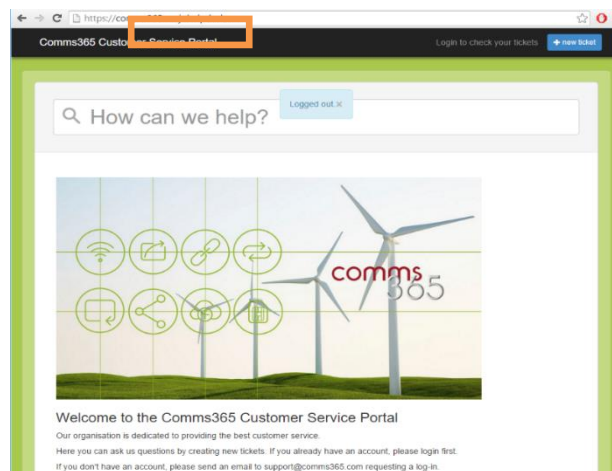
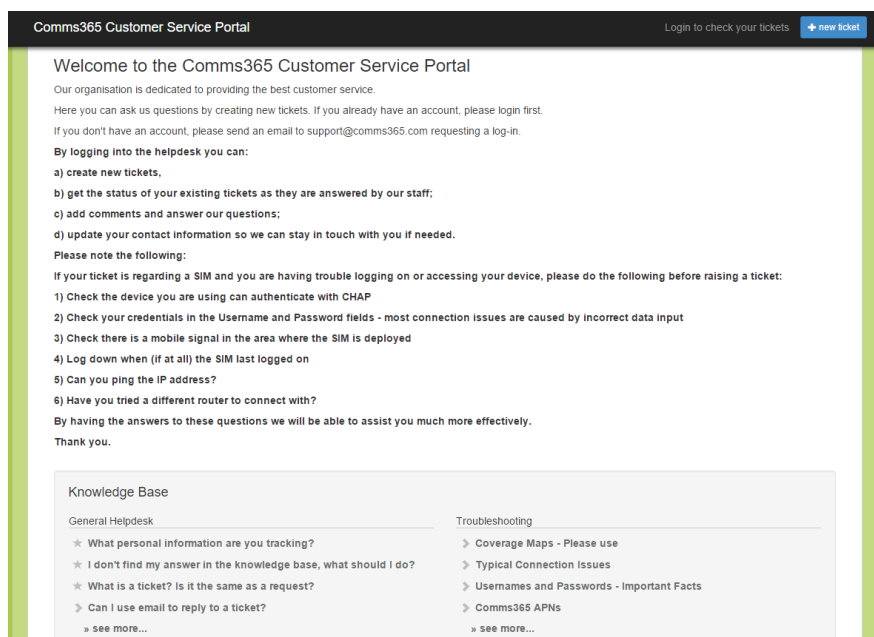


## Comms365 Mojohelpdesk User Guide

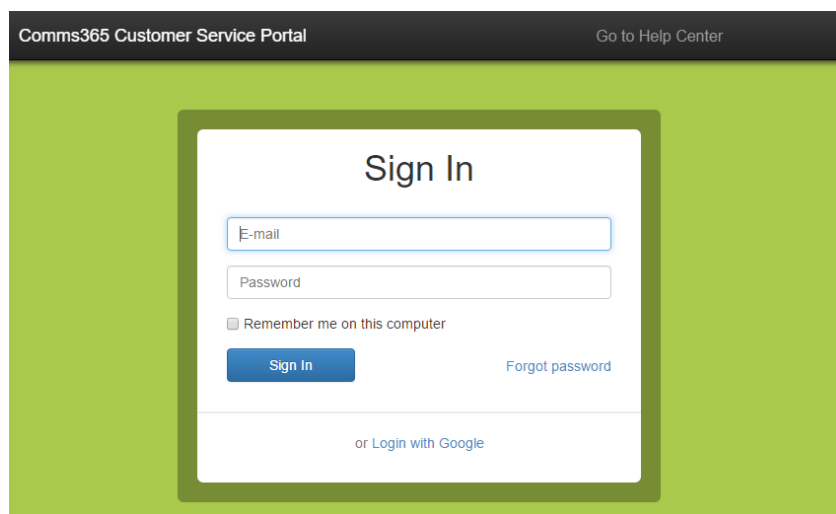
If a customer requires access to the Comms365 Customer Service Portal they will need to go to the following link <https://comms365.mojohelpdesk.com/> and click on the login button, shown below highlighted in the orange box:



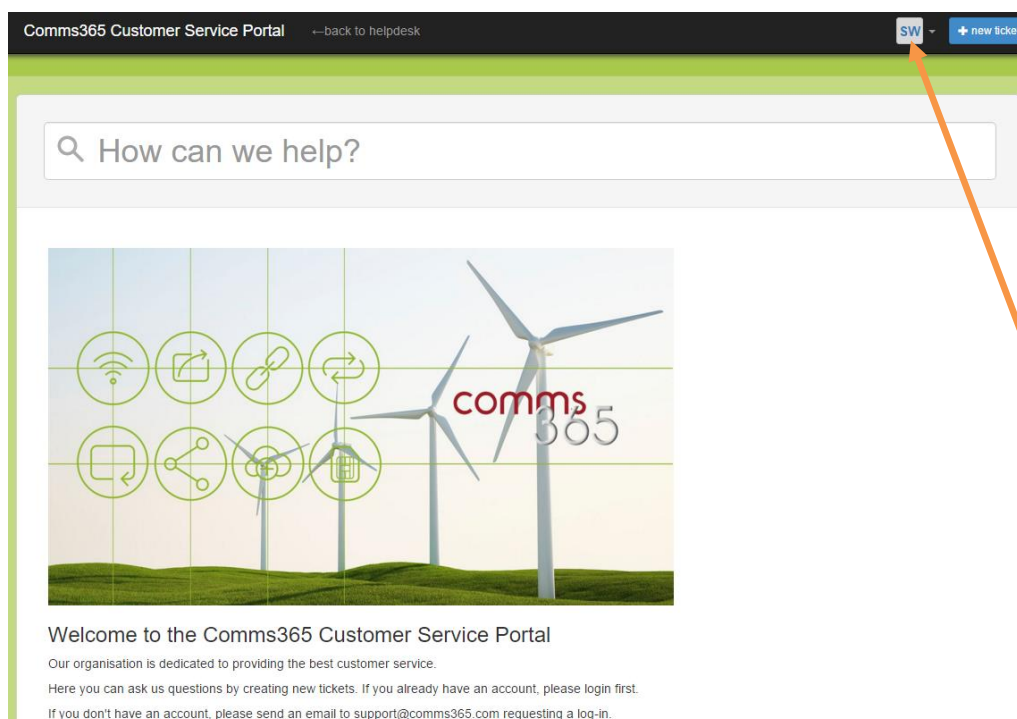
There is information and help to navigate the site, once you log into the helpdesk and it also offers troubleshooting advice. There is also a knowledge base, which gives detailed information, as shown below:



After clicking the login button you will then be re-directed to the **Sign In** page, as shown below, where you will be prompted to enter your Comms365 Mojohelpdesk login. Information of the login details will have been sent via email. If you do not have a login, please request one by sending an email to [support@comms365.com](mailto:support@comms365.com).



After you login you will be greeted with the same page as before but with a couple more options:



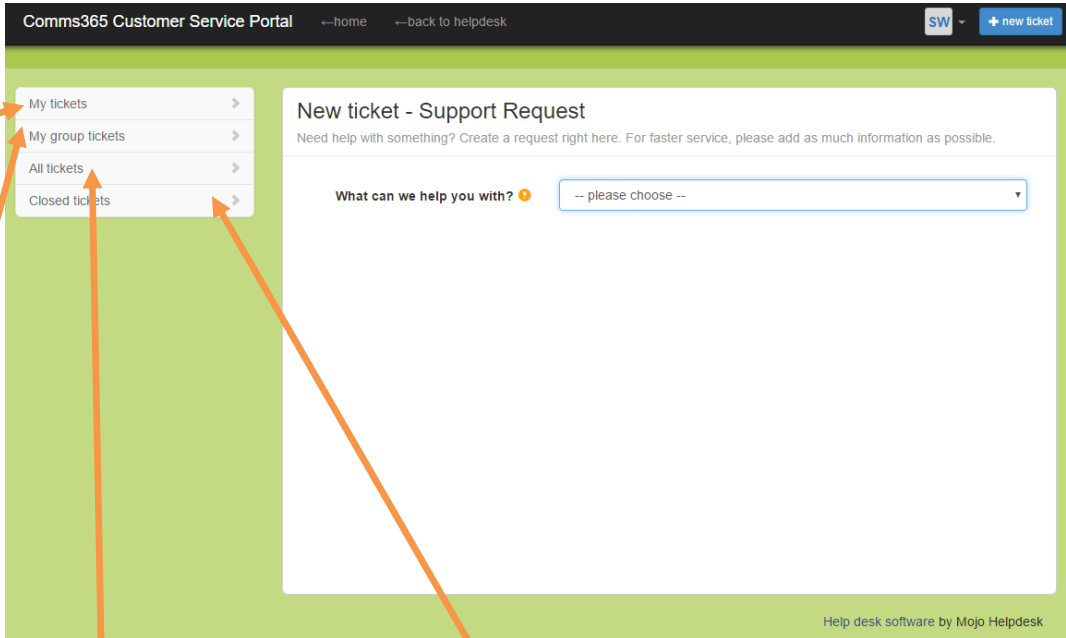
When you click on the **'New Ticket'** button you will be asked to specify how we can help, using one of three options:

**New Order** – Use this option if you require any of our services, whether it's a SIM card, networking equipment or a network solution.

**Service Cancellation Request** – Use this option for any cancellations you wish to make including SIM Cards and Network Solutions.

**Support Request** – This option is for any support requests you may have.

Each option, once selected, gives you a different ticket template to complete, which provides us with accurate information to assist you.



The screenshot shows the 'Comms365 Customer Service Portal' interface. On the left, a navigation menu lists: 'My tickets', 'My group tickets', 'All tickets', and 'Closed tickets'. On the right, the 'New ticket - Support Request' form is displayed, featuring a dropdown menu for 'What can we help you with?' and a 'new ticket' button in the top right corner. Four callout boxes with orange borders and arrows provide explanations for the menu items:

- My tickets:** This tab allows you to see all of your open tickets.
- My group tickets:** This tab allows you to see all open tickets for your groups. For example, if you were part of an organisation that has numerous people able to raise tickets, all of those tickets will appear under this tab.
- All tickets:** This tab allows you to see all of your tickets in any state, whether they are open, closed or being dealt with.
- Closed tickets:** This tab allows you to see all of your closed tickets.

## Ticket Templates

You will have selected one of three templates to raise a ticket. Each template has an 'Exclamation Mark', 'Question Mark', or both symbols.

**Exclamation Mark Symbol** – This symbol requires you to either pick an option, or enter information into that field, in order to proceed.

**Question Mark Symbol** – Hover over this symbol to give you a brief definition of what that field means or what is required.

## New Order Template

The screenshot shows the 'New ticket - New Order' form in the Comms365 Customer Service Portal. The form is titled 'New ticket - New Order' and includes a sub-header 'Please use this form to place all new orders'. The form fields are as follows:

- New Service Required**: A text input field.
- Type of Service**: A dropdown menu with the placeholder text 'Please select from the options'.
- Service Required By**: A text input field.
- Priority**: A dropdown menu with 'Normal' selected.
- Description of Service Required**: A text area with the placeholder text 'Please delete this message and replace with full details of new order.' and a note: 'Please note that if you have a Master Service / SIM Agreement (MSA), all orders will be placed under that Agreement.'
- Contract Length**: A dropdown menu with '24 Months' selected.
- Purchase Order**: A text input field.
- Order placed by**: A text input field with the placeholder text 'Type your name here'.
- Authorised To Order**: A dropdown menu with 'Please Select' selected.
- Send a copy of this to**: A text input field.

