



TENEO SUPPORT PORTAL QUICK GUIDE

2017

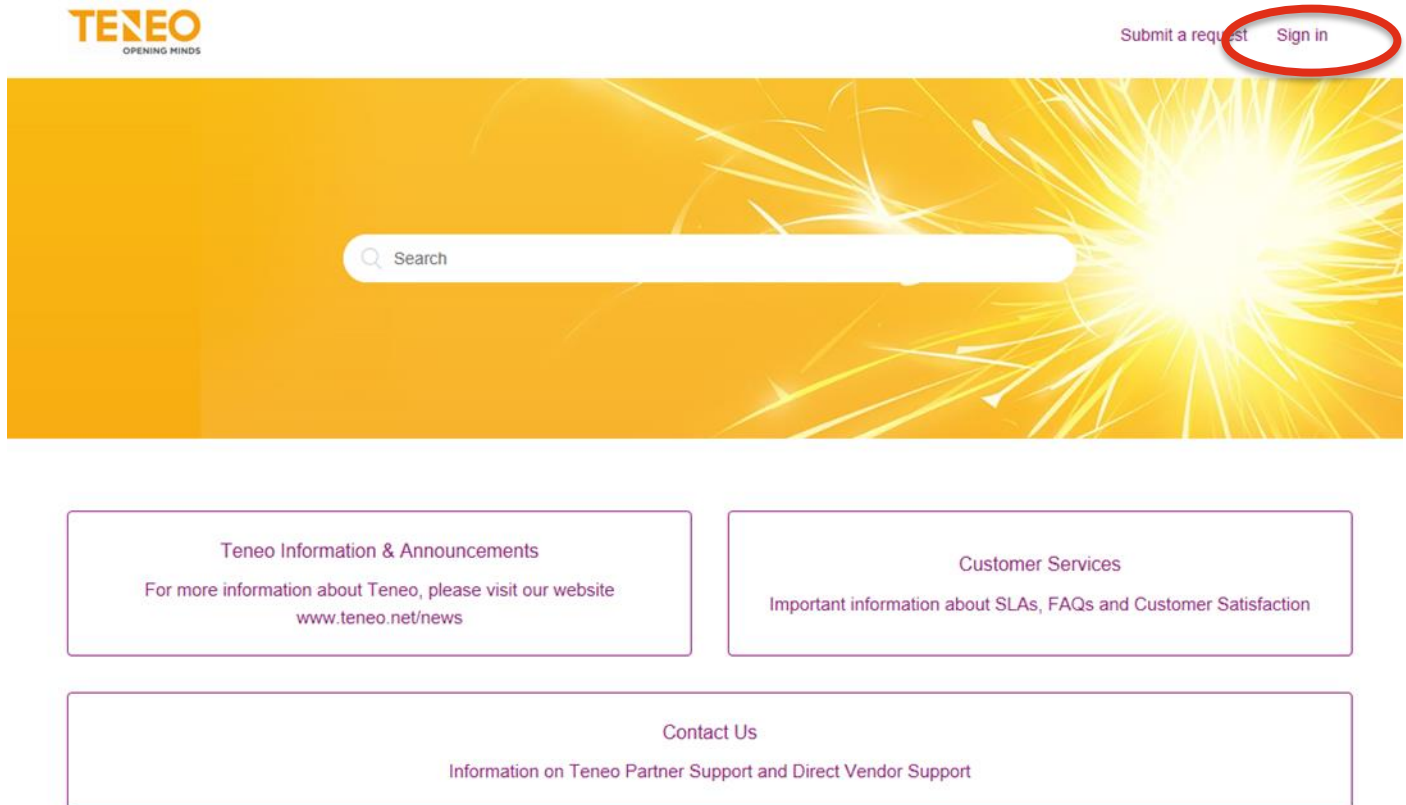
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1.0 HOW TO ACCESS THE SUPPORT PORTAL

You can log into the Teneo Support Portal at <https://support.teneo.net> using the credentials you'll set up when you first start to use Teneo Support services. If you don't recall your password, you can request a new one.

