

Medicine Bow Technologies, Inc.

Client Portal Access - Client

How to get into the client Portal

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1/9/2019

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Client Portal Access

The Client Portal is a place every client which uses the services should be comfortable with. This website allows you to enter tickets into the Medicine Bow Technologies, Inc. system

Where to go:

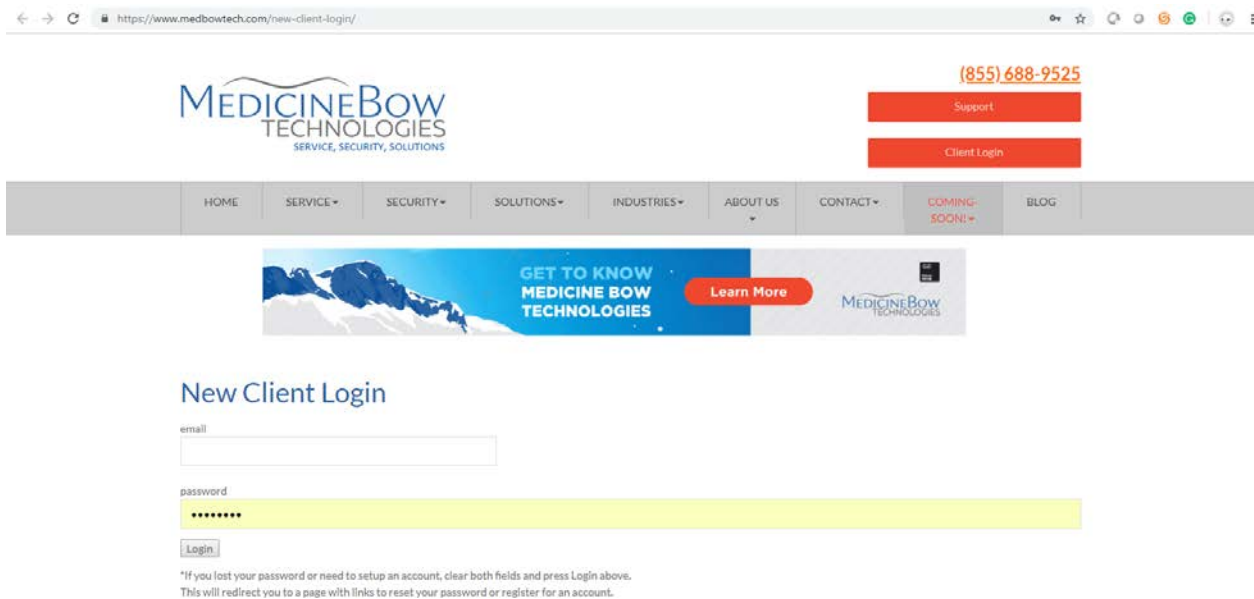
Browse to: <https://www.medbowtech.com/client-login/>

Click on the Client Login Button to Access the login page for the Portal.



How to Access

You will receive a password from the Medicine Bow Technologies, Inc. Network Operations center. In order to login, you will use your email address and that password on this screen:

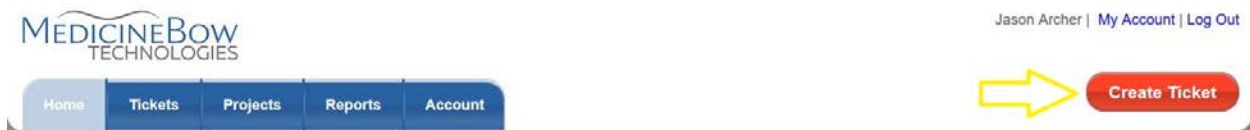


What can you do?

Our company decides what you can access. Depending on the permissions assigned to you, the following items may be accessed:

Create Ticket (Right upper portion of screen) –

Allows the creation of a new service ticket. This can be done to request service or request sales assistance. It can even be used to send a message to billing or a manager.



Home –

This screen shows your open tickets, alerts and statistics.

Tickets –

The tickets you have open at this time. You may also be able to see closed tickets which you have entered.

Reports –

A set of reports summarizing statistics for the client's company.

Account –

Allows administrators to see invoices, edit and manage users and manage agreements within the Medicine Bow Technologies, Inc. service system.

Creating a Service Ticket

First click on the "Create Ticket" button. This will bring up a window which has options in it. Across the top are your options for a new ticket. If available, you may be able to scroll right or left to get more options.

Click on the option you wish to use and this will auto-fill some of the request in for you.

Create Ticket

Step 1 Select Service Needed

◀ **I have a Computer Problem** I need to add a Printer I need an Application Installed ▶

Step 2 Ticket Details

Title
I have a Computer Problem

Problem Description

1. Did you receive an error message? If so, please provide us the text.
2. Is this error message from an application?
3. What applications were running at the time of this problem?
4. Have you rebooted the computer? If not, please reboot and try to duplicate the issue

Due Date

Emergency

PO Number

Step 3 Contact Details

Contact
Jason Archer

Phone _____ Ext _____ Email _____

Fill in a title, if it is empty

Fill out the Problem Description or answer any questions there.

Check the contact details and make sure it is you. If not, click on the “choose” button and pick the name for the individual. You can scroll in order to find more names (There is not a scroll bar included).

Once you have all that done, click on “Submit”.

You have submitted a ticket for your issue.

Medicine Bow Technologies, Inc. has requested that each individual contact them when you have a computer issue. So, we are going to oblige them (at least for a little while). So if you have a computer issue here's what you do.

Browse to <https://www.medbowtech.com/client-login/>

This is our Client portal. You will use your email address and assigned password to login and create a ticket for our Company using the instructions listed above.

You can also call 307-721-4050 to speak with the MBT Dispatcher who can assist you in creating a ticket.