

Autotask Handleiding

Change
approval



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

Waiting Approval: You have 1 change request(s) waiting your approval [View](#)

WELCOME RENE!

SEARCH

Ticket Knowledgebase

Search Title & Description... Ticket Number

TICKETS

NEW TICKET

17 open tickets 4 new tickets **1** waiting my approval

7 where I am contact 4 created by me 0 waiting my feedback

OPEN TICKETS

All My Waiting My Approval

T20221123.0003	Test machtiging gedeelde mailbox	In Progress
T20221122.0005	test	Customer Note ...
T20221121.0009	test	New
T20221121.0006	testmail jordy	Resolved
T20221117.0023	Test Change Luc	Resolved
T20221117.0022	test change	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	17	0

OPEN TICKETS BY REQUEST TYPE

All My

Request Type	Count
Change Request	2
Support Request	2
Other	13

ASSETS: PATCH STATUS

Klik onder het kopje 'Tickets' op het getal boven 'waiting my approval'

Client Portal

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

TCC
The Computer Company

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TICKETS WAITING MY APPROVAL

TICKET NUMBER	TICKET TITLE	CREATE DATE
T20221123.0003	Test machtiging gedeelde mailbox	23/11/2022

Page 1 of 1 (1 tickets)

Selecteer het gewenste ticket

https://thecomputercompany.itclientportal.com/clientportal/servicetickets/serviceticketdetail.aspx?callBackMethod=\$page.refreshGrid&taskid=7849 - Google Chrome

thecomputercompany.itclientportal.com/clientportal/servicetickets/serviceticketdetail.aspx?callBackMethod=\$page.refreshGrid&taskid=7849

T20221123.0003 - Test machtiging gedeelde mailbox

Close

Test machtiging gedeelde mailbox

Created: 23/11/2022 04:00 by Service Provider Resource

Search Knowledgebase

TICKET DETAILS

Account
TCC The Computer Company B.V.

Contact
Rene Vandewall

EMAIL: r.vandewall@thecomputercompany.nl

PHONE: +31 43 3630362

Description
Test machtiging gedeelde mailbox

Service Provider Status
In Progress

Service Provider Priority
Important

ACTIVITY

Add a Quick Note 0 / 1000

Submit

Note Attachment

ASSET

Asset

SERIAL NUMBER

REFERENCE NUMBER

REFERENCE NAME

APPROVALS

Change Approval Status
Requested

Your Change Approval Status
Waiting Approval

Add a Comment

Approve Reject

Bekijk de details en klik op 'Approve'