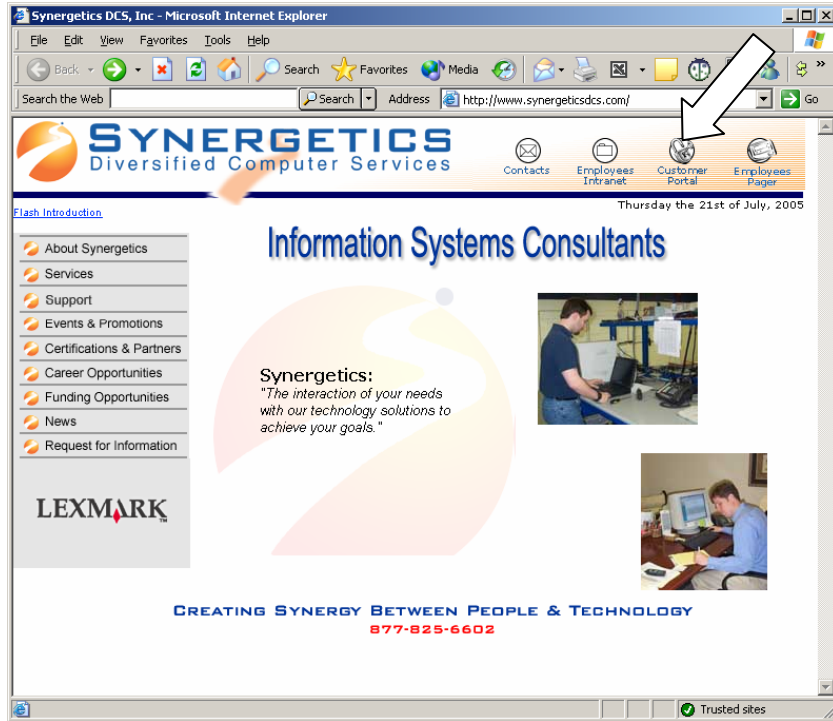


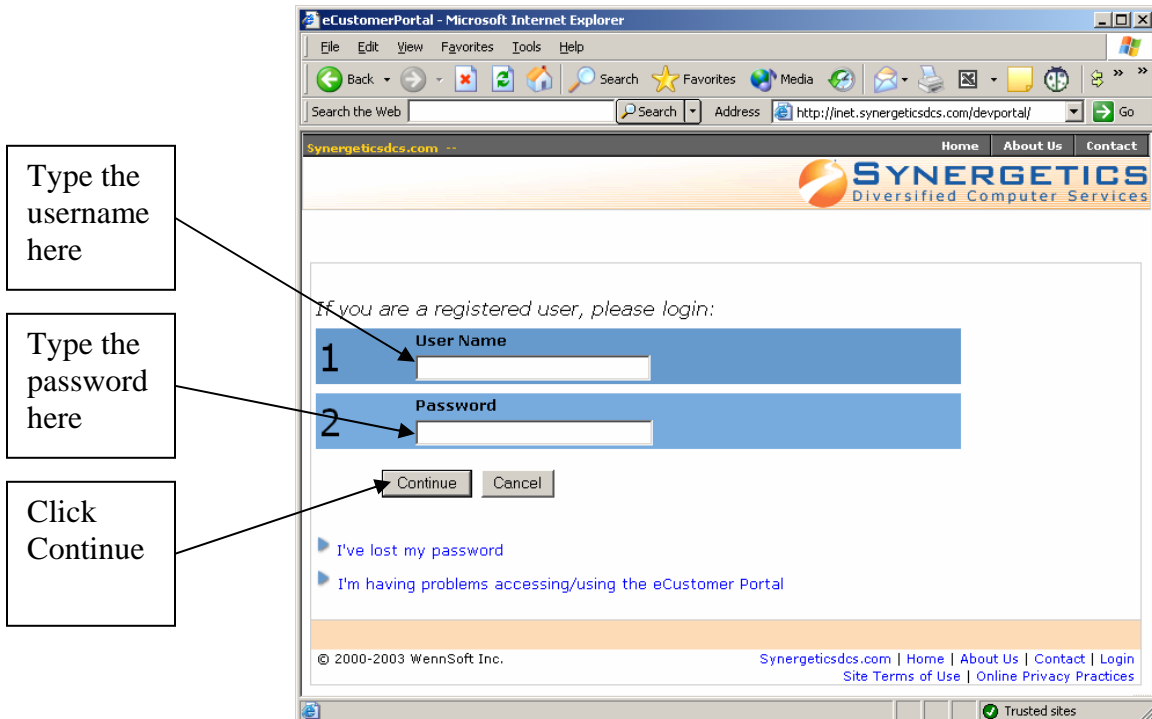
End User Guide to Using the Synergetics Customer Portal

Use the ePortal to create service requests

Open your Internet browser and enter the following address: <http://www.synergeticsdcs.com>
Click on Customer Portal.



