Service Management Platform

Customer Manual
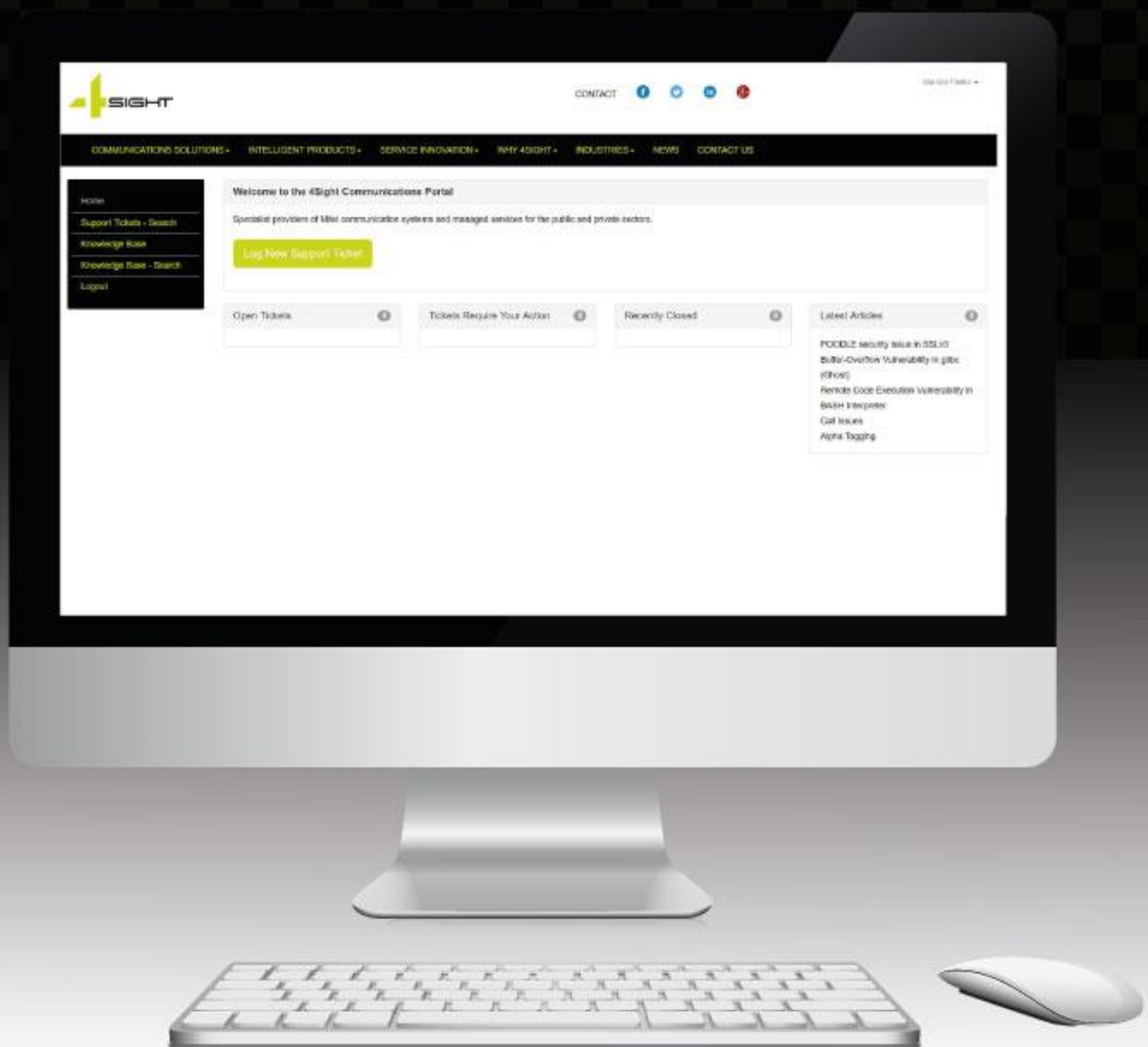
4SIGHT COMMUNICATIONS LIMITED

