

Welcome to SymQuest's Online Client Portal

Welcome to SymQuest's web-based *SafetyNet* support portal! Using any web-browser from any location, you can open, update and monitor your support requests twenty-four hours per day, seven days per week. Follow these simple instructions to get started:

Click here to log on...

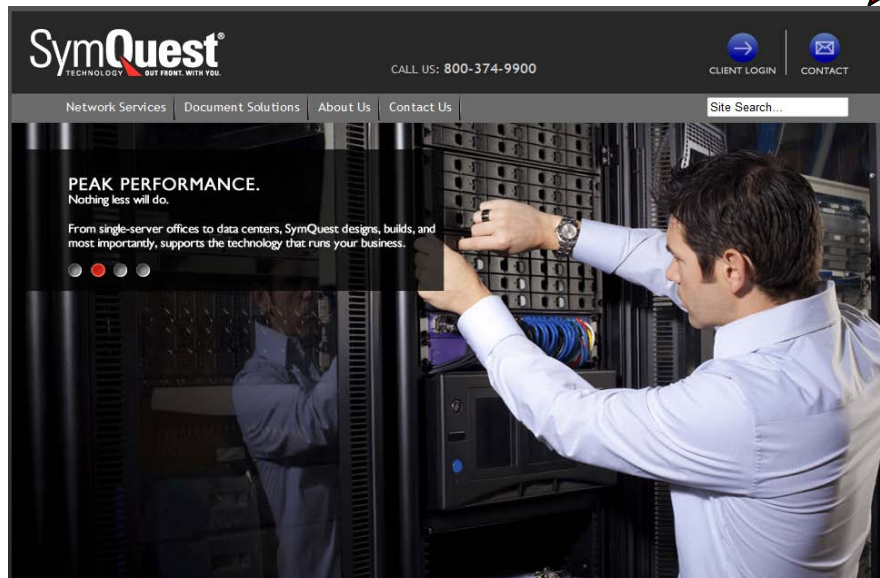


Figure 1

1. Using any web-browser, visit **www.symquest.com**. As shown in *Figure 1*, click the **Client Login** button to access the portal's login page.
2. Click on the link under Network Support Customers as shown in *Figure 2*.

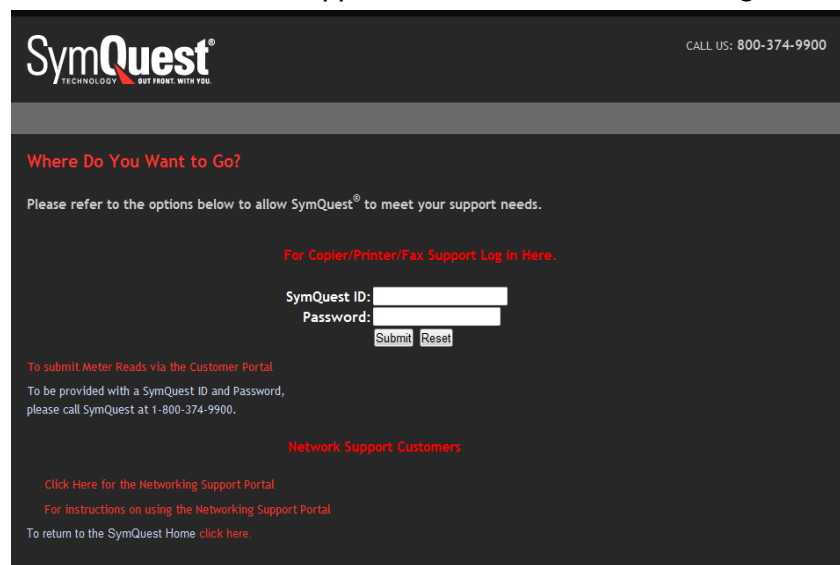


Figure 2



SymQuest ID
Password
 Keep me signed in for today.

To be provided with a SymQuest ID and Password,
please call SymQuest at 1-800-374-9900.
Email: customersupport@symquest.com
Phone: 802-658-9890 -or- 800-374-9900

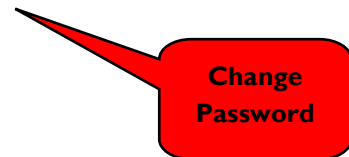


Figure 3

3. As shown in *Figure 3*, enter the SymQuest ID and Password that were provided to you. You must have these credentials in order to log into the portal; if you do not yet have them, please call our Network Operations Center (NOC) at 800-374-9900 so that the appropriate access can be granted.
4. Your password is case sensitive. After entering the login credentials, click the **Sign In** button, or simply press the **Enter** key.