This window will appear:



This window will appear:

The Location drop-down menu allows you to change locations if multiple locations are available.

The Service Legend describes the meaning of different fonts and colors.

Service Call – Each service call has a unique ID#. Each service call describes one issue. Click on the service call ID to view service details.

The Show drop-down menu allows you to view service calls by status. (See Status Definitions below)

Headings – click on a heading to sort service calls by that criteria.

Result Page – clicking on page numbers will take you to additional pages of service calls.

Service Call	Description	Contact	Priority	Date	Type	Site	Status
050713-0024	my pc won't print correctly.		2	7/13/2005	CDC	HOULKA ATT CTR	OPEN
050606-0001	I am having severe mouse probl	Melinda Kopp	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0002	I wanted to check with you ab	Dixie Edwards	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0003	Just wanted to let you know th	Marcia Moore	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0004	Add my Compaq computer to that	Marcia Moore	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0005	The Internet on my Gateway sti	Marcia Moore	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0006	This summer please have Nate t	Annette Gann	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0008	My computer is running in safe	Diane Snow	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0009	Hey Nate, One of my students	Regina Hooper	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0011	Annette Gann Has the new moni	Annette gann	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0012	Computer No. CK 56 windows wil	Dorajeane Sanderson	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0017	The computer on the cart is go	Marilyn Chrestman	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0018	When and if Nate ever catches	Dixie Edwards	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0022	The printer was not printing a	Scott Johnson	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050607-0003	check the Bios on Melinda	Ginger McClain	3	6/7/2005	CDC	HOULKA ATT CTR	OPEN
050607-0011	See Pam Hightower GAteway PC--	Pam Hightower	3	6/7/2005	CDC	HOULKA ATT CTR	OPEN
050629-0003	PowerEdge 4600 server has ambe	mdDEMO	3	6/29/2005	CDC	HOULKA ATT CTR	OPEN
050711-0001	i need help with my pc.	Jim Raines	3	7/11/2005	CDC	HOULKA ATT CTR	OPEN
050711-0003	bhdg	hh	3	7/11/2005	CDC	HOULKA ATT CTR	OPEN
050713-0008	b	b	3	7/13/2005	CDC	HOULKA ATT CTR	OPEN

Service Call Status Definitions:

- **All** – all service calls for the chosen location
- **Waiting on Approval** – service calls waiting for approval by the Technical Coordinator for work to begin
- **Waiting on Parts** – service calls that cannot continue until parts arrive
- **Waiting on Customer Input** – a problem has been identified and a decision must be made by the customer before work proceeds
- **Waiting on Purchase Order** – work on the service call cannot continue until a purchase order is received for needed work/parts
- **Open** – service calls that have been assigned to Synergetics for work
- **Complete** – all service calls that have been completed

To Enter a New Call

Click on the New Call icon.

Service Call	Description	Contact	Priority	Date	Type	Site	Status
050713-0024	my pc won't print correctly.			7/13/2005	CDC	HOULKA ATT CTR	OPEN
050606-0001	I am having severe mouse probl	Melinda Kopp	2	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0002	I wanted to check with you ab	Dixie Edwards	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0003	Just wanted to let you know th	Marcia Moore	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0004	Add my Compaq computer to that	Marcia Moore	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0005	The Internet on my Gateway sti	Marcia Moore	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
050606-0006	This summer please have Nate t	Annette Gann	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
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050606-0012	Computer No. CK 56 windows wil	Dorajeane Sanderson	3	6/6/2005	CDC	HOULKA ATT CTR	OPEN
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050713-0008	b	b	3	7/13/2005	CDC	HOULKA ATT CTR	OPEN

Result Page: 1 2

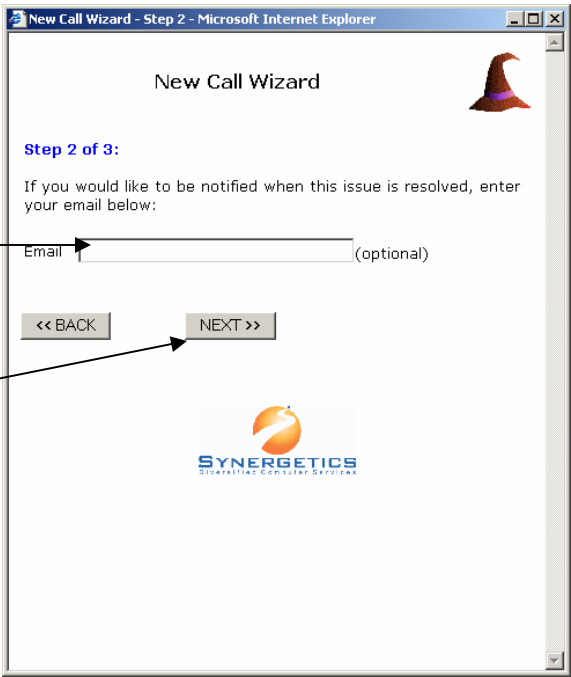
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The New Call Wizard dialog box will appear. Follow three easy steps to complete a request for assistance.



