



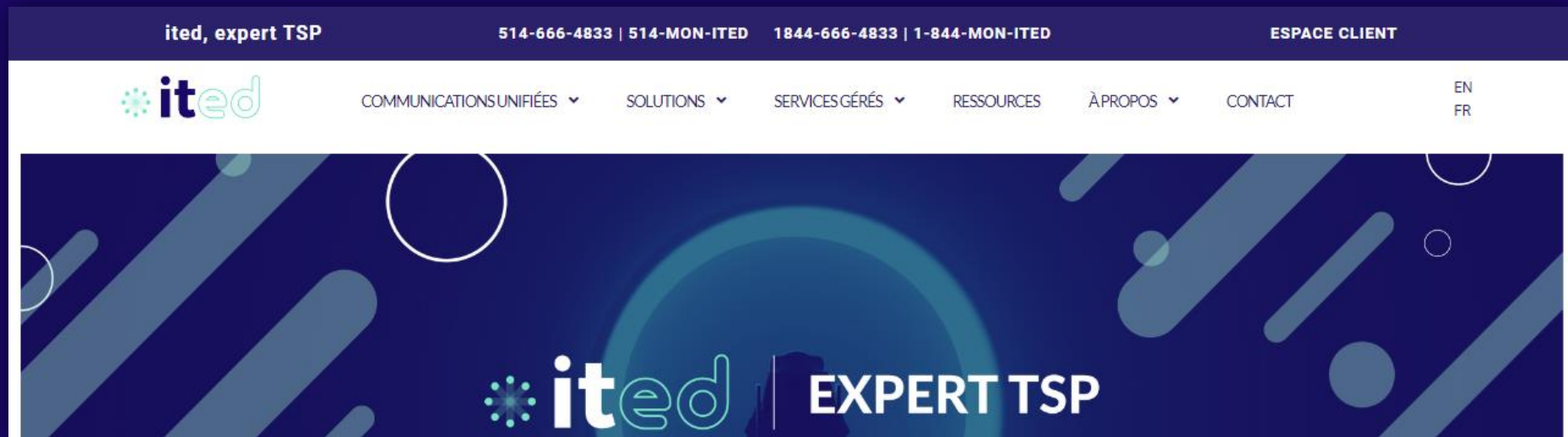
Portail clients
Client portal

Comment y accéder?

How to access it ?

www.it-ed.com

Espace client / Client portal

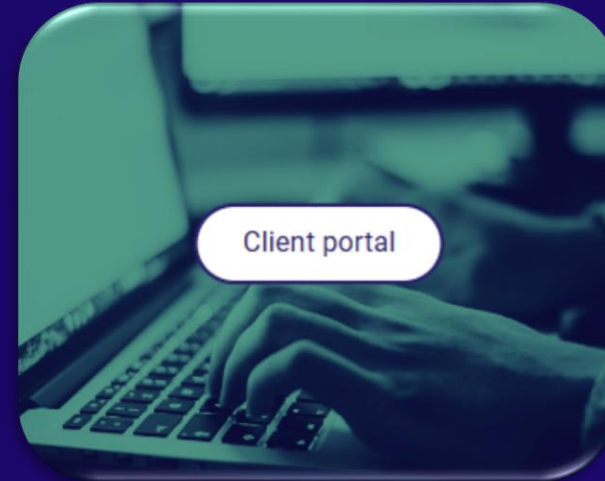
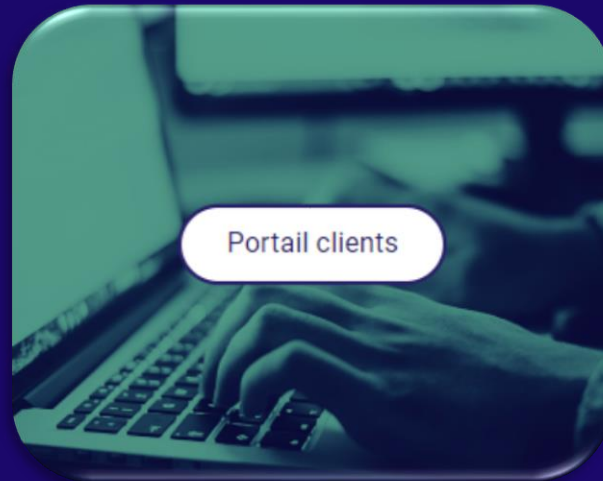


Comment y accéder?

