



**MARCONET.COM**  
800.847.3098

# Your Fast Pass to the Insights Cloud Portal

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 Insights Cloud Portal.

## What Can & Can't You Do There?

### ✓ **SEE YOUR INFRASTRUCTURE AT-A-GLANCE**

We've designed our portal 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 portal. 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](mailto: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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## Portal FAQs

### HOW DO I ADD A NEW PORTAL USER?

New users can start the registration process by going to [Portal.Marconet.com/Signup](https://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 the portal, 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](mailto:Portal@Marconet.com).



### CAN YOU WALK ME THROUGH SOMETHING?

Although we've designed the portal 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](https://Youtube.com/@Marconet) – or in our Knowledge Base at [Help.Marconet.com](https://Help.Marconet.com).



Get Started Today

800.847.3098 | [marco@marconet.com](mailto:marco@marconet.com)

Simple. Secure. Better.