What is the Silversands Customer Portal?

The Silversands Customer Portal has been created to enhance your support experience with us. It offers you direct engagement via the following key features:

- Ticket management - create new support tickets and manage them through the portal.
- Reporting - get immediate reports on the status of individual support tickets, points activity, and open/recently closed tickets.

You can access the Silversands Customer Portal via this link:
https://customerportal.silversands.co.uk/

How do I sign up for the Silversands Customer Portal?

Before you can use the services in the Silversands Customer Portal, you need to sign up for an account. You will need to create an account using your email address and a password that you manage. Later in the account creation process, the support desk team will complete security checks and confirm the registration and approval of your account within five working days**.**

NOTE: If you wish to use the Silversands Customer Portal, you must register with an email address from the domain associated with your organisation e.g. fred.bloggs@workemail.co.uk. Do not use personal email addresses, such as Hotmail or Gmail, they will be rejected as part of security test.

To create your account:

- Access the Silversands Customer Portal at https://customerportal.silversands.co.uk/
- Click the **Sign In or Sign Up** option

- On the *Sign in with your existing account* screen, click the **Sign up now** option

Sign in with your existing account

Email Address

Password

Forgot your password?

Sign in

Don't have an account? Sign up now

- On the next screen, enter the email address you wish to use for your account and click the **Send verification code** button. **Remember, you must register with an email address from the domain associated with your organisation. Do not use personal email addresses, such as Hotmail or Gmail, for example**.

‹ Cancel

Email Address

Send verification code

- A verification code will then be sent to the email address you supplied. Enter the verification code from the email you received into the *Verification code* field and click the **Verify code** button.

Verification code

Verify code   Send new code

- Next, enter your chosen password into the *New Password* field and confirm the password by entering it again in the *Confirm New Password* field. Then, enter the display name you want to use for your account into the *Display Name* field

New Password

Confirm New Password

Display Name

Create

- Click the **Create** button to create the account
- You will then be logged into the Silversands Customer Portal with your new account.
- NOTE, your account will not be associated with your organisation, until validated by Silversands, as indicated by the following message:
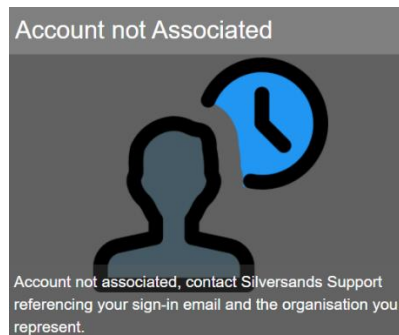
IMPORTANT – Requesting security checks

Once the online registration process has been completed, **please contact the Silversands support desk via email at support@silversands.co.uk, requesting approval and verification of your online registration**. Please provide details of the email address used, the customer you are seeking access to and the level of access you are requesting, see Levels of Access

The support desk team will complete security checks and confirm the registration and approval of your account, at which point access to the customer portal will be granted. You will need to log into the portal again for your new access to apply.

Levels of Access

There are two levels of access control that can be requested, together with the defined functionality you will have in the portal:

Access Scope

- **My Tickets**. Users assigned this access scope can only see their own tickets, and will have the following functionality in the portal

Access Rights

   - **Reader**. Users assigned this access right can read ticket details.
   - **NoteAdder**. Users assigned this access right can add new notes to existing tickets.
   - **TicketCreator**. Users assigned this access right can create new tickets.
   - **TicketEditor**. Users assigned this access right can edit existing tickets.
- **My Company's Tickets**. Users assigned this access scope can see all tickets for their company, regardless of who in their company created them.

   Access Rights

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   - **TicketCreator**. Users assigned this access right can create new tickets.
   - **TicketEditor**. Users assigned this access right can edit existing tickets.
   - **Reports**. Users assigned this access right can view reports related to the contract and tickets.

Common Tasks

Now that you have your account created, check out these common tasks:

How do I raise a new ticket?

How do I view my open tickets?

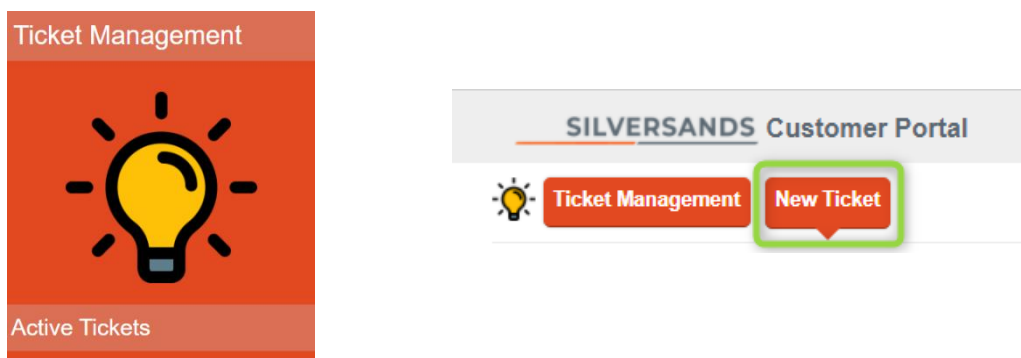*How do I view and manage a specific ticket?*

How do I view reports?

