

Reflex Integrated Self Service Portal – User Guide

The self-service portal allows for you to be able to submit and track IT support tickets all on one website.

Please note: If you have a technical support emergency, please call us at 1-888-773-3539.

To access the portal, you can visit support.reflexint.com on your web browser, which would take you to a login page, similarly pictured below.

Reflex Integrated Support Portal Portail du Soutien Reflex Integrated

User Name

Password

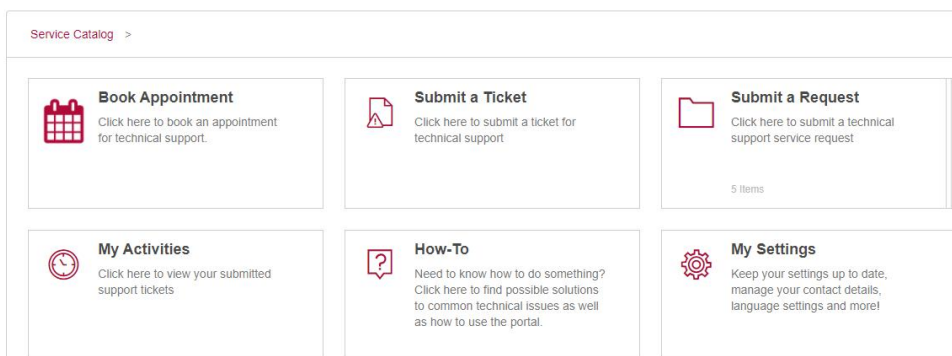
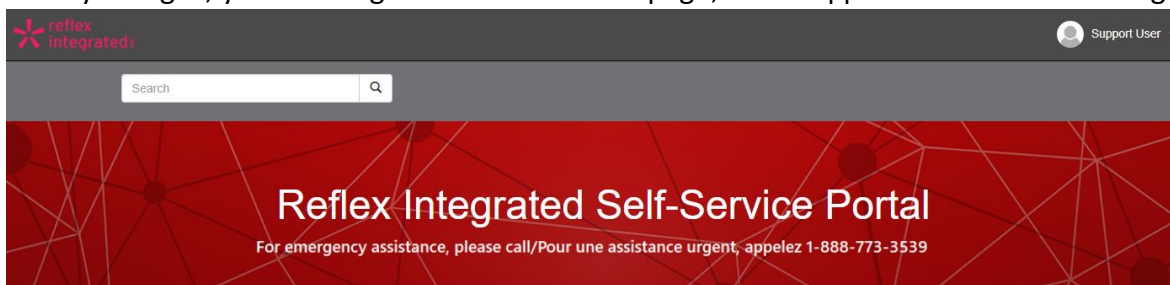
Log In/Connexion

Remember Me

[Forgot your password? / Mot de passe oublié ?](#)

You will receive the login information from one of our team members prior to being able to access the portal.

Once you log in, you will be greeted with a home page, which appears similar to the image below.



The search feature at the top of the page allows for you to search for any open or recently closed tickets that you have.

Below the banner image, you have a number of options to assist with your request.



Book Appointment

Click here to book an appointment for technical support.

Book Appointment – Select this option to schedule a callback appointment through our booking portal.



Submit a Ticket

Click here to submit a ticket for technical support

Submit a Ticket – Select this option to submit a ticket for issues requiring technical support.



Submit a Request

Click here to submit a technical support service request

5 Items

Submit a Request – Allows for you to submit a new service request such as setting up new hardware, modify user account access, order hardware and more.



My Activities

Click here to view your submitted support tickets

My Activities – Track the status of your open tickets, as well as tickets that have been closed within the last 21 days



How-To

Need to know how to do something? Click here to find possible solutions to common technical issues as well as how to use the portal.

How-To – Find possible solutions to common technical issues as well as how to use the self-service portal.



My Settings

Keep your settings up to date, manage your contact details, language settings and more!

My Settings - Access the settings to your Self Service portal account, allowing you to update passwords, email information, phone number and more.

How to Submit a Ticket

To open a new ticket, select “Submit a Ticket”. You will be taken to a new page, which contains a form with the following requirements, similar as below:

Submit Incident

Company
Reflex Integrated Inc

Contact Information *

Full Name/Nom et prénom:
Phone Number/Numéro de téléphone:
Email:

Enter your name, phone number, and email address in order for the technician to reach out to you

Subject *

Provide a summarized title briefly describing the issue or request, like the subject line for an email.

Description *

Provide detailed information regarding the issue or request including how to produce the error, impact on operations and any additional details that may be helpful for troubleshooting

Attachments

[Select Attachments](#) or drag and drop files to here


If you have screenshots, attachments will assist the technician in troubleshooting the issue combined with the steps to reproduce it in the description.

[Cancel](#)


Submit

How to Submit a Request

To submit a request, select “Submit a Request” and you can select any one of the options as shown.

 **Setup New Workstation or Printer**
Click here to request for a new workstation or printer setup.


Setup New workstation or Printer – You can schedule a date and time to connect with a technical support agent to assist with configuring your newly received workstation or printer

 **Modify User Access**
Click here to request modification of user access

Modify User Access – Request to have access for a user to be modified (eg. Create Windows login, disable email access). Your request will be subject to approval prior to processing. You would be directed to fill out a form similar to **Submit a Ticket**.

User Affected *

Enter the account name for the user to be affected by the access modification

 **Software Install/Upgrade**
Click here to request to install or upgrade software


Software Install/Upgrade – If you’d like to install or upgrade software such as Microsoft Word or Excel, submit a request here. You will be directed to fill out a form similar to **Submit a Ticket**.

Software Install/Upgrade *


Select if your software needs to be installed or upgraded to a newer version.

Software Name *

Enter the name for the software

 **Hardware Order**
Click here to place an order for hardware

Hardware Order – Place an order for new or replacement hardware such as computer towers, monitors, laptops, etc. You will be directed to the orders portal in order to fulfil your request.

 **General Request**
Click here for all other technical support service requests

General Request – If you have a request for a new change or implementation that doesn’t match the above, you can submit a General Request. You will be directed to fill out a form that is similar to **Submit a Ticket**.