you click on the continue button you are taken to the next screen (see page 8).

Creating New Support Requests (cont.)
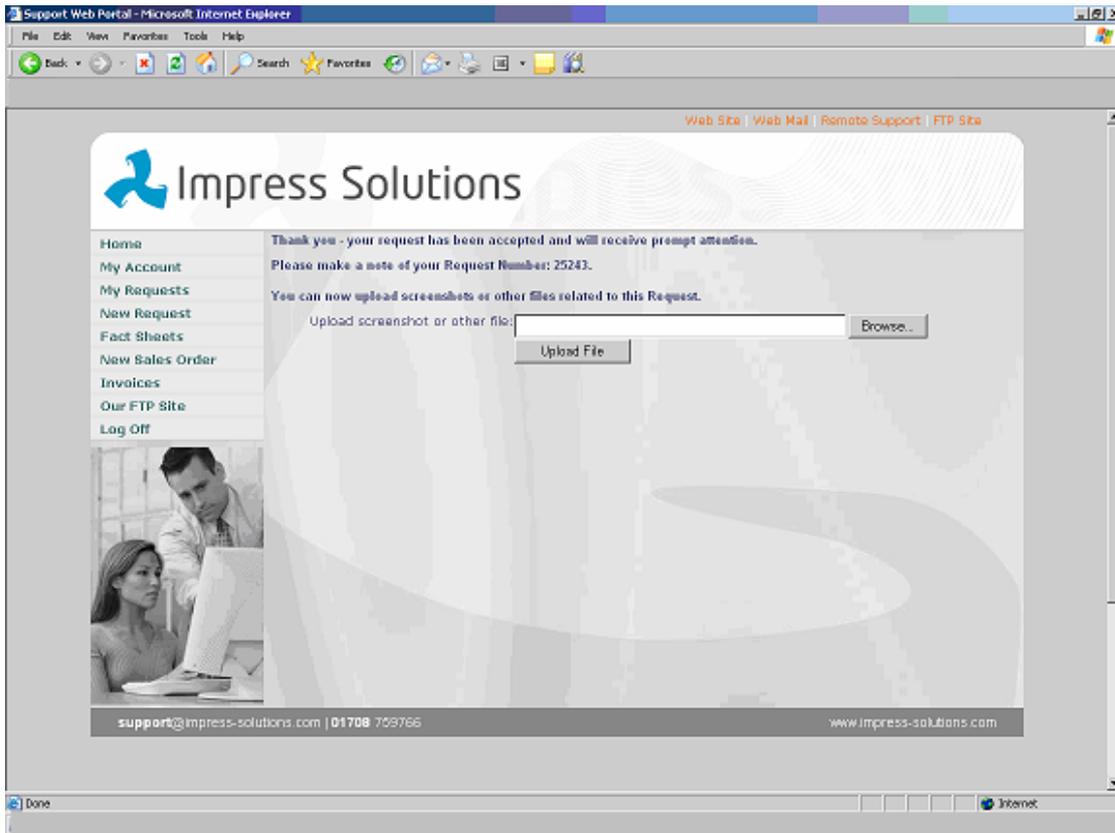
This screen shows you the Request Number that has been created. This is your reference for any follow up either through the Web Portal or by telephone or email.

If you are logging a request about a screen error message or a problem with a report, for example, you can upload this and attach it to the request. To do this;

- First save the file on your own system.
- Then click on the browse button on the Web Portal page.
- Locate the file.
- Click on the 'Upload File' button to attach the file to your request.

This will enable our support team to deal with your request more efficiently.

All requests will directly update our support logging system. Someone from the support team will be assigned to handle your request and contact you either by telephone, email or update the Web Portal for you to access later.

☛ **Important Note**

With some applications for which you have support, you may be prompted to answer some specific questions. This will ensure that we have all the relevant information to quickly resolve the issue.

Reviewing Outstanding Support Requests

In this section you can view any 'Outstanding' requests on your account and, should you wish to do so, review 'All' requests logged on your account. To access this option click on the 'My Requests' in the menu.

These lists will include requests logged by your organisation using the Web Portal and those logged by our support team as the result of telephone calls or emails received.

The status of the request indicates its progress, for example:-

Status	Progress
OPEN	Not yet assigned to a Support person.
WIP	A member of support is dealing with the request.
TO CALL	A member of the Support Team needs to call you.
WAIT CLIENT	Waiting for a call back or information from Client.
CLOSED	The issue is resolved.

You are also able to add feedback information to the outstanding requests, for example, if you have been asked to complete a task by a member of the support team, you can inform us when you have completed this by clicking on   Add logs

Fact Sheet Database

This section is accessed by clicking on the Fact Sheet option on the left hand menu. The section deals with frequently asked questions and regular routines, especially month end and year end procedures on Sage.

