



PORTAL INTRODUCTION

A Quick “How-To” Guide

Customer Portal

portal.consultcng.com

Set Up & First Time Login

The CNG Client portal can be found at portal.consultcng.com, however in order to access the portal you must first set up your organization's access.

The first step to setting up your customer portal is locating the email sent from the CNG Service Center.

- ◆ This email will contain a link which allows you to set your password.
- ◆ Additionally, it also gives you your username (which will match the email to which it was sent).
- ◆ Click the link to set the password for your organization.



Converging Networks Group, Inc.

You are receiving this message because a Client Portal Login has been created for you

WELCOME TO YOUR CNG CUSTOMER PORTAL

Grant,

Welcome to the Converging Networks Group, Inc. Client Portal. Based on your permissions, the portal may allow you to submit customer service tickets, track the status of your tickets and project tasks, and/or view additional key information from Converging Networks Group, Inc..

To access the portal, first visit <https://consultcng.ITClientPortal.com/ClientPortal/ResetPassword.aspx?accountid=0&guid=0D694340-B471-4313-5EDD-44A963CF7B88> and set your password. Your username is grant.naese@gmail.com.

Once your password has been set, you can visit <https://consultcng.ITClientPortal.com/?accountid=0> to log in. It may be helpful to bookmark this site for quicker access to support and your account management information.

Please note that our normal hours of business are Monday to Friday 8:00 AM to 5:00 PM and our highly qualified staff is standing by ready to help! You can use this portal to open service requests or just call into our Support Center (815) 929-9855. Should you require assistance outside of our normal hours you can reach our on-call Emergency Response Team by calling the number above and following the prompts for immediate attention.

Thank You for your business and we look forward to supporting your I.T. needs!

From all of us at Converging Networks Group... Welcome aboard!!!

Converging Networks Group, Inc.

www.consultcng.com

(815) 929-9855

Setting up your password:

- ◆ In the username box, enter the email which was shown as the username your CNG Service Center Welcome email.
- ◆ Enter the password which you would like to use for your CNG Client portal.
 - Note: this password must match the criteria outlined in the box to the right of the login.



Converging Networks Group, Inc.

CHANGE PASSWORD

User Name:

Password:

Confirm Password:

Change Password

Unauthorized access is prohibited

Password Requirements:

- At least eight characters long
- Must use at least three of the following: lowercase, uppercase, numbers, symbols
- Cannot be the same as your last 3 passwords
- Cannot contain any spaces or single quotes (')

Click "Change Password"

