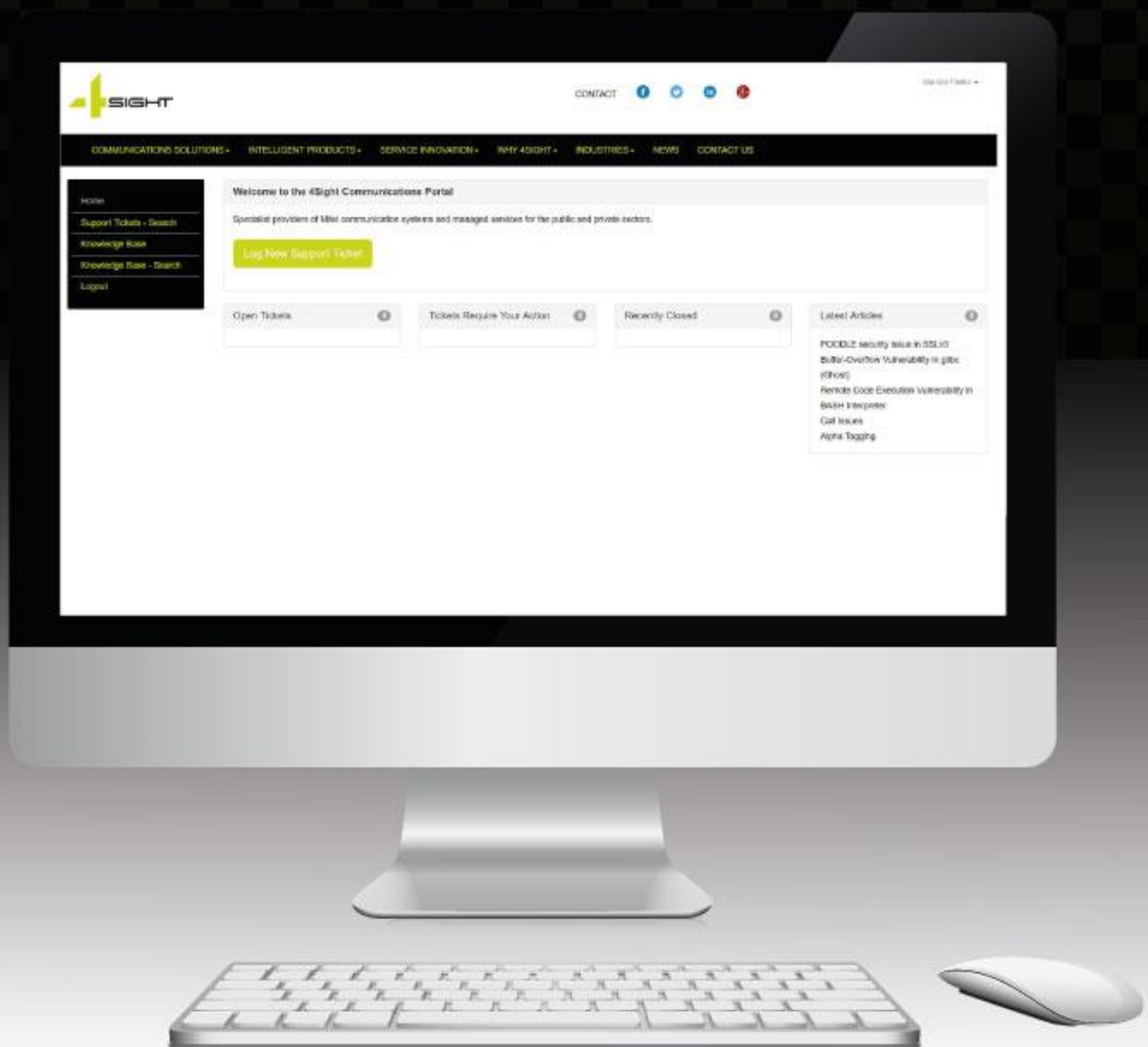


Service Management Platform Customer Manual



4SIGHT COMMUNICATIONS LIMITED
REGISTERED IN ENGLAND AND WALES NO 8160359

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

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.

