



## Client Portal Notes

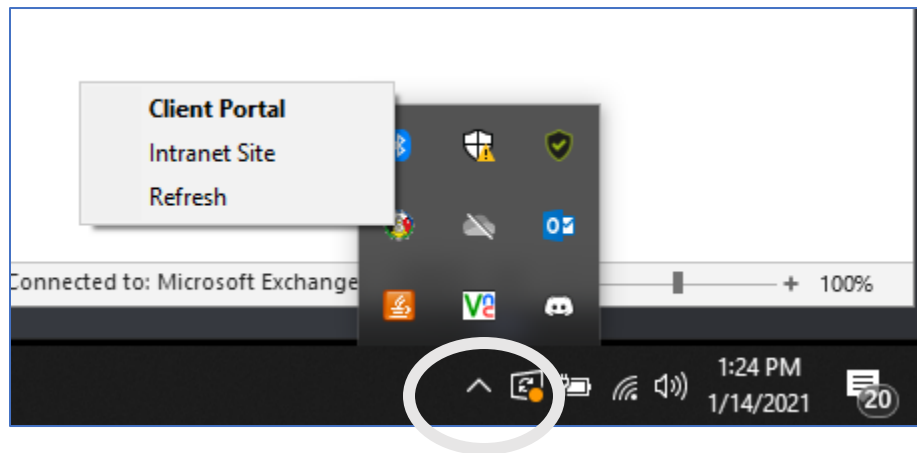
The IT Division has been utilizing our new ticketing system for a couple of weeks and we are working to get it running as efficiently as possible.

If you want your service requests answered swiftly and correctly, here are some things to remember.

There are three ways to use the Vorex system.

1. **Call the Service Desk at 218-878-3727.** If you have an immediate issue this is the quickest way to initiate a service request.
2. **Use the Vorex Client Portal.** You will start the ticketing process through the client portal. The client portal also allows you to track the progress on your ticket. You will be receiving emails from IT Support staff letting you know the status of the ticket and any additional questions IT Support Staff may have.

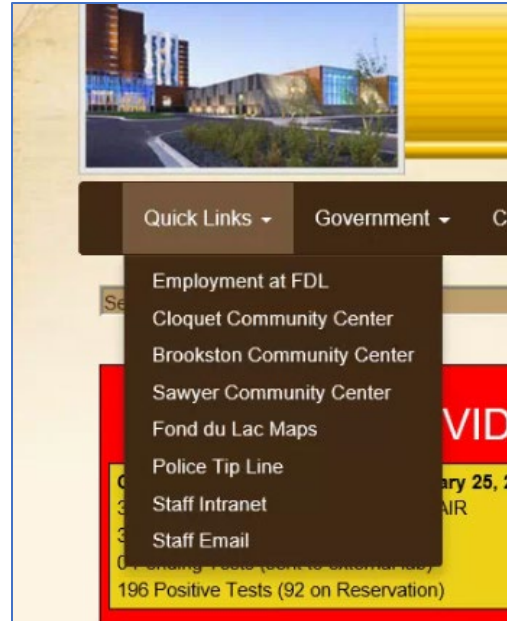
An easy way to get to the portal is to right click on the Kaseya agent (the Fond du Lac logo) that can be found by clicking the small up arrow on the bottom right of your screen. Select Client Portal. This is a safe site to go to. This is the same portal I have been discussing in many previous Ask Diane's.



