



How to Submit Tickets and Service Requests

Team Metalogic Partner Portal

SUMMARY

In this guide, we'll show you how to submit both a support ticket and a service request through the Team Metalogic Partner Portal.

Team Metalogic Ltd
<https://www.teammetalogic.com>
support@teammetalogic.com – 0345 521 0618

Why Should You Use the Portal?

When you submit a ticket or service request through the portal, your request goes directly into our internal resolution queue that's tracked by our entire team. With the portal:

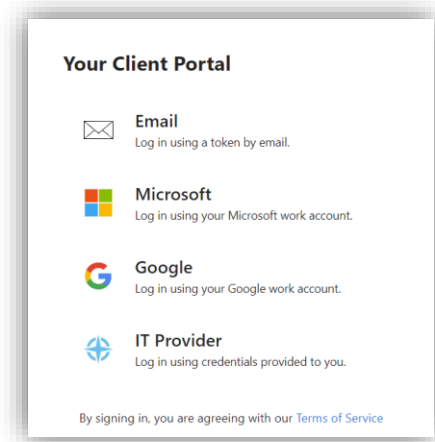
- **You can track your own tickets, so you always know what the status of things are**
- **You get the fastest possible resolution times with priority queuing.**
- **You reduce and eliminate back-and-forth emails asking for additional information.**

If you require assistance during any point of process, don't hesitate to reach out to support by emailing support@teammetalogic.com or calling **0345 521 0618**.

1. Log in to the Portal

Start by logging into the portal.

To log in, visit <https://portal.teammetalogic.com> and enter your Microsoft 365 credentials (your e-mail address and the password you use to access your e-mails).

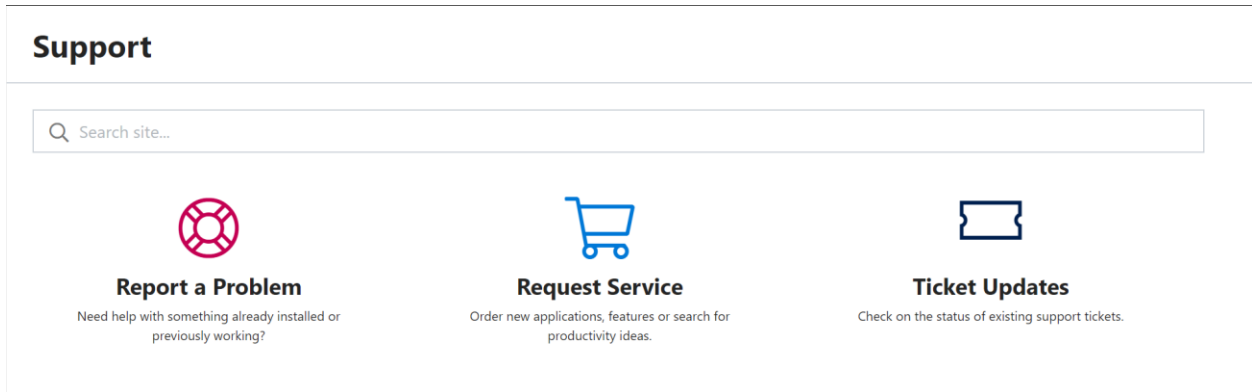


Alternatively, just open Microsoft Teams and click the icon for 'TML Portal' on the left-hand navigation. You don't need to login if you're already logged into Teams.

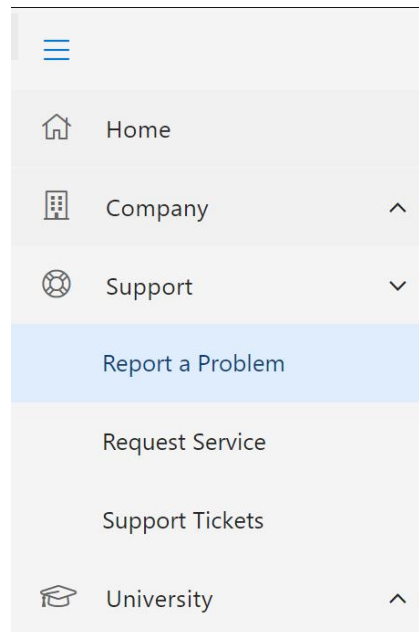
2. Find the Problem Report/Service Request Menu

Depending on your home screen view, you can find the support requests in two different areas.

