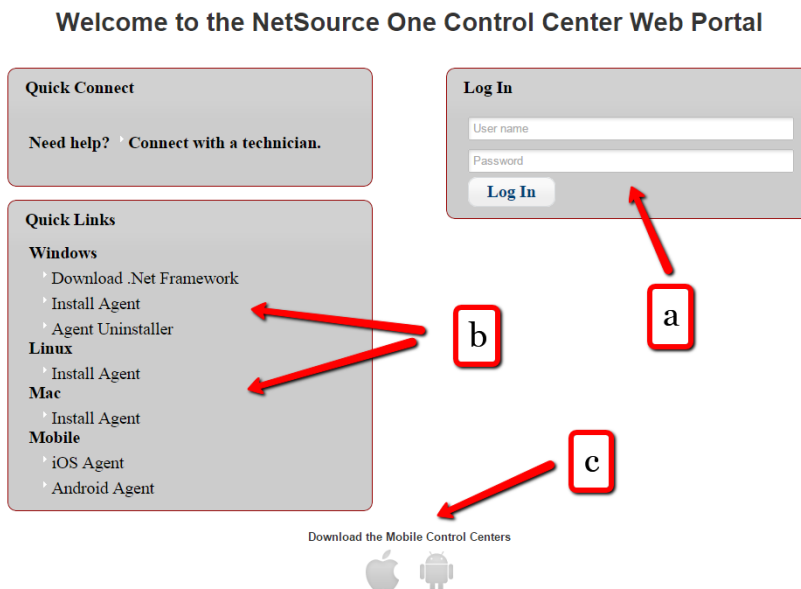


## Navigating the NetSource One Client Portal

### Accessing the Client Portal

- Go to <https://service.nsoit.com>
- From the main screen you can:
  - a) **Log In** with the credentials that were provided to you.
  - b) **Install a NetSource One Service Agent** to your Windows, Linux, or Mac.
  - c) **Download the Mobile Control Centers** on your IOS or Android device.The **Mobile Control Center** is the mobile version of our [service.nsoit.com](https://service.nsoit.com) portal.



**NOTE: The Quick Connect and Mobile iOS/Android Agents are not available at this time.**

### Searching the Client Portal

- The **Client Portal** can be searched for specific computers and tickets.
- The searches are conducted using the search bar located in the top-right throughout the **Client Portal**.
- Search results will only display information that you have permissions to access.



- Enter a keyword or partial keyword for the computer or ticket and click the **Magnifying Glass** icon. For example, you can enter 'critical' to search for all items with critical (e.g., critical blacklist events). Please note that searches may take a few moments depending on the search.

## Portal Home Page

The Home Page gives you a basic overview including:

- **Deployment** options
- **System Status** charts
- **Current Tickets**

The screenshot shows the NetSource One Portal Home Page. The navigation sidebar on the left includes 'Home', 'Dashboard', 'Tickets', and 'Clients'. The main content area is divided into several sections:

- Deployments:** Includes 'Quick Links' for Windows, Linux, Mac, and Mobile, and 'Install Packages' with dropdown menus for client, location, and package selection.
- System Status:** Features four pie charts:
  - Tickets in the past 30 days:** 5 Closed (green), 1 Open (red).
  - Servers:** No data.
  - Workstations:** 2 Up (green), 1 Down (red).
  - Patched Computers:** 1 Fully Patched (green), 1 Missing Patches (red).
- Tickets:** A table with columns for Ticket#, Client, Subject, Submitted, and Priority. The table is currently empty.

## Portal Dashboard Page

The **Dashboard** view provides a quick overview of the number of new/unassigned tickets, active tickets and computers. Clicking on any of the points of interest will open additional details.

The screenshot shows the NetSource One Portal Dashboard Page. The navigation sidebar on the left includes 'Home', 'Dashboard', 'Tickets', and 'Clients'. The main content area displays four large summary boxes:

- Clients:** 1
- Computers:** 3
- New Tickets:** 2
- My Active Tickets:** 0

A red arrow points to the 'Dashboard' option in the sidebar.

You can click on any box to view the information (**Clients, Computers, New Tickets, etc**)

## Portal Tickets Page

The **Tickets** page displays a list of new/unassigned tickets, as well as active tickets that are associated with you.

- Only tickets for clients/computers that you have permission to access will display.
- You must also have ticket permissions in order to see any tickets.
- Clicking on a specific ticket will open additional details for the ticket as well as available options.

Ticket #	Client	Subject	Status	Submitted	Priority
9539		UPDATES - New Unapproved:89559 - Definition Update for Windows Defender - KB915597 (Definition 1.19)	New	3/20/2015 8:00 AM	Not so Low
9540		UPDATES - New Unapproved:89559 - Definition Update for Microsoft Security Essentials - KB2310138 (D	New	3/20/2015 8:00 AM	Not so Low

## Portal Clients Page

The **Clients** page displays your different companies in the NetSource One system.

- In most cases there will be only one **Client** (*your company*).
- Clicking on an individual **Client** will open additional details for that client.

Client	Name	Active Tickets	Locations	Computers
My Company		0	2	3

Within an individual **Client** page you have:

- An **Overview** for *Tickets for Past 30 Days, Servers and Workstations*
- Review **Product Keys**
- **Add a Ticket**
- Click on the additional tabs to view existing **Tickets** or **Computers**.

Title	User name	Password	URL	Notes
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