

# ONLINE PORTAL

Web Portal Instruction Guide V1.1

[www.skywire.com.au](http://www.skywire.com.au)

# WELCOME TO THE SKYWIRE SERVICES ONLINE PORTAL

*Thank you for choosing Skywire as your Enterprise Mobility Services provider and for subscribing to our HelpDesk and support service. As part of our continued service excellence delivery, we are excited to introduce you to our Online Services Portal.*

This portal will continuously evolve and improve to provide you quicker and easier access to service related issues, whether device repair or helpdesk support.

## Phase 1:

Enter service cases directly via the online portal, both device repair (devices covered by current manufacturer service contract) and helpdesk support;

Receive instant email confirmation of your case number;

Receive email within minutes with repair authorisation and instructions how to proceed with the device repair, if applicable;

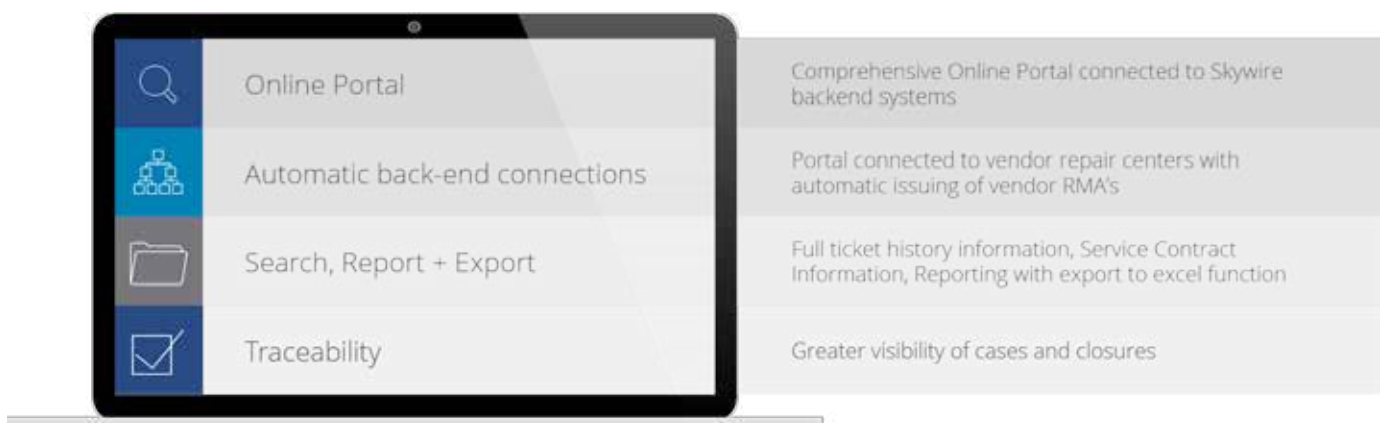
Access to all your open service cases to track progress.

## Phase 2:

Access all closed service case history;

Access to service contracts and related serial numbers covered;

Access to repair history by product and serial number;



# USER INSTRUCTIONS + TIPS

*This instruction guide has been designed to make using the web portal as straight forward as possible. If you need further assistance at any time please contact our helpdesk:*

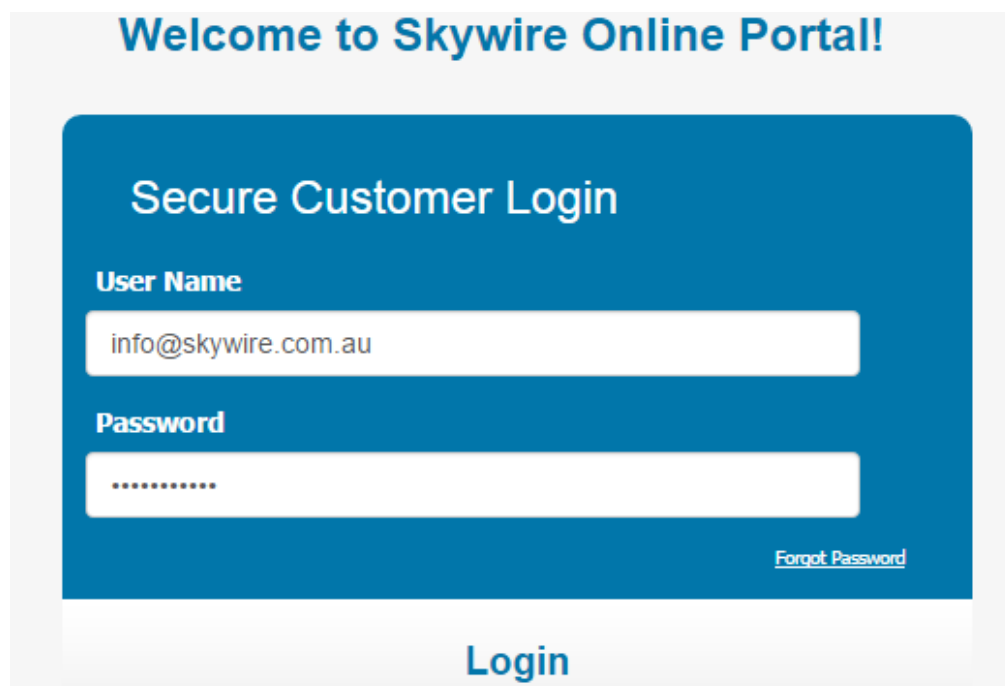
*HelpDesk email: [HelpDesk@Skywire.com.au](mailto:HelpDesk@Skywire.com.au)*

*Support Phone: 1800 111 759*

1. You will receive a welcome email with your logon (email address) and password - which you are able to change - as well as a link to the portal.

Should you need to add an additional user please call or email the Skywire HelpDesk.

2. Login to the portal



The screenshot shows the 'Welcome to Skywire Online Portal!' header. Below it is a blue box titled 'Secure Customer Login'. Inside this box, there are two input fields: 'User Name' with the text 'info@skywire.com.au' and 'Password' with masked characters. A 'Forgot Password' link is located at the bottom right of the blue box. Below the blue box is a large 'Login' button.

Welcome to Skywire Online Portal!

Secure Customer Login

User Name

info@skywire.com.au

Password

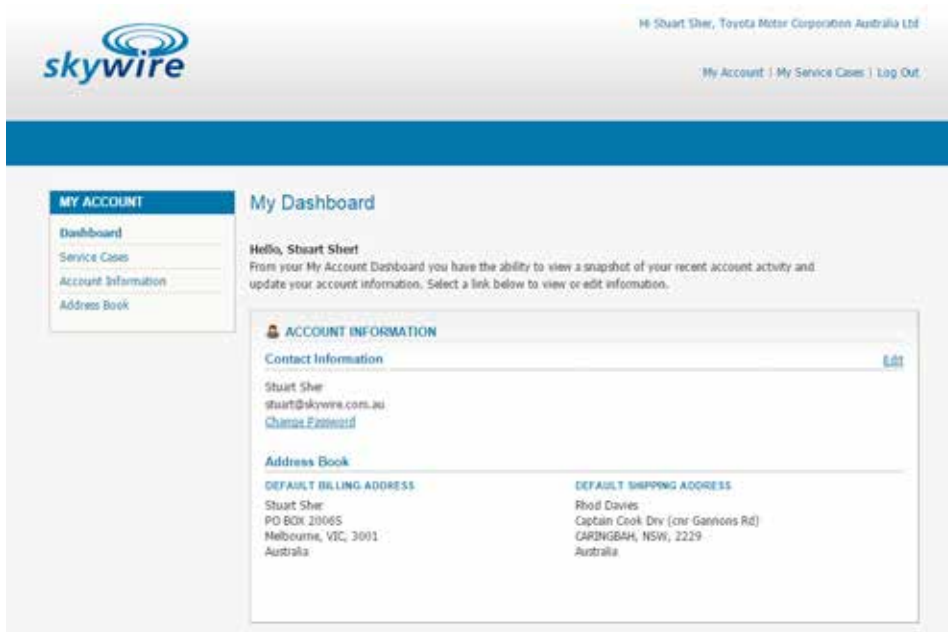
.....

