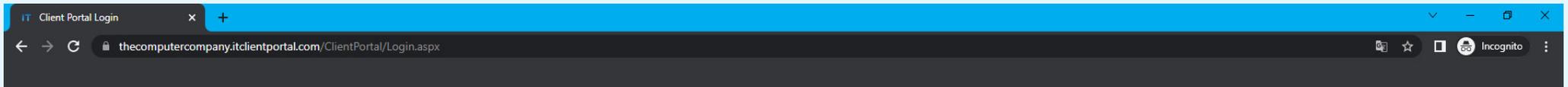


# Autotask Handleiding

Hoe bekijk ik  
een ticket?



## 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

Client Portal

thecomputercompany.itclientportal.com/ClientPortalMvc/SiteNavigation/Landing/Default?fromLogin=1

TCC The Computer Company

WELCOME RENE!

SEARCH

Ticket Knowledgebase

Search Title & Description... Ticket Number

TICKETS

NEW TICKET

16 open tickets

3 new tickets

0 waiting my approval

6 where I am contact

3 created by me

0 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 >

TICKETS CREATED & COMPLETED BY MONTH

All My

Month	Created	Completed
Jun 2022	0	0
Jul 2022	0	0
Aug 2022	0	0
Sep 2022	0	0
Oct 2022	0	0
Nov 2022	16	16

OPEN TICKETS BY REQUEST TYPE

All My

Request Type	Count
Change Request	2
Support Request	1
Other	13

ASSETS: PATCH STATUS

Patch Status	Count
Approved Pending	30
Fully Patched	62
Install Error	3

Klik op het getal boven 'Open tickets'

Client Portal

thecomputercompany.itclientportal.com/ClientPortalMvc/SiteNavigation/Landing/Default?fromLogin=1

Incognito

TCC  
The Computer Company

OPEN TICKETS

TICKET NUMBER	TICKET TITLE	CREATE DATE
T20221111.0003	Probleem met applicatie	11/11/2022
T20221111.0005	Geen internet!	11/11/2022
T20221115.0001	Test Rene	15/11/2022
T20221115.0002	Ik wil een nieuw ticket aanmaken	15/11/2022
T20221115.0003	Ik wil een ticket aanmaken	15/11/2022
T20221115.0006	Test Denny	15/11/2022
T20221116.0004	Test ticket	16/11/2022
T20221116.0005	Change test	16/11/2022
T20221117.0019	PRIO 1	17/11/2022
T20221117.0020	Test Antoine	17/11/2022
T20221117.0021	Test Ticket Luc	17/11/2022
T20221117.0022	test change	17/11/2022
T20221117.0023	Test Change Luc	17/11/2022
T20221121.0006	testmail jordy	21/11/2022
T20221121.0009	test	21/11/2022

Page 1 of 1 (15 tickets)

Selecteer het gewenste ticket

## T20221115.0001 - Test Rene

Close

Service Request: [T20221115.0001](#)

[CHANGE REQUEST](#)

**Test Rene** [Search Knowledgebase](#)

Created: 15/11/2022 02:56 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

**Service Provider Priority**  
Important

### ACTIVITY

**Add a Quick Note** 0 / 1000

[Submit](#)

[Note](#) [Attachment](#)

### ASSET

**Asset**

SERIAL NUMBER

REFERENCE NUMBER

REFERENCE NAME

**RV** **Rene Vandewall**  
TEst  
favicon.png  
15/11/2022 02:57

Bekijk de details