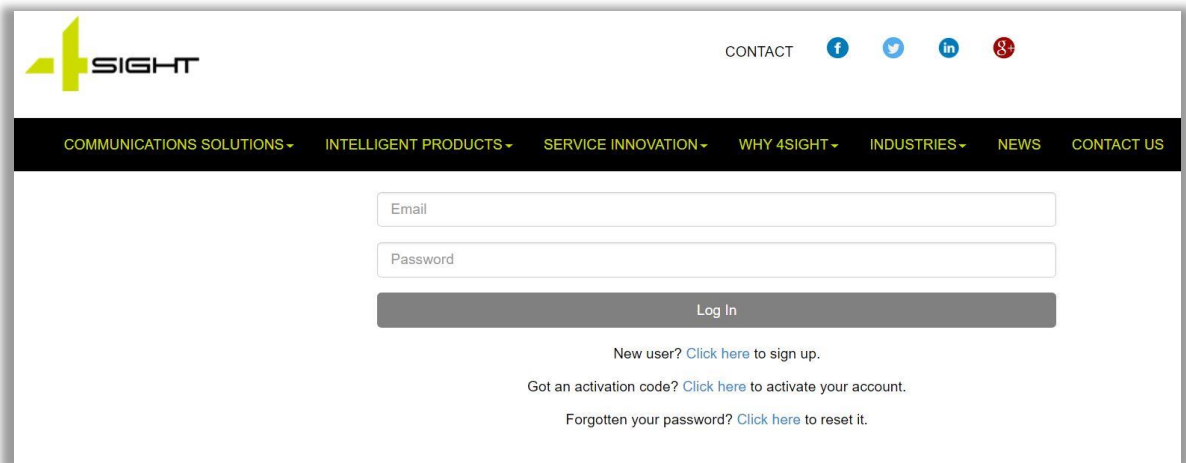
From remote troubleshooting and software support to installation and basic usability assistance, our support portal helps customers keep track of activities that matter most:

- 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:



The screenshot shows the 4SIGHT customer portal login page. At the top left is the 4SIGHT logo. To the right is a 'CONTACT' link and social media icons for Facebook, Twitter, LinkedIn, and YouTube. Below this is a navigation bar with links: COMMUNICATIONS SOLUTIONS, INTELLIGENT PRODUCTS, SERVICE INNOVATION, WHY 4SIGHT, INDUSTRIES, NEWS, and CONTACT US. The main content area features a login form with an 'Email' input field, a 'Password' input field, and a 'Log In' button. Below the form are three links: 'New user? Click here to sign up.', 'Got an activation code? Click here to activate your account.', and 'Forgotten your password? Click here to reset it.'

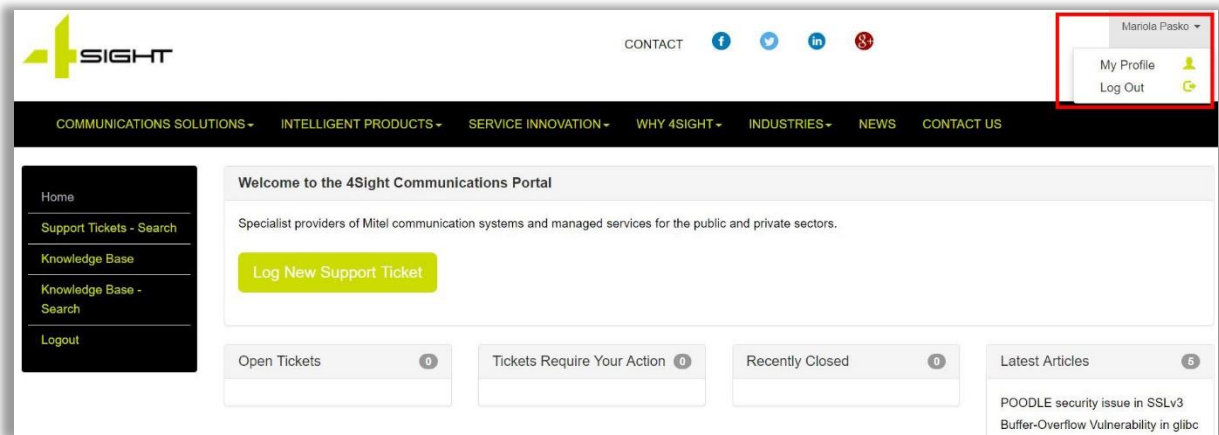
NEW CUSTOMERS: If you are a new customer, you can self-register to the portal by selecting **Click here to sign up** option next to the **New User**.