[Forgot Password](#)

Login

# ACCESSING THE DASHBOARD

3. Access your **Dashboard** to:
  - i. View address book
  - ii. View account information & change password
  - iii. View, edit and create service cases



i. View **Address Book**

- a) View all ship-to addresses for delivery of equipment and repairs
- b) Please contact the Skywire HelpDesk if any addresses are incorrect or missing

**Address Book**

Please email the SkyWire HelpDesk to change or add addresses

<b>Default Shipping Address</b>	<b>Additional Address Entries</b>
Rhod Davies Captain Cook Drv (cnr Gannons Rd) CARINGBAH, NSW, 2229 Australia	Stuart Sher Gate 2A Dohertys Road Altona North, 3025 Australia
	<b>Additional Address Entries</b>
	155 Barbie Street Port Melbourne, 3207 Australia
	<b>Additional Address Entries</b>
	60 Coonawarra Road Winnellie, 0820 Australia
	<b>Additional Address Entries</b>
	20 Paradise Road Acacia Ridge, 4110 Australia

ii. View **Account Information**

- a) View your online account details
- b) Change your password
- c) Contact the Skywire HelpDesk if your email address changes or you need additional logins

## Edit Account Information

Please email the SkyWire HelpDesk to change your contact information

### Account Information

**First Name**

Stuart

**Last Name**

Sher

**Email Address**

stuart@skywire.com.au

☐ **Change Password**

iii. View, edit and create **service cases**

a) Create new service cases

b) View service cases in process

c) Edit or delete pending service cases

### Service Cases

Create New Service Case

Filter All

Pages 1 2

Date Raised	Case No	Serial No	Status			
01/03/2015	SO007101	1229600500044	In_Process			<a href="#">View</a>
01/03/2015	SO007100	1229600500044	In_Process			<a href="#">View</a>
01/03/2015	SO007099	1229600500044	In_Process			<a href="#">View</a>
27/02/2015	SO007095	1229600500044	In_Process			<a href="#">View</a>
27/02/2015	SO007092	1229600500044	In_Process			<a href="#">View</a>
27/02/2015	SO007090	1229600500044	In_Process			<a href="#">View</a>
27/02/2015	SO007089	1229600500044	Pending	<a href="#">Delete</a>	<a href="#">Edit</a>	<a href="#">View</a>
26/02/2015	SO007088	1229600500044	Pending	<a href="#">Delete</a>	<a href="#">Edit</a>	<a href="#">View</a>

## CREATING A NEW SERVICE CASE

### 4. Create a **new service case**

a) Click "Create New Service Case" as shown in 3(c) above

b) Choose whether hardware related or not - select "yes" for hardware repair or "no" for helpdesk support

### Create New Service Case

**Is this related to hardware?**

☒ Yes  
☐ No

**Serial Number:**\*

limit of 30 characters

#### 4.1. Non Hardware Related - **HelpDesk Support Request**

- a) Select "No"
- b) Select "Not Mission Critical" or "Mission Critical" from the Security Level dropdown list - will determine the SLA response time
- c) Describe your problem in as much details as necessary
- d) Click "Submit"
- e) You will immediately receive an email confirming the service case details and will shortly be contacted by a service engineer

**Create New Service Case**

Is this related to hardware?

☐ Yes

☒ No

Severity Level:

Not Mission Critical ▼

Describe your problem:\*

limit of 200 characters

[Back](#) ☐ Log Another Case [Submit](#)

#### 4.2. Hardware Related - **Repair Request:**

- a) Select "Yes"
- b) Enter the serial number of the device exactly as it appears on the label
- c) Select "Check" or "Enter"

**Create New Service Case**

Is this related to hardware?