How to access it ?

www.it-ed.com

Espace client / Client portal

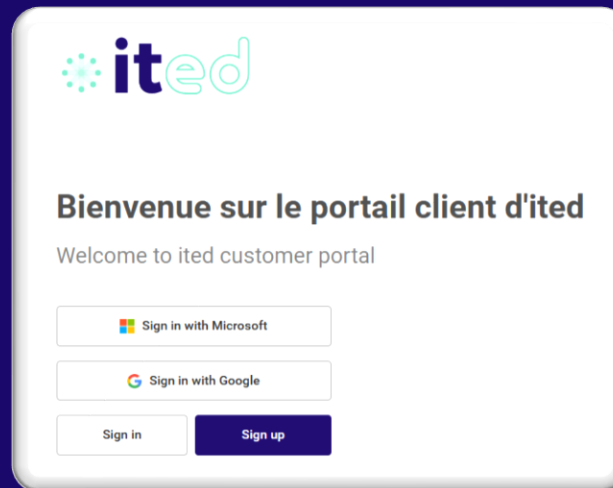


Comment y accéder?

How to access it ?

<https://ited.myportallogin.com>

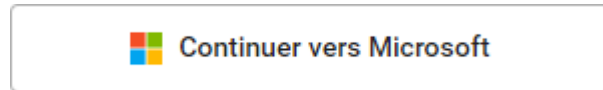
Lien direct / Direct link



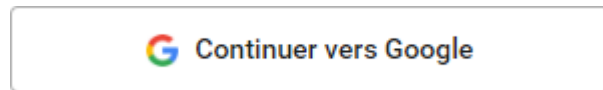
Avec quel compte y accéder ?

3 Types de connexion

1 - Courriel de type Microsoft O365



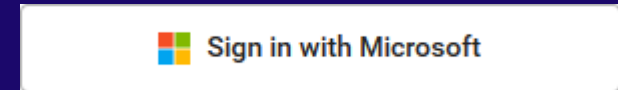
2 - Courriel de type Google ou Gmail



With which account can I access it?

3 Types of login

1 - Microsoft O365 email type



2 - Google or Gmail email type



Avec quel compte y accéder ?

3 Types de connexion

3 - Un compte local de notre portail client *

Se connecter

** Nous allons voir plus loin, comment créer un compte local*

With which account can I access it?

3 Types of login

3 - A local account of our client portal *

Sign in

** We will see later, how to create a local account.*

**Comment savoir
quel type de
courriel vous
utilisez ?**

*Contactez votre département
d'informatique*

**How do you know
what type of email
you're using?**

Contact your IT department

Oh non! Je n'ai pas de courriel de type Microsoft O365 ou Google/Gmail!

Oh no! I don't have a Microsoft O365 or Google/Gmail email account!

Pas de problème! Créez un compte local.

No problem! Create a local account.

Comment créer un compte local

How to create a local account

S'inscrire

Sign up



Remplir le formulaire et
cliquez sur SIGN UP.

Fill in the form and click
on SIGN UP.



Create a new account.

First Name

first name

Last Name

last name

Email

user@email.com

Password ⓘ

Password

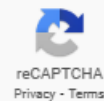
Confirm password

Confirm Password

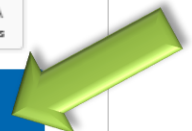
Country

Select Country

I'm not a robot



SIGN UP



Quoi faire si j'oublie le mot de passe de mon compte local?

What should I do if I forget my local account password?

The diagram illustrates the user flow for password recovery. It starts with a **Login** page where a user can sign in to their account. Below the email input field, there is a checkbox for 'Keep me logged in' and a link for 'Forgot Password'. A green arrow points from this link to a **Forgot Password** page. On this page, the user is prompted to 'Send reset password email.' and provides their email address in an input field. A 'SUBMIT' button is located at the bottom of the form.

Login

Sign in to your account.

Email

Keep me logged in [Forgot Password](#)

NEXT

Don't have an account? / administrator to invite you account. [Sig](#)

Forgot Password

Send reset password email.

