

# How to use the Cerium 1463 Portal

## Overview


Cerium 1463 is for use by customers who have an active support agreement with Cerium. This interactive portal is accessible through a unique login per user, and will provide specific customer support information about that user’s account. This portal will have visibility into active and closed tickets, current alarms, and will allow the user to add new tickets and add comments to existing tickets.

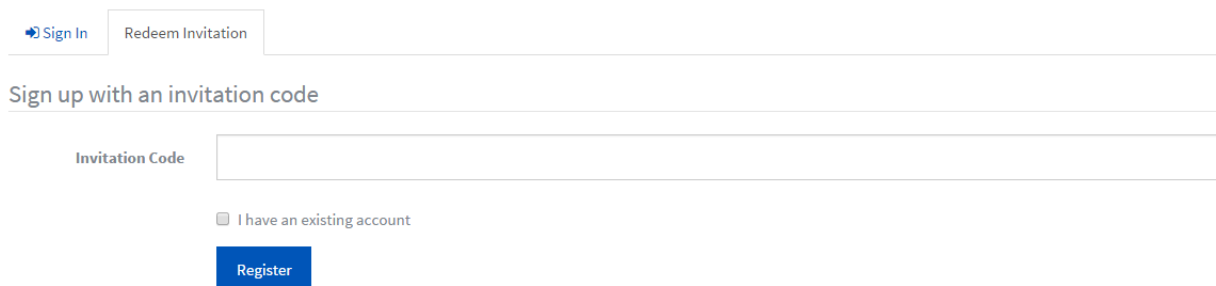
## Contents

Overview .....	1
Registration .....	1
Landing page .....	3
Support Tickets: .....	4
To Access trouble tickets .....	4
To view details and add notes .....	4
To create a support ticket .....	5
Access Alarms.....	7

## Registration

Steps to create login

1. Click  button.
2. Click on “Redeem Invitation”.
3. Enter the Invitation Code you received.



[Sign In](#) | **Redeem Invitation**

---

Sign up with an invitation code

Invitation Code

I have an existing account

**Register**

4. Click “Register” button.

5. Enter desired username and password

## Register for a new local account

---

Username	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
<input type="button" value="Register"/>	

\*Passwords must be at least 6 characters.

6. Click "Register" button.
7. Verify First and Last Name, E-mail and Phone Number.

Please provide some information about yourself.

The **First Name** and **Last Name** are **Required**.

The **Email Address** and **Phone** number are **Required** but will not be displayed on the site.

All other fields are optional.

## Your Information

---

**First Name \***

**Last Name \***

**E-mail \***

**Phone Number**