INTRODUCTION

Welcome to the 4Sight Communications Service Management Portal, an automated online customer service platform and support ticket help desk application that enables our customers to create and manage their support online.
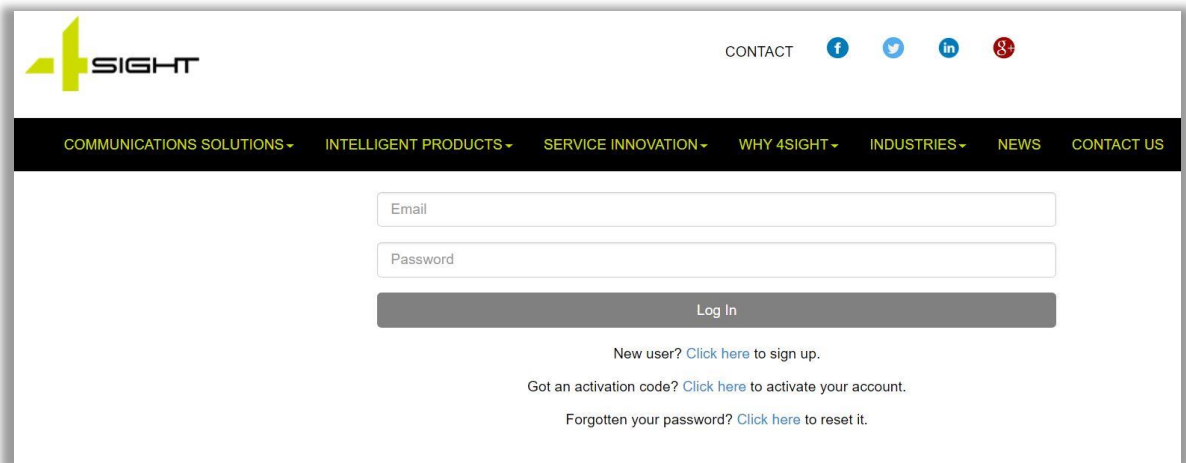
From remote troubleshooting and software support to installation and basic usability assistance, our support portal helps customers keep track of activities that matter most:

- Quickly initiate new support tickets and immediately receive an automated ticket number.
- Read ticket details and updates on their open tickets.
- Post updates and upload attachments allowing the user to have direct input throughout the troubleshooting process.
- Search through previous interactions and/or tickets to find answers to questions that they've already asked.
- Access to the latest product news and knowledgebase articles.

ACCESSING THE PORTAL

The customer portal can be opened at **https://support.4sightcomms.com** or can be accessed from **https://4sightcomms.com/** by clicking the customer portal link located at the top right-hand corner of 4Sight Communications website.

To access the site, please enter your login credentials:


NEW CUSTOMERS: If you are a new customer, you can self-register to the portal by selecting **Click here to sign up** option next to the **New User**.

YOUR PROFILE AREA

Your profile area is located at the right-hand side of the support portal and contains your contact information, link to password change and your previous downloads. You can access it simply by clicking on your name and then selecting **My Profile** tab.

To update your contact information, including your username, telephone number and email address associated with your account:

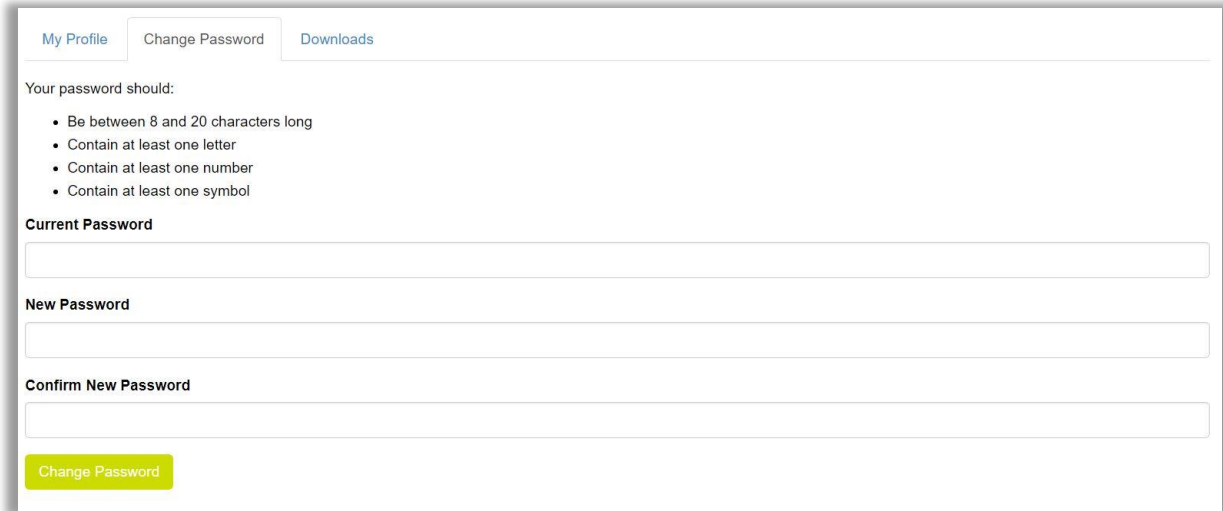- Click on **Your Name** and then select **My Profile**
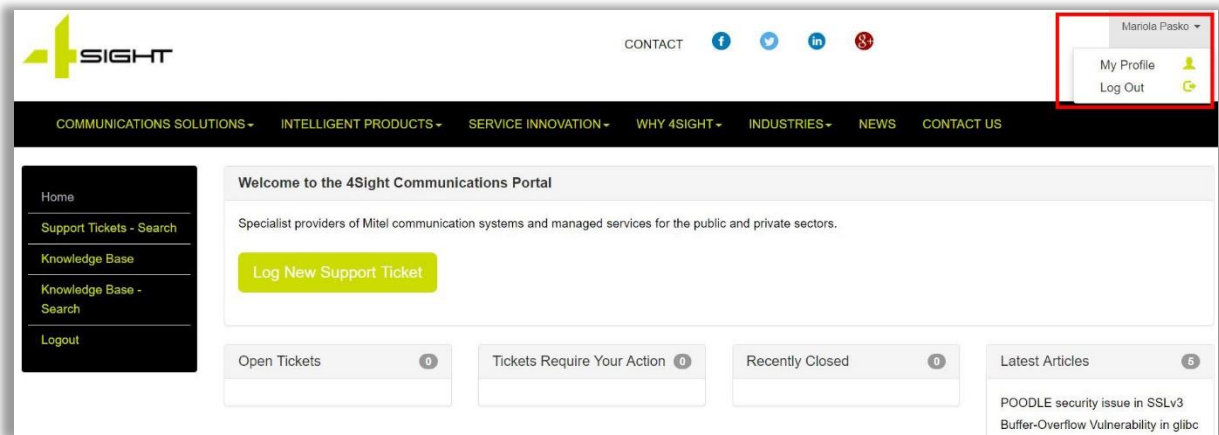
- Click on **My Profile**