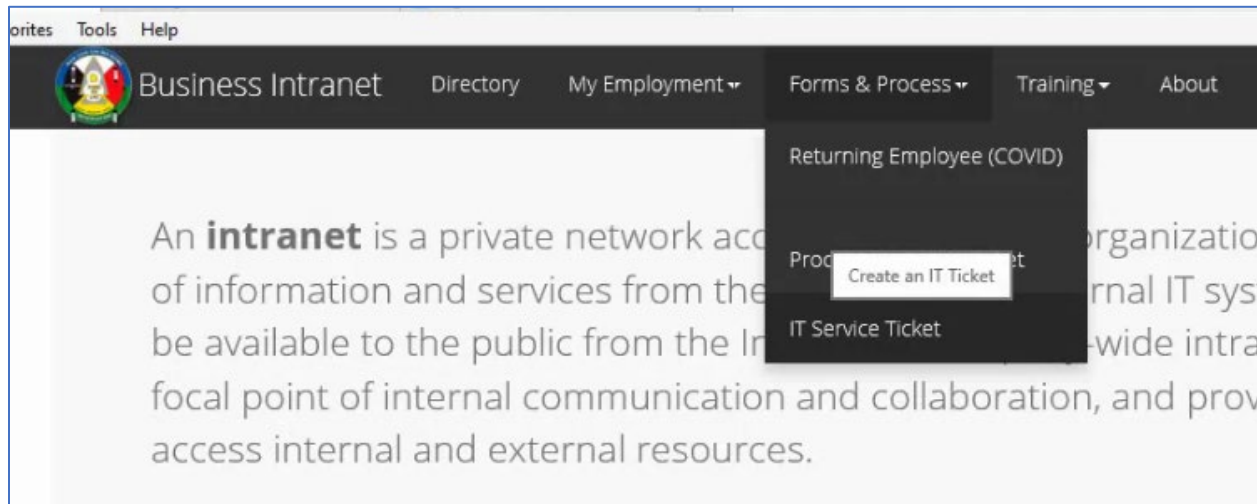
You can access the Intranet Site from this link.

3. **Use the Link from the Intranet:**

Go to our main FDL site, and select Quick links  
>select Staff Intranet.



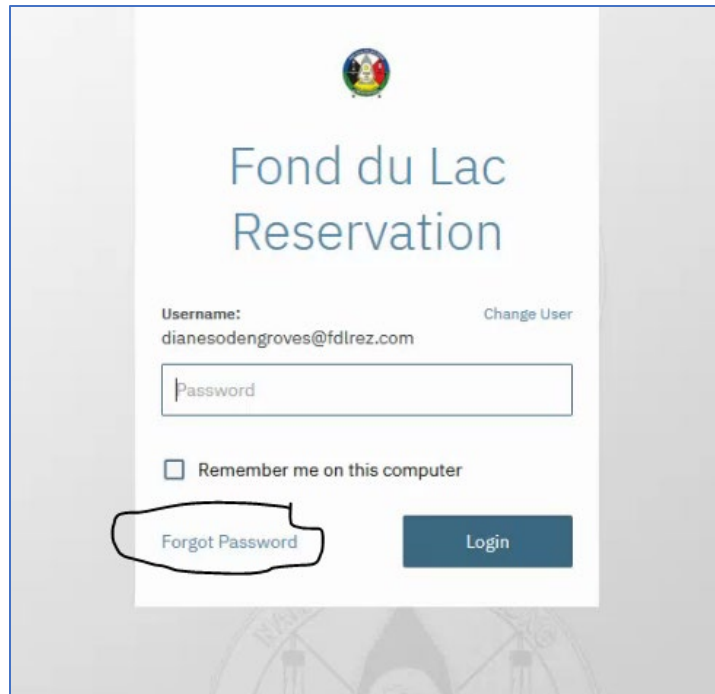
Go to Forms & Process and select It Service Ticket.