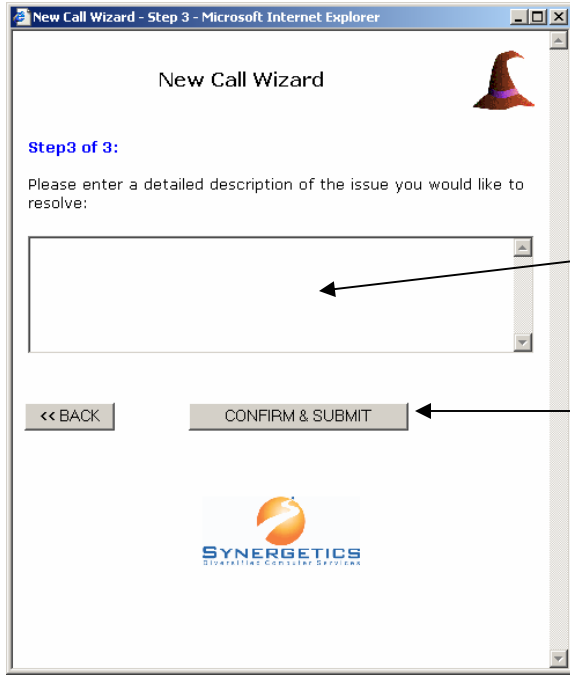
Enter your name and location in the appropriate fields.

Click Next.



Enter your email address (optional).

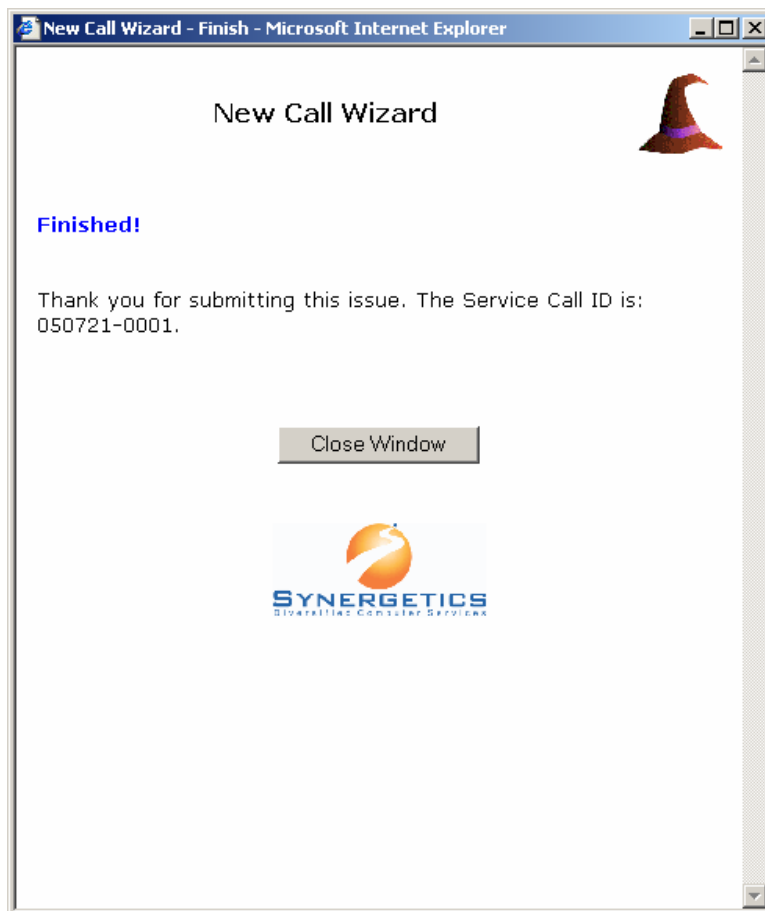
Click Next.



Enter a detailed description of the issue or problem.

Click Confirm & Submit.

After submitting, you will get the following message:



Click Close Window and the process is complete!

Your technology coordinator or technician will process your request. Use the Service Call ID to reference your specific service request. Please do not submit the same issue more than once.