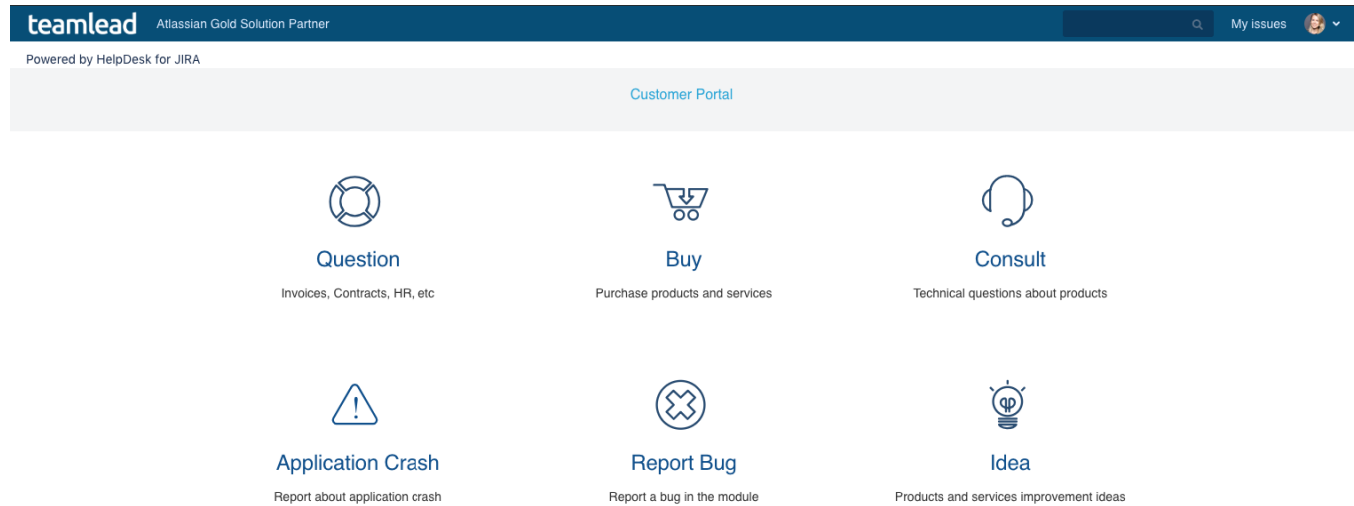


# Customer Portal

Customer portal is HelpDesk with more easy way to create new issues. It is enabled and [configured](#) by administrator. The main page looks like this:



Find what request type that you want to create by selecting groups on top groups menu.

For example you want to report a bug and you don't know precisely what group to choose but obviously it isn't Sale. Or you have an idea of new feature and you've found an 'Idea' item.

1. **Just click** on it to create new issue.
2. Fill in the fields and click '**Create**'



Customer Portal

## Idea

Summary\*

Similar issues

No similar issues found

Description

Style ▾

**B**

*I*

U

A ▾

<sup>^</sup> ▾

▾

▾

▾

▾

**+** ▾

⌵

Visual

Text

Attachment

Drop files to attach, or [browse](#).

Add required files

Create

Cancel

You can see this issue in standard HelpDesk view by clicking on 'My issues' on header menu.

Customer Portal

Search ▾



**My open (1)** Hosting (0) My closed (0) My Company (0) Projects (0) Deals (0) Freezed (0)



Priority : All ▾

Interval ▾

Type : All ▾

Response Time

Issue

Summary

Status : All ▾

✓ Minor

23/Dec/16



Not started

DEV-633

Customer portal in HelpDesk

INVESTIGATING

1 to 1 of 1

To create new issue refer to 'Customer portal' menu in the header.