

Customer Panel - User Guide

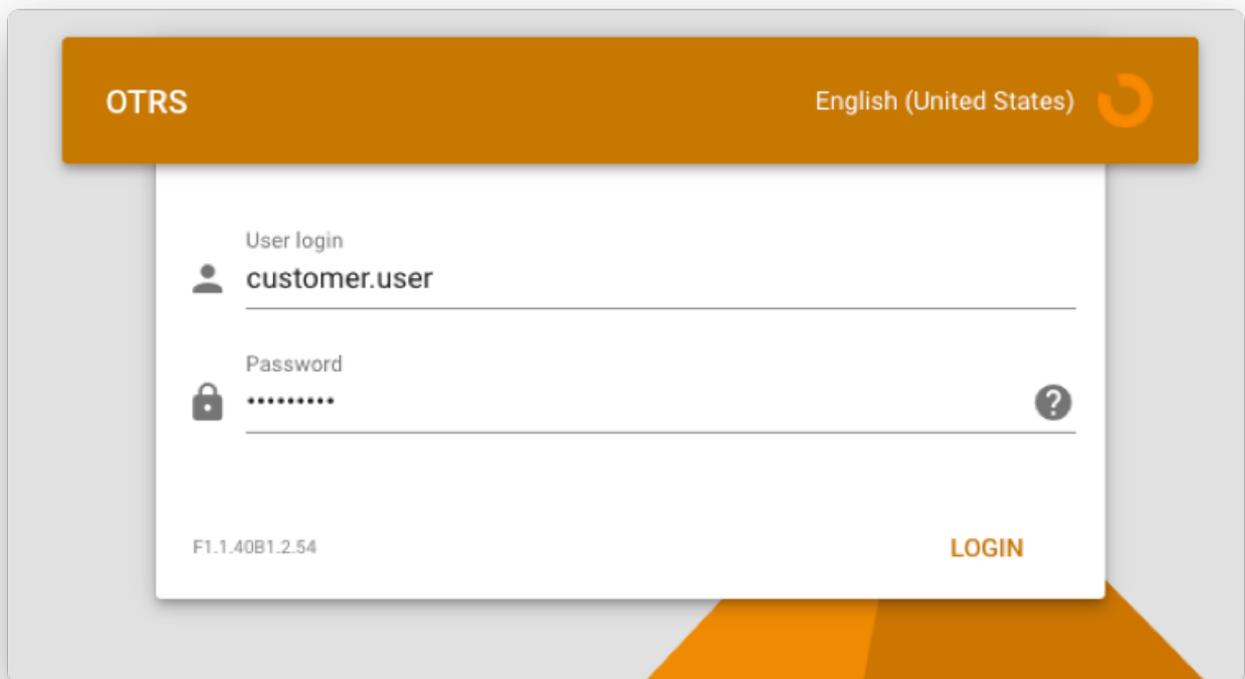
- [Logging in](#)
- [Navigating the customer panel](#)

Logging in

If you previously used the OTRS's Customer Panel you can log in to the new *Intalio Customer Panel* using the same credentials.

Login page address

The login page address may vary depending on how the system is implemented but usually it ends with **otrs/route.pl/customer-panel/login**.



The screenshot shows the OTRS login interface. At the top, there is an orange header bar with the text "OTRS" on the left and "English (United States)" with a refresh icon on the right. Below the header is a white login form. The form has two input fields: "User login" with a user icon and the text "customer.user", and "Password" with a lock icon and a question mark icon. At the bottom left of the form is the version number "F1.1.40B1.2.54" and at the bottom right is a "LOGIN" button.

Forget your password?

If your administrator allows you to reset user passwords, you can use the password reset function. All necessary information will be sent to your e-mail.



User login

Password



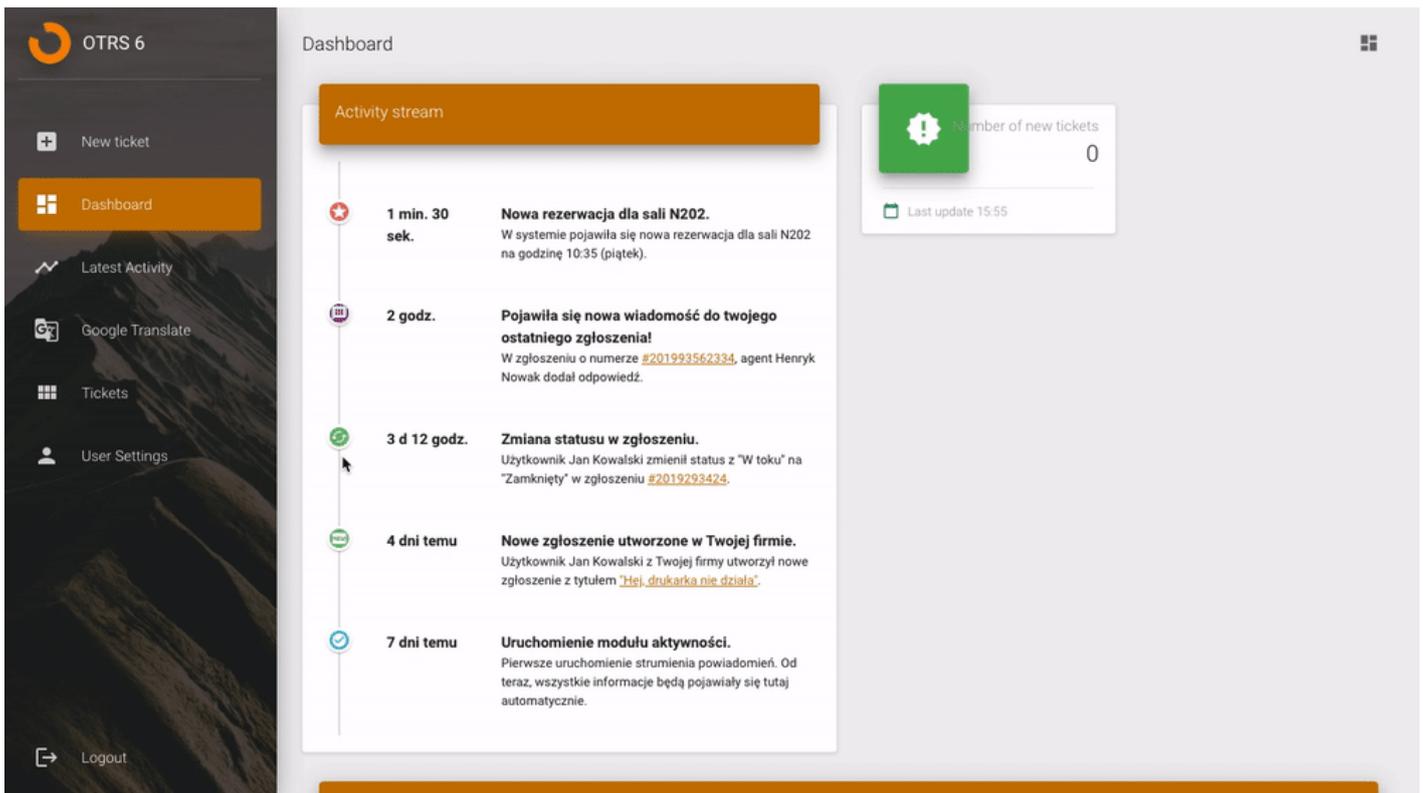
Navigating the customer panel

After logging in you will see two main elements of the client panel.

1. Main Menu
2. Selected module view

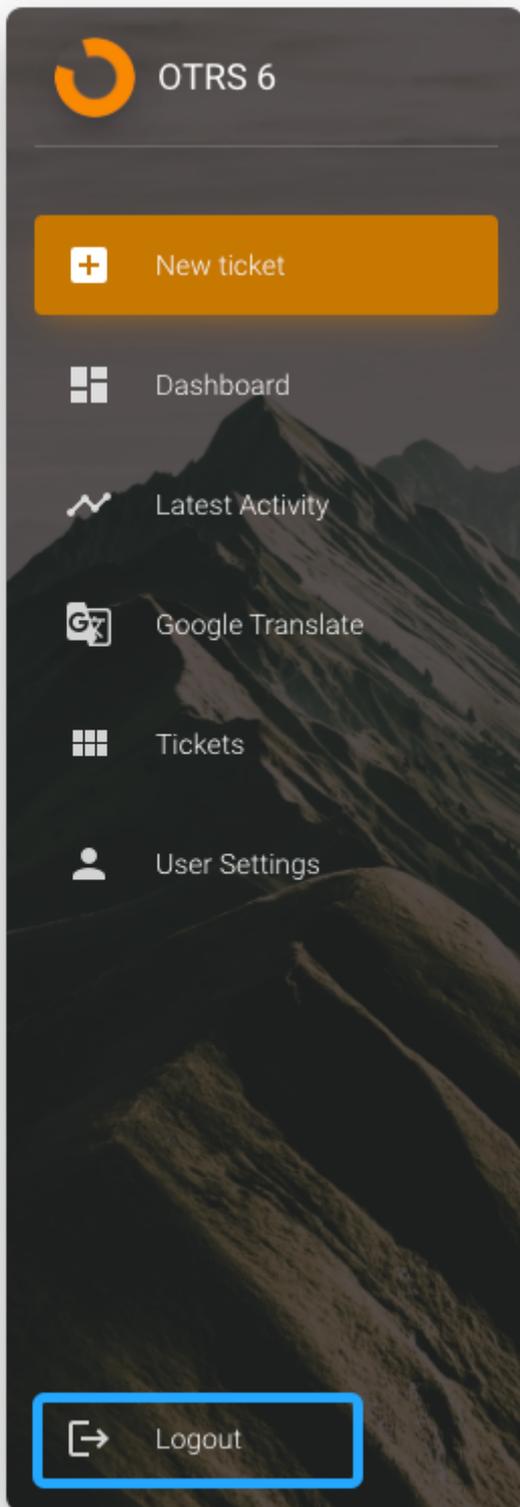
Main Menu

Click on one of the menu items to display the module.