Email

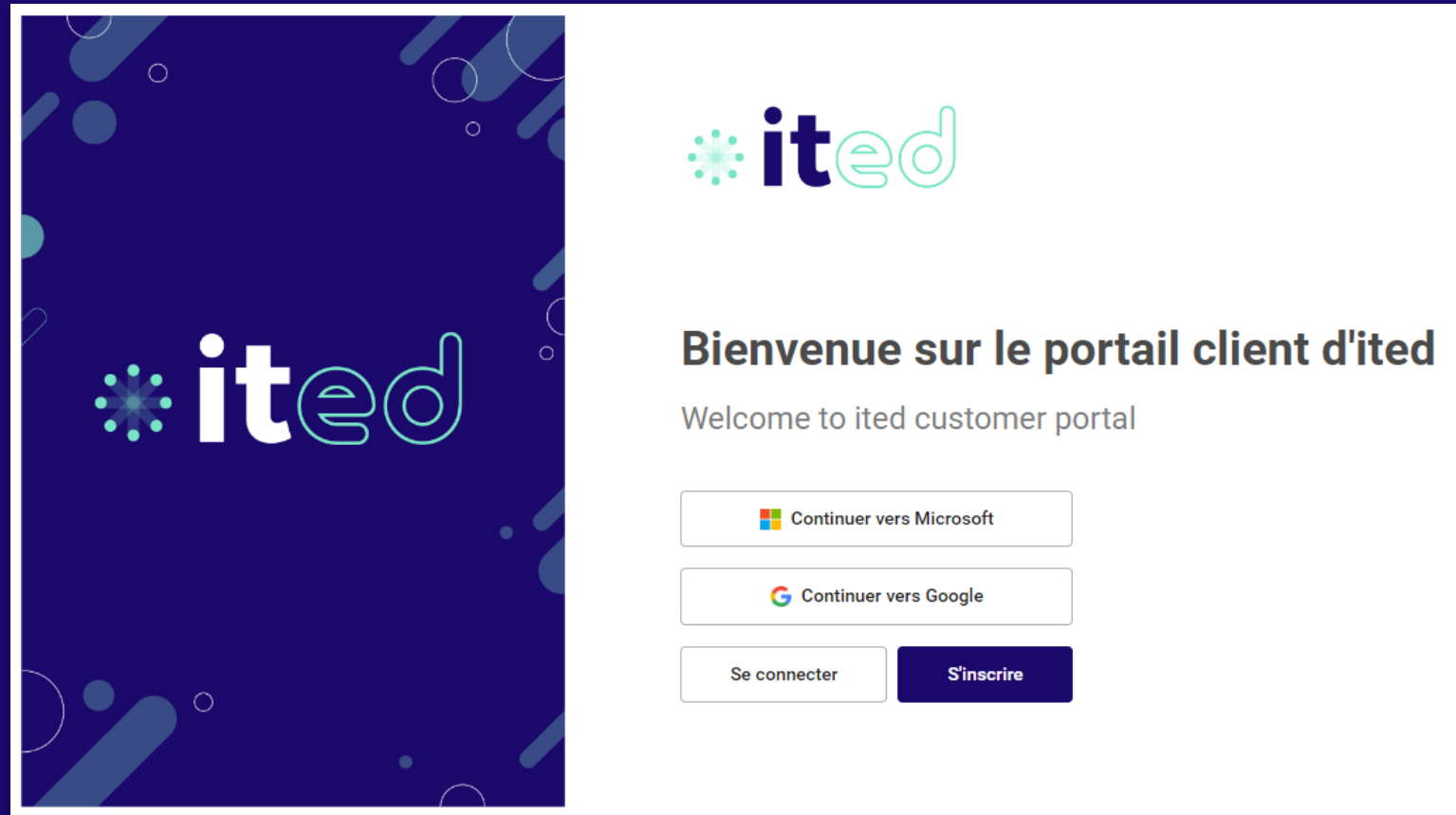
SUBMIT

Permissions

	No Access User	Ticket Read-Only	Standard User	Ticket Manager
Connecter au portail Log in to the portal		*	*	*
Voir ses propres billets Look up own tickets		*	*	*
Commenter ses billets Comment own tickets			*	*
Soumettre un billet Submit a ticket			*	*
Voir tous les billets Look up all tickets				*
Commenter tous les billets Comment all tickets				*
Voir les projets View projects				*

