

# The bisTrack customer portal

## About the portal

### What is the portal?

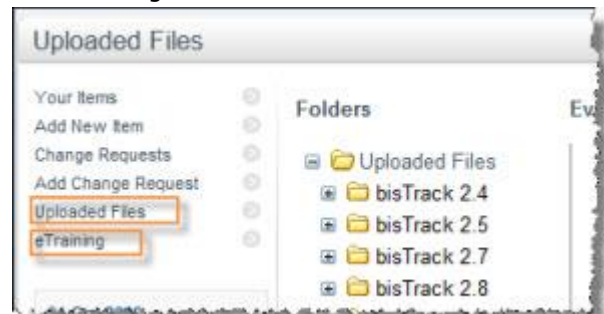
The customer portal is your gateway to accessing your account and support information with Progressive Solutions.

### Accessing the portal

The customer portal is at <https://supportportal.progressive-solutions.co.uk>. You will find lots of useful information in the Uploaded Files and eTraining sections.

### Who can use it?

All customers have access to the portal. Your login is normally your customer number. Your key contact will previously have had a password. Don't worry if you need a reminder, Nigel Moore (or any of the support team) will be happy to help, just drop him a quick email.



### Account types

There are two ways of using the portal:

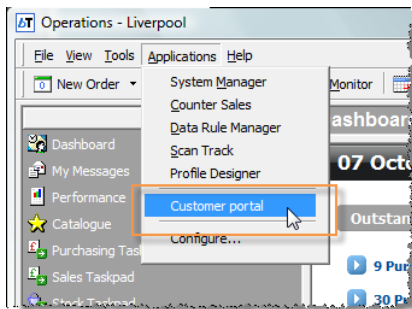
- full access, includes access to support items, change requests and the latest software. You can filter items by status, date raised, resolution, etc. This access should be restricted to those people needing access to support items.
- training access — a simpler login, giving access to a set of documentation and training videos. The training access has a separate login with more restricted access. You can use this login more widely in your company to help with staff training on bisTrack (but see Small Print below).

## Support incidents

Currently you can raise support incidents by fax, email, phone or using the support portal. We'd like to encourage you to make greater use of the portal for raising incidents. It helps us streamline incident handling and should ultimately help you by giving a better service.

## Using the portal from bisTrack

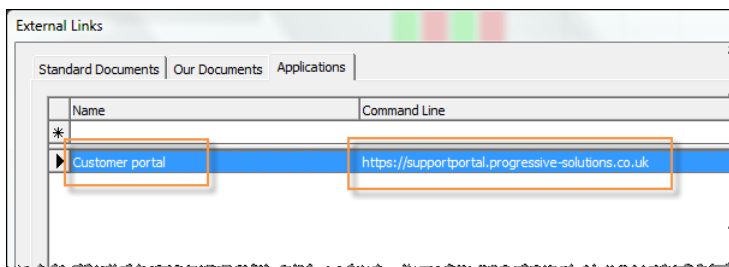
You can add the portal as a link from bisTrack, to make it easier to access. To do this:



1. Start bisTrack
2. Choose Configure from the Applications menu.

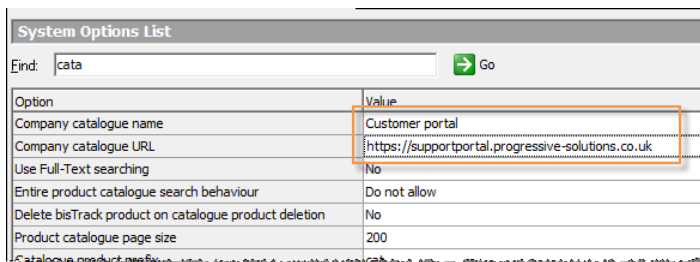
Next you need to add the portal as an application:

1. Choose the Applications tab
2. Add 'Customer portal' as the Name
3. Add <https://supportportal.progressive-solutions.co.uk> as the Command Line.



### Adding as a catalogue

You could also use the Catalogue system option to add the portal as a web page (unless you're already using this for your company web page, intranet, etc.).



1. Add 'Customer portal' as the Company Catalogue Name
2. Add <https://supportportal.progressive-solutions.co.uk> as the Company Catalogue URL.

### Latest software versions

The portal is also the place to go for the latest software distribution. You should find it a more user-friendly experience than using the ftp site. Remember software upgrades are free for you to install at any time, if you do the install yourself. Help is available from us if you need it.

### **Important small print — CONFIDENTIALITY**

There is a lot sensitive information on the portal, that should not be shared outside of your organisation and particularly with our competitors. This includes the training information.

When you first came to us you agreed to this non-disclosure of information, and we'd ask you to respect that for all materials on the portal. This is a condition of use.