- Type in your new telephone number or email address, then select **Update Profile** to save the changes.
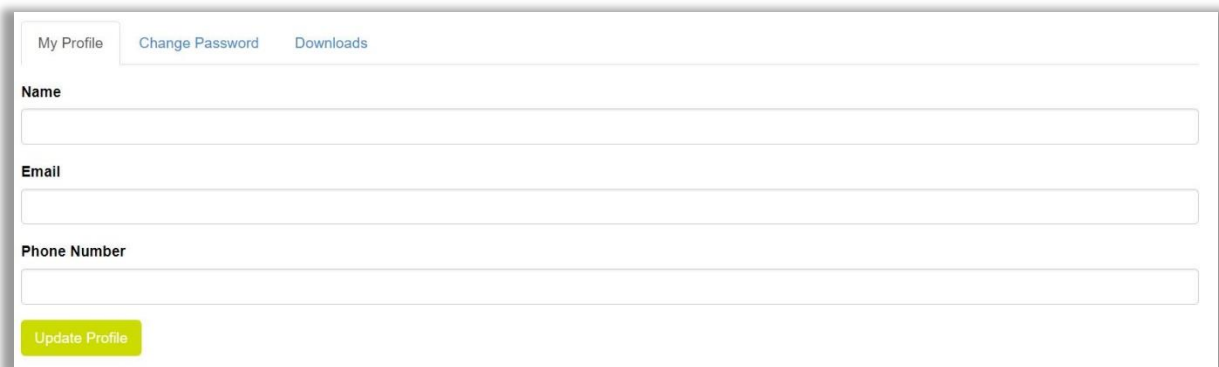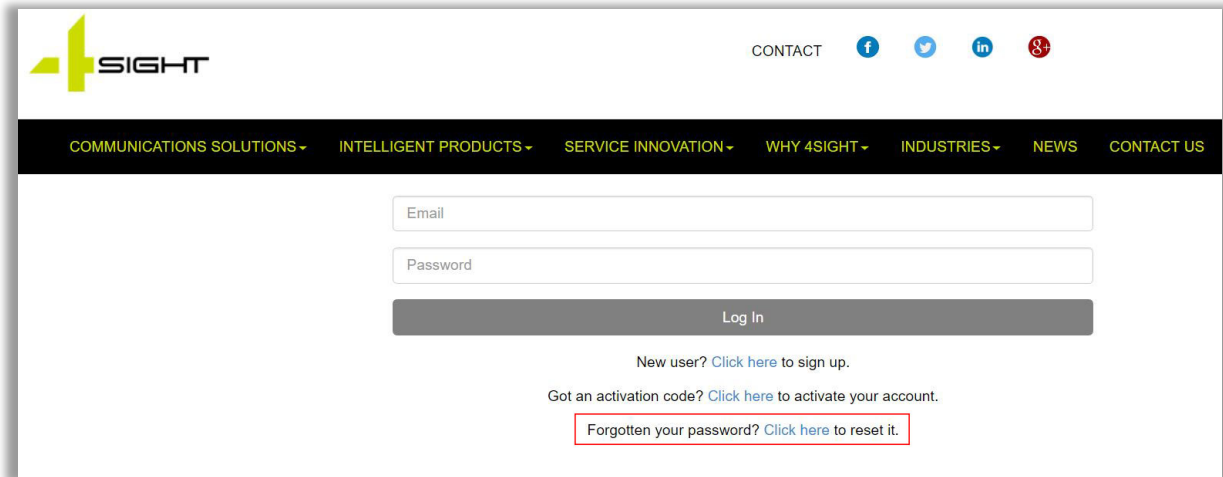
Password Reset

