



Storm Technology Customer Portal

How-to Document

Microsoft Partner

- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Application Development
- Gold Application Lifecycle Management
- Gold Data Analytics
- Gold Collaboration and Content
- Gold Customer Relationship Management
- Gold Project and Portfolio Management
- Silver Cloud Customer Relationship Management

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Version Notes

Due to ongoing changes to portal functionality, some of the screenshots in this document may not reflect the current look of the portal.

If you have any queries on this, please contact us at support@storm.ie.

Frequently Asked Questions

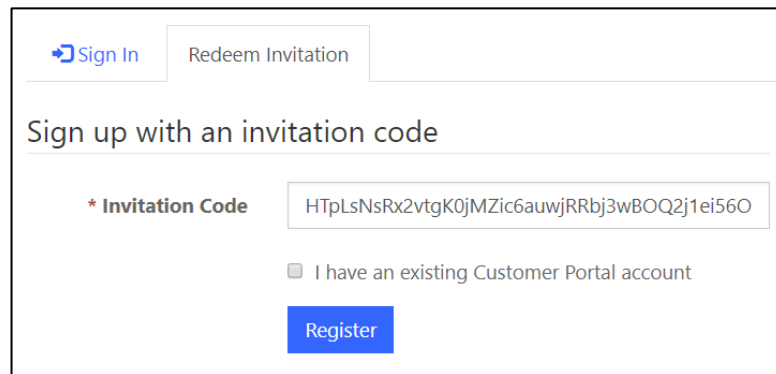
FAQs are now available on the Storm Technology Customer Portal. You can view a list of frequently asked questions that may answer any queries you have when it comes to Storm Technology Support.

If you have any additional queries left unanswered by our FAQs, please contact us at support@storm.ie.

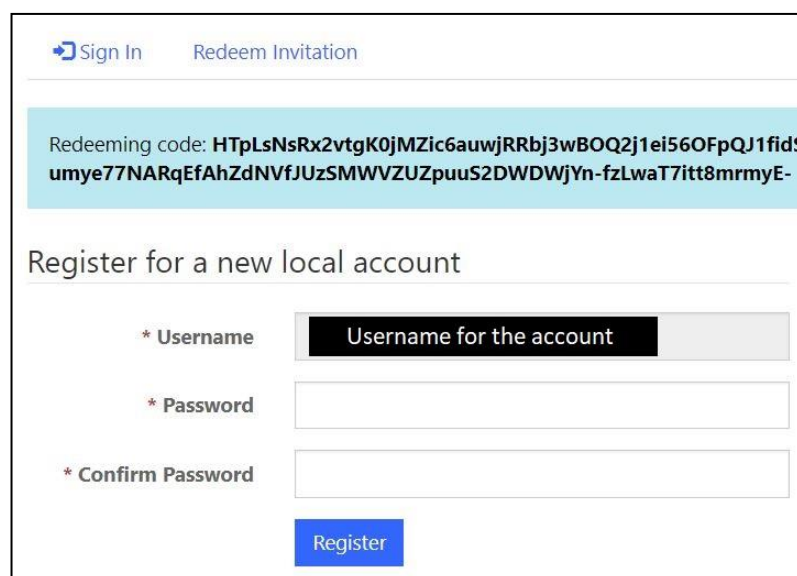
1. Redeeming an invitation

Please Note: the invitation is only valid for you and will not work for anyone you may forward the invitation onto. If someone else in your organization requires access to the Customer Portal, please email support@storm.ie and we will send them an invitation.

1. An invitation will be emailed to you and will appear from CustomerPortal@storm.ie. To begin the process of redeeming your invitation, click the link in the email.
2. This link will open your browser.
3. Click on the **Redeem Initiation** tab at the top.
4. Ensure your invitation code is present in the text box. **Please ensure that the “I have an existing Customer Portal account” checkbox is not ticked.** Click the **Register** button.