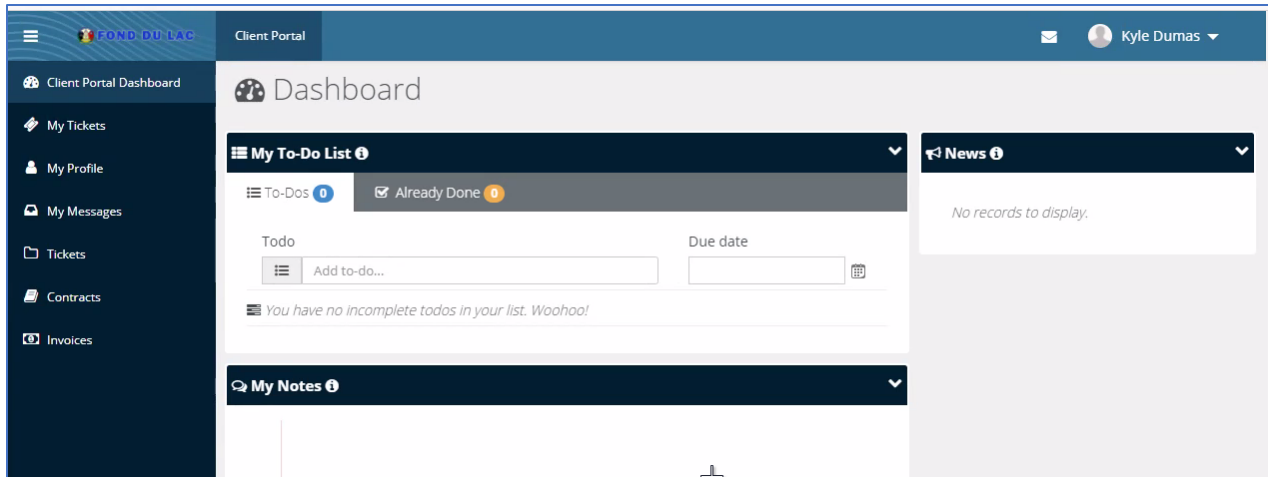
You must be working from the a Fond du Lac business network, so that means if you are working from home you have to log into your workstation at work.

You should have received an email that gave you a link to the portal and gives you your username and password. If you no longer have that email, enter your email address as your user name and click “Forgot Password”.

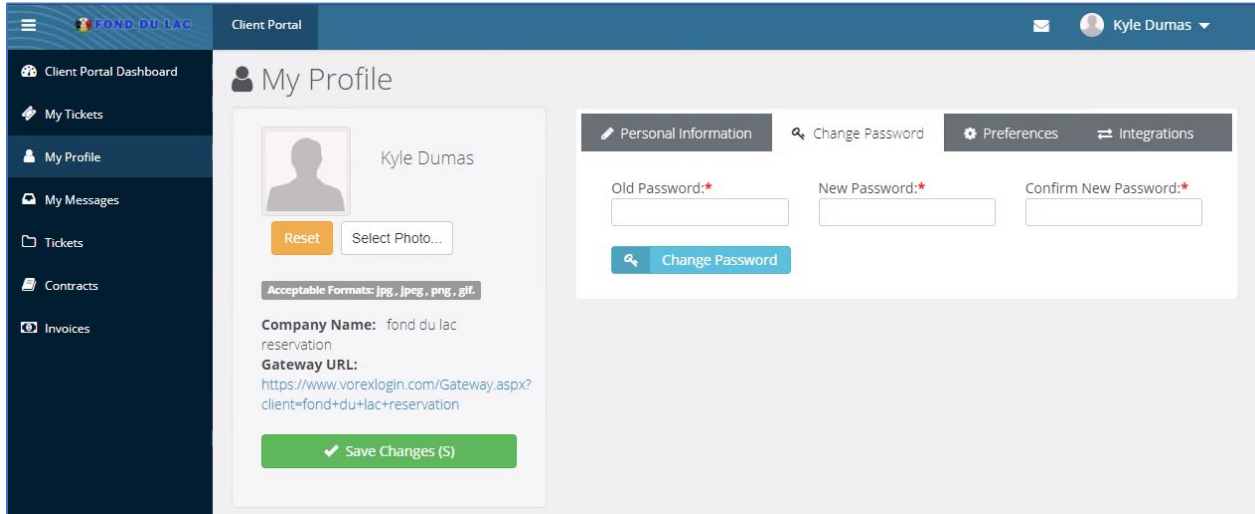
You will get an email providing the required information to log into Vorex and set a password.



Here is what your individual dashboard will look like when you get logged into the Vorex Client Portal



If you have not created a new password, click on “My Profile” in order to change your password. Do not keep the password that was generated for you.



If you go to My Tickets you will now be able to see all the tickets that have been entered for you and what their status is, and a list is generated for you to search and track the progress of each ticket.

You will be able to create a new ticket from here.

