

# Client Portal: Welcome Document

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Here you can find some basic information about our client portal and how it can benefit you!



## CLIENT PORTAL

*support.tabush.com*

*212.252.0571*

*help@tabush.com*

Welcome to Tabush Group's Client Portal! We've made it easier than ever to submit or update your IT requests, access training materials, search for solutions to your IT questions, and more!

Using the Tabush Group Client Portal allows our technicians to get the information they need to resolve your issues as quickly as possible.

- **More efficient ticket creation and resolution.** A short form walks you through a few questions so we collect all of the necessary information to get started on your resolution right away.
- **Streamlined communication.** Create new tickets, add new information to your open ticket, or close a ticket if you've resolved the issue. Plus, easily find all the communication between you and your technician in one place.
- **Searchable knowledge base.** Search for best practices, tips, training materials, videos, solutions to common questions, and much more.
- **Important notifications.** Easily find important notifications from Tabush Group, including planned outages or maintenance.

### USING THE CLIENT PORTAL

Tabush Group's Client Portal makes it easier for you to get faster resolution for your IT issues. Please follow these simple steps to get started.

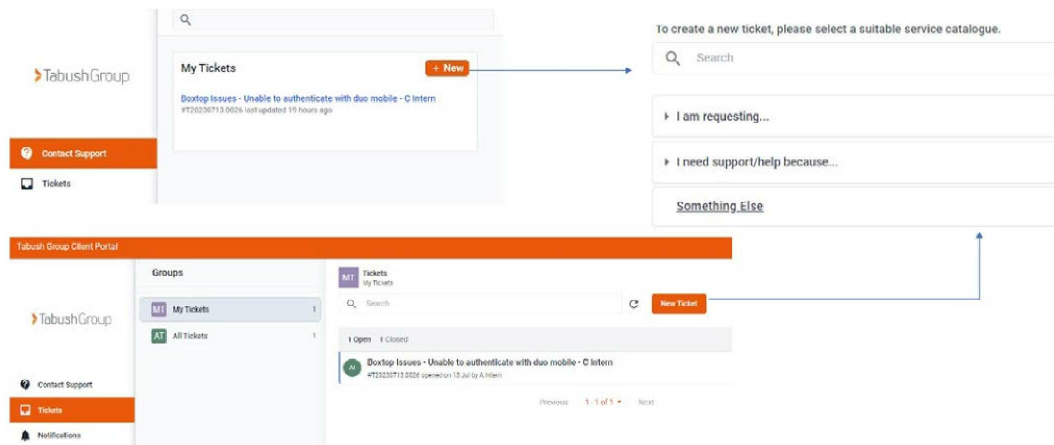
### LOG IN FROM ANY LOCATION

1. Visit [support.tabush.com](https://support.tabush.com) from any device
2. Enter your email address
3. Select **Sign in using email token**
4. Enter the code sent to your email
5. If you are using a private device, click **Yes** so the system will remember you



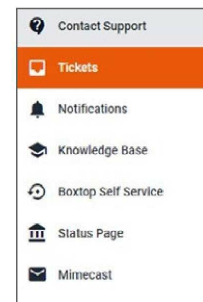
**Contact Support** allows you to open a ticket. Answer a few questions to provide your technician the necessary information to get started on your issue. Many of the most common needs are listed here, including adding or removing a user, installing new hardware or software, requesting a password reset, and software questions. If your issue is not listed, select “Something Else” and provide as much information as possible.

Please attach any supporting information or screenshots to help us resolve your issue as quickly as possible



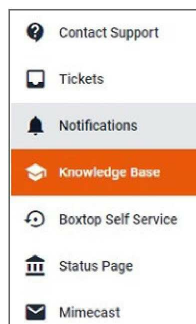
## IN TICKETS, YOU CAN:

- **View the history of every ticket.** See the latest updates and all notes for the entire history of every ticket
- **Update your open ticket.** Add additional information to your ticket
- **Escalate your ticket.** Use the FastTrack Ticket option to escalate your issue
- **Close your ticket.** If your issue is already resolved, you can select Close Ticket
- **Reopen a closed ticket.** Reopen a previously closed ticket to add new information



**Notifications provide you quick access to the latest updates on your open tickets.**

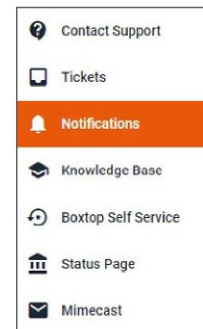
You can also find news and announcements on Tabush Group and our systems. Important notifications will appear as a heading in the Contact Support section.



**In the Knowledge Base,** you can search for best practices, tips, training materials, videos, and solutions to common questions.

**Tabush Group Status Page** provides real-time updates and history on our vital operations, including Data Centers, Boxtop, Office 365 and more.

**Access your Mimecast User Portal** to access your on hold messages, view blocked or permitted domains, and more.



support.tabush.com | 212-729-5101 | help@tabush.com | ©Tabush Group

Need More Help? [Click Here!](#)