



TECHNOLOGY MANAGEMENT CONCEPTS

A Microsoft Dynamics™ Partner

TMC

CUSTOMER PORTAL MANUAL

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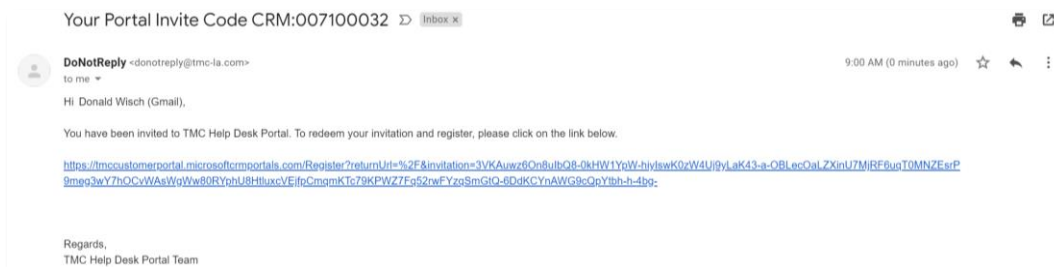
Overview

Welcome to the TMC Customer Portal User Guide. This document is a reference on how to use our Portal. Features available on the Customer Portal include

- Access 24 x 7 to electronic support
- Create initial Cases including emergency service issues
- Attach supporting documentation or files to Cases
- Update Cases
- View details on Cases reported by your organization

Portal Invitation

Open the Portal Invite email that you received and click on the link



Register

Enter your login information and click Register

Home | Blogs | Contact Us | Support | Sign in

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Sign in | Register | Redeem invitation

Redeeming code: **zAYbkMaGiEnEP6u3i5mbKw-CKC-UHLC7FSld4jXxhDrKaTPhy0MZ9EqaxNbuJgJR9BsGZOos5e7H5Th6GzwQmLMYeP6oOK7R8mlbVieAjlzta88wk4jyzXdU3Aq3e9EP5MNji4u2P4GVVQ3P1BOYstgZHQ**

Register for a new local account

Register using an external account

* Email

* Username

* Password

* Confirm password

Register

Azure AD

Confirm Email

Click Confirm email

The screenshot shows a user profile page for 'avigal@'. The user's name is redacted. A blue notification bar at the top of the profile section states: "Your email requires confirmation." with a "Confirm Email" button. Below this, the "Your Information" section has input fields for "First Name" and "Last Name".

Home > Profile

Profile

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone** number are required but will not be displayed on the site.

Your **Organization** is required, and a **Title** is optional. They will be displayed with your comments and forum posts.

Your Information

First Name *

Last Name *

Check your email for confirmation instructions

The screenshot shows the same user profile page, but now the blue notification bar says: "Check your email for confirmation instructions." Below this, the "Email" field is visible and contains the user's email address.

Sergios Rahmatoulin

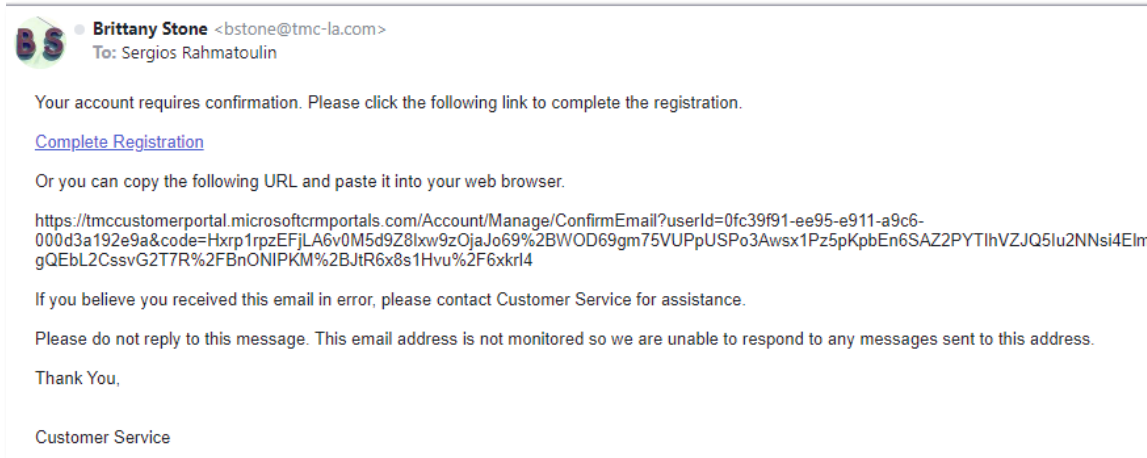
Confirm Email

Check your email for confirmation instructions.

