

KTL Solutions, Inc.



When technology changes, relationships last.

Client Support Site

First Time User Guide

We are excited to introduce a new streamlined approach in helping you submit a support request to our help desk. Below is a quick walkthrough of what you need to do in order to setup your account, and submit a request.



To contact KTL Solutions directly call 866-960-0001. Hours of operation are between 9:00AM and 6:00PM eastern time.

Step 1

- Navigate to <http://portal.ktlsolutions.com/customerportal>

Step 2

- If you already have been assigned login information use your email address as the user name, with your password being your last name + 1234
 - e.g: jgray@ktlsolutions.com / gray1234
- Or, if you haven't been assigned login information, take the following steps:
 - Click the "register" button and fill out all required fields.
 - Create a user name with your email address
 - Create an initial password with your last name + 1234
 - e.g: jgray@ktlsolutions.com / gray1234.
- It will take about 1 hour for the system to recognize a new account. You will receive an email letting you know you can now access the online system.
- If you forget your password, you can request your password from the website.

Step 3 (Walkthrough on page 2)

- Submit an Incident - for support with Dynamics GP/SL/CRM
- Submit a Defect - support request for custom software designed by KTL Solutions.

Step 4

- KTL will contact you about your incident/defect within 2 hours.

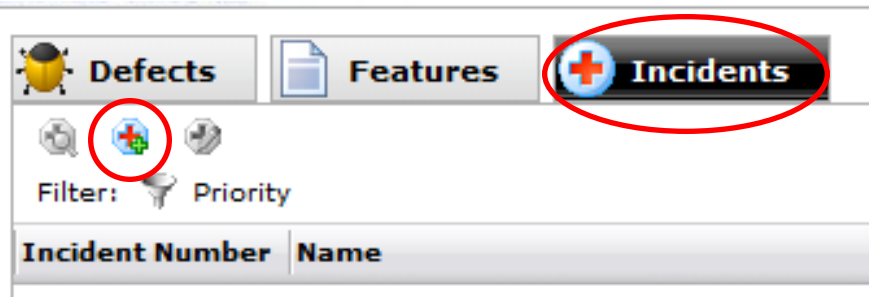
Alternate support method

If it would be easier for you to just send an email, just follow these steps.

- Email: support@ktlsolutions.com
- Subject Line: Make sure you put "Incident" within the Subject Line of your email.
- Screen Shot: If you have error messages, please send those with your email.



Submitting an Incident/Bug to Support



1. Click on the Incidents or Defects Tab (Incidents is pictured above)
2. Now click on the middle icon with a red and green cross
3. A new window will open where you can input the description of your issue, attach documents/screen shots, and submit your case to our support team. (See Below)

Report New Incident

Name: _____

Workflow Step: Select Product:

Reported Date: PO Number: _____

Release: Status:

Operating System: Affected Environment:

Description:

Replication Procedures:

Notify me of changes to this Incident

Once you have filled in all fields that are circled in red, you can either click "Save" or "Save and Attach File" to submit your support request.

If you ever run into a problem while trying to submit a request online, please feel free to call our toll free line, 866.960.0001, and our support desk can help you through the process.