

Tech Support – Organisational Nominated Leads

Nominated Tech Leads from your organisation will be able to log into our new portal and start to raise tech support requests via this (and no longer via helpdesk@superhighways.org.uk) from 1/2/2022.

For smaller organisations we are asking that you nominate two individuals and for larger organisations, no more than four (do get in touch if you feel your organisation size warrants more and we can discuss further).

Nominated Tech Leads will have the ability and authority to do the following:

1. Access to the online tech support portal
2. View all previous tickets raised by themselves and other Nominated Leads i.e. all tickets for your organisation
3. Log support requests via the portal
4. Add contact details for people experiencing tech issues (Raised for field)
5. Receive communications and reply via the View / Reply button via their email
6. Instruct us to set up new user accounts
7. Instruct us to block sign in or delete user accounts
8. View all contract information including dates of annual membership and prepaid time used
9. Approve additional work, where prepaid time has been used up
10. Book a membership annual review meeting
11. Agree the membership renewal details including amount of prepaid time
12. Request training for staff, volunteers or trustees
13. Hold the local device Office 365 admin log on details, so can share internally when users say they need this to update or install bona fide software
14. Receive member update communications, which can require actions on your organisation's behalf
15. Receive our Superhighways eNews which includes best practice advice, top tips & tools, along with wider training and one to one support opportunities under our funded projects

It's important that you look through the above list and understand what access and roles Nominated Leads will have. Please check with us if you're not sure who the appropriate people should be.

To log in to the Tech Support Portal, go to <https://techsupport.superhighways.org.uk>

When logging in for the first time, click on Forgot your password, check the link that's sent to your email address and set up a strong password.

[See our Step by Step Guide](#) for how to log support requests from 1/2/2022.