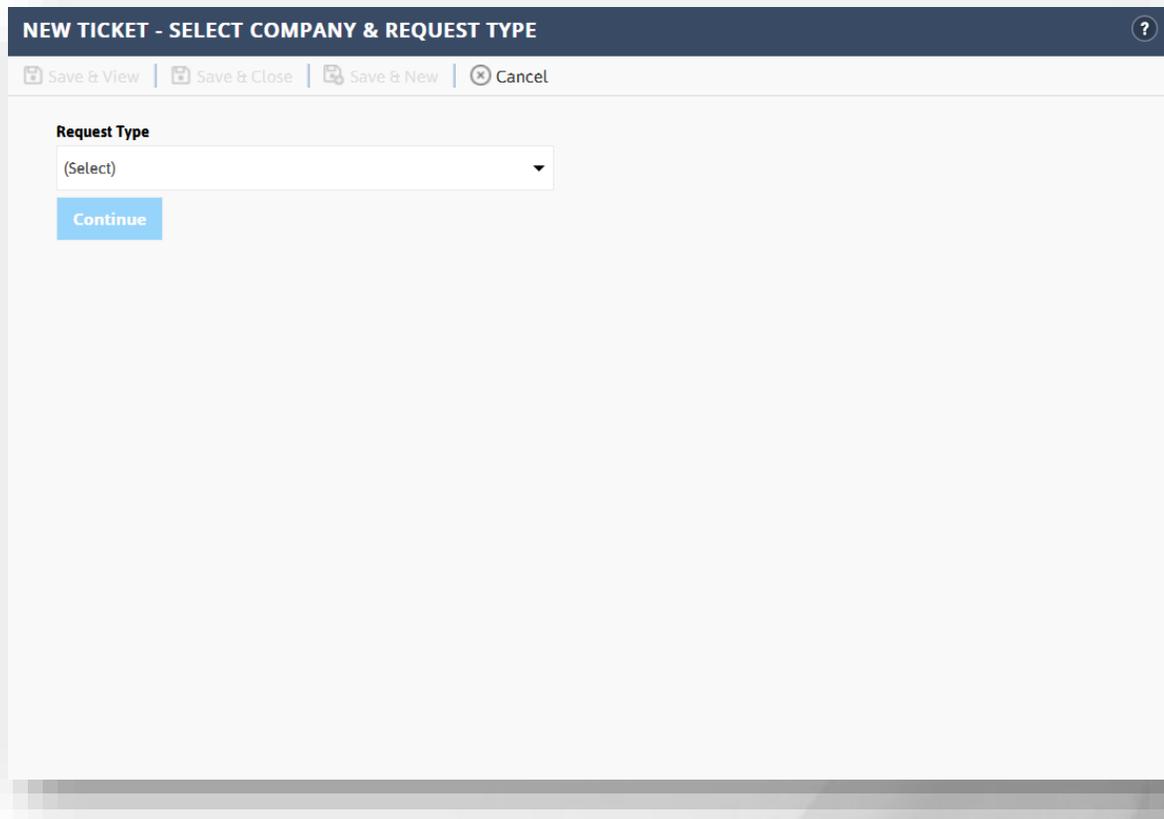
- ◆ Once you have changed your password you will receive another email from the CNG Service Center confirming the change.
- ◆ The CNG Customer portal will open up in the same tab which you clicked "change password" in.
 - The dashboard menu should look like this:

The screenshot shows the CNG Customer Portal dashboard. At the top left is the CNG logo and navigation icons. A yellow announcement bar reads "Announcement: Welcome to the new Client Portal More". The main dashboard area is dark blue and contains several widgets:

- WELCOME GRANT!**: A simple greeting widget.
- SEARCH**: A search bar with a "Ticket" dropdown and a "Knowledgebase" link.
- TICKETS**: A summary widget showing "NEW TICKET" and counts for open tickets (9), new tickets (0), and waiting my approval (0). It also includes filters for "where I am contact", "created by me", and "waiting my feedback".
- OPEN TICKETS**: A list of tickets with columns for ID, description, and status. The list includes tickets for "RMM Monthly Maintenance" and "Monthly Windows Patches".
- TICKETS CREATED & COMPLETED BY MONTH**: A bar chart showing ticket activity from March to August 2023, with "Created" in blue and "Completed" in grey.
- OPEN TICKETS BY REQUEST TYPE**: A circular gauge showing 9 open tickets, with a legend for "Other - 9".
- CONFIGURATION ITEMS: PATCH STATUS**: A donut chart showing 32 total items, with a legend for "Approved Pending - 9", "Fully Patched - 20", "Initial Error - 1", and "Reboot Required - 2".
- MY QUOTES**: A section that currently displays "NO DATA TO DISPLAY".

Opening a Ticket

- ◆ On the Dashboard, click the option that says “NEW TICKET.”
 - A new window will appear, in this window it will ask what type of ticket you would like to open.Fill



NEW TICKET - SELECT COMPANY & REQUEST TYPE

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

Request Type

(Select)

Continue

- ◆ Once you have selected the type of ticket, click “Continue.”
 - You will be met with a screen asking for some more information.
 - Fill in the “Title” box with a title that describes the issue or concern you are having.
 - In the contact dropdown, select the employee in your company which you would like us to contact.
 - In the description box write a description of the issue in more detail.
 - The configuration item box can be used to fill in what specific device you are having issues with. Click the small filing cabinet icon to see the options. You can leave this blank if you are unsure.
 - Finally, fill out the “When do you need this by?” and “What is the best way to contact you?” boxes.