YOUR PROFILE AREA

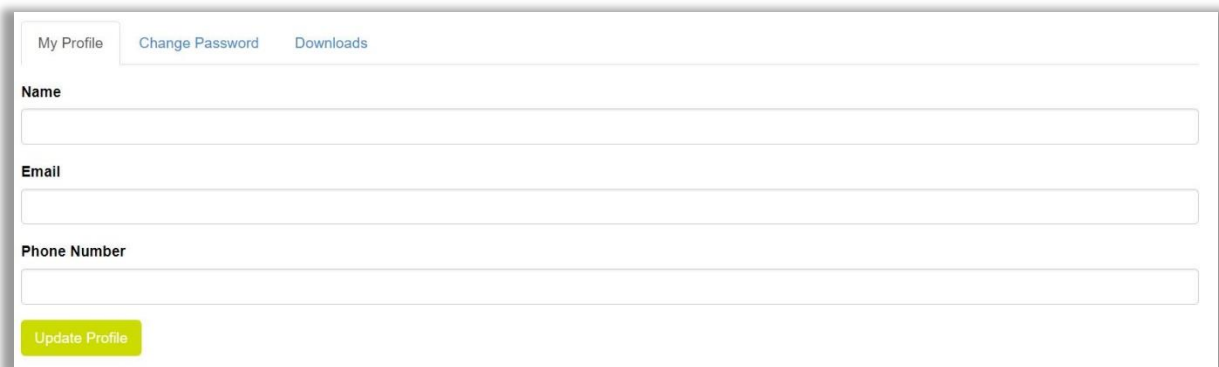
Your profile area is located at the right-hand side of the support portal and contains your contact information, link to password change and your previous downloads. You can access it simply by clicking on your name and then selecting **My Profile** tab.

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**

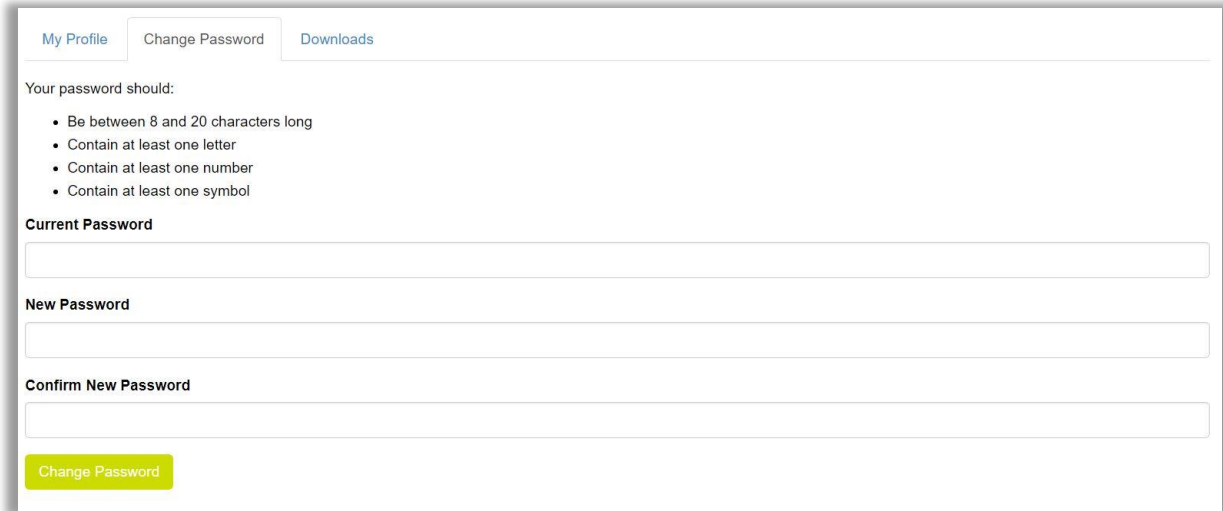


- Click on **My Profile**
- Type in your new telephone number or email address, then select **Update Profile** to save the changes.



