
The customer portal provides the opportunity to log support calls directly into our ticketing system, meaning you can easily track the progress and manage your tickets online.

1. Review and edit all tickets - open, closed and scheduled
2. View and edit pending quotes or recommendations
3. Search all your tickets for a particular subject e.g backup or email problems
4. Administrators can edit/ add users
5. Edit your account details such as email address or phone number
6. Click here to create a new support ticket
7. Summary of open tickets. Click on the ticket to view/ edit details
8. Overview of tickets for the year
User Accounts

To use the Portal you will require a logon account to be created.

Simply call us on 01326 379 497 or email info@ncitech.co.uk requesting access to the portal, we will then confirm your details and generate a password.

Logging on to the Portal

Go to http://clientportal.ncitech.co.uk or the NCI website www.ncitech.co.uk and click ‘Help Desk’ for ‘Customer Helpdesk Portal’. You will be presented with a login screen. Enter your account details and click the green arrow.

Create a new ticket

Step 1 Choose the type of ticket you wish to log

Step 2 Fill in the title and description. You can upload a document if required such as screenshots of the problem

Step 3 Please supply as many contact details as possible so that we can get in touch a.s.a.p. Click “submit”.

Viewing/ updating a ticket

Open the required ticket then add notes and check progress. Click “update” once finished and X to close.

User Account Management

If you have administrative rights to the portal for your company, you can create, edit and disable user accounts from within the site. To do this, click “Users” under the account menu, select the user you wish to modify, and click “edit”. Make necessary changes and click “Save”.

To disable the user account, select “disable” from the user details screen.

To create a user, click “Add New User” from the “All Users Screen”.

NOTE: Security level “User” should be set for most users, “Admin” security setting allows users to see all service calls for the company and should be set with caution.