NEW TICKET
?

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

Service Request

GENERAL REQUEST

Title *

TICKET DETAILS

Company
Converging Networks Group, Inc.

Contact *

Grant Naese
▼

EMAIL grant.naese@gmail.com

PHONE 815-929-9850

Description * 0 / 8000

BACKGROUND QUESTIONS

When do you need a response for this request?

What is the best way to contact you with an update?

Save Ticket

Save & Attach File

CONFIGURATION ITEM

Configuration Item

SERIAL NUMBER

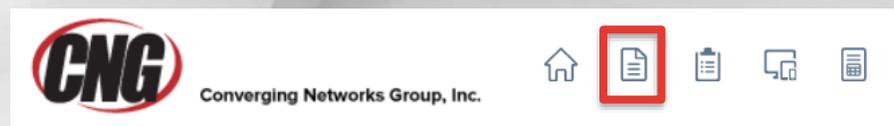
REFERENCE NUMBER

REFERENCE NAME

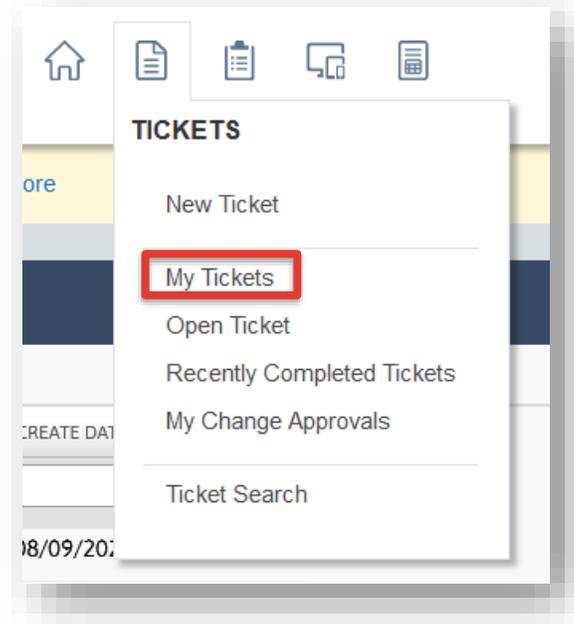
- ◆ Once you have finished, click “Save Ticket.”
 - You can also attach a file such as a picture of the issue if you so please. For this, click the “Save & attach File” option.
- ◆ You will also be sent a confirmation email from the CNG Service Center confirming the opening of the ticket.