Logout

You can find logout button at the bottom of the Main Menu.

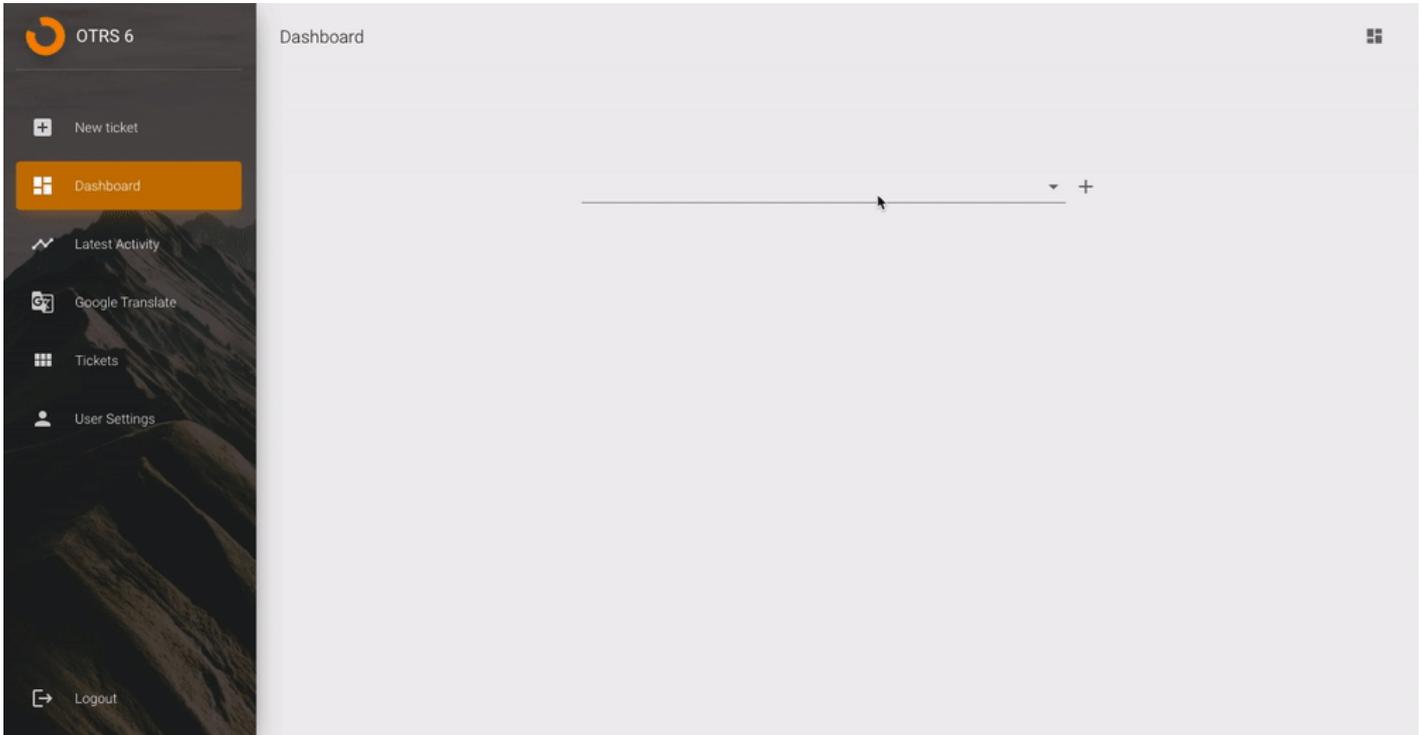


Dashboard

The Dashboard module gives the user the ability to display only customer panel's elements that

are important. Every change in the widgets on the dashboard (or in any other module) are saved in the user's preferences and will be loaded after the next login.

Adding widgets to the Dashboard



Organising widgets

User can organise widgets however he wants. Simply drag the widgets and drop elsewhere in the Dashboard's canvas.

OTRS 6

- New ticket
- Dashboard
- Latest Activity
- Google Translate
- Tickets
- User Settings
- Logout

Dashboard

Number of new tickets: 0
Last update 16:08

Number of closed tickets: 1
Last update 16:08

Tickets: ALL OPEN CLOSED Company

TicketNumber	Title	State	Created ↓	CustomerName
2020052610000011	Reservation "Computer Room" (Intalio HQ/Poznań) from 2020-05-26 13:00 till 2020-05-26 14:00	closed successful	2020-05-26 11:39:48	John Doe

Tickets per page: 5 Tickets 1 - 1 of 1

Ticket list

Removing widgets from the Dashboard

Drag the widget to the red bar with trash icon to remove it from the system.

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