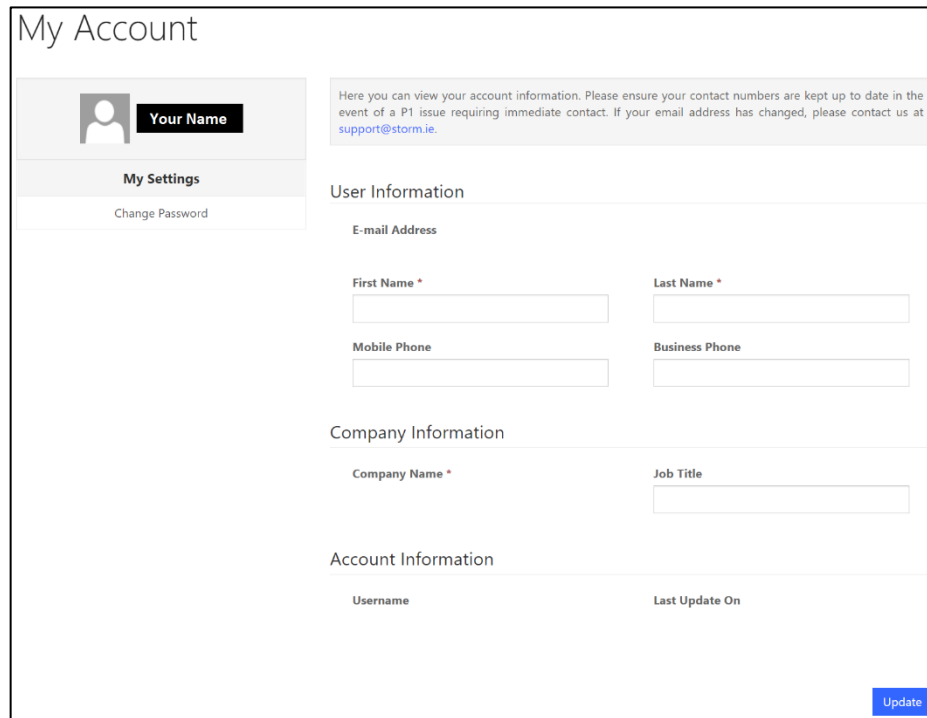


5. Continue with the registration process by inputting the password and username. Click **Register** when ready to proceed.



Recommendation: we would recommend setting your email address as your username to minimize any confusion when logging into your account.

- Once registered, the page will navigate to your account information. The **First Name**, **Last Name** and **E-mail** will be populated.



The screenshot shows the 'My Account' page with the following sections:

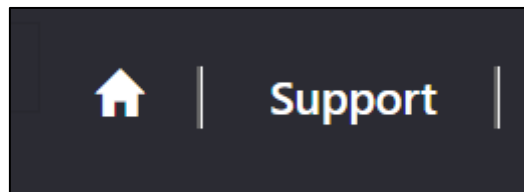
- Header:** 'My Account' title.
- User Profile:** A placeholder for a profile picture and the text 'Your Name'.
- My Settings:** A button labeled 'Change Password'.
- Message:** A grey box containing the text: 'Here you can view your account information. Please ensure your contact numbers are kept up to date in the event of a P1 issue requiring immediate contact. If your email address has changed, please contact us at support@storm.ie.'
 - User Information:**
 - E-mail Address: [populated]
 - First Name *: [input field]
 - Last Name *: [input field]
 - Mobile Phone: [input field]
 - Business Phone: [input field]
 - Company Information:**
 - Company Name *: [input field]
 - Job Title: [input field]
 - Account Information:**
 - Username: [populated]
 - Last Update On: [populated]
- Update Button:** A blue button labeled 'Update' at the bottom right.

- The account information can be updated by adding your details and clicking **Update**.
- The invitation has now been redeemed and the account can now be used to log cases.

