

Customer Portal

Overview: Networks Plus grants permissions to customers to have access to a customer portal to submit a new ticket, look up a ticket, view an invoice, and modify user permissions within their organization. The permission access to view invoices, look at other users tickets, and modify user roles is dependent on the role assigned to the user.

Customer Portal website to login: networksplus.myportallogin.com

Customer Portal tutorial video: <https://youtu.be/csSJt0jNCv4>

Signing in

The following sign-in options are available for the customer portal. The email used to log into the customer portal needs to match the email address under the contact in ConnectWise Manage.

- Microsoft – Allows users to sign in with their own Microsoft Credentials
 - Note: This must be a cloud-based Microsoft account. This could be Azure Active Directory, a personal Microsoft account, or Microsoft 365. On-premises Active Directory is not supported. The first time a user logs in with this option, they must grant consent for access to their basic Microsoft profile information, including name and email address.
- Google - Allows users to sign in with their own Google Credentials
- ConnectWise SSO – Allows users to sign in with their email that's listed under contacts.
 - Steps to setup: navigate to networksplus.myportallogin.com > click 'sign up' > setup account > validate access via the email sent to your account > click 'sign in' on networksplus.myportallogin.com.

User Permissions

The Users screen is where portal administrators can define permissions and create new users for their Customer Portal. Users automatically sync from Manage. To log in to the Customer Portal, each user must be created as a contact and associated with a company in ConnectWise Manage. Only Active users are displayed. Use the search feature to quickly locate users by first name, last name, or company. By default, all users listed under companies in ConnectWise Manage have a role of "Standard User" assigned to them, meaning they can log into the portal, submit a ticket, and look up their own tickets. If an admin requests additional access, that change must be done within the ConnectWise Admin portal.

	Log in to the portal	Submit a ticket	Look up own tickets	Look up all user tickets	Look up Invoices	Manage a user
Full Admin	X	X	X	X	X	X
Ticket Manager	X	X	X	X		
Billing Admin	X	X	X		X	
Ticket Read-Only	X		X			
Standard User	X	X	X			
No Access						

Important: The Customer Portal only supports the Google Chrome web browser, though the portal may work in other browsers.