



ExchangeDefender™

Support Portal Walk-Through



Portal Walk Through

This guide was designed to walk you through the most important aspects of our support portal. Our support portal is a centralized location where you can:

- Update Company and Contact Information for your business
- Review billing items, such as invoices and current services
- Order new services
- Request support for any of our products
- Browse our expansive Knowledge Base library
- And so much more...

Accessing The Portal

The first step in gaining access to the support portal is to log into the portal which is located at: <https://support.exchangedefender.com>.

Your credentials were revealed to you on the partner application screen and emailed to you directly once you successfully completed the Partner Program application. If you've forgotten your password, please click on the "Forgot password?" link on this page since we cannot provide this information over the phone. This process is implemented to protect the integrity of your account information. Following this procedure will send an email with your password directly to your inbox.

In addition to being SAS70 Type II certified our website is protected by 128 BIT SSL security, which is the same level of security the banking industry employs.



The screenshot shows a "Sign In" form with the following elements:

- Sign In** (Title)
- Email:** Input field containing "demo@owndemo.com"
- Password:** Input field containing "*****"
- Remember me on this computer.
- Sign In** (Button) | [Forgot password?](#) (Link)



Own Web Now Corp is now **SAS 70 Type II** certified. We have implemented some new security measures to protect you and deliver a more personalized service.

Understanding the Support Portal Home Dashboard

The Support Portal dashboard is divided into multiple sections; as we move through this guide will there will be an in-depth breakdown of each and every one of them. Please review the legend below for an explanation for what each portion of the portal's "Welcome Dashboard" can do below:

1. Menu Bar - This menu bar will display multiple menus within the portal and gives you the ability to navigate through all of the portal's features. Some of those features include:

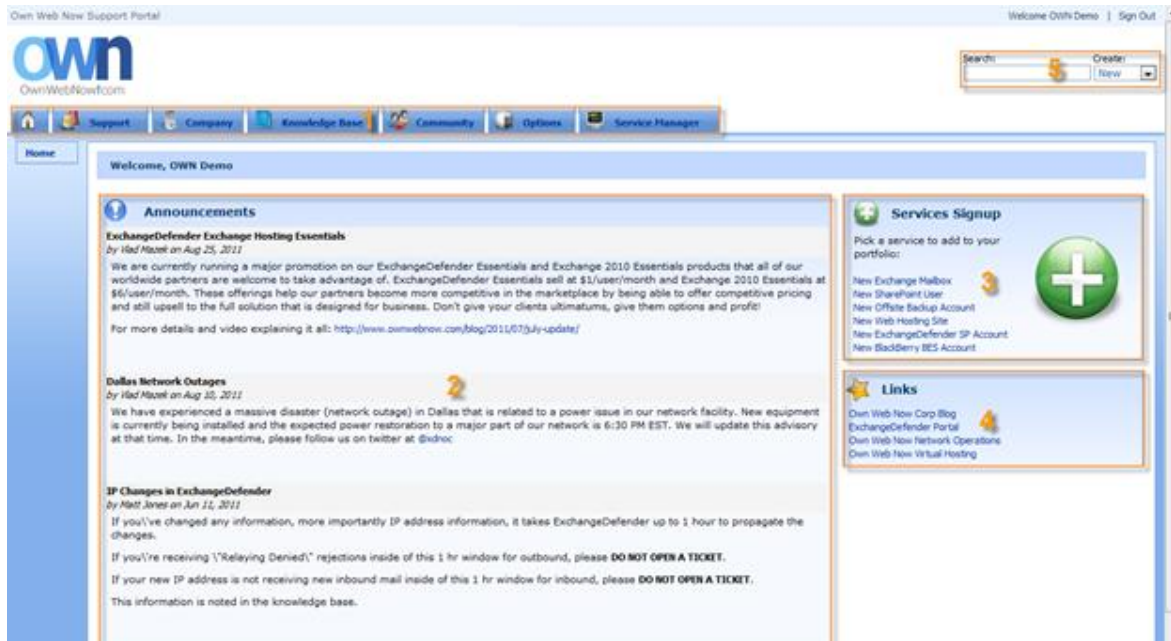
- **Support** - This menu provides the ability to open, update, document, and close support requests. These requests are all handled personally by our engineers 24/7/365 and are bound by our SLA found at the bottom of every page.
- **Company** - This menu provides the ability to manage, update, and view company specific details such as: billing information, current services, invoices and your support history.
- **Knowledge Base** - This menu will take you to our expansive knowledge base library and offer assistance with known issues, custom deployments and work arounds for all of our services.
- **Community** - This menu gives you the ability to submit bug reports and track their progress as well as submit a Feature Request. During the Development Cycle our CEO and Lead Designer utilize feedback provided by our partners and implement these features directly. If you feel there is something of value, it is a "must have" for any of our products, this is the place to voice it.
- **Options** - This menu allows you to view and/or edit your individual account's contact information.
- **Service Manager** - The Service Manager is probably the single most important aspect of the Menu Bar. Access to the Service Manager gives you the ability to create, manage, and remove specific services through our proprietary API. This allows you to manage or be directly linked to all of your services from one page.