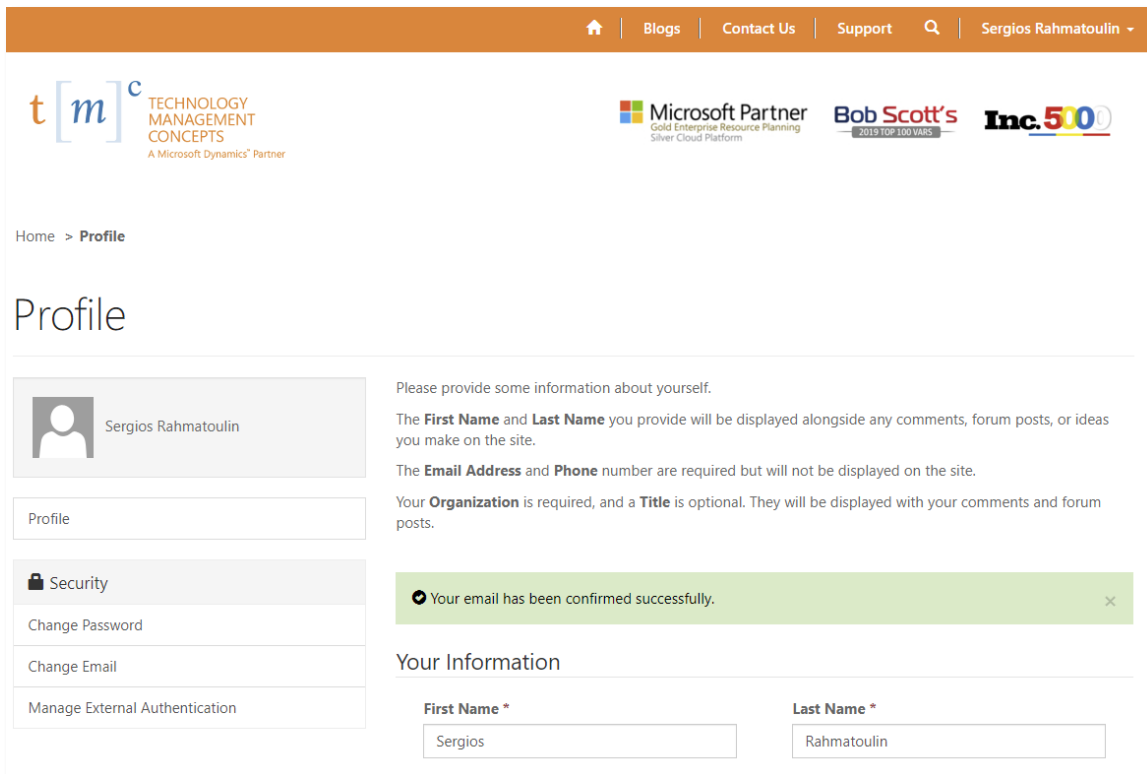
Email

Complete Registration

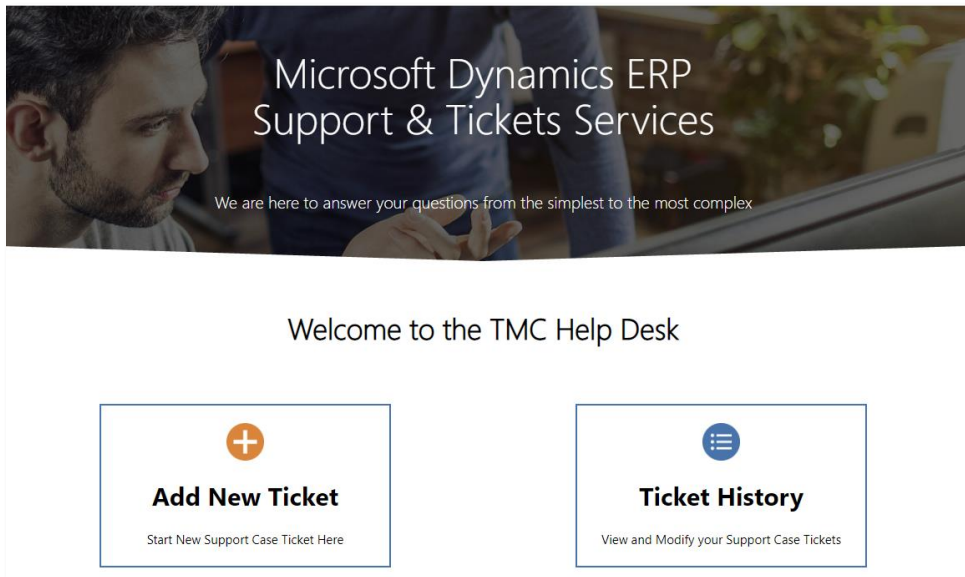
Open the email you received and click Complete Registration



Your email has been confirmed successfully



Click on Add New Ticket to create a new case



Enter Ticket Details and click Submit

(If you need to attach a file click Choose Files and browse to the file location)

The image shows a screenshot of the "Customer Service - Create Case" form. The form has several fields: "Case Title *" (text input), "Customer *" (dropdown menu with "Unis, LLC" selected), "Contact *" (dropdown menu with "Donald Wisch (Hotmail)" selected), "Case Type *" (radio buttons for Question, Problem, Request, with "Problem" selected), "Case Priority *" (radio buttons for Critical, High, Normal, Low, with "Normal" selected), "Product *" (text input), "Category *" (text input), and "Problem Area" (text input). Each dropdown and text input field has a search icon (magnifying glass) and a close icon (X).

Issue Description

Attach a file
 No file chosen

Your case has been submitted



Home > Support > **Customer Service - Ticket History**

Customer Service - Ticket History

A case
CAS-07452-F7C7D5 has been created for the issue submitted by you.

A confirmation email has been sent

• Incident #CAS-07452-F7C7D5 : Smartlist stays minimized CRM:007100013 Yahoo/Inbox

 **DoNotReply** <donotreply@tmc-la.com>
To: Sergios Rahmatoulin  Tue, Apr 28 at 1:54 PM

Hello TMCTestCo, Inc.

This is an automated email message to confirm that your case submission - CAS-07452-F7C7D5 has been received by TMC GP Support. Once this case has been assigned, one of TMC's GP support representatives will contact you with further information.

