



How to Submit Tickets and Service Requests

SoHo Integration - IT Portal

SUMMARY

In this guide, we'll show you how to submit both a support ticket and a service request through the SoHo Integration - IT portal.

SoHo Integration, LLC
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Why Should You Use the Portal?

When you submit a ticket or service request through the portal, your request goes directly into our internal resolution queue that's tracked by our entire team. With the portal:

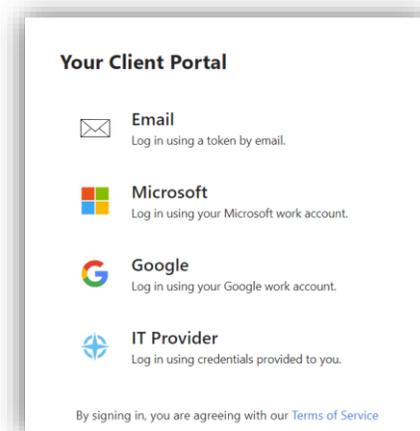
- **You can track your own tickets, so you always know what the status of things are**
- **You get the fastest possible resolution times with priority queuing.**
- **You reduce and eliminate back-and-forth emails asking for additional information.**

If you require assistance during any point of process, don't hesitate to reach out to support by emailing steve@soho-integration.com or calling **724.638.7646**.

1. Log in to the Portal

Start by logging into the portal. Once you're logged in, the system will automatically open a tie tickets you open to your name, so we can get back to you as soon as possible.

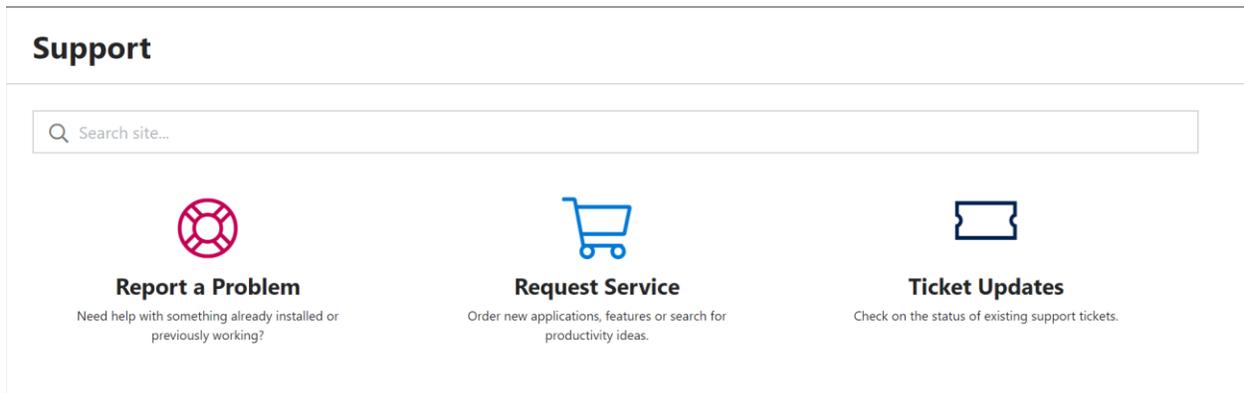
To log in, visit <https://my.remotehelper.net> and enter your credentials that your account manager discussed with you.



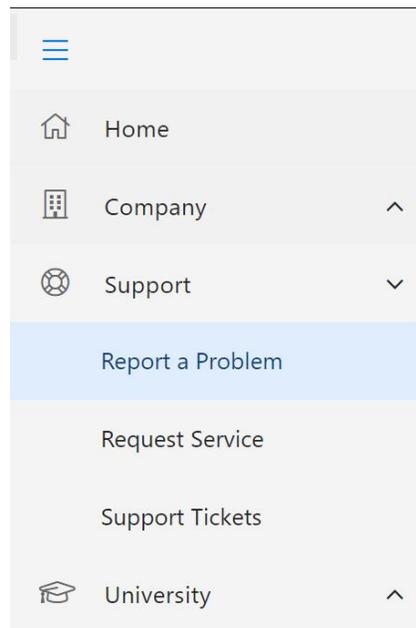
2. Find the Problem Report/Service Request Menu

Depending on your home screen view, you can find the support requests in two different areas.

If your account manager has set your home page to support, you'll see icons like this:



If you have another home page, you can find the same options on the left-hand menu, like this:



You'll need to either submit a problem report ticket or a service request ticket based on need.

