

A photograph of three people in a modern office setting. Two women and one man are seated around a table, looking at a laptop. The woman on the left is wearing a yellow jacket. The man on the right is wearing a light-colored sweater. The background shows office desks, computers, and glass partitions.

Your Fast Pass to the Client Center

Many managed service providers like to hold all the cards, so it's hard to tell if you're getting the service you deserve. We believe that lasting relationships are built on transparency, which can be found in one powerful tool: the Marco Client Center.

What Can & Can't You Do There?

✔ SEE YOUR INFRASTRUCTURE AT-A-GLANCE

We've designed our Client Center to be a system administrator's dream. You'll be able to view all of the infrastructure we have on file – and who has access to your systems – within our user-friendly dashboard.

✔ REQUEST AND TRACK SERVICE

We've made it easy for you to keep tabs on us! Not only can you create a new service ticket and see the status of all existing requests, but you can also communicate with our specialists and escalate IT tickets.

✔ ORDER SUPPLIES IN A FEW CLICKS

You can order the supplies and components your staff needs directly from our Client Center. If you frequently purchase the same products, you can star those orders for a quicker shopping experience next time!

✔ MANAGE MICROSOFT SUBSCRIPTIONS

Are you taking advantage of our Microsoft discounts? If so, you can also view and manage all of your current Microsoft subscriptions so you're never caught off guard.

✔ VIEW REPORTS

Have those patches been applied? How's your network performing? What tools are causing your staff the most problems? You'll find quick answers to questions like these in our regular reports.

✔ VIEW OUR RECOMMENDATIONS

Your account team will meet with you regularly to discuss our recommendations for you and help you plan ahead. All of our suggestions are stored and tracked, so you can access them anytime and address them as you see fit.

✘ PAY YOUR MANAGED SERVICES BILL

Sorry! Your regular managed services bill must be processed through our Accounts Receivable department. If you have any questions about your bill, please call 800-847-3014 or email AR@Marconet.com.

✘ ESCALATE AN IMAGING SERVICES TICKET

Managed print and managed IT services work a bit differently on our end. So, while it's necessary to escalate an IT ticket now and then, this capability doesn't exist on the print side. But don't worry – you can still communicate with a print technician just as easily.



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Client Center FAQs

HOW DO I ADD A NEW PORTAL USER?

New users can start the registration process by going to Portal.Marconet.com/Signup. If you're a tenant admin, you'll get an email notification to either accept or reject the new user. You can also add a new user yourself. When you log in to our Client Center, you'll find the tools you need under Settings, which has a gear icon that looks something like this:



HOW DO I CREATE A SERVICE TICKET?

You can easily create a new service ticket from the Dashboard or the Services module. Just find the icon that looks like this:

+ Create

HOW DO I ASK A QUICK QUESTION?

If you have a question about the portal – or you notice that something's inaccurate – please email Portal@Marconet.com.



CAN YOU WALK ME THROUGH SOMETHING?

Although we've designed our Client Center to be as user-friendly as possible, it's also a powerful tool with advanced capabilities, and there's always a learning curve. You can find a number of walkthrough videos on our YouTube channel – Youtube.com/@Marconet – or in our Knowledge Base at Help.Marconet.com.



Get Started Today

800.847.3098 | marco@marconet.com

Simple. Secure. **Better.**