

PRIVILEGED



Customer Care

Frequently Asked Questions (FAQ)

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Contents

1 Frequently Asked Questions	4
1.1 Accessing and Logging into the Portal	4
1.2 Ticket Management	4
1.3 General Usage	5
1.4 Account and Profile Management	5
1.5 Notifications and Alerts	6
1.6 Troubleshooting	6
1.7 Usage Tips	6

1 Frequently Asked Questions

1.1 Accessing and Logging into the Portal

Q1: How do I access my company portal?

- A: Navigate to the URL provided by PDMS during registration or training. If you are unsure of the address, contact a member of your internal team, the PDMS team, or email portal.support@pdms.com for assistance.

Q2: How do I log in to the portal?

- A: Open the portal in your preferred browser, navigate to the top right-hand corner of your screen, and click "Login.". Select "Are you a customer? Login here". Enter your credentials as prompted.

Q3: Can I use Single Sign-On (SSO) to log in?

- A: Yes, you can use SSO. During registration or training, you will receive an invitation from PDMS via Microsoft to set up an account. If you did not receive the invitation, contact portal.support@pdms.com.

1.2 Ticket Management

Q4: How do I raise a ticket in my portal?

- A: On your homepage, select the "Submit a ticket" option from the menu bar or the tile. Complete the required form fields and select "Submit." To confirm that your ticket was created, you will receive an email and it will be shown in your ticket dashboard.

Q5: How can I view an existing ticket?

- A: Click on "Tickets" button or the "View all tickets" tile. You can filter or sort your tickets using the options on the right of the screen or select the ticket you wish to view from the list.

Q6: How do I reply to a ticket?

- A: To reply to a ticket, type in the "Click here to add a comment" box or click "Reply." Once you have entered your reply, press the "Reply" button below the text box.

Q7: Can I add others to my ticket?

- A: Yes, click the "Add People" button. A pop-up will be displayed where you can input the email address of the person you wish to add to your ticket. Click "Add" to complete the process.

Q8: How do I update my ticket details?

- A: Once you have accessed a ticket, on the right-hand side of the page, you can update key details such as "Support Type," "Priority," and "Specific steps to reproduce." After making the desired changes, press the "Update" button.

Q9: How can I close a ticket?

- A: If your issue has been resolved or you no longer require assistance, you can close your ticket by clicking the "Close issue" button in the middle panel. You can also leave a satisfaction rating when closing the ticket.

Q10: Is it possible to reopen a closed ticket?

- A: Yes, if your ticket has been closed, you can reopen it by creating a reply. Navigate to the ticket using the filters on the "Tickets" page, select "Resolved or Closed" from the "Status" dropdown, click on the ticket from the list, and click on the "Reply" button. Input your response, and the ticket will be reopened.

1.3 General Usage

Q11: What should I do if I didn't receive the registration invitation?

- A: If you did not receive the invitation, contact the PDMS team at portal.support@pdms.com to request a new invitation.

Q12: How will I know if my ticket has been responded to?

- A: You will receive an email notification when your ticket has been responded to by a member of the PDMS Customer Care team.

Q13: How can I change the priority of my ticket?

- A: You can change the priority of your ticket by updating the "Priority" field under "Ticket Details" on the right-hand side of the page and pressing the "Update" button.

1.4 Account and Profile Management

Q14: How do I reset my password?

- A: Passwords are not required to access your portal, instead we use SSO. Navigate to your portal, input your email address and you will receive a code to input instead of a password.

Q15: How can I update my profile information?

- A: To update your profile information, log in to your portal, navigate to the profile section (top right), and edit the necessary details. Remember to save your changes before exiting.

1.5 Notifications and Alerts

Q16: How can I manage email notifications from PDMS?

- A: Email notifications are sent automatically when you raise a ticket, receive a response or another action is required from you. At the moment, these notifications cannot be customised.

1.6 Troubleshooting

Q17: What should I do if I encounter an error while using the portal?

- A: If you encounter an error, try refreshing the page or clearing your browser cache. If the issue persists, contact PDMS at portal.support@pdms.com with details of the error.

1.7 Usage Tips

Q18: What are the best practices for creating a new ticket?

- A: When creating a new ticket, provide a clear and concise description of your issue, including any relevant details such as error messages, steps to reproduce the problem, and any attachments that might help the support team understand and resolve your issue more efficiently.