Problem reports are for errors and IT problems.

Service Requests are for things like ordering new equipment, onboarding new users, setting up accounts, and more – things that IT can help with, but aren't specifically problems.

3. Submit your Ticket or Service Request

Click either "Report a Problem" or "Request Service" to see your available options.

Click on the category and individual item within that category that best suits your needs and fill out the fields as required. Once you're all set, click submit.

Demo Client Co. Report a Problem

Report a Problem

Having Problems?
Click on a category for help.

^ My computer...

- I am getting warning messages**
Use this option if you are seeing warning messages appearing in pop up screens or in security notifications.
- I am having trouble with my monitor**
Use this option if you are having trouble viewing on your connected monitor. Ensuring that you have the correct resolution and refresh rate set can sometimes resolve this issue.
- I cannot access a specific website**
Use this option if you are unable to access a specific website. You may want to try accessing the website from a different web browser such as Google Chrome or Mozilla Firefox if you have them installed.
- I cannot hear audio**
Use this option if you are having problem hearing sound from your computer. Ensuring that the correct device selected can sometimes resolve this issue. Click on the speaker icon in your tray to verify that the correct device is selected. Conferencing tools like Zoom have their own audio controls in the application settings.
- I cannot remote into my computer at the office**
Use this option if you are having trouble getting remotely connected to your computer at the office.

I cannot access a specific website

Use this option if you are unable to access a specific website. You may want to try accessing the website from a different web browser such as Google Chrome or Mozilla Firefox if you have them installed.

Complete the following details to submit your request.

What website and URL are you having trouble accessing? *

Are you able to access other websites? *

Yes

No

I'm reporting this problem for another user

Can you provide any other information that might help us resolve this issue?

Submit Cancel

Submitting a Problem Report

Demo Client Co. Request Service

Request Service

Search services...

Apps & Software

- Setup Computer Phone (REQUEST)
- Setup OneDrive (REQUEST)
- Setup Password Theft Protection (REQUEST)
- Add Office 365 Diagramming (ORDER)
- Add Office 365 Project Management (ORDER)
- Install PDF Editor Software (ORDER)

Setup Password Theft Protection

If your Office 365 password is stolen, the thief will not only have access to all of your email, but also be able to reset your password on most of the cloud applications you use. Password Theft Protection uses your phone as a second form of ID before you attempt to login. At login, you'll be prompted for permission before login can proceed. If you need help getting this protection in place, let us know and we'll schedule a 15-minute session to get you going. In those rare cases where it becomes more complex, we will give you options to proceed.

Complete the following details to submit your request.

User Name *

User Email *

Comments

Submit Cancel

Submitting a Service Request

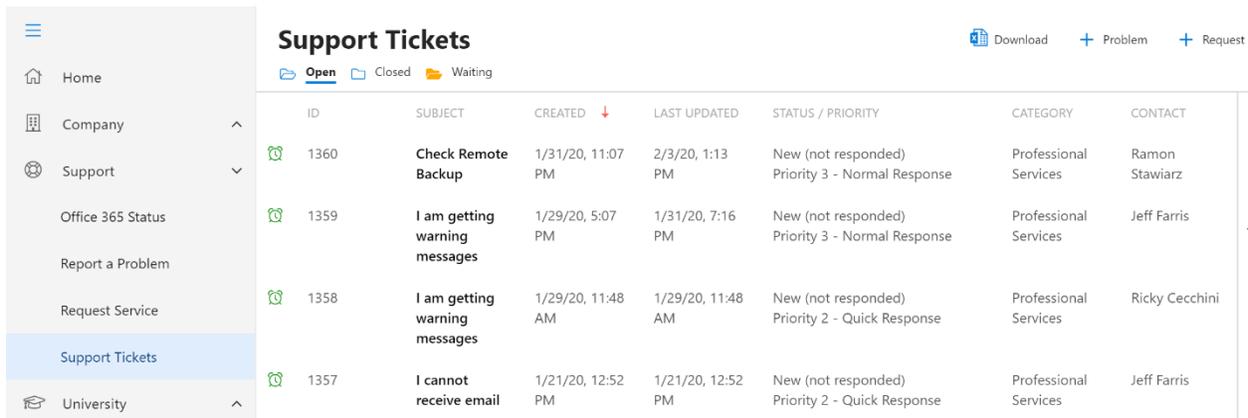
4. Tracking and Updating Your Tickets and Requests

Once you've submitted your ticket and/or service request, you can track the status using the "Ticket Updates" button on the home page, or the "Support Tickets" option in the menu, as seen in step 2.

Users within the portal will be able to see and track their own tickets only.

Company admins will be able to see tickets input for the entire company.

You can also review tickets that are Open, Closed, and Waiting via the tabs at the top of this view.

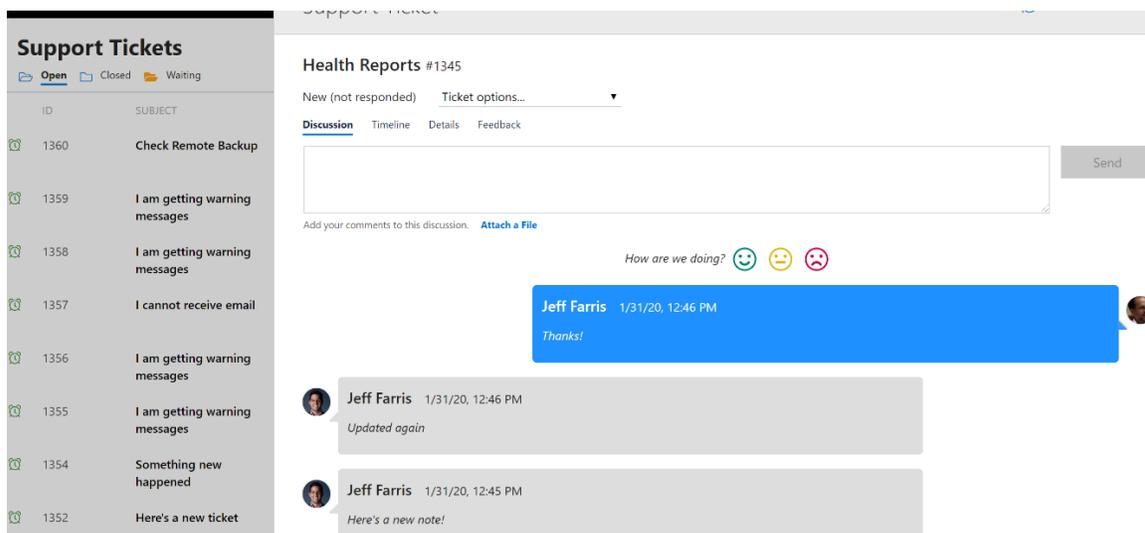


The screenshot shows the "Support Tickets" dashboard. On the left is a navigation menu with options: Home, Company, Support, Office 365 Status, Report a Problem, Request Service, Support Tickets (highlighted), and University. The main area is titled "Support Tickets" and has tabs for "Open", "Closed", and "Waiting". Below the tabs is a table of tickets.

ID	SUBJECT	CREATED	LAST UPDATED	STATUS / PRIORITY	CATEGORY	CONTACT
1360	Check Remote Backup	1/31/20, 11:07 PM	2/3/20, 1:13 PM	New (not responded) Priority 3 - Normal Response	Professional Services	Ramon Stawiarz
1359	I am getting warning messages	1/29/20, 5:07 PM	1/31/20, 7:16 PM	New (not responded) Priority 3 - Normal Response	Professional Services	Jeff Farris
1358	I am getting warning messages	1/29/20, 11:48 AM	1/29/20, 11:48 AM	New (not responded) Priority 2 - Quick Response	Professional Services	Ricky Cecchini
1357	I cannot receive email	1/21/20, 12:52 PM	1/21/20, 12:52 PM	New (not responded) Priority 2 - Quick Response	Professional Services	Jeff Farris

A view of all open tickets.

Clicking on an individual ticket will show you additional options, like the ability to give feedback, add new files, send more information, and even close the ticket yourself if it gets resolved.



The screenshot shows the detailed view of a ticket titled "Health Reports #1345". The ticket status is "New (not responded)". There are tabs for "Discussion", "Timeline", "Details", and "Feedback". A text input field is present with a "Send" button. Below the input field are three feedback icons: a smiley face, a neutral face, and a sad face. The discussion history shows three messages from Jeff Farris: "Thanks!" (sent 1/31/20, 12:46 PM), "Updated again" (sent 1/31/20, 12:46 PM), and "Here's a new note!" (sent 1/31/20, 12:45 PM).

A view within an individual ticket.