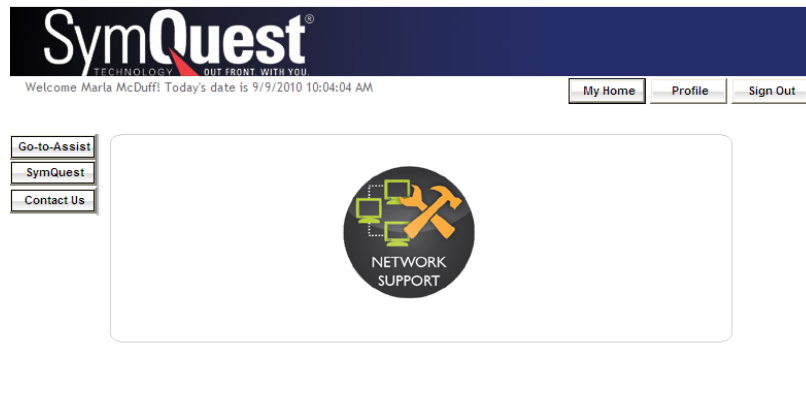


Figure 4

5. As shown in *Figure 4*, this is the home page for the customer portal. Please click on the **PROFILE** button to change your secure password. It is recommended that you change your password upon first login and at regular intervals.
6. Select the Network Support option to begin managing your *SafetyNet* incidents online.

Once you are logged into SymQuest's *Client Portal*, you are presented with a snap shot of your monthly labor pool, your current Network Contracts and all open SafetyNet incidents as shown in *Figure 5*. Incidents will appear regardless of whether they were opened by you, something else in your organization or by SymQuest's NOC. Available details include the current status of each incident and the date each incident was last modified. The following pages describe how to open and manage *SafetyNet* incidents using the online *Client Portal*.

Go-to-Assist **Network Support Requests**

SymQuest
Contact Us

Please use the options below to create new Requests or review existing Requests.

Search by Popular Criteria: All Open Requests (dropdown)
 Search by Request ID: [text input]
 Search by Location: Joes French Fries and Fine Cuisine (dropdown)
 Search by Status: [dropdown]
 Search by Priority: [dropdown]

Search Clear Filters New Request

Add new incident

SafetyNet Labor Pool Balance

Labor Pool

Quantity Allocated 4.00
 Quantity Used 1.40
 Quantity Remaining 2.60

Contracts

Contract ID	Type	Effective Date	End Date
20036	SAFETYNET MONITORED	9/1/2010 12:00:00 AM	7/31/2011 12:00:00 AM

Below are all your requests. To view the details of a request, click on the request id.

Update existing incident

Figure 5

- To open a new *SafetyNet* incident, click the **New Request** button shown in *Figure 5* and follow the on-screen instructions.

Figure 6

2. As shown in *Figure 6*, complete the form accurately and with as much detail as possible. This will help to ensure that our technical staff has a clear understanding of your issue:
 - a. *Category*: Select a general category for your incident that most closely matches your issue
 - b. *Priority*: Carefully select the incident priority according to the criteria listed in Table I. Selecting the correct priority here will help to ensure that our technical staff can respond appropriately to all of your support issues. This table can be easily accessed by clicking on the link in the Network Support Request page as shown in *Figure 6*.

REQUEST PRIORITY DESCRIPTIONS		
<i>Select a Priority based on how your business is affected. Response Times are based on calls placed during normal business hours of 8am - 5pm Mon - Fri</i>		
Critical	<i>30 Minutes or less</i>	A core device or element is offline or unusable causing a company-wide halt to business operations.
High	<i>60 Minutes or less</i>	A core device or element is severely impacted causing a significant disruption to business.
Medium	<i>4 Hours or less</i>	A business application's or device's performance is impaired while most operations remain functional.
Low	<i>Next business day</i>	Information or assistance is required, but there is little or no impact on your business operations.

Table I – Support Request Severities

- c. *Contact Information:* Please check your contact information.
- d. *Brief Description:* This should be a brief description of the issue you are having.

3. Press the **Next Page** button.

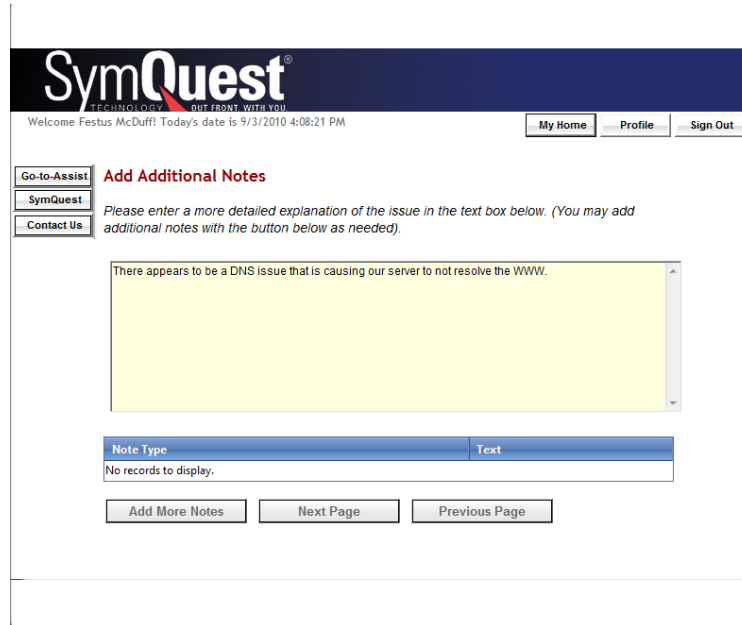


Figure 7

- a. *Detailed Description:* Enter a detailed description in the additional notes field for your support issue as shown in Figure 7. Enter as much detail as possible, including applicable error messages.