Survol du portail client

Customer portal overview



Vue d'un No Access User

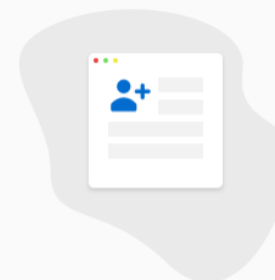
No Access User view



Request Permission to the Portal

Veillez contacter votre administrateur pour autoriser l'accès à :

[\[redacted\]@\[redacted\]](#)



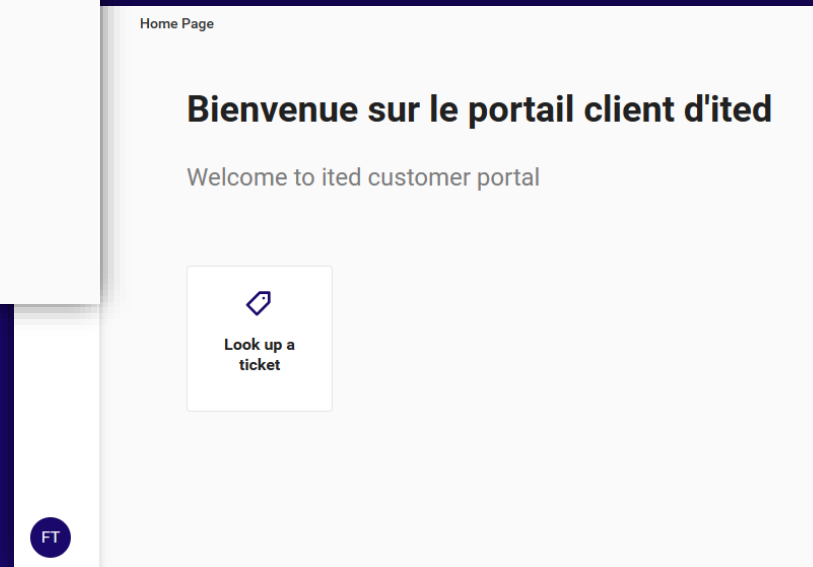
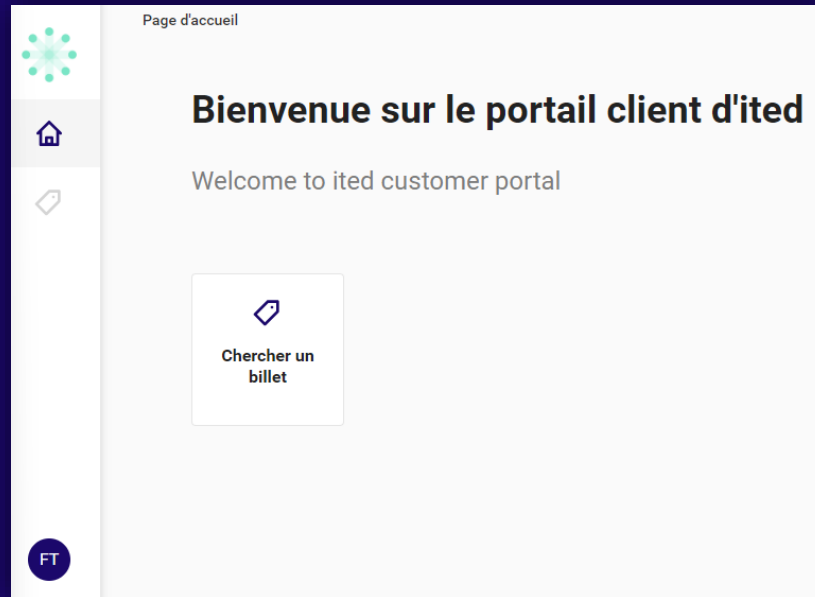
Request Permission to the Portal

Please contact your administrator to allow access for:

[\[redacted\]@\[redacted\]](#)

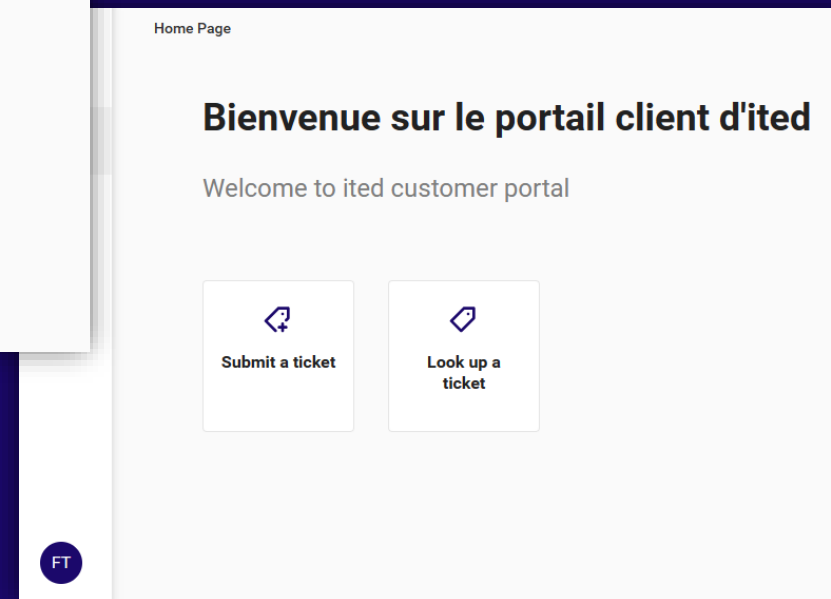
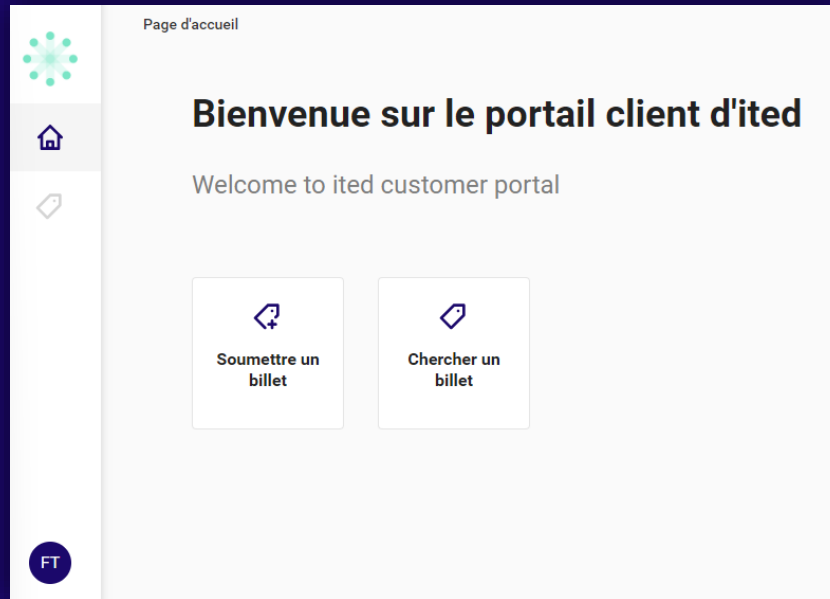
Vue d'un Ticket Read-Only