How do I raise a new ticket?

NOTE: If your issue is urgent, please contact Silversands Support directly.

To see the **New Ticket** button as described below and raise a new ticket, your account will need to be assigned the *Ticket Creator* role. If you have not been assigned this role but believe you should have been, please discuss with your IT manager, to contact the Silversands service desk to approve your request?

In the Silversands Customer Portal, select the **New Ticket** option.

You will be presented with a new ticket entry screen as shown below.

In the new ticket screen, complete the following information. Note that all the following fields must be completed before you can create the new ticket.

- Title. Enter a descriptive title for the ticket that specifies the reason for creating the ticket in a brief sentence
- Description. Enter a description of the issue and include as much supporting information as possible, e.g. Steps to cause issue, user you are logged in as, browser being used, background, etc.
- Contact Email. Enter the contact email details here. This may either be your email address or perhaps the email address of someone else within your organisation that you would like Silversands to contact regarding the ticket
- Priority. Select the priority of your ticket from the drop-down list. Note, if you have an urgent issue please contact Silversands helpdesk directly
- When you are ready to create the ticket, click the **Save** button.

You will then be shown a screen similar to this:

If you want to add notes or attachments to this ticket, please see the topic titled 'How do I view and manage a specific ticket?'

How do I view my open tickets?

In the Silversands Customer Portal, select the **Ticket Management** option.

You will then be taken to the ticket management page. The tickets that you see will depend on your assigned access scope:

- My tickets. With this access scope, you will see a list of tickets that you have created.
- My Company's tickets. With this access scope, you will see a list of all tickets for your company regardless of who created them.

The ticket management page shows you the following information for each ticket:

- ID. This is the unique reference that was assigned to the ticket when it was first created.
- Title. The title column shows the descriptive title of the ticket that was entered when the ticket was first created.
- Raised By
- Affected Customer
- Assigned To. This shows you who in Silversands is currently dealing with the ticket.
- Status. This shows the status of the ticket as per the following table.

Status	Description
Active	The ticket is currently active in the system and being worked on
On Hold	The ticket has been placed on hold, which often means that we are waiting on an external action before it can be progressed further. Tickets with this status may also have the On-Hold Date field populated to indicate when we anticipate the ticket will next be progressed
Awaiting Customer	We are awaiting further information from you or an action to be completed by you
Updated by Customer	Tickets will have this status if you update them via the Silversands Customer Portal. They will also have this status if you update them via an email meeting both of the following conditions: • You include scribe@silversands.co.uk as a CC recipient of the email • You include the ticket IR number in the subject line of the email
Resolved	The ticket has been resolved and is awaiting closure by the Silversands account team

How do I view and manage a specific ticket?

In the Silversands Customer Portal, select the **Ticket Management** option.

You will then be taken to the ticket management page. The tickets that you see will depend on your assigned access scope:

- My tickets. With this access scope, you will see a list of tickets that you have created.
- My Company's With this access scope, you will see a list of all tickets for your company regardless of who created them.

To view the details of a specific ticket, click on the ID button for that ticket. An example is shown below.

Timeline View

There is a timeline view so you can easily see any call updates in chronological order. Changes to the ticket assignee, updates to notes or attachments added to the ticket will be shown.
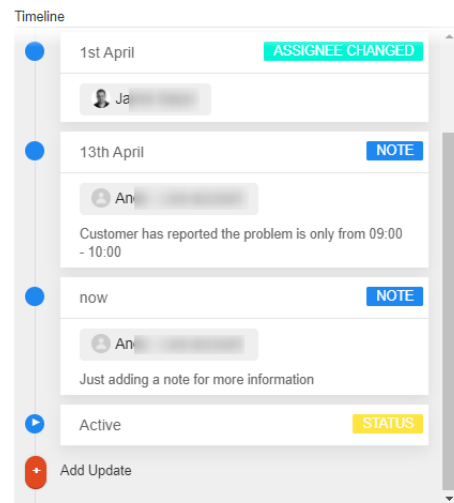

Adding Notes and Attachments

To add a Note or Attachment to the ticket your account will need to be assigned the *NoteAdder* role. Click on the Add Update button and you will be given the options to add a Note or Attachment.
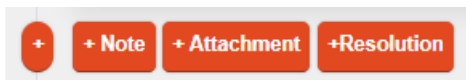
By adding a note, you can add more information and provide an update on the ticket. To do this, click the **+ Note** button and enter the details of the note in the empty field. When you have finished typing your note, click the **Submit Note** button to add this note to the ticket.
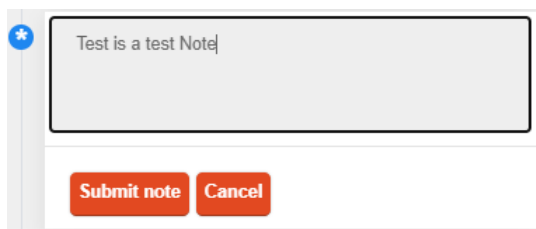