☒ Yes

☐ No

Serial Number:\*

1229600500044

limit of 30 characters

[Check](#)



*Depending on the serial number entered there are 4 possible outcomes:*

i. If incorrect serial number entered you will receive an error message and should either try again or contact the Skywire HelpDesk to investigate.

#### Create New Service Case

According to our records, the serial number entered (564dsf6546ds) is incorrect or does not exist in our records. Please check and re-enter or contact the SkyWire HelpDesk to investigate.

Create New Service Case

ii. If serial number entered is not covered by valid service contract entered you will receive an error message and should contact the Skywire HelpDesk for further assistance.

#### Create New Service Case

According to our records, the serial number entered (1025800513085) is currently not covered by a service contract. Please contact the SkyWire HelpDesk

Create New Service Case

iii. If serial number entered is allocated to a different customer per our records you will receive an error message and should contact the Skywire HelpDesk to investigate.

#### Create New Service Case

The serial number entered (SA0119360L) is associated with a different customer per our records. Please check the serial number entered and if correct please contact the SkyWire HelpDesk to investigate

Create New Service Case

iv. If the serial number entered is correct and covered by a valid service contract the service case may be entered and submitted as follows:

**Create New Service Case**

Is this related to hardware?  
☒ Yes  
☐ No

**Serial Number:**\*  
 1229600500044  
 limit of 30 characters

**Product ID:**  
 MC9190-GA0SWFYA6WR  
 limit of 30 characters

**Asset ID:**  
 Asset ID  
 limit of 30 characters

**Your Reference:**  
 Your Reference  
 limit of 30 characters

**Consignment Note:**  
 Consignment Note  
 limit of 50 characters

**Customer Ship Date:**\*  
 2015-03-02

**Fault Code / Description:**\*  
 Please Choose Fault Description

**Describe your problem:**\*  
 Describe your problem  
 limit of 200 characters

**Shipping Address:** Rhod Davies, Captain Cook Drv (cnr Gannons Rd), CARINGBAH, NSW, 2229

[Back](#) ☐ Log Another Case [Submit](#)

- Serial number and Product number are prepopulated
- \* Items are mandatory
- Enter your Asset ID if applicable
- Enter your Reference if applicable
- Enter your Consignment Note number (this can be added later if necessary)
- Enter the Ship Date to the repair centre (this can be added later if necessary)
- Select the Fault Code applicable and add any further comments in the box provided – select other if the fault not listed
- Select the applicable Shipping Address for return of the repaired device
- Click “Submit”

*Once the case is submitted it will appear on your service case list with a “Pending” status. Until the status changes to “In Process”, you are free to amend or delete the case.*

*Once the repair is authorised, its status changes to “In Process” and you will only be able to view the case – any amendments or cancellation will have to be arranged with the Skywire HelpDesk.*

## THE REPAIR PROCESS

The repair process once submitted is as follows:

- i. You will immediately receive an email confirming the service case details.
- ii. Within 10 minutes you will receive a second email with instructions and a Repair Return Form attached.
- iii. Please print out the Repair Return Form and send together with the device to the repair centre address on the form.
- iv. You can continue to view the progress of your case on your Service Cases List until the device is repaired and returned to you.

Note the following regarding Staging and Software Reloading:

- a) If your company is covered by a valid Skywire Staging & Software Reloading Contract, the device will be shipped from the repair centre to Skywire for staging and software reloading before being returned to you. This ensures that the returned unit will have the correct software and configuration to enable it to work “out of the box”.
- b) If your company is not covered by a valid Skywire Staging & Software Reloading Contract, the device will be shipped directly back to you after repair. All required software loading and setup required will be your responsibility.

Please contact the Skywire HelpDesk should you require any further assistance with the Services Portal by phone – 1800 111 759 or by email – [helpdesk@skywire.com.au](mailto:helpdesk@skywire.com.au).



[www.skywire.com.au](http://www.skywire.com.au)

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