Ticket Read-Only view



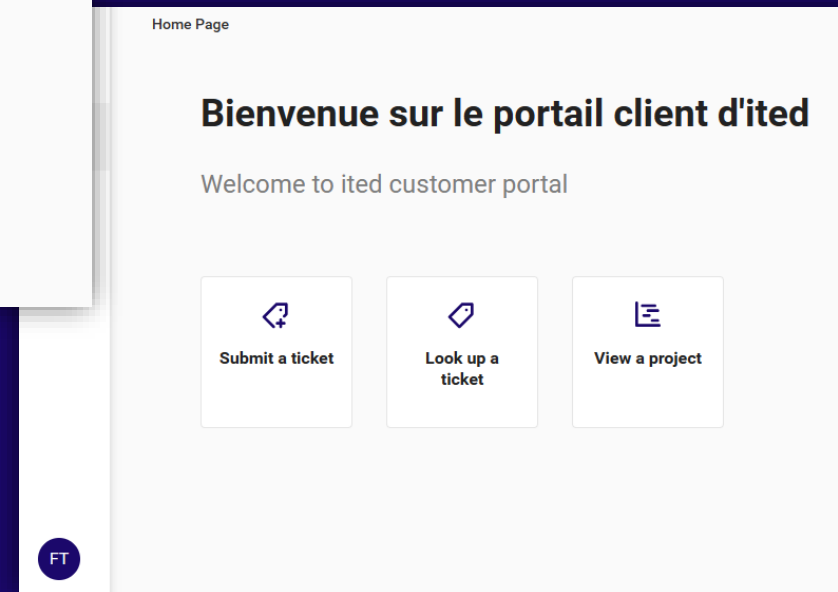
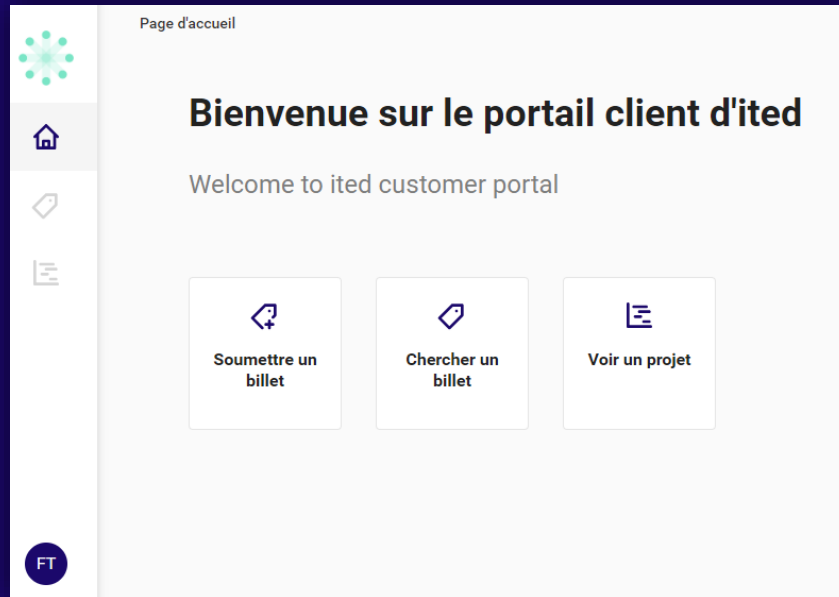
Vue d'un Standard User