At the bottom of the form, there is an 'Attach files' button and a 'Create ticket' button with a '-cancel' link next to it.

## Example of the Service Cancellation Request Template

Comms365 Customer Service Portal [--home](#) [--back to helpdesk](#) SW [+ new ticket](#)

- My tickets >
- My group tickets >
- All tickets >
- Closed tickets >

### New ticket - Service Cancellation Request

This form should be used to request the Cancellation of Services

**Service to be Cancelled** ⓘ ⓘ

**Queue** ⓘ

Orders ▾

**Priority** ⓘ

Normal ▾

**Description of Service to be Cancelled** ⓘ ⓘ

Please delete this message and replace with the following details:

Service Name: i.e SIM Card Number / ADSL ID / Circuit ID  
IP Address/es  
MESSAGE

**Contract Start Date** ⓘ ⓘ

**Contract Period** ⓘ ⓘ

**Send a copy of this to** ⓘ

[Attach files](#)

[Create ticket](#) - [cancel](#)

## Example of the Support Request Template

Comms365 Customer Service Portal [--home](#) [--back to helpdesk](#) SW [+ new ticket](#)

- My tickets >
- My group tickets >
- All tickets >
- Closed tickets >

### New ticket - Support Request

Need help with something? Create a request right here. For faster service, please add as much information as possible.

**Title** ⓘ

**Order Reference Number** ⓘ

**Description** ⓘ

**End User Checks** ⓘ ⓘ

Please Select ▾

**Router Reboot** ⓘ ⓘ

Please Select ▾

**Ping** ⓘ ⓘ

Please Select ▾

**Queue** ⓘ ⓘ

Support ▾

**Priority** ⓘ ⓘ

Normal ▾

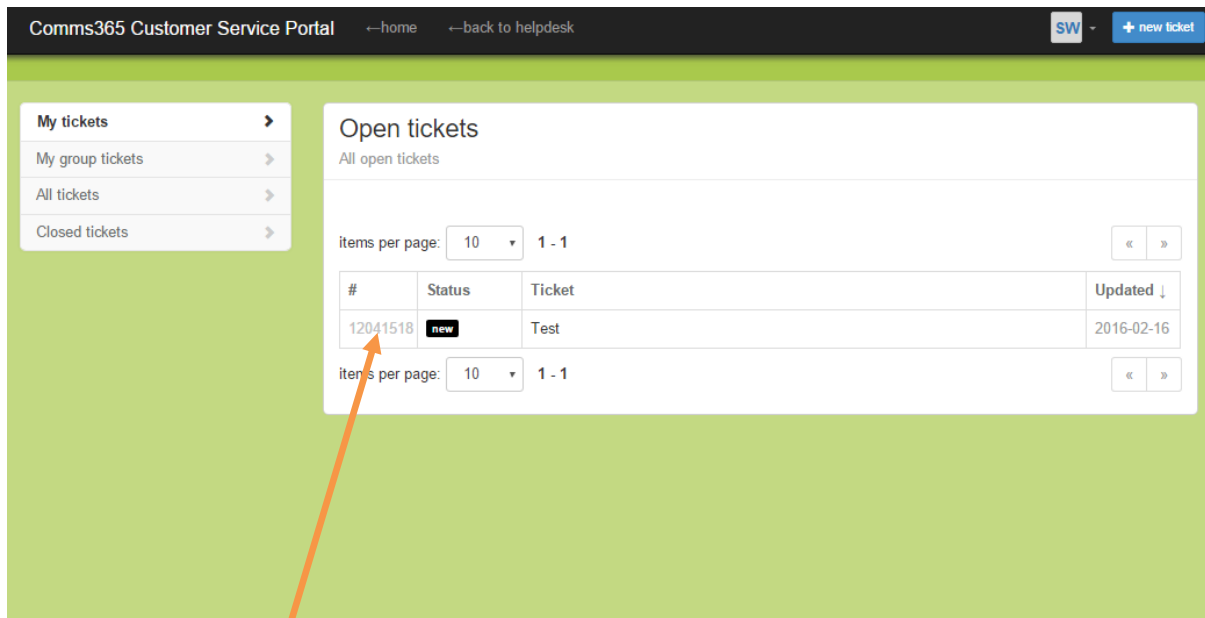
**Submitted By** ⓘ

**Send a copy of this to** ⓘ

[Attach files](#)