4. Press the **Next Page** button.

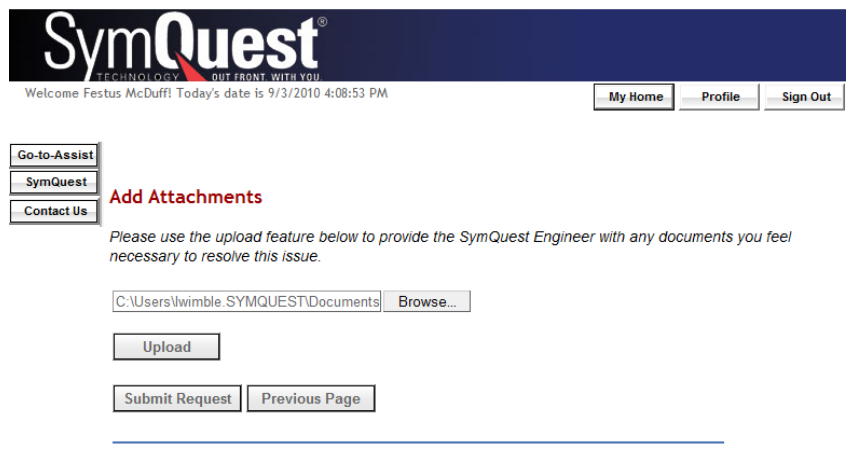


Figure 8

- a. **Add attachments:** Use the browse button to find a document you would like to attach to your incident.
- b. Press the **Upload** button to attach your document. Your screen should look like Figure 9.

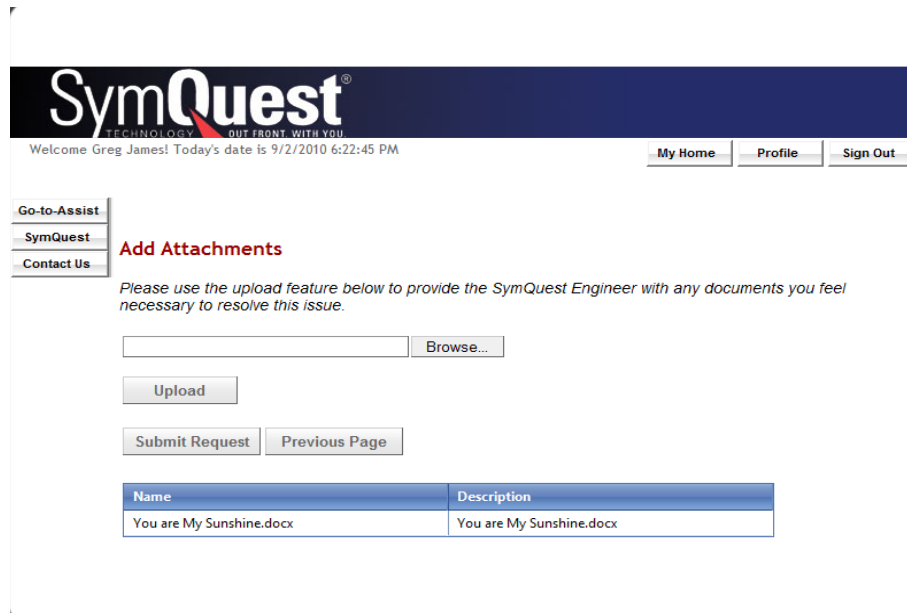


Figure 9

5. Press the **Submit Request** button. You can review the request summary page as shown in Figure 10.



Figure 10

6. Press the **Return to Requests** button to return to the *Network Support Requests* screen.

Figure 11

7. To update an existing RID, select the RID in the grid and hyperlink to the screen shown in Figure 11.
8. To add a note, press the **Add** button, and then press the **Previous Page** button. The engineer assigned to your case will be notified of your update immediately. When your support request is closed, you will be notified immediately, via email.

Once you submit your support request, our *Incident Response Team* will be notified immediately, via email. The assigned engineer will contact you during normal business hours (M-F, 8-5), according to the severity of your incident (*Table 1*). If you submit a support request outside of normal business hours, the assigned engineer will contact you on the next business day. **Note:** If you have optional 24x7 *SafetyNet* coverage, you **must** open off-hours support requests by calling the 800-number that was provided to you at the inception of your contract.

You will receive email confirmation at the address we have on file each time a *SafetyNet* incident is opened or closed. Your confirmation will contain the Request ID, which will serve as your tracking number while your issue is open. You may update or monitor your requests at any time by returning to the *SymQuest Client Portal* at www.symquest.com.