Viewing Open Tickets

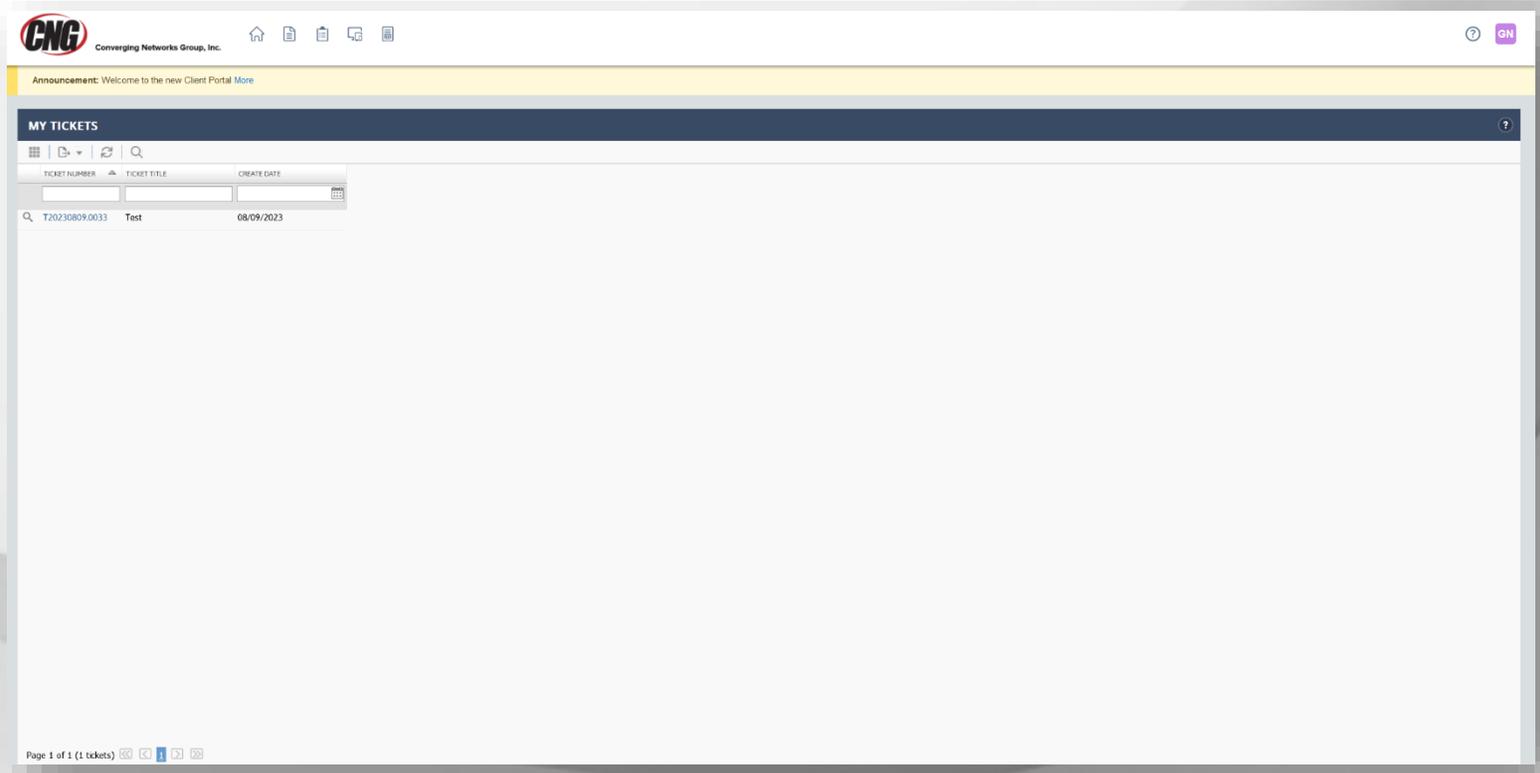
- ◆ On the top bar of the dashboard, hover over the second icon (the paper looking icon).



- ◆ Click the “My Tickets” button and you will be met with a screen showing all open tickets.



- ◆ The following screen will then show up, displaying all open tickets.



- ◆ By clicking on a particular ticket you can submit new notes to update the situation as it goes on. Simply click on any ticket’s number, then you will be met with a popup window.

Close

Service Request: [T20230809.0033](#)

GENERAL REQUEST

Test

[Search Knowledgebase](#)

Created: 08/09/2023 01:08 PM by Grant Naese

TICKET DETAILS

Company

Converging Networks Group, Inc.

Contact

Grant Naese

EMAIL grant.naese@gmail.com

PHONE 815-929-9850

Description

Test ticket

Background Questions

Q: When do you need a response for this request?

A: N/a

Q: What is the best way to contact you with an update?

A: n/a

Service Provider Status

New

ACTIVITY

Add a Quick Note

0 / 1000

Submit

Note

Attachment

CONFIGURATION ITEM

Configuration Item

AEM_Server (Converging Networks Group, Inc.): MXQ7160722

SERIAL NUMBER MXQ7160722

REFERENCE NUMBER 53edd7dd-663e-b299-bed0-2439acaceb5a

REFERENCE NAME CNG-HV-2

- ◆ Click submit once you have added any new notes for the ticket.
 - You can also attach new files this way too, using the “attachment” button.