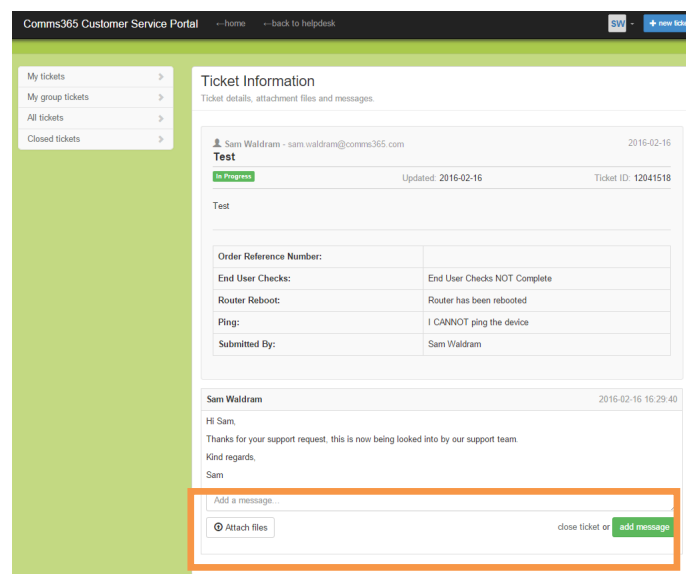
[Create ticket](#) - [cancel](#)

Following completion of your ticket and by clicking the 'Create Ticket' button, you will automatically be taken to the 'My Tickets' tab, where you will be able to review your ticket.

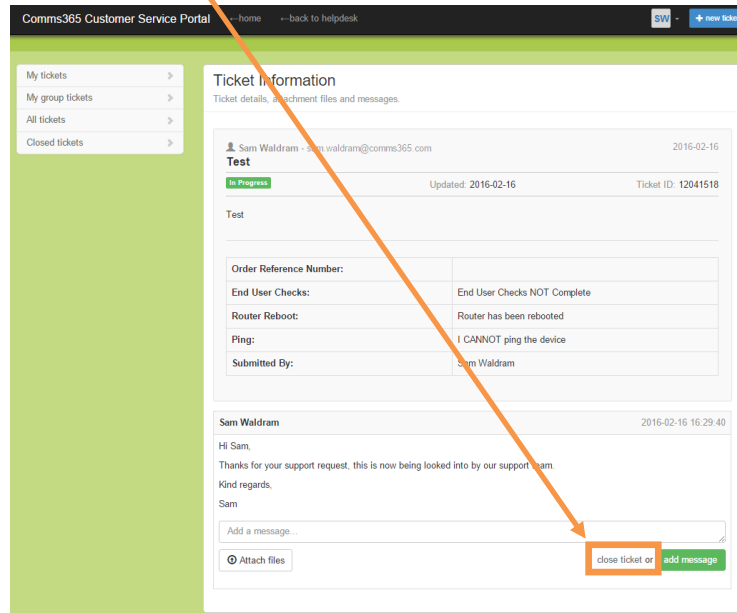


If you click on your ticket, you will be able to see the detail. It will show that a member of Comms365 has started work on it.

You can respond to any messages by using the 'Add a message' box highlighted in orange, as shown below. You will be notified of any comments by email.



When you are satisfied that your ticket has been completed and you require no more assistance, you can then close the ticket down using the 'Close ticket' button highlighted in orange below:



Once you click the 'Close Ticket' button you will be prompted to rate the ticket by the level of service you received. Alternatively you can close the ticket without rating, shown below:

