

Thank you for choosing Peak IP Solutions, LLC!

The following document will show you how to use our online support portal to create and check support tickets. The Admin user can also review billing and invoice information, as well as add and/or delete users.

The easiest way to open a ticket is to send us an email...

Send an email to support@peakipsolutions.com and as long as your contact information is up to date in the portal, a ticket will be created for you automatically.

This is the number one way most customers will open a ticket.

NOTE: The user who is sending the email should be added as a contact (with email address included) in the portal for automatic response to ticket opening to work.

How to use the Peak IP Solutions Admin Support Portal

To login to the Admin portal

1. Open Internet Explorer and browse to <https://support.peakipsolutions.com/support/>
2. Enter your email address and assigned password then press the green arrow.

If you do not have a password, please email Support@peakipsolutions.com to request a password. Please give your company name and contact information, so we can give you a login.

Email:

Password:

Submit

Forgot your password? [Click here to have it emailed to you](#)

Remember Me

Once logged in the following options are available to you.

Home Screen- Snapshot view of each item in the below list.

Tickets- Open and Closed Service Tickets.

Recommendations- Open and Closed Technology Growth Opportunities.

Knowledge Base- Search past tickets for resolution information.

Reports- Run pre-set reports

Account- Manage invoices and Users (only certain user types have access to these areas)



Creating a new Service Ticket

To create a new Service Entry

1. Click the Create Ticket Button on at the top right side of the screen.
2. Fill out the form with as much information as possible and click the submit button.
3. An email will be sent to Peak IP Solutions and service will be scheduled.
4. You will receive a confirmation email that will include your ticket number.

A screenshot of a web application window titled 'Create Ticket'. The window is divided into three steps. Step 1, 'Select Service Needed', shows three buttons: 'Voice Support Request', 'Server Administration Request', and 'Desktop Support Request'. Step 2, 'Ticket Details', includes a 'Title' field, a 'Problem Description' text area, an 'Attach Document' link, a 'Due Date' field with an 'Emergency' checkbox, and a 'PO Number' field. Step 3, 'Contact Details', includes a 'Contact' field with 'Eric Mueller' and a 'Choose' button, followed by fields for 'Phone', 'Ext', 'Email', 'Address', 'Suite/Apt/Unit', 'City', 'State', 'Zip', and 'Country' (set to 'United States'). At the bottom right of the window are 'Submit' and 'Cancel' buttons.

To view or modify the service tickets for your company



- Click the tickets Icon on the top menu Bar.

- You may also create a service ticket in this screen as well.

You may view service tickets that are open and closed in this view. Click the link for each ticket to view the details of the ticket.

Once you're inside the ticket, you may perform the following tasks:

- Sign Off**- If ticket is completed
- Change Status**- Change the ticket status
- Update**- Update the ticket with notes Add notes to the Discussion field then select UPDATE.)
 - You may also add a resolution or attach a document as well.

The following is the view of the service ticket once you click into the ticket on the portal.

Presales Engineering Needed for CHA

Sign Off

Change Status

Update

Print

Last Updated @ 4/21/12

Ticket #	18079	PO Number	Status	New (email connector)
Contact	Eric Mueller	Required	Priority	Priority 3 - Normal Response

Problem



[cid:image001.png@01CD1FBA.45CB6C70]

Thanks,
Eric

Eric Mueller, VP of Operations
Peak IP Solutions, LLC
Web: www.peakipsolutions.com
4683 Chabot Drive, Suite 380
Pleasanton, CA 94588

IP Phone: 925.337.8650 x8663
Unified FAX: 925.337.8633
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For Support:
Email: support@peakipsolutions.com
Phone: 925-337-8650 option 2

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Eric Mueller, 4/21/12 @ 12:28 PM

Discussion (0)

*NOTE: To enter your Discussion notes press the ENTER key. To drop down a new line hold SHIFT and press the ENTER key.

Add Something...

▶ See Older Posts

Recommendations

This area will allow you to view opportunities created by Peak. You may accept and/or reject these opportunities by clicking the link for each opportunity.

Accept

Reject

Search By	Recommendations
Recommendation Name <input type="text"/>	Sort: <input type="text" value="Recommendation Name"/> <input checked="" type="radio"/> Ascending <input type="radio"/> Descending
Status <input checked="" type="checkbox"/> Open <input checked="" type="checkbox"/> Closed	09.16.2011 ASA 5500 VPN License (#AAAQ3348)
Updated <input type="text" value="All Dates"/>	2011 NFR Options
Sales Rep <input type="text"/>	2012.02.16.Peak IP Solutions, LLC.In...(#AAAQ3593)
Contact <input type="text"/>	2012.04.02.Peak IP Solutions.Nexasn.Expansion
<input type="button" value="Search"/> <input type="button" value="Clear"/>	

Knowledge Base

Using this feature -- you may search your own tickets to possibly find a resolution opportunity.

1. Describe your problem in the bar and click (search)
 - Once you search the issue, the system will return any of your previous tickets that apply to the issue in the Results screen.
 - Reviewing previous tickets may help you solve your current problem.
 - You can click into the tickets and look for resolution opportunity.

Knowledge Base

Scope
 1 Year 2 Years 3 Years All

Configurations

Configurations will list all your equipment that Peak IP Installs and licenses that you might have as a result of installed equipment. This will include serial numbers, model numbers, contract and warranty expiration dates, etc.

Contract 3278414 SNT

Last Updated @ 4/17/11

[Create Ticket](#)

Status Inactive	Serial	Installation Date 8/23/07
Contact Douglas Renner	Model	Purchase Date 8/23/07
Company Peak IP Solutions, LLC	Tag	Warranty Expiration 8/22/08
Address 4683 Chabot Drive, Suite 380 Pleasanton, CA 94588	Manufacturer Cisco Systems, Inc.	Installed By

Questions

0.5 Please email us or create a ticket with the above button to get details on your contract!

-

1 Contract Number:

2 List of Serial Numbers (Paste in 1000 Char Max):

3 List of Serial Numbers Continued (Paste in 1000 Char Max):

4 List of Serial Numbers Continued (Paste in 1000 Char Max):

Reports

You can run reports within the Customer Portal. The three main reports are as follows:

Example Executive Management Report

Reports

Portal Reports

-  [Service Request Trends - Last Year](#)
-  [Service Request Trends - This Year](#)
-  [Executive Management Report](#)

Management Summary

Prepared for: Peak IP Solutions, LLC
Created on: 4/21/2012
Period: 3/22/2012 - 4/21/2012



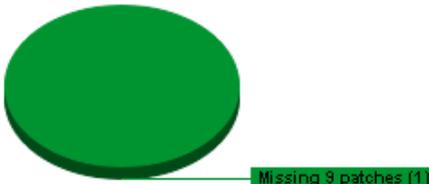
Network Health:



Company Details:

Contact:	Douglas Renner
Account Manager:	Douglas Renner
Total Windows Servers:	0
Total Windows Workstations:	1
Total Workstations:	1
Total Managed Machines:	1

Computer Security Patches:



Service Request Statistics:

Escalated Items:	
Server Offline Alerts	0
Server Disk Space Low	0
Failed Backup Jobs	0
Total Closed Helpdesk Tickets	45

Computer OS Graph:



Business Continuity Indicators:

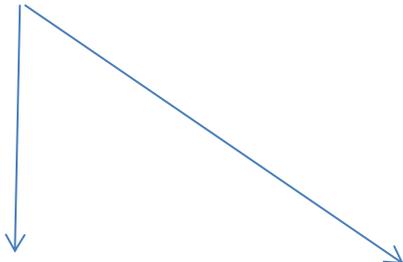
Network Uptime:	
Server Availability	0%

Account

The Account Section will allow you to see two areas of focus:

INVOICES:

Invoices can be viewed by selecting the Account tab and Invoices section. Click on the invoice to view the actual invoice. You may also view agreements, credit memos, etc. within this section.



Search By

Invoice Number

Type

- Agreement
- Credit Memo
- Downpayment
- Miscellaneous
- Progress

Invoice Date
All Dates

Amount
Is Exactly

Invoices

Sort: Amount Ascending Descending

PLS8183
Invoice for Time and Materials

PLS8079
Invoice for Time and Materials

PLS6760
Invoice for Time and Materials

PLS6716
Invoice for Time and Materials

PLS6529
Invoice for Time and Materials

PLS6388

USER's

You can use this section to manage users within your organization. You can only view these areas if you have the proper administrative privileges. If you are an admin, but cannot view these areas, please email support@peakipsolutions.com and put in a request for admin rights. You will need the current admin permission to add you as an admin for your company.

You may add a new user or modify an existing user in this screen. To add a new user, select the NEW USER button at the top of this screen. To modify a user, select the blue highlighted name of the person you would like to modify.

Search By

Status

- Enabled
- Disabled

Security Level

- User
- Level 2
- Level 3

Users

Sort: Security Level Ascending Descending

Douglas Renner

If an employee leaves your company, you may DISABLE their user account within the portal as well.

If you need assistance with the Customer Portal or would like a live demo, please contact Peak IP Solutions at support@peakipsolutions.com.