Thank you,
TMC GP Support Team

Click on Ticket History to view case history

Home | Blogs | Contact Us | Support | Sergios Rahmatoulin

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Microsoft Dynamics ERP Support & Tickets Services

We are here to answer your questions from the simplest to the most complex

Welcome to the TMC Help Desk

Add New Ticket
Start New Support Case Ticket Here

Ticket History
View and Modify your Support Case Tickets

You can see the case you just submitted

Home > Support > Customer Service - Ticket History

Customer Service - Ticket History

Q What can we help you with?

Case Number	Case Title	Case Type	Product	Category	Problem Area	Status Reason	Created On
CAS-07452-F7C7D5	Smartlist stays minimized	Problem	Microsoft Dynamics GP	SmartList, SmartList Designer, SmartList Builder, and Excel Report Builder	SmartList	New	4/28/2020 1:54 PM

Click on the case number to review case details

Change Password in Dynamics GP

Problem **Active - New**

Case Number
CAS-09453-M2H7Q4

Created On
2/4/2021 1:39 PM

Last Updated
2/4/2021 1:40 PM

Customer *
Unis, LLC

Contact
Donald Wisch (Hotmail)

Case Type
Problem

Product
Microsoft Dynamics GP

Category
Security

Problem Area
Password

Priority
Normal

Description
Can I get help changing my password in GP?

Timeline [Add Comment / File](#)

There are no activities to display.

[✕ Cancel case](#) [Update Case](#)

- 1) Add Comment to add a comment,
- 2) Update to update Case Type, Product, Category, Problem Area and/or Priority,
- 3) Cancel case to cancel the case.