By adding an attachment, it is possible to upload attachments that may assist in troubleshooting efforts, such as log files or screenshots for example. To do this, just click the **+ Attachment** button. The maximum attachment size is 2MB. You can also download attachments by clicking on the file in the timeline view.
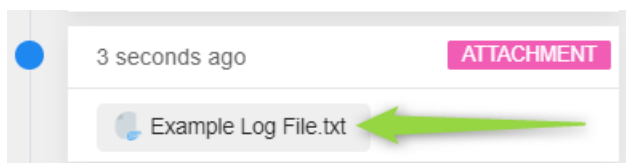

Resolving a Ticket

If you have correct access scope you can resolve tickets directly. To do this click on the **+Resolution** button and enter the resolution details in the empty field. When you have finished typing the details, click the Resolve (Reloads Page) button.
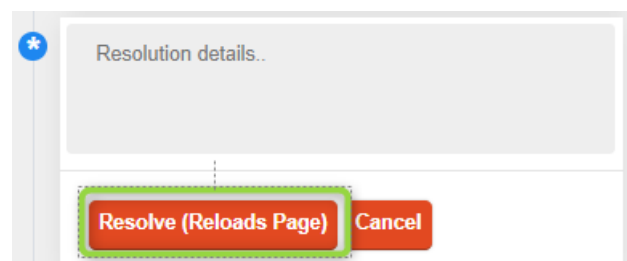
Contacting Engineer

If you need to communicate with the person assigned to your ticket, hover over their name in the *Assigned Engineer* field. You will then be presented with shortcuts for communicating with them via email and Microsoft Teams.
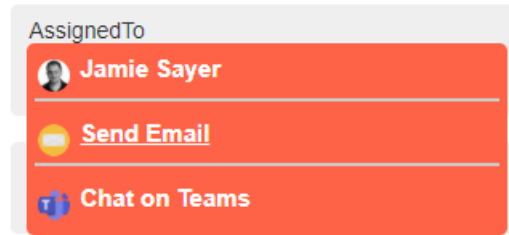

Updating Description

To update the ticket description of a ticket your account will need to be assigned the *TicketEditor* role. You are then able to edit the details and save changes.

How do I view reports?

To see the **Reports** option as described below and view reports, your account will need to be assigned the *Reports* role. If you have not been assigned this role but believe you should have been, please discuss with contract owner.

In the Silversands Customer Portal, select the **Reports** option.
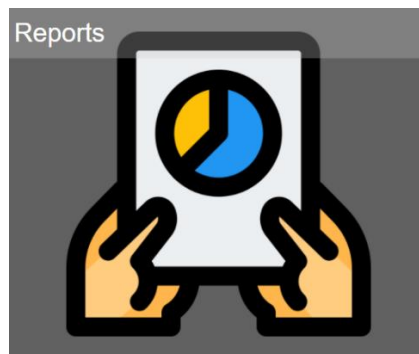
You will then be taken to the reports management page as shown below.

Reports

Support Ticket

A report showing details of an individual support ticket

Points Activity Report

A report detailing points activity (monthly for Premium support contracts and quarterly for Standard contracts)
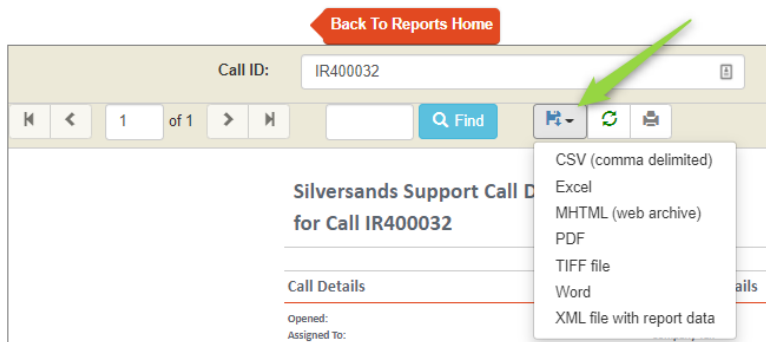
Open and Recently Closed Tickets

A report detailing open and recently closed tickets

The report management page shows you the following three report types:

- **Support Ticket**. This produces a report showing details of an individual support ticket. You will need to add the call id e.g IR412345
- **Points Activity Report**. This is only applicable for customers with points agreements. It produces a report detailing points activity (Monthly for Premium Support Contracts and Quarterly for Standard Contracts – Applicable to customers with Points agreements.)
- **Open and Recently Closed Tickets**. This produces a list of open tickets as well as those that have been closed within the last 30 days

Downloading Reports

You can download a report in different formats. To do this, click the download button on the report toolbar.

END.