

# Autotask Handleiding

Hoe maak ik  
een ticket aan?



## CLIENT PORTAL

User Name

Password

[I forgot my password](#)

Remember my User Name

LOGIN

OR

 Login with Google

 Login with Microsoft



Ga naar de Autotask-portal en vul je gebruikersnaam en wachtwoord in



## CLIENT PORTAL

Two-factor Authentication Code

Verify



Vul de authenticatiecode in

**WELCOME RENE!**

SEARCH Ticket Knowledgebase

Search Title & Description...  Ticket Number  🔍

TICKETS

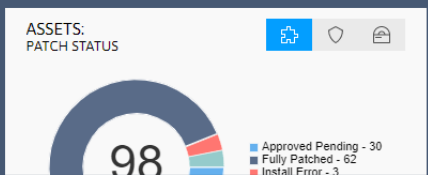
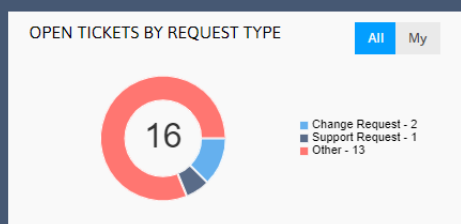
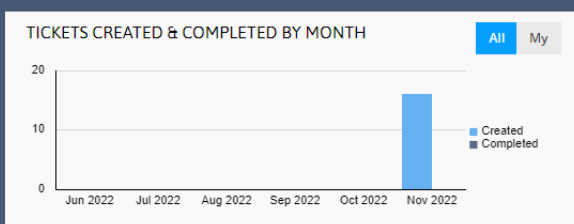
[NEW TICKET](#)

<b>16</b> open tickets	<b>3</b> new tickets	<b>0</b> waiting my approval
<b>6</b> where I am contact	<b>3</b> created by me	<b>0</b> waiting my feedback