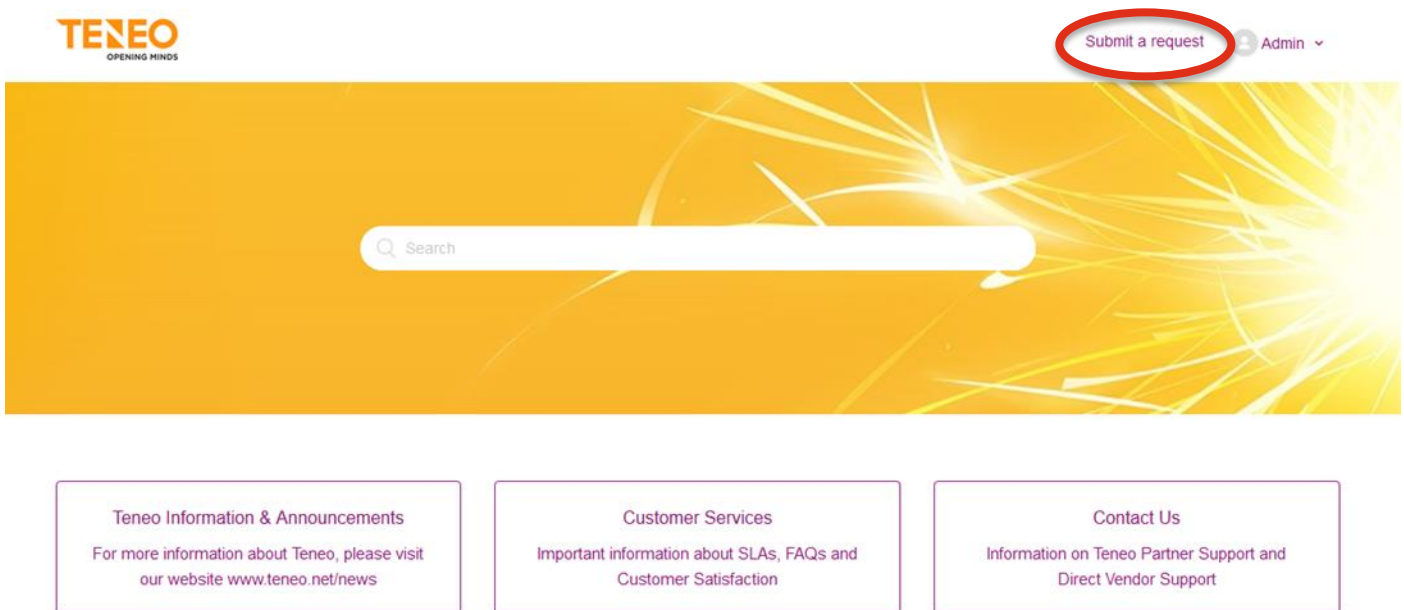
You can sign up directly through the portal by clicking on the "Sign in" link in the top right corner.



2.0 THE SUPPORT PORTAL HOMEPAGE

The Teneo Support Portal homepage includes announcements and important information about our SLAs.

To log a new ticket, please click on “Submit a request” in the top right hand corner.



3.0 HOW TO SUBMIT A SUPPORT REQUEST

In the “Submit a request” section, you can log a new support ticket directly into our system. Logging a ticket this way allows you to allocate a priority using the drop-down field – please note, this field is mandatory. For a P1 ticket, we recommend you contact us on any one of our 24 x 7 x 365 support phone numbers.

[Submit a request](#)

Admin ▾

[Teneo](#) > [Submit a request](#)

Submit a request

Subject *

Description *

Please enter the details of your request.

Teneo Priority *

Please select the required priority for your ticket, a full description can be found here, <https://www.teneo.net/support/our-slcs/> P1 - CRITICAL P2 - HIGH IMPACT DISRUPTION P3 - MINOR IMPACT DISRUPTION P4 - INFORMATIONAL REQUEST

Product *

The product your ticket relates to.

Serial Number

Attachments

4.0 HOW TO SEE WHICH TICKETS YOU HAVE OPEN

Navigate to the drop-down option in the top right hand corner and click “My activities” section and you can see all your open tickets as well as all your organisation’s tickets. In this area, you’ll be able to clearly see which support tickets Teneo is working on and where we’re waiting for a response from you. You also have the option here to amend your profile setting and change your password.



Teneo Information & Announcements

For more information about Teneo, please visit our website www.teneo.net/news

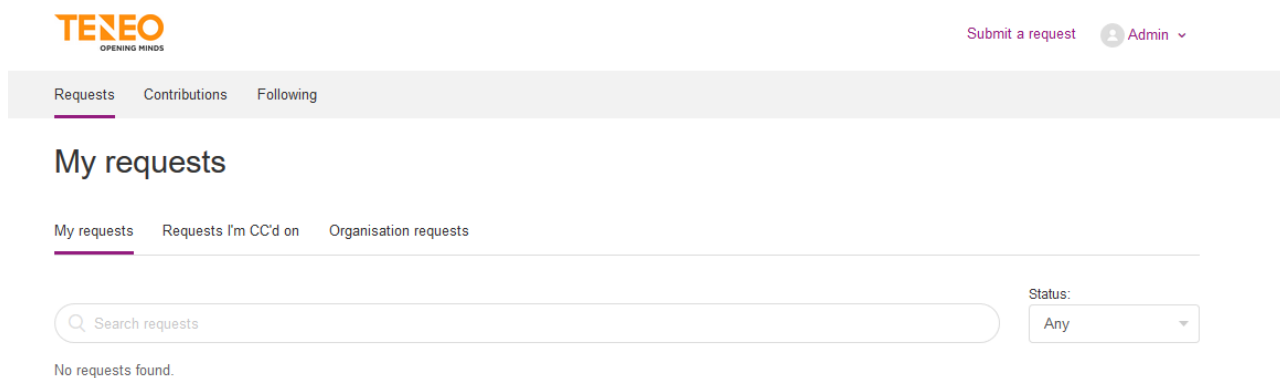
Customer Services

Important information about SLAs, FAQs and Customer Satisfaction

Contact Us

Information on Teneo Partner Support and Direct Vendor Support

The “My requests” section will show you all your open, pending and solved tickets. You may also wish to view tickets requested by tickets you’re CC’d in on or tickets that have been created by others members of your global team.



If you need any further help navigating the Support Portal, please just call us on our 24x7 support number.

Remember, you can reach us from:

USA on +1 877 836 3610
EMEA on +44 845 299 0623
APAC on +61 1 800 765 389

5.0 YOUR LOCAL TENEIO OFFICE

For all other questions, please contact your Strategic Account Manager or your local Teneio office.

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TENEO
OPENING MINDS