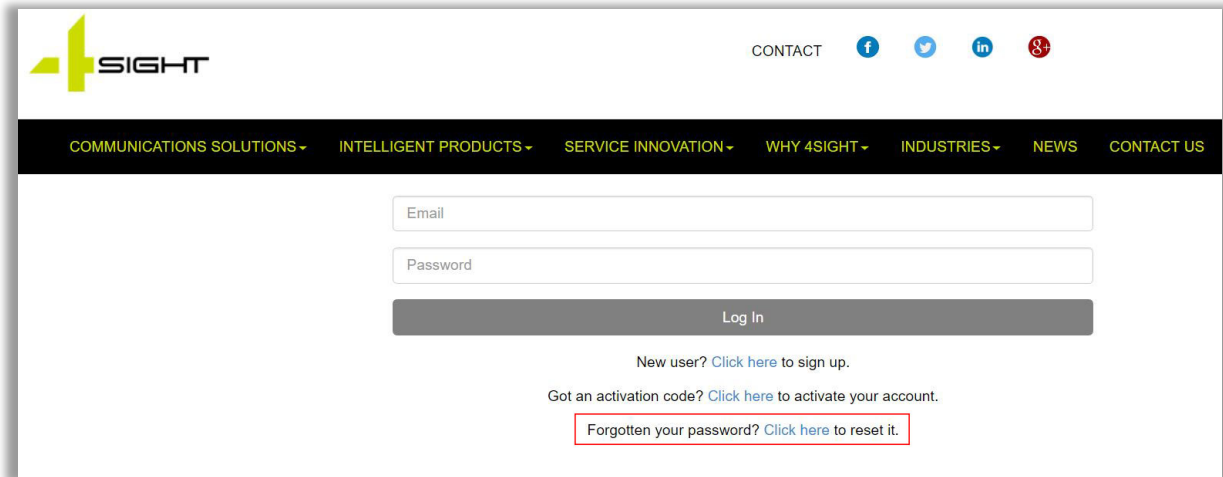
Password Reset

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



The screenshot shows a user interface for changing a password. At the top, there are three tabs: 'My Profile', 'Change Password' (which is active), and 'Downloads'. Below the tabs, the text reads 'Your password should:' followed by a bulleted list of requirements: 'Be between 8 and 20 characters long', 'Contain at least one letter', 'Contain at least one number', and 'Contain at least one symbol'. There are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. A yellow 'Change Password' button is located at the bottom left of the form area.

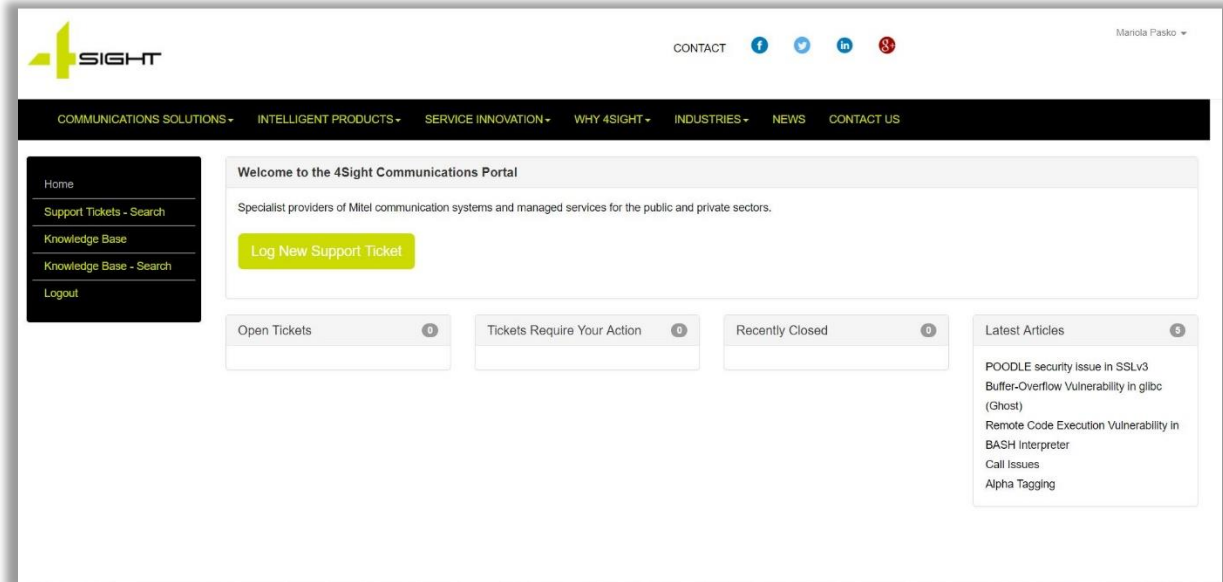
If you can't remember your current password please follow password reset link:



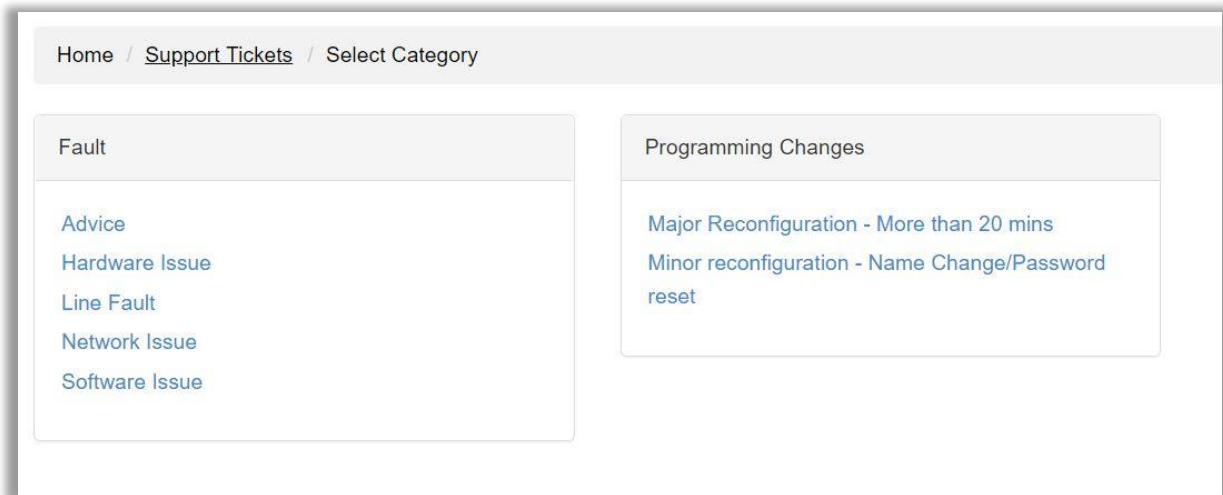
The screenshot shows the SIGHT website's login page. The header includes the SIGHT logo, a 'CONTACT' link, and social media icons for Facebook, Twitter, LinkedIn, and Google+. A navigation bar contains links for 'COMMUNICATIONS SOLUTIONS', 'INTELLIGENT PRODUCTS', 'SERVICE INNOVATION', 'WHY 4SIGHT', 'INDUSTRIES', 'NEWS', and 'CONTACT US'. The main content area features an 'Email' input field, a 'Password' input field, and a 'Log In' button. Below the login fields, there are three links: 'New user? Click here to sign up.', 'Got an activation code? Click here to activate your account.', and 'Forgotten your password? Click here to reset it.' The last link is highlighted with a red border.

LOGIN 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.

Home / Support Tickets / New Support Ticket

Support Ticket Details

Name

Email

Phone Number

Priority

Impact

Category

Title

Description

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.

Home / Support Tickets / Search

Search Criteria

Support Ticket ID

Status

Keyword

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

- 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

Knowledge Base 0

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