If your account manager has set your home page to support, you'll see icons like this:



If you have another home page, you can find the same options on the left-hand menu, like this:



You'll need to either submit a problem report ticket or a service request ticket based on need.

Problem reports are for errors and IT problems.

Service Requests are for things like ordering new equipment, onboarding new users, setting up accounts, and more – things that our Service Desk can help with, but aren't specifically problems.

3. Submit your Ticket or Service Request

Click either "Report a Problem" or "Request Service" to see your available options.

Click on the category and individual item within that category that best suits your needs and fill out the fields as required. Once you're all set, click submit.

The screenshot shows a web application interface for reporting a problem. On the left, a sidebar titled "Report a Problem" contains a "Having Problems?" section with a lightbulb icon and a "My computer..." section with several categories: "I am getting warning messages", "I am having trouble with my monitor", "I cannot access a specific website", "I cannot hear audio", and "I cannot remote into my computer at the office". The main content area is titled "Report a Problem" and features the selected category "I cannot access a specific website". Below the category title is a brief description and a prompt to "Complete the following details to submit your request." The form includes a text input field for the website and URL, a radio button selection for "Are you able to access other websites?" (Yes/No), a checkbox for "I'm reporting this problem for another user", and a larger text input field for additional information. At the bottom are "Submit" and "Cancel" buttons.

Submitting a Problem Report

The screenshot shows a web application interface for requesting a service. On the left, a sidebar titled "Request Service" has a search bar and a grid of service categories under "Apps & Software". The categories include "Setup Computer Phone", "Setup OneDrive", "Setup Password Protection", "Add Office 365 Diagramming", "Add Office 365 Project Management", and "Install PDF Editor Software". The main content area is titled "Request Service" and features the selected category "Setup Password Theft Protection". Below the category title is a brief description and a prompt to "Complete the following details to submit your request." The form includes a "User Name" field, a "User Email" field, and a "Comments" text area. At the bottom are "Submit" and "Cancel" buttons.

Submitting a Service Request

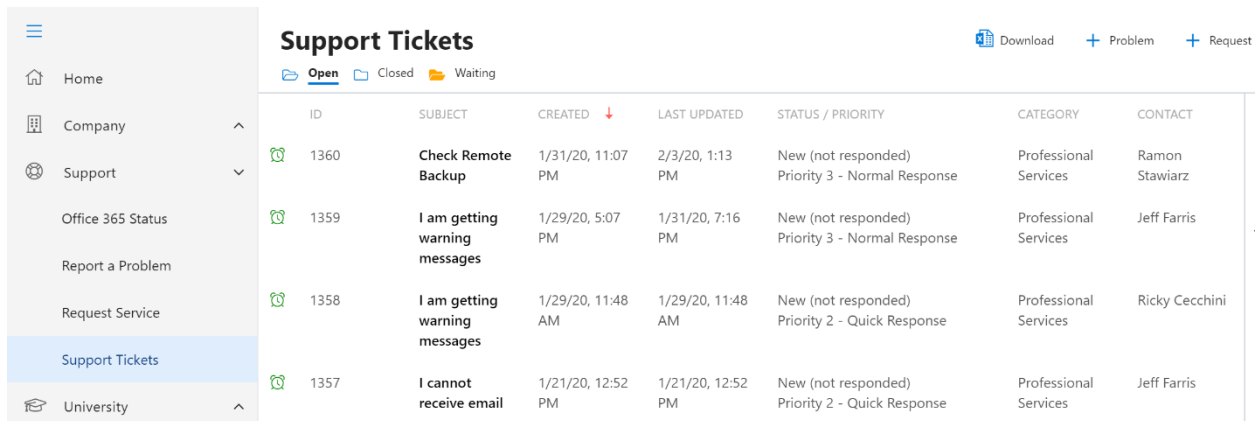
4. Tracking and Updating Your Tickets and Requests

Once you've submitted your ticket and/or service request, you can track the status using the "Ticket Updates" button on the home page, or the "Support Tickets" option in the menu, as seen in step 2.

Users within the portal will be able to see and track their own tickets only.