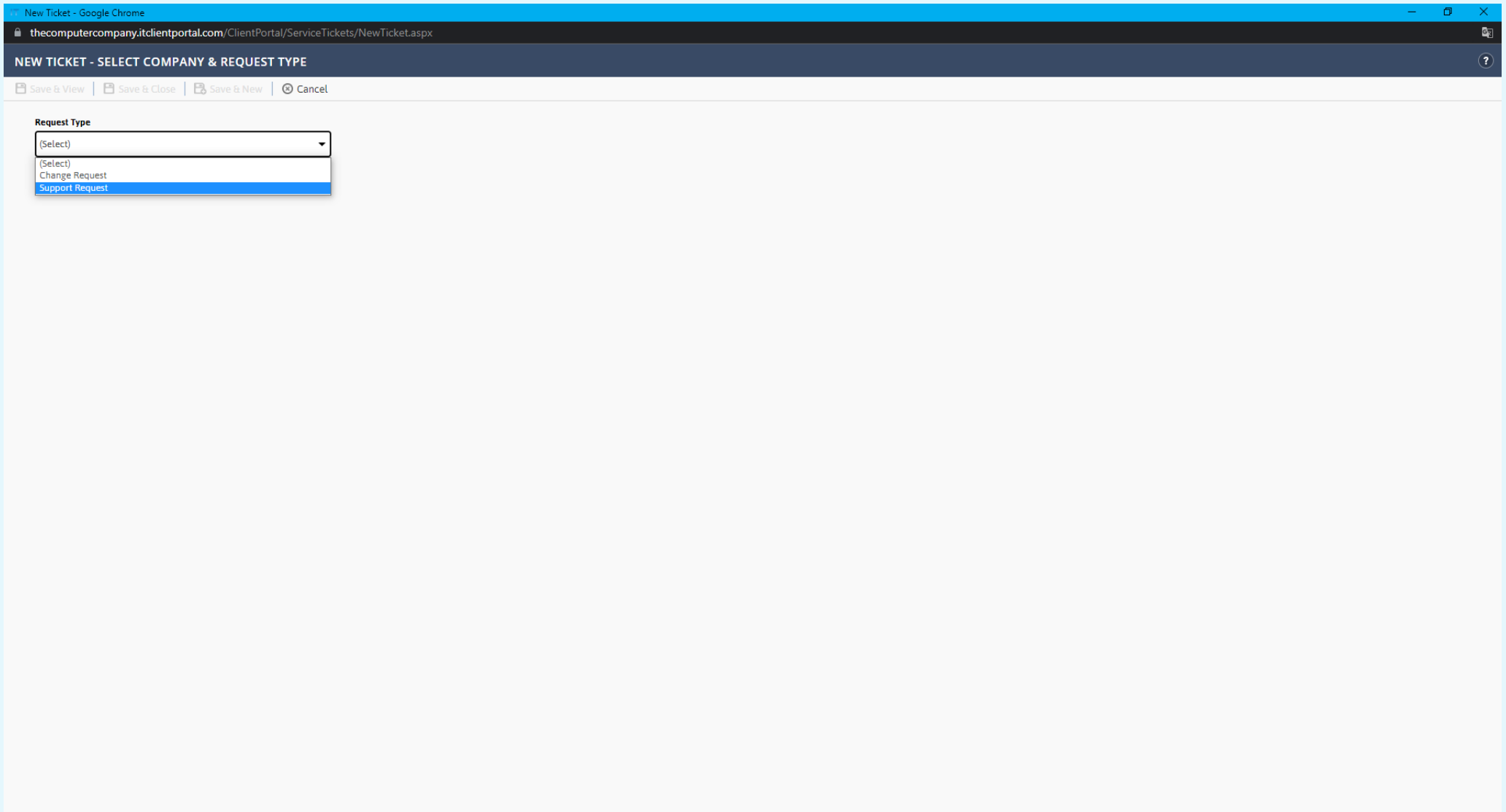
OPEN TICKETS All My Waiting My Approval

T20221121.0006	testmail jordy	Resolved
T20221121.0005	Jordy heeft problemen	Resolved
T20221117.0023	Test Change Luc	Resolved
T20221117.0022	test change	Resolved
T20221117.0021	Test Ticket Luc	Resolved
T20221117.0020	Test Antoine	Resolved

[VIEW ALL >](#)



Klik op 'New Ticket'



Selecteer het gewenste 'Request Type'

New Ticket - Google Chrome  
thecomputercompany.itclientportal.com/ClientPortal/ServiceTickets/NewServiceRequestTicket.aspx?requestTemplateId=1

### NEW TICKET

Save & View | Save & Close | Save & New | Cancel

Service Request

SUPPORT REQUEST

Title \*

TICKET DETAILS

**Account**  
TCC The Computer Company B.V.

**Contact \***  
Rene Vandewall

EMAIL r.vandewall@thecomputercompany.nl  
PHONE +31 43 3630362

**Description \*** 0 / 8000

ASSET

**Asset**

SERIAL NUMBER  
REFERENCE NUMBER  
REFERENCE NAME

Save Ticket | Save & Attach File

Vul de benodigde velden in en klik op 'Save Ticket' of 'Save & Attach File' om het ticket aan te maken

https://thecomputercompany.itclientportal.com/ClientPortal/ServiceTickets/ServiceTicketDetail.aspx?CallBackMethod=refreshTickets&TaskId=7821&Mode=0&Attach=1 - Google Chrome

thecomputercompany.itclientportal.com/ClientPortal/ServiceTickets/ServiceTicketDetail.aspx?CallBackMethod=refreshTickets&TaskId=7821&Mode=0&Attach=1

T20221121.0009 - test

Close

Service Request: T20221121.0009

SUPPORT REQUEST

test Search Knowledgebase

Created: 21/11/2022 09:15 by Rene Vandewall

**TICKET DETAILS**

**Account**  
TCC The Computer Company B.V.

**Contact**  
Rene Vandewall

EMAIL: r.vandewall@thecomputercompany.nl

PHONE: +31 43 3630362

**Description**  
test

**Service Provider Status**  
New

**ASSET**

**Asset**

SERIAL NUMBER

REFERENCE NUMBER

REFERENCE NAME

**ACTIVITY**

Add a Quick Note

Submit

Note Attachment

**NEW TICKET ATTACHMENTS - T20221121.0009**

Save & Close Cancel

**Name \***

**File \***

Bestand kiezen Geen bestand gekozen

Attach File

**Files to Add:**

Als je 'Save & Attach File' hebt geklikt, kun je hier een bestand als bijlage toevoegen. Klik vervolgens op 'Save & Close'

Close

Service Request: [T20221121.0009](#)

SUPPORT REQUEST

test

[Search Knowledgebase](#)

Created: 21/11/2022 09:15 by Rene Vandewall

TICKET DETAILS	ACTIVITY
<p><b>Account</b> TCC The Computer Company B.V.</p> <p><b>Contact</b> Rene Vandewall</p> <p>EMAIL: r.vandewall@thecomputercompany.nl</p> <p>PHONE: +31 43 3630362</p> <p><b>Description</b> test</p> <p><b>Service Provider Status</b> New</p>	<p><b>Add a Quick Note</b> 0 / 1000</p> <div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div> <p><a href="#">Submit</a></p> <p><a href="#">Note</a> <a href="#">Attachment</a></p> <hr/> <p><b>RV Rene Vandewall</b> test favicon.png 21/11/2022 09:17</p>
<p><b>ASSET</b></p> <p><b>Asset</b></p> <p>SERIAL NUMBER</p> <p>REFERENCE NUMBER</p> <p>REFERENCE NAME</p>	

Je ticket is aangemaakt!