To update your password, click on **Change Password,** confirm your current password, enter your new password twice, and select **Change Password**.

If you can't remember your current password please follow password reset link:

LOGGIN SUPPORT

To log a new support ticket, simply click on **Log New Support Ticket** button located in your support dashboard.
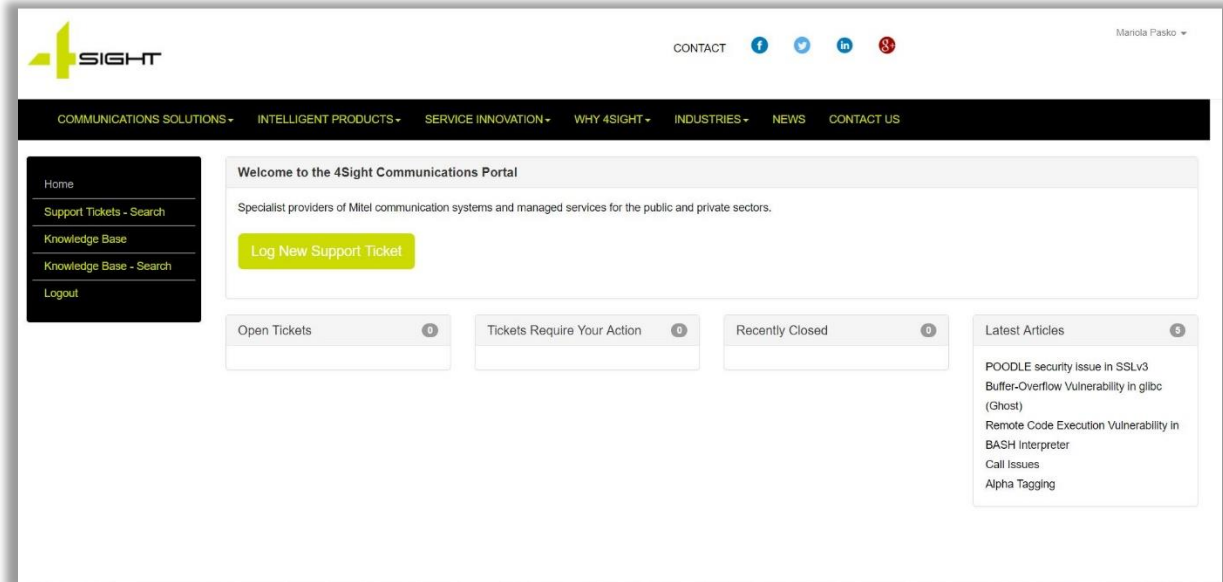
- Choose your Support Ticket Category that best suits your request.
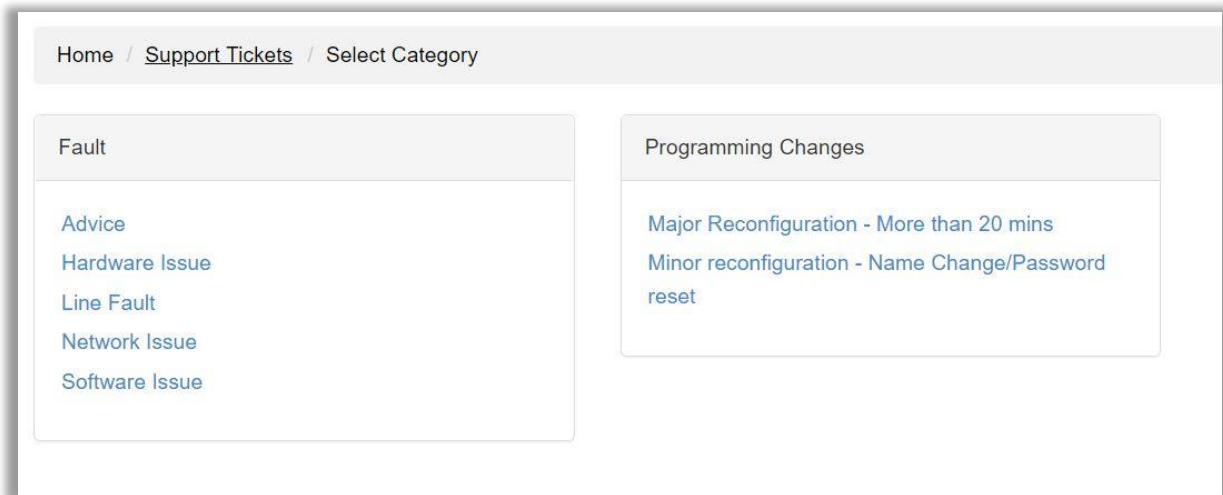
- Fill out the form, please provide us with as much information about your fault/request as possible. Make sure to let us know your ticket's priority level and impact. Also please ensure that your contact information is up to date.

SUPPORT TICKET SEARCH

Support Ticket Search option allows customers to search through previous interactions to find answers to your questions that you've already asked, saving you time on repetitive queries, as well as to check any new updates on their tickets which are currently in progress.

KNOWLEDGE BASE

Our knowledge base is designed to host support references, such as information on specific solutions, frequently asked questions (FAQ), and common troubleshooting issues and their resolutions. Please make sure you check this section for information about latest product releases and updates as well as promotion.

General Enquiries

No Items Found

FAQ	13	Knowledge Base	0

FAQ items:
- POODLE security issue in SSLv3
- Buffer-Overflow Vulnerability in glibc (Ghost)
- Remote Code Execution Vulnerability in BASH Interpreter
- Call Issues
- Alpha Tagging
- Adding a BLF Key to a Console
- How Do I Shutdown My Controller
- UC360 MiVoice Conference Phone
- Dont Get Spoofed by Number Scams
- NTP Setup for Mitel Products
- Programming Mitel Handset as Teleworker
- To Convert a file using Sound Recorder for Mitel Use as MOH
- Heartbleed Vulnerability

4SIGHT COMMUNICATIONS SUPPORT CONTACT DETAILS

4Sight Support Details:

Address: 7th Floor, Chancery House, St Nicholas Way, Sutton, SM1 1JB

Telephone: +44 (0)20 3668 0434

Email: support@4sightcomms.com

Online: https://support.4sightcomms.com