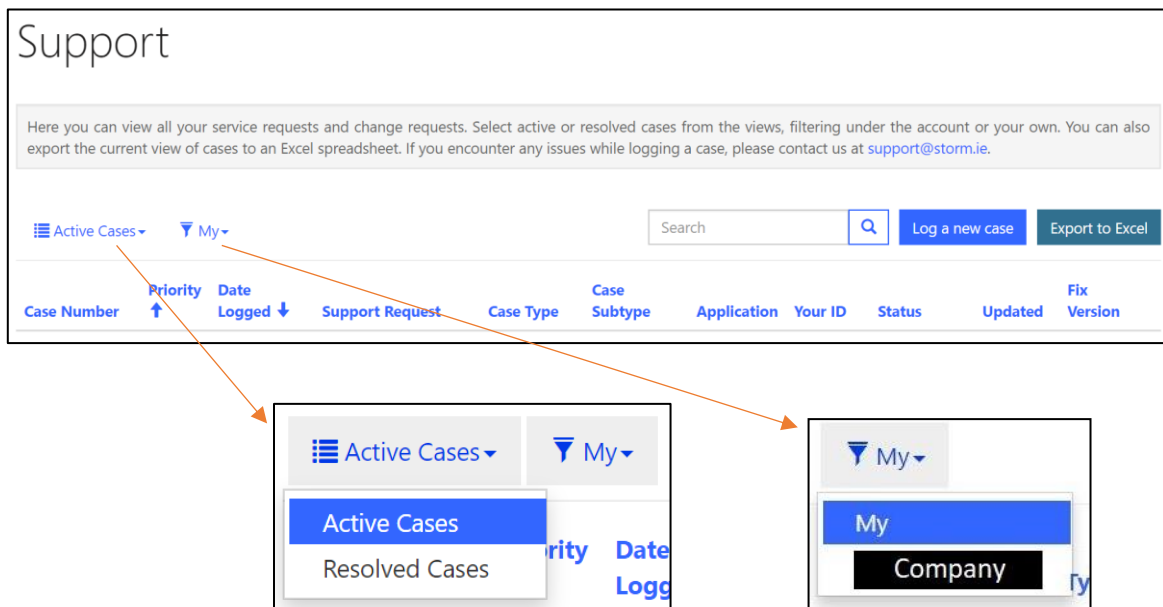
2. Managing your cases

2.1. Opening a new case

1. To begin logging and viewing existing cases, click on the **Support** link at the top of the screen.



2. There are two filters to help manage the list of cases. This can be filtered by:
 - Active and Resolved cases and;
 - Cases managed by you or are managed by other people in your organisation.



3. To create a new case, click the **Log a new Case** button. A form will open.

Log a new case

Storm will analyse all cases and assign a Service Request (SR) number. Cases that are not reproducible, but are intermittent will require further analysis and more information. Storm Technology assumes that sufficient remote access will be available/allocated in order to investigate the case. Customers with insufficient drawdown days will be required to purchase additional days in order to complete the SR. All fields marked with an asterisk (*) must be completed.

Affected System Application Name * <input type="text"/>		End-User Platform Web Browser <input type="text"/>	
Environment * <input type="text"/>		Operation System <input type="text"/>	
Is on Premise <input checked="" type="radio"/> No <input type="radio"/> Yes			
Case Details Title * <input type="text"/>		Your Case ID <input type="text"/>	
Case Type * <input type="text"/>		Priority <input type="text" value="P3"/>	
Impact to Users <input type="text"/>		Reproduce Issue * <input type="text"/>	

- Mandatory fields are marked with an asterisk (*). See glossary of fields at the end of this document.
- Complete all mandatory fields and relevant fields, adding as much information as is relevant.
- To speed up the investigation, please supply as much supporting information as is relevant. Please document any local attempts to resolve the incident.
- To upload an attachment (e.g. screen shot, log file, document, PSR) click on the **Choose Files** button and ensure any log files/PSR files have been attached to the case. To submit the case, click **Submit**.

Customer Internal Investigation

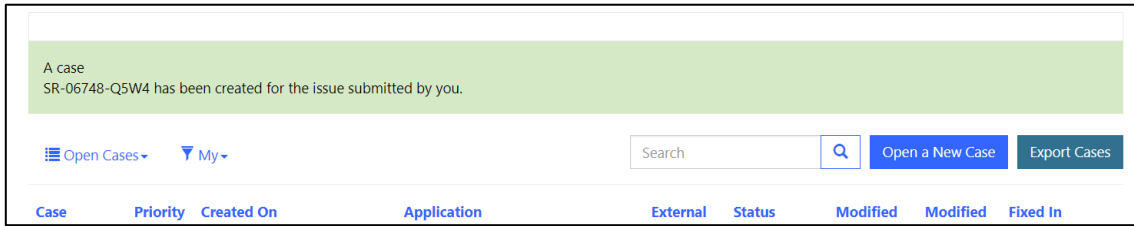
What steps have you or your team taken to r

Attach a file.

No file chosen

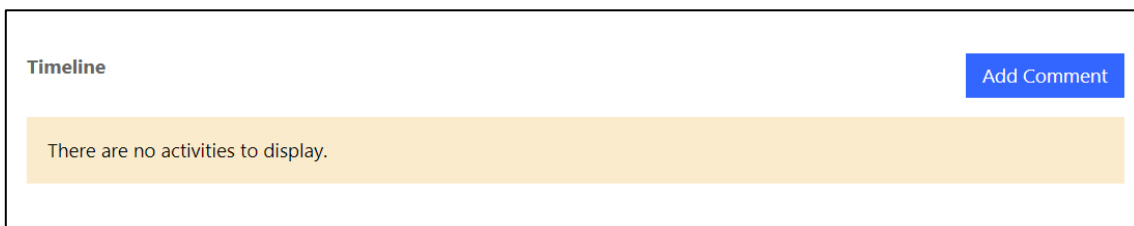
- A green success notification will appear confirming the case has been submitted. The case will now appear in the views **Active Cases > My** and **Active Cases > [Company Name]**.