2. Announcements - Here you will find a variety of up to the minute important information. This information can include everything from business announcements (product releases, major bug fixes, event accouchements, etc.) to support announcements (outages, maintenance, anything that may be impact our services).

3. Services Signup - Here you can order all of the Services we have available at the single click of a button.

4. Links - This section links the portal to other support and community resources for all of our partners.

5. Search/Create Box - This box allows you to Search the portal for any string and if you use the "New" drop down you can add contacts/employees, as well as create new support requests.



The screenshot shows the OWH Web Now Support Portal dashboard. At the top left is the OWH logo with the tagline "OwnWebNow.com". To the right of the logo is a search bar with a "Search" button and a "Create New" dropdown menu. Below the logo is a navigation bar with icons and labels for "Support", "Company", "Knowledge Base", "Community", "Options", and "Service Manager". The main content area is titled "Welcome, OWH Demo" and features three sections:

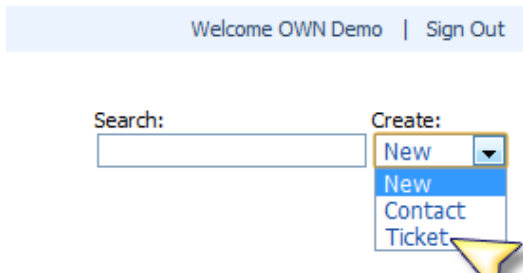
- Announcements:** Contains three items:
 - ExchangeDefender Exchange Hosting Essentials:** A promotion announcement by Vad Mazek dated Aug 25, 2011, detailing pricing for Exchange 2010 Essentials and Exchange 2010 Essentials products.
 - Dallas Network Outages:** A network outage announcement by Vad Mazek dated Aug 10, 2011, explaining a power issue in Dallas and providing a timeline for restoration.
 - IP Changes in ExchangeDefender:** An announcement by Matt Jones dated Jun 11, 2011, regarding IP address changes and their impact on email propagation.
- Services Signup:** A section titled "Pick a service to add to your portfolio:" with a large green plus sign icon. It lists several services: New Exchange Mailbox, New SharePoint User, New Offsite Backup Account, New Web Hosting Site, New ExchangeDefender SP Account, and New BlackBerry BES Account.
- Links:** A section with a star icon and a list of links: Own Web Now Corp Blog, ExchangeDefender Portal, Own Web Now Network Operations, and Own Web Now Virtual Hosting.

This section of the guide provides detailed information on the multiple functions of the Welcome Dashboard.

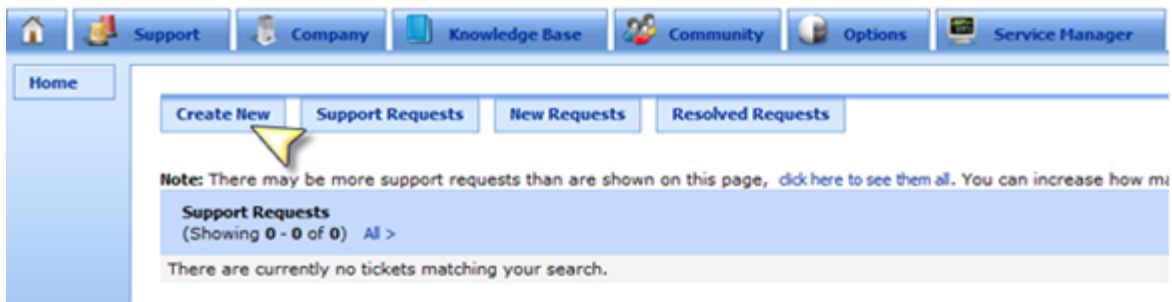
Understanding the Support Portal Home Dashboard

There are two simple ways to do this:

1. You can click on the Search/Create drop down and select Ticket.



2. Or you can click on Support, then "Create New".



Once this process has been completed you can provide your ticket information to receive support. As shown below there are a few categories that will help us provide you with prompt and courteous assistance:

- **Email** - This will be prefilled for you and pulled from your Support Portal account.
- **Category** - Here you'll choose the type of request (Support, Billing, etc.).
- **Priority** - These priorities allow you to set the expected response time based on the SLA found at the bottom of every page.
- **Subject** - A brief description of the issue (there is a character limit so please provide details in the comments section).
- **Comments** - This is the portion of the ticket where you'll provide the details of your report. Please provide detailed facts and documentation to ensure fast and accurate response times. When making reports regarding email flow, items such as NDRs and headers prove invaluable. By the same token, when reporting issues with our GUI, Outlook or OWA, screenshots are truly worth a thousand words. The more information up front the less information we'll need to resolve or research your inquiry.

New Support Ticket

Ticket Information

Email:

OWN Demo, OWN Demo
8775460316
demo@owndemo.com

Category:

Service:

Priority:

Subject:

Comments:

Attach: No file chosen

Once you submit your support request it's in the hands of our engineers for review. Any updates that require additional information or provide a resolution will be emailed to you directly but ultimately if you have an outstanding issue nothing beats the portal itself in speed and efficiency.

Note: After submitting a request it's always a good idea to view what is actually submitted. Often time's items with special characters are omitted due to security risks, please double check your request to ensure that all of the information is included.

Once you have submitted your request, you'll be presented with the Ticket View screen, this view will show your information as well as any updates we provide to your issue. Should you leave this view, you can always return by clicking on "Support", then the desired ticket.

| Demo Ticket | |
|--|---|
| OWN Demo Aug 30 02:26 PM | Please resist the urge to reply to this ticket. Thank you Service affected: SelectOne Additional information: |
| OWN Network Operations Aug 30 02:32 PM | Thank you for opening a request with Own Web Now Corp. This is a notice that one of our representatives (a human being) has read and reviewed your request and assigned it to the person that can best assist you with the question. You will receive the next notice as soon as we have more information or further data is necessary to complete the request. Thank you for your patience, we'll follow up with you shortly. |
| Matt Jones Aug 30 02:37 PM | Demo, Thank you for using https://support.ownwebnow.com , have a great day! To stay on top of all things OWN please subscribe to our blog (ownwebnow.com/blog) and our NOC site (ownwebnow.com/noc) |

Company Tab

Company Details

This sub-tab will allow you to view and edit your company's DBA (should that change), Billing Contact Information, Branch Locations, Invoice Notification Settings, and credit card information.

Company Details
Support History
Services
Invoices
Documentation

Update Company

Corporate Information

Corporate Name: Trade Name (dba):

API Portal Address

Note: Please leave this field blank, unless instructed otherwise.

Billing Contact Information

Billing Contact: Address Line 1: **Branch Locations**

Phone: Address Line 2: test branch ✘

Mobile: City: test ✘

Fax: State / Province: 4 ✘

E-mail: Zip / Postal Code: Country/Region:

Send Monthly Invoice Notifications. (Add Branch Location)

Financial Information

CC Type:

CC Number:

Expiration: /

CC Holder Name:

CC Zip/Postal:

Support History, Services, and Invoices

This tab will capture every single ticket your company has opened with us. This is a great tool to use to track down a repeat issue with a simple solution or just to find a specific issue you need to reference for any other purpose. The same compilations are available for Services and Invoices.

Company Details
Support History
Services
Invoices
Documentation

Support Requests

| Status | Subject | Age | Category | Priority |
|-----------|-------------|------------|----------|----------|
| Completed | Demo Ticket | 52 minutes | Support | Normal |

Community, Knowledge Base, and Service Manager

Community
























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Options

This menu allows you to view and/or edit your individual account's contact information.

Service Manager

The Service Manager is probably the single most important aspect of the Menu Bar. Access to the Service Manager gives you the ability to create, manage, and remove specific services through our proprietary API. This allows you to manage or be directly linked to all of your services from one page.

|  Community |  Knowledge Base |  Service Manager |
|--|--|--|
|  Features  Bugs | <p>All Articles</p>  Exchange Hosting  Virtual Hosting  SharePoint Hosting  Exchange Defender  Live Archive  XD Client Access  Offsite Backup  Business And Billing |  Exchange  Sharepoint  Offsite Backups  Web Hosting  BlackBerry BES  Exchange Defender SP  Exchange 2010 Essentials  ExchangeDefender Essentials  Autotask Integration  Connectwise Integration |