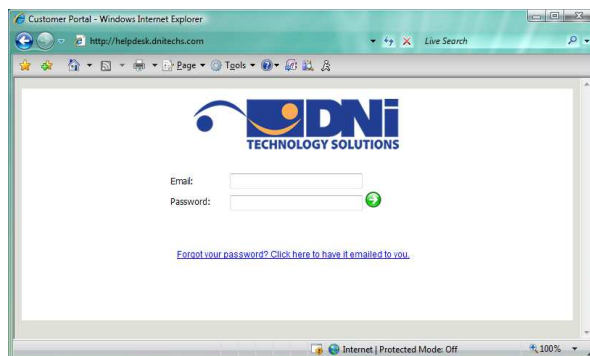


DNI Customer Portal and Help Desk

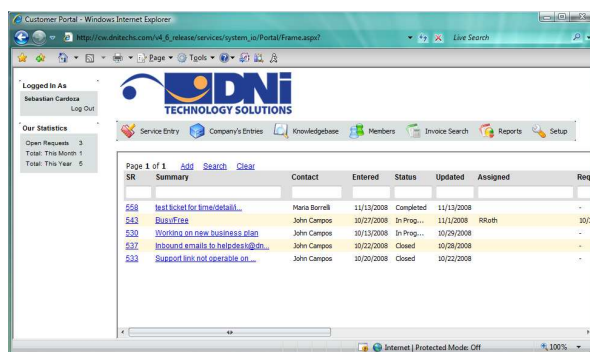
To access DNI's new Customer Portal and Help Desk, visit the following site: <http://helpdesk.dnitech.com>



You will be prompted for an email address and password, as shown. If this is your first time logging into the portal, type in your email address and click on the "Forgot your password" link at the bottom of the page.

This will email your portal password to you. Once you receive your password, you can log in and use the portal.

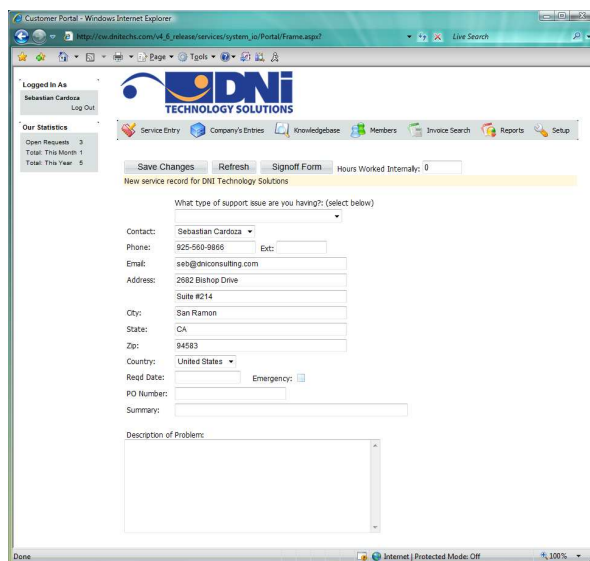


Once logged in, you will see a screen with a predefined set of options, based on the access we have granted you. These options range from simple service ticket entry to reading invoices, as well as other options. Shown is a screen from the highest level access, where all functions are available.



To create a new service request, click the  **Service Entry** button located at the top of the screen, on the menu bar. To view all service tickets prior to creating a new one, or to simply just view all tickets, click the  **Company's Entries** button.

Shown is the ticket input screen. All contact information will fill itself in based on your login information. From the first dropdown box, select the type of support request you would like to open. After that, type in a Required Date and PO number, if applicable. Additionally, tick the Emergency checkbox only if the problem is major and affects a large portion of your organization. Finally, fill in your brief problem summary inside the "Summary" box, and your detailed description inside the "Description of Problem" box.



If you are having problems using our new Customer Portal, do not hesitate to open a service request by emailing our support team at HelpDesk@dnitech.com