9. The incident number will be in the format SR-01234-XXXX.

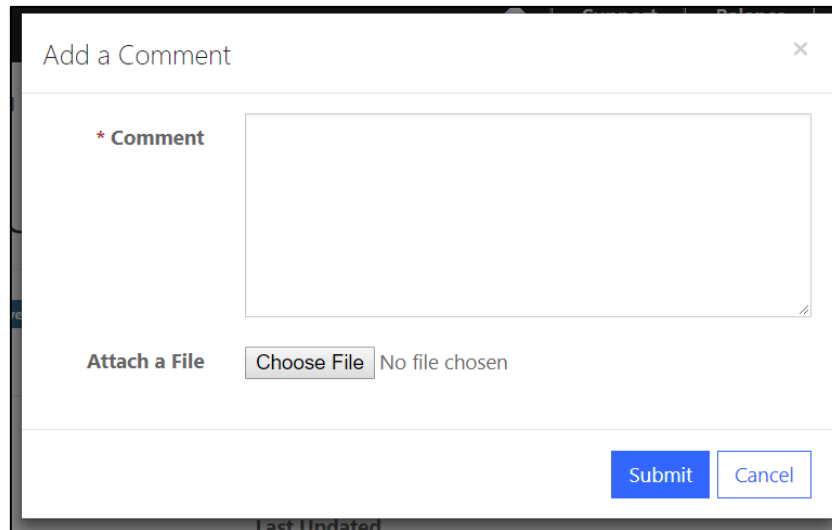


2.2. Adding attachments afterwards

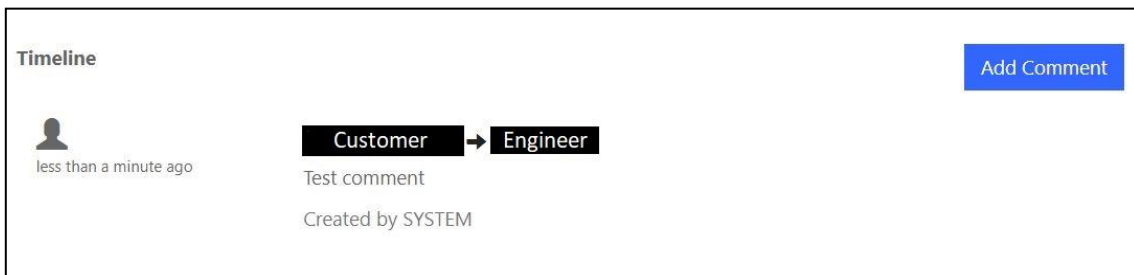
10. To update the case/add a comment, enter the case. Scroll to the bottom of the page to the **Timeline**.



11. Click **Add Comment**. A new browser window will open.



12. Add the desired comment and any necessary files. Click **Submit**. The comment will now appear on the case and an email notification will be sent to the engineer.



13. When an engineer replies to a customer comment, a new comment entry will appear on the case and an email notification will be sent to the customer. To view the comment and reply, log onto the customer portal and enter the case.
14. If any of the fields on the case require changes, edit the desired fields and scroll to the bottom of the case. Click **Update Case**.
15. A green success notification will appear confirming the case has been updated.

3. Glossary of fields

All fields marked with an asterisk (*) are mandatory. Additionally, during the triage stage of our support process, Storm may update the priority of the case to reflect the information provided and to set a priority as per your Support Agreement.

Field Name	Definition
Application Name*	The application affected by the issue/query or where a change will be implemented.
Environment*	The environment affected by the issue. In most cases, this will affect a Production (or LIVE) system.
Is On Premise	Yes/No field to describe if the application affected is hosted online by Microsoft or On Premise within your business.
Web Browser	Web browser in use when the issue occurs. This may provide an indication of the issue in some circumstances.
Operation System	The operating system in use when the issues occurs.
Title*	A small line of text to summarize the issue/query/change being logged.
Case Type*	Determines an application issue/query (as a <i>Service Request</i>), requested system change/estimate/ quote (as a <i>Change Request</i>) or Project Warranty issue (as a <i>Warranty issue</i>).
Impact to Users	The number of users impacted; one user, a team of users (business unit/department) or all users accessing the system.
Issue Description*	A more descriptive section to detail the issue in full and refer to any attachments included in the case.
Your Case ID	Your company's own support reference number (if applicable).
Priority	List of priorities in use by Storm to determine priority (and urgency) of the case. P1 - Catastrophic business impact, where there is complete loss of a core (mission critical) business process and work cannot reasonably continue. Requiring immediate attention. This includes a total system outage. P2 - Critical business impact where the business has a significant loss or degradation of services. P3 - Moderate business impact, where the business has moderate loss or degradation of services but work can reasonably continue in an impaired manner. P4 - Minimum business impact where the business is substantially functioning with minor or no impediments of services. This includes queries and change requests.
Reproduce Issue*	If the issue can be reproduced by the user following certain steps.
Steps to Reproduce	If reproducible, list the steps required to reproduce the issue on Storm's side. This aims to reduce the investigation and troubleshooting time.