Primary Contacts will be able to see tickets input for the entire company.

You can also review tickets that are Open, Closed, and Waiting via the tabs at the top of this view.

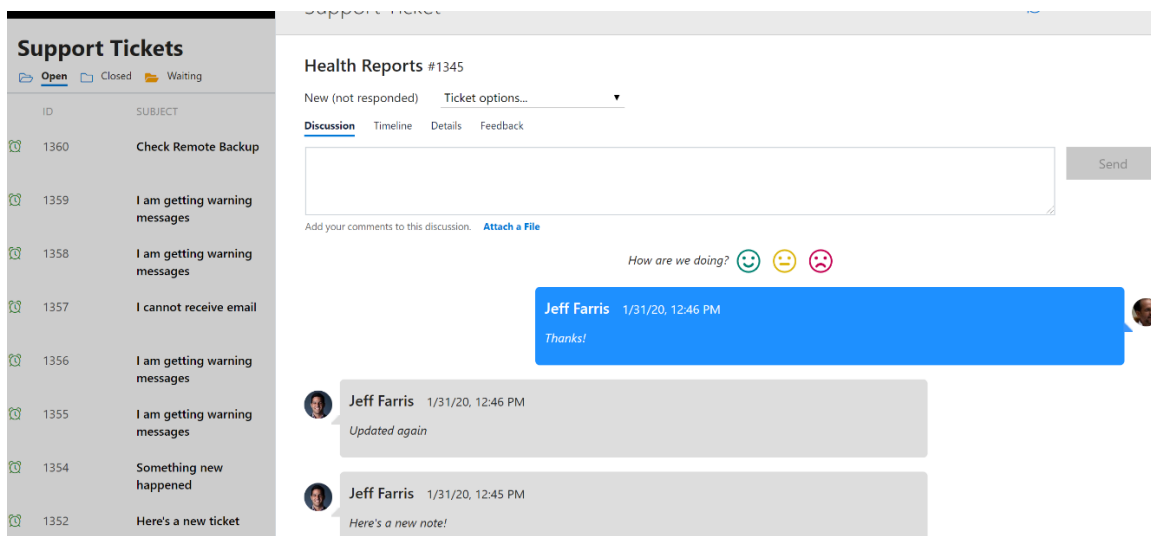


The screenshot shows the 'Support Tickets' dashboard. On the left is a navigation menu with options: Home, Company, Support, Office 365 Status, Report a Problem, Request Service, Support Tickets (highlighted), and University. The main area is titled 'Support Tickets' and has tabs for 'Open', 'Closed', and 'Waiting'. Below the tabs is a table of tickets.

ID	SUBJECT	CREATED	LAST UPDATED	STATUS / PRIORITY	CATEGORY	CONTACT
1360	Check Remote Backup	1/31/20, 11:07 PM	2/3/20, 1:13 PM	New (not responded) Priority 3 - Normal Response	Professional Services	Ramon Stawiarz
1359	I am getting warning messages	1/29/20, 5:07 PM	1/31/20, 7:16 PM	New (not responded) Priority 3 - Normal Response	Professional Services	Jeff Farris
1358	I am getting warning messages	1/29/20, 11:48 AM	1/29/20, 11:48 AM	New (not responded) Priority 2 - Quick Response	Professional Services	Ricky Cecchini
1357	I cannot receive email	1/21/20, 12:52 PM	1/21/20, 12:52 PM	New (not responded) Priority 2 - Quick Response	Professional Services	Jeff Farris

A view of all open tickets.

Clicking on an individual ticket will show you additional options, like the ability to give feedback, add new files, send more information, and even close the ticket yourself if it gets resolved.



The screenshot shows the detailed view of a ticket titled 'Health Reports #1345'. The ticket status is 'New (not responded)'. There are tabs for 'Discussion', 'Timeline', 'Details', and 'Feedback'. A text input field is present with a 'Send' button. Below the input field are three feedback icons: a smiley face, a neutral face, and a sad face. The discussion history shows three messages from 'Jeff Farris':

- 1/31/20, 12:46 PM: Thanks!
- 1/31/20, 12:46 PM: Updated again
- 1/31/20, 12:45 PM: Here's a new note!

A view within an individual ticket.