Standard User view



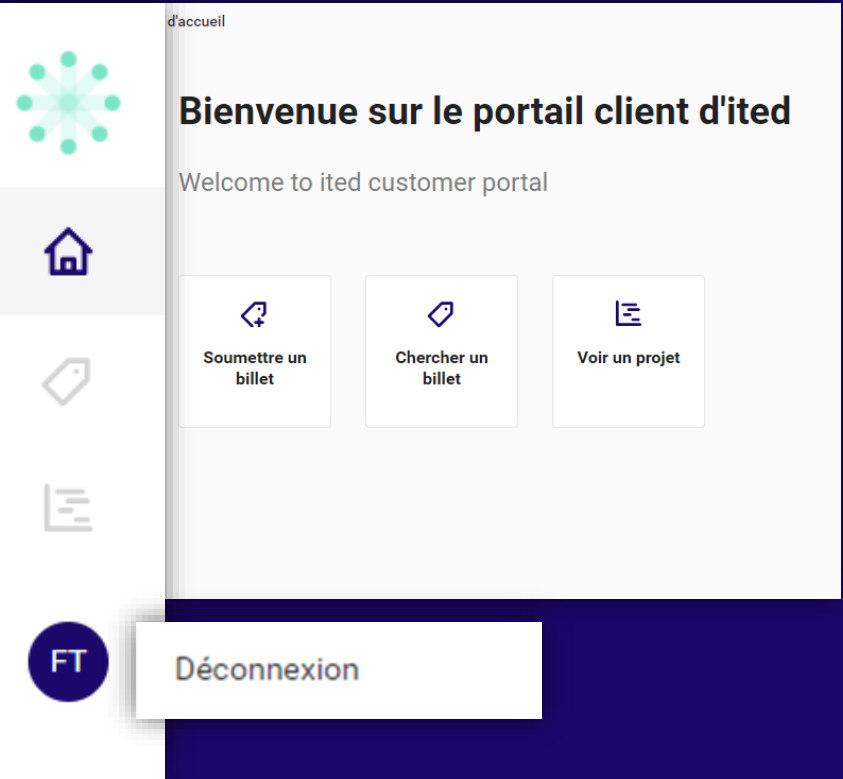
Vue d'un Ticket Manager

Ticket Manager view

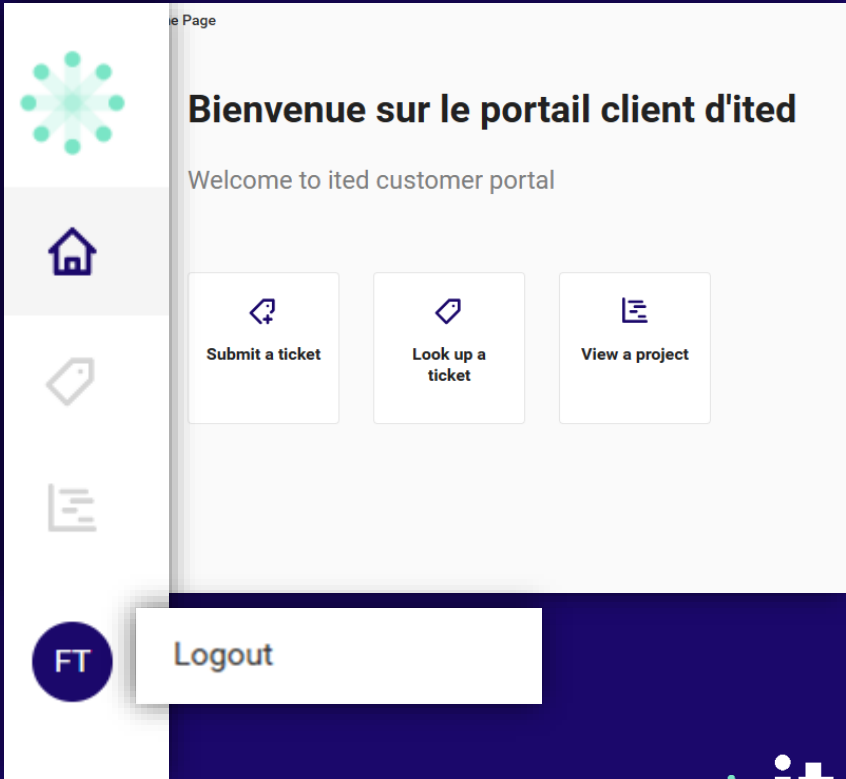


Les éléments du portail client Customer portal components

La barre de navigation



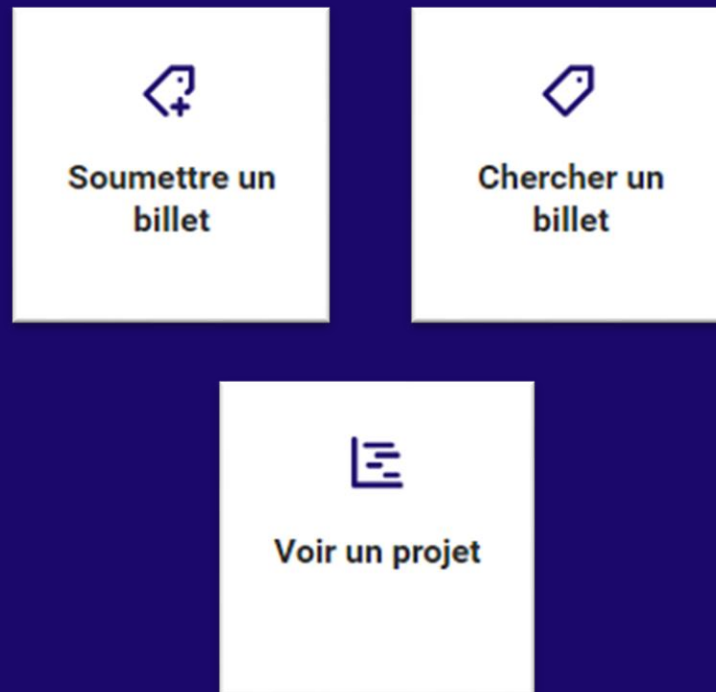
The navigation bar



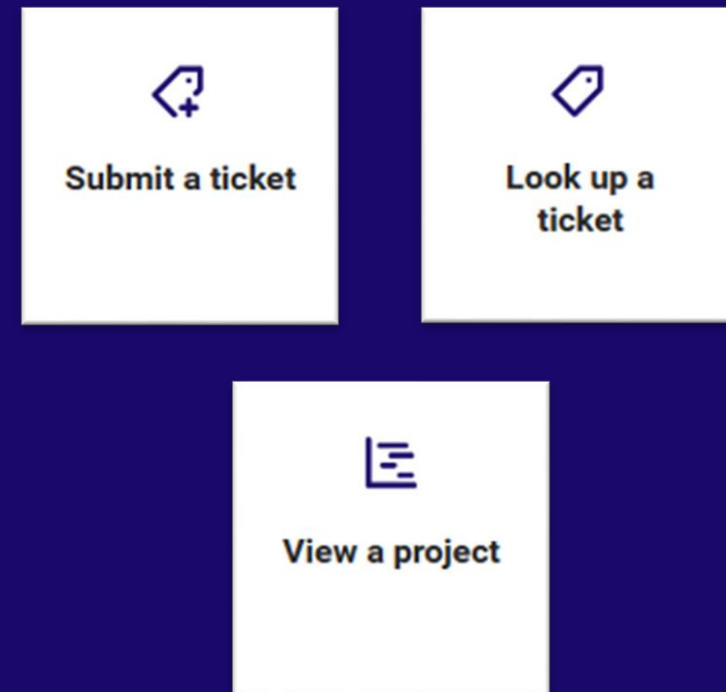
Les éléments du portail client

Customer portal components

Les tuiles



The tiles



Recherche de billets

Tickets search

Page d'accueil / Chercher un billet

Billets

1022548


Open

All Status

Open

Closed

Search summary, contact or ticket #

TICKET #	SUMMARY	STATUS	TECHNICIAN	CONTACT
				

0 - 0 of 0 items

Recherche de billets


Tickets search


✕

< **Billet n° 29551** >

cw test - please ignore

Soumis 13 h 53 - 2016-11-03 Statut: > Complété / Closed
Fermé 14 h 07 - 2016-11-03

 **Pièce jointe** 7 années il y a
RE Votre demande SR#29551cw test - please ignore a été soumise au support.eml

 **Inconnu** 7 années il y a
Testing!
[ConnectWise]<<http://www.connectwise.com/>>

[Redacted content]


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
✕

< **Ticket #29551** >

cw test - please ignore

Submitted 1:53 PM - 11/3/2016 Status: > Complété / Closed
Closed 2:07 PM - 11/3/2016

 **Attachment** 7 years ago
RE Votre demande SR#29551cw test - please ignore a été soumise au support.eml

 **Unknown** 7 years ago
Testing!
[ConnectWise]<<http://www.connectwise.com/>>

[Redacted content]

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Ouverture d'un billet

Create a ticket



Soumettre un
billet

Créer un nouveau billet



Submit a ticket

Create Ticket

Ouverture d'un billet

Create a ticket

2 categories de billet
2 categories of ticket

Incident / Problem
3 Services

Demande / Request
3 Services

Suivi des projets Projects follow-up

Projets

Ouvert Fermé 🔍

TEST pour CREWHU 80. >Complété / Completed ~
Fermé le: 16 déc. 2023

Projects

Open Closed 🔍

TEST pour CREWHU 80. >Complété / Completed ~
Closed on: Dec 16, 2023

TEST pour Démo

Achèvement prévu: Dec 16, 2023 Progression générale: 0.00%

Phases du projet	Nov 20	Nov 20	Nov 20	Nov 21
Phase 1	2/2			
Phase 1.1	0/1			
Phase 2	1/1			

Phase 1
Achèvement prévu: Nov 20, 2023
Terminé: 2/2

- Ticket-projet-#1
- Ticket-projet-#9

Fermer

TEST pour Démo

Expected completion: Dec 16, 2023 Overall progress: 0.00%

Project Phases	Nov 20	Nov 20	Nov 20	Nov 21
Phase 1	2/2			
Phase 1.1	0/1			
Phase 2	1/1			

Phase 1
Expected completion: Nov 20, 2023
Completed: 2/2

- Ticket-projet-#1
- Ticket-projet-#9

Close