To look for a particular Fact Sheet select a 'Related' item from the drop down menu and select Search.

All Fact Sheets are downloadable in Adobe pdf format.

Web Site, Web Mail, Remote Support, FTP Site

These options are found in orange at the top of the web page.
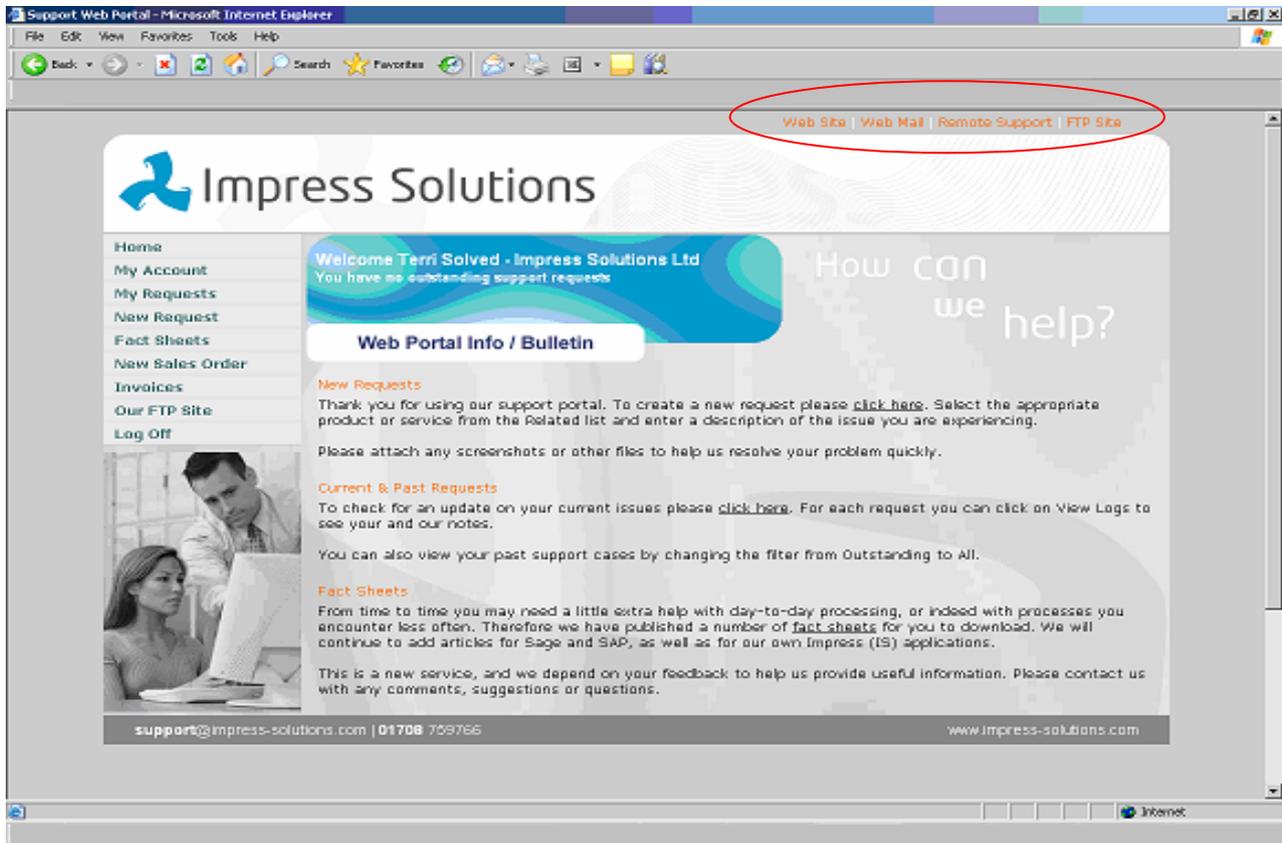
Clicking on one of these links opens a new window within Internet Explorer for the following:

● Web Site directs you to the Impress Solutions Ltd web site.

● Web Mail is for internal use only.

● Remote Support is used when a member of the Support Team needs access to your PC to be able to resolve an outstanding issue. You will be given a session key by the Support Team and instructed on creating the share to allow them access to your PC.

● FTP Site provides an option to upload large files/ databases to our FTP Server. This allows the Support Team to see and resolve an outstanding issue more efficiently when they don't have remote access to your system. A Support Team member will provide you with a username and password for access to this facility. The FTP Site can also be accessed by clicking on the 'Our FTP Site' option in the left hand side menu.