

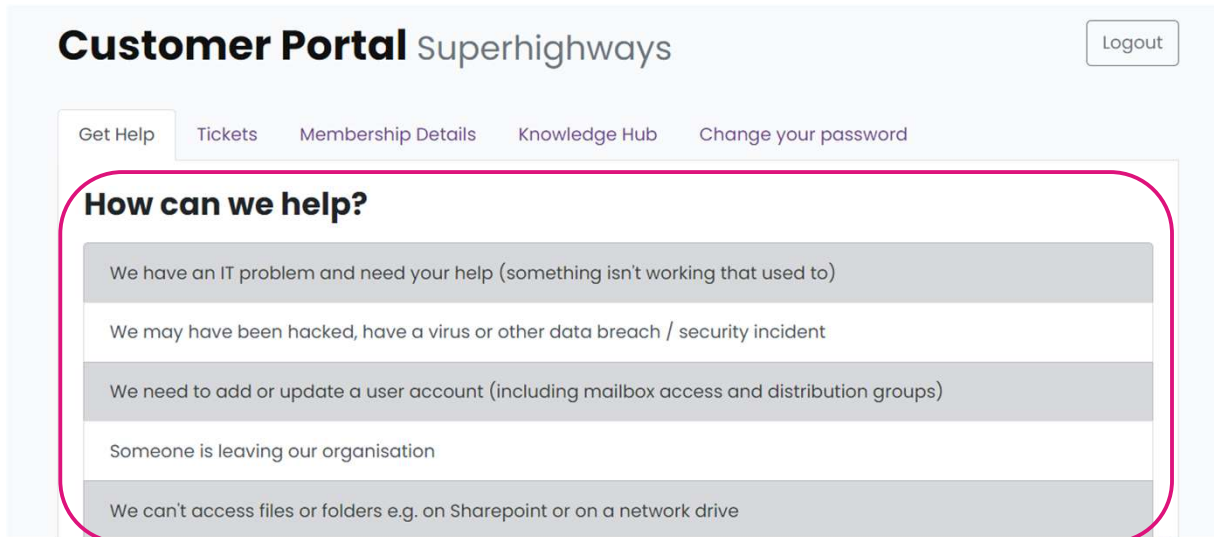
New Tech Support Portal Step by Step Guide



1) Log on at <https://techsupport.superhighways.org.uk>
(When first logging on – click Forgot your password and look for an email with a link for you to set your password)

A screenshot of the login page for the Superhighways Tech Support Portal. The page features the Superhighways logo at the top center. Below the logo is a "Login" form with two input fields: "Email Address *" and "Password *". A purple "Login" button is positioned below the password field, and a link for "Forgot your password?" is located below the button. The entire form area is enclosed in a light grey border.

2) Choose one of the 12 options that best fits your tech support issue



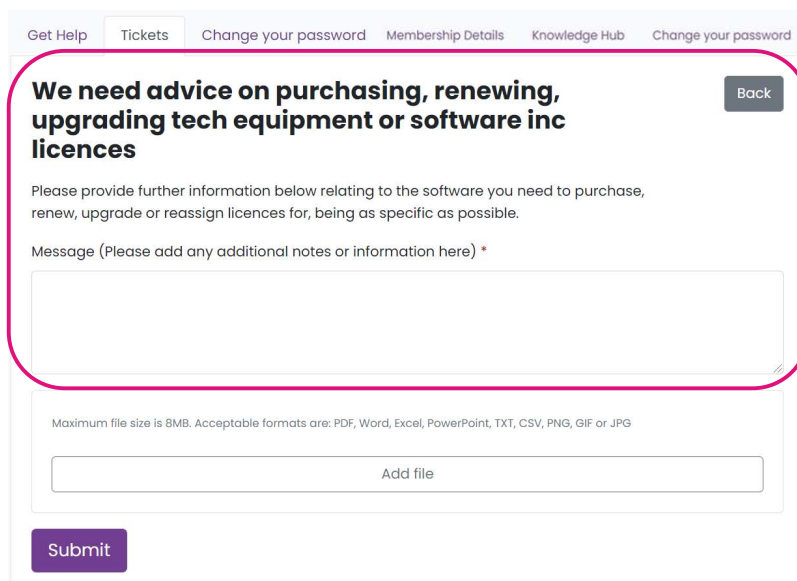
Customer Portal Superhighways Logout

Get Help Tickets Membership Details Knowledge Hub Change your password

How can we help?

- We have an IT problem and need your help (something isn't working that used to)
- We may have been hacked, have a virus or other data breach / security incident
- We need to add or update a user account (including mailbox access and distribution groups)
- Someone is leaving our organisation
- We can't access files or folders e.g. on Sharepoint or on a network drive

3) Complete the form with all information requested – this will be different according to the support option selected



Get Help Tickets Change your password Membership Details Knowledge Hub Change your password

We need advice on purchasing, renewing, upgrading tech equipment or software licences

[Back](#)


Please provide further information below relating to the software you need to purchase, renew, upgrade or reassign licences for, being as specific as possible.

Message (Please add any additional notes or information here) *

Maximum file size is 8MB. Acceptable formats are: PDF, Word, Excel, PowerPoint, TXT, CSV, PNG, GIF or JPG

Add file

[Submit](#)



4) Upload any screenshots that may help us better understand your issue and press Submit

Get Help Tickets Change your password Membership Details Knowledge Hub Change your password

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Message (Please add any additional notes or information here) *

Maximum file size is 8MB. Acceptable formats are: PDF, Word, Excel, PowerPoint, TXT, CSV, PNG, GIF or JPG

Add file

Submit

Back



5) Add who is experiencing the issue – either select from the drop down or add in details if not appearing

Get Help Tickets Membership Details Knowledge Hub Change your password

We can't print

Please provide further information below relating to your printing issue, being as specific as possible.

You can also upload a screen print of any error messages to help us better understand the issue.

Raised for

Select an existing contact or enter the details of the person who the ticket is being raised for. **If you are raising for yourself, please leave this section blank.**

Raised for First Name Last Name

Please select

Email

What device are you trying to print from? *

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6) Check all organisational tickets submitted in the Tickets tab. Click on the Category hyperlink to open

Tickets

New Ticket

Search your tickets...

Last Activity	No.	Category	Raised by	Raised for	Status	Time Taken
26/01/2022 23:46	27	Our printer isn't working	Kate White		Closed	0
26/01/2022 15:40	25	New or update user account	Luke Pipe (Temp for Customer Portal)	Luke Pipe (Temp for Customer Portal)	Scheduled	0
25/01/2022 11:44	24	New or update user account	Luke Pipe (Temp for Customer Portal)		Member response needed	0



7) See all ticket history and communications for this tech support issue

Clare Chamberlain replied

Thanks Kate,

We have scheduled this for Nine to look at on Thursday.

He will give Colin a call on the number below.

27/01/2022 10:10

Kate White replied

What device are you trying to print from?: Laptop

What printer are you trying to print to?: Xerox

Where are you printing from?: Office

How are you trying to print?: Over wifi

What are the usual days / times you, or the person you raised the ticket for, available for a call back?: Colin test only works on Thurs & Fri

What number shall we call back on?: 02082558040

Description: Everyone else can print apart from Colin

27/01/2022 10:05




8) We'll be updating the status of tickets so you can see any progress

Tickets New Ticket

Search your tickets...

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9) Time taken is logged and where support counts as prepaid time, allotted hours will tick down automatically

Tickets New Ticket


Search your tickets...

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10) Access confirmation emails when tickets have been logged or updated. Click the View or Reply button to respond

Our printer isn't working

SS Superhighways Support <techsupport@superhighways.org.uk>  ...
Wed 26/01/2022 23:46
To: Kate White

Superhighways

Our printer isn't working

To reply to this ticket or to add further information click the reply button below:

[View or Reply](#)

Your problem has been logged, we'll assess it & either schedule for action or come back to you if we need more information. If flagged as urgent we will prioritise work we'll be in touch as soon as possible.

