



# PQR

Toonaangevend door IT

About:

## **PQR Clientportal**

Author(s): Maarten de Vries

Version: 1.0

Date: 23 maart 2018

© 2018 PQR, all rights reserved.

Niets uit deze uitgave mag worden verveelvoudigd, op geautomatiseerde wijze opgeslagen of openbaar gemaakt in enige vorm of op enigerlei wijze, hetzij elektronisch, mechanisch, door fotokopieën, opnamen of enige andere manier, zonder voorafgaande schriftelijke toestemming van PQR.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise, without the prior written permission of PQR.

## **INDEX**

1.1	Introduction .....	1
1.2	First login .....	1
1.3	Add personal information .....	3
1.4	Create a new Ticket .....	4
1.5	View Ticket / Edit / Status update .....	4
1.6	Close a Ticket .....	4
1.7	Install the App .....	5
1.8	Create a Password .....	6
1.9	Create shortcut .....	7

## 1.1 INTRODUCTION

From the 1st of April 2018 is it possible to register your tickets in two ways:

- Clientportal. For all tickets.
- By phone. Of course you can call us on +31 20 494 24 24 as usual.

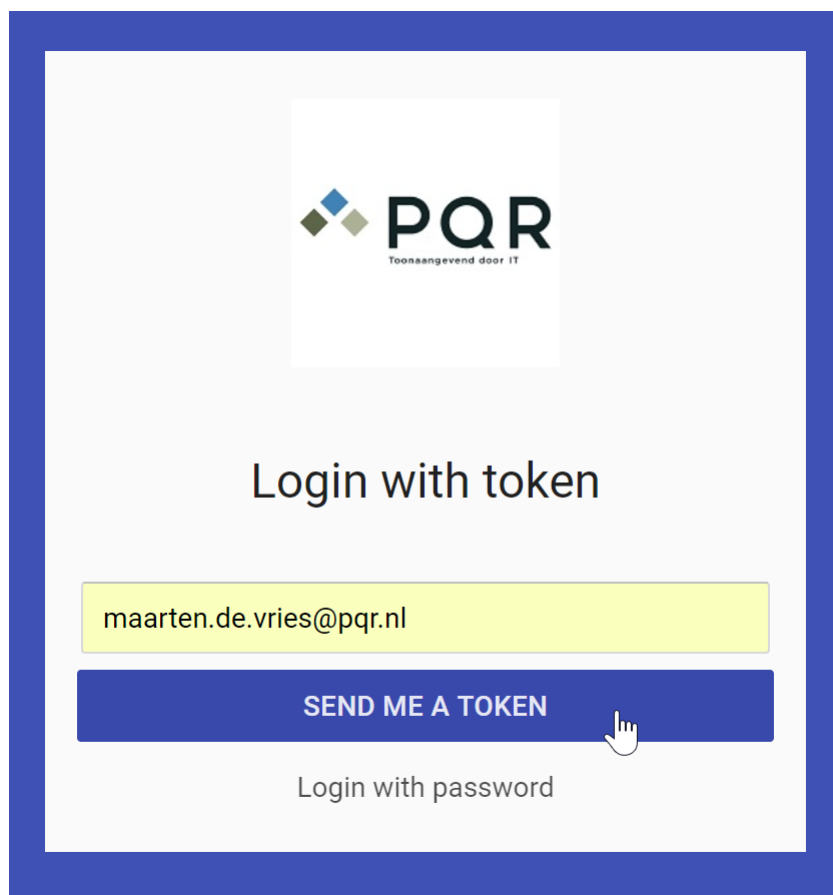
By e-mail it is no longer possible to register tickets. The client portal offers you the opportunity to register your tickets in the right category and asks when needed for additional information.

Here is a brief explanation of the new client portal. If you have questions or are unable to sign in, you can always call us so that we can help you further.

Note: The portal is not yet fully multilingual. The supplier is working on the implementation.

## 1.2 FIRST LOGIN

- Go to <http://clientportal.pqr.com>
- Fill in your e-mail address and click on: Send me a token



The screenshot shows the PQR client portal login interface. At the top center is the PQR logo with the tagline 'Toonaangevend door IT'. Below the logo, the text 'Login with token' is displayed. Underneath, there is a yellow input field containing the email address 'maarten.de.vries@pqr.nl'. Below the input field is a blue button labeled 'SEND ME A TOKEN' with a white hand cursor icon pointing to it. At the bottom of the form, the text 'Login with password' is visible.

- You will receive an e-mail from PQR within a few moments. Click on the blue button: [Login Now](#)

## YOUR PQR CLIENT PORTAL ONE-TIME TOKEN IS BELOW


Your one-time token to log in is listed below. You can either copy the token into PQR Client Portal or hit 'Login Now' to send it there automatically.

894078

Login Now

I

- Or copy the code directly into the web form and click on: [Login with token](#)



### Login with token

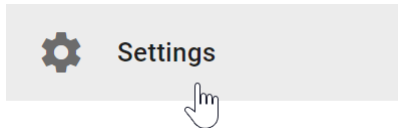
Remember me       Send me another token

LOGIN WITH TOKEN

Login with password

## 1.3 ADD PERSONAL INFORMATION

To increase your recognizability it would be great that more information is available at PQR. When for example your mobile phone number is known in our system and you call us, we will have your customer data available faster and can help you at once. You can add phone numbers and other information yourself. Please go to [Settings](#)



Then enter your full name and, if desired, your direct telephone numbers. The more contact information we know about you, the better we recognize you!!

### Settings

First Name

Maarten

Last Name

de Vries

Title

Dhr

### Personal contact info

Phone

Phone

+31 20 494 24 24

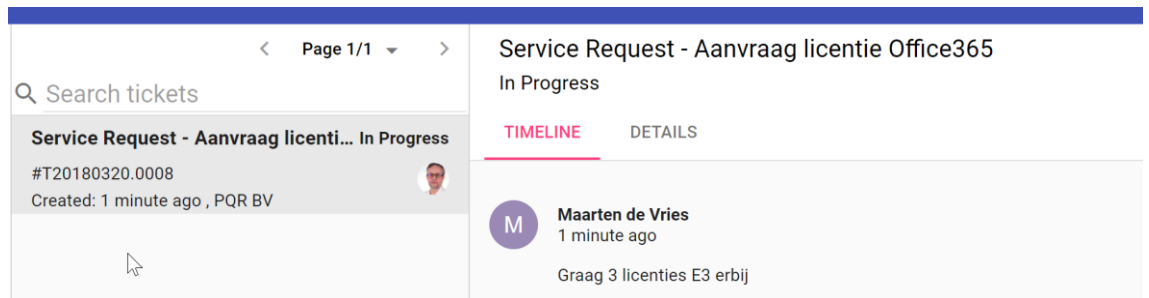
Click on [Save](#).

## 1.4 CREATE A NEW TICKET

- Go in the portal to: Create Ticket
- Choose the correct category:
  - Administratief (About invoices or customer info)
  - Incident (It's not working)
  - Service Request (Request for change or new item)
  - Probleem (Only for IT managers to report a large IT issue)
- Give a subject title
- Subsequent questions will now be asked depending on the subject. Fill in the answers.
- Click on Submit to create the ticket.
- You receive a confirmation by mail.

## 1.5 VIEW TICKET / EDIT / STATUS UPDATE

- Go to Open Tickets in the portal.
- Here you find all tickets you submitted. You can view the current status and read answers from the PQR engineers. You can also send a reply to PQR.



The screenshot shows a ticket detail view. At the top, there is a navigation bar with a search icon and the text "Search tickets". Below this, the ticket title "Service Request - Aanvraag licentie Office365" is displayed, along with the status "In Progress". There are two tabs: "TIMELINE" (selected) and "DETAILS". The timeline shows a message from "Maarten de Vries" (1 minute ago) with the text "Graag 3 licenties E3 erbij". The ticket ID "#T20180320.0008" and the creator "PQR BV" are also visible.

## 1.6 CLOSE A TICKET

If the ticket can be closed you can now do it yourself. Go to the Open Tickets and click on the following icon at the top right:



Give a reason for closure. Finally your ticket is closed.

### Close Ticket

You can write a reason below, or close straight away

Toch niet meer nodig!

CANCEL

CLOSE TICKET

## 1.7 **INSTALL THE APP**

There is also an App for IOS (Iphone / Ipad) and Android. Download it in the Appstore by searching for "DD Inbox". The application is from DeskDirector and the icon looks like this:



DDInbox  
DeskDirector

If you open the application for the first time, you will be asked to log in. This works with a QR code. You can find these by going to the portal on your computer, clicking on Settings and choose Generate a QR Code:

### **Mobile Login QR Code**

If you are using the mobile app, you can use this to instantly sign in

**GENERATE A QR CODE**

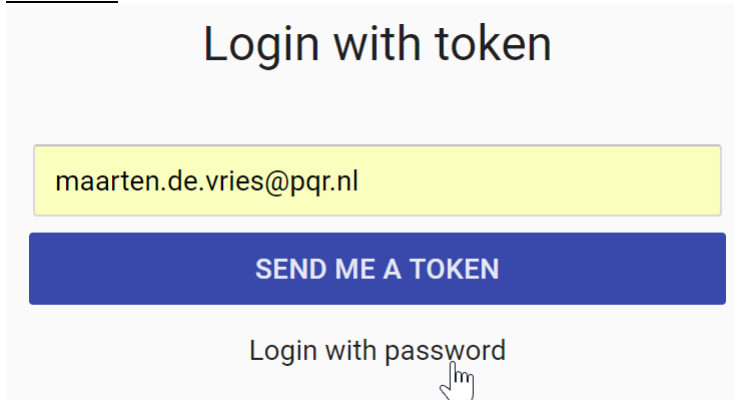
Then scan the code via the DD Inbox app and your account is enabled.

You can now view your open and closed tickets on your mobile and create a simple ticket. However, use the portal for the most comprehensive functionality.



## 1.8 CREATE A PASSWORD

You can generate a password for the customer portal. This can be useful if you create large amounts of tickets. This is also useful if your e-mail does not work; receiving a token is then impossible. To generate a password, go to the start screen of the portal and click [Login with Password](#)

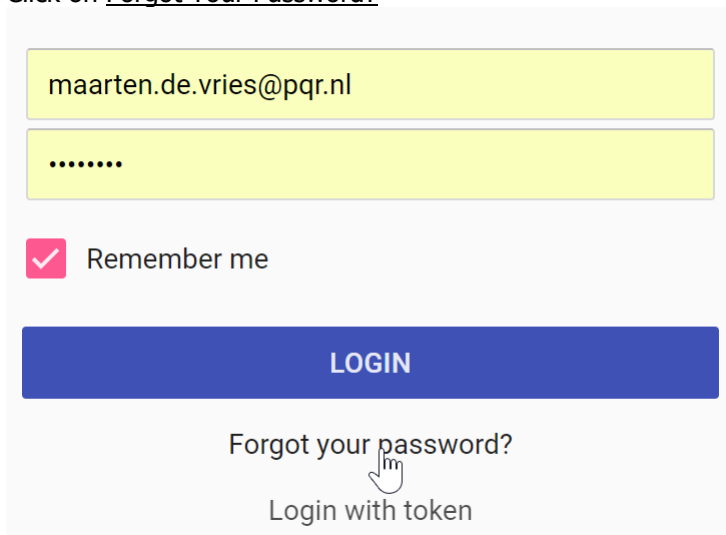


maarten.de.vries@pqr.nl

**SEND ME A TOKEN**

[Login with password](#)

Click on [Forgot Your Password?](#)



maarten.de.vries@pqr.nl

.....

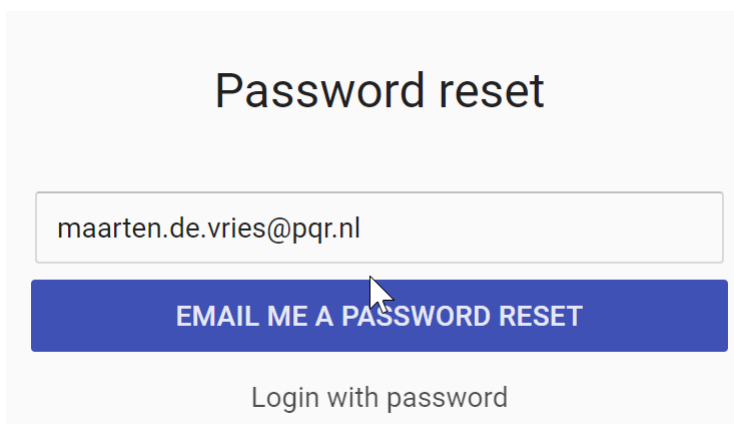
Remember me

**LOGIN**

[Forgot your password?](#)

[Login with token](#)

Fill in your e-mail address and click on [Email Me A Password Reset](#)



maarten.de.vries@pqr.nl

**EMAIL ME A PASSWORD RESET**

[Login with password](#)

You will receive an email in a few moments with instructions to set your own password.

## Password Reset

Enter your new password for your account

### New Password

### Confirm New Password

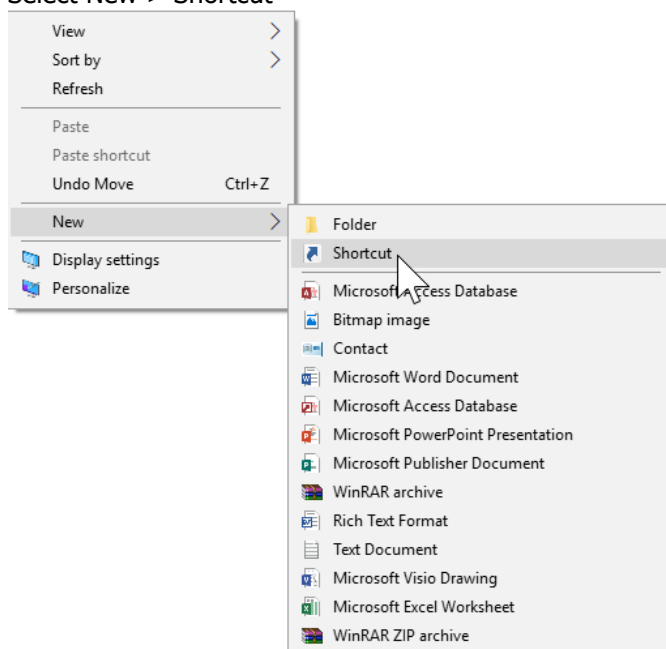
So-so

**Change my password**

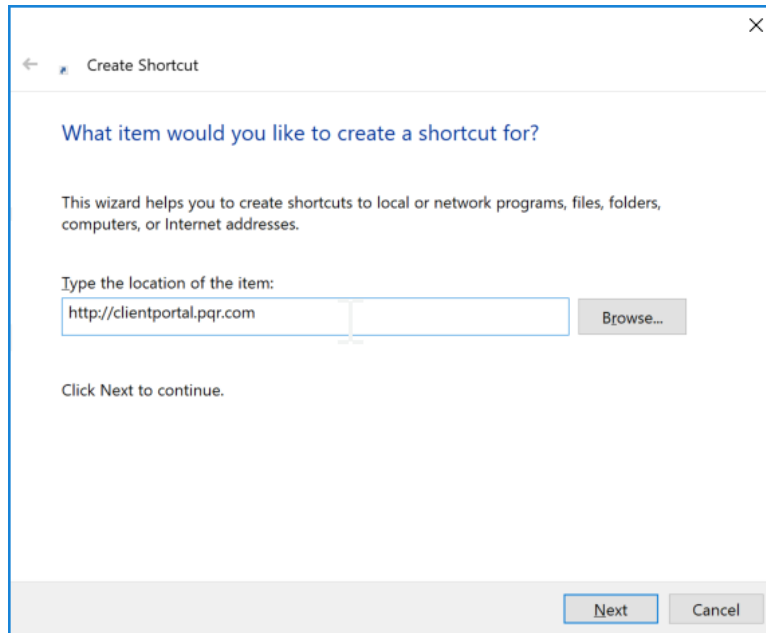
## 1.9 CREATE SHORTCUT

You can create a shortcut to the Client Portal on your desktop.

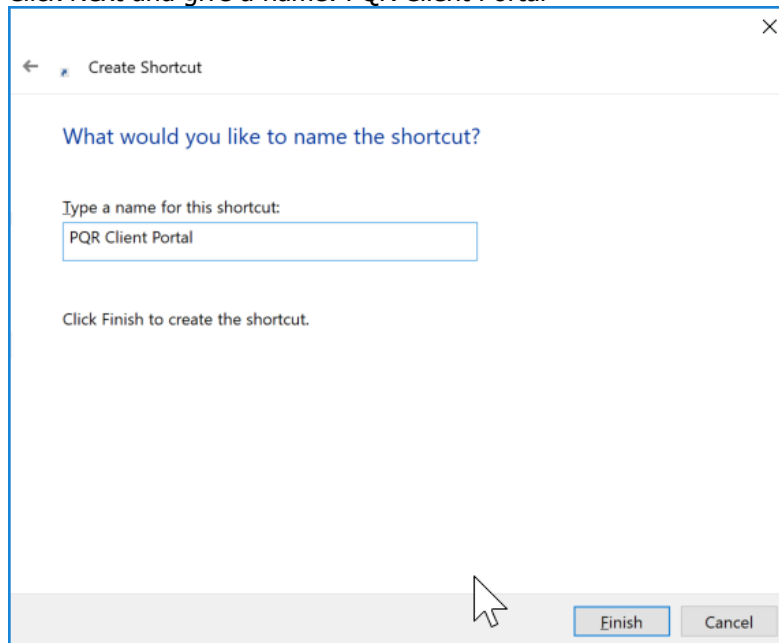
- Rick Click on your Desktop
- Select New > Shortcut



- Give the following location: <http://clientportal.pqr.com>



- Click Next and give a name: PQR Client Portal



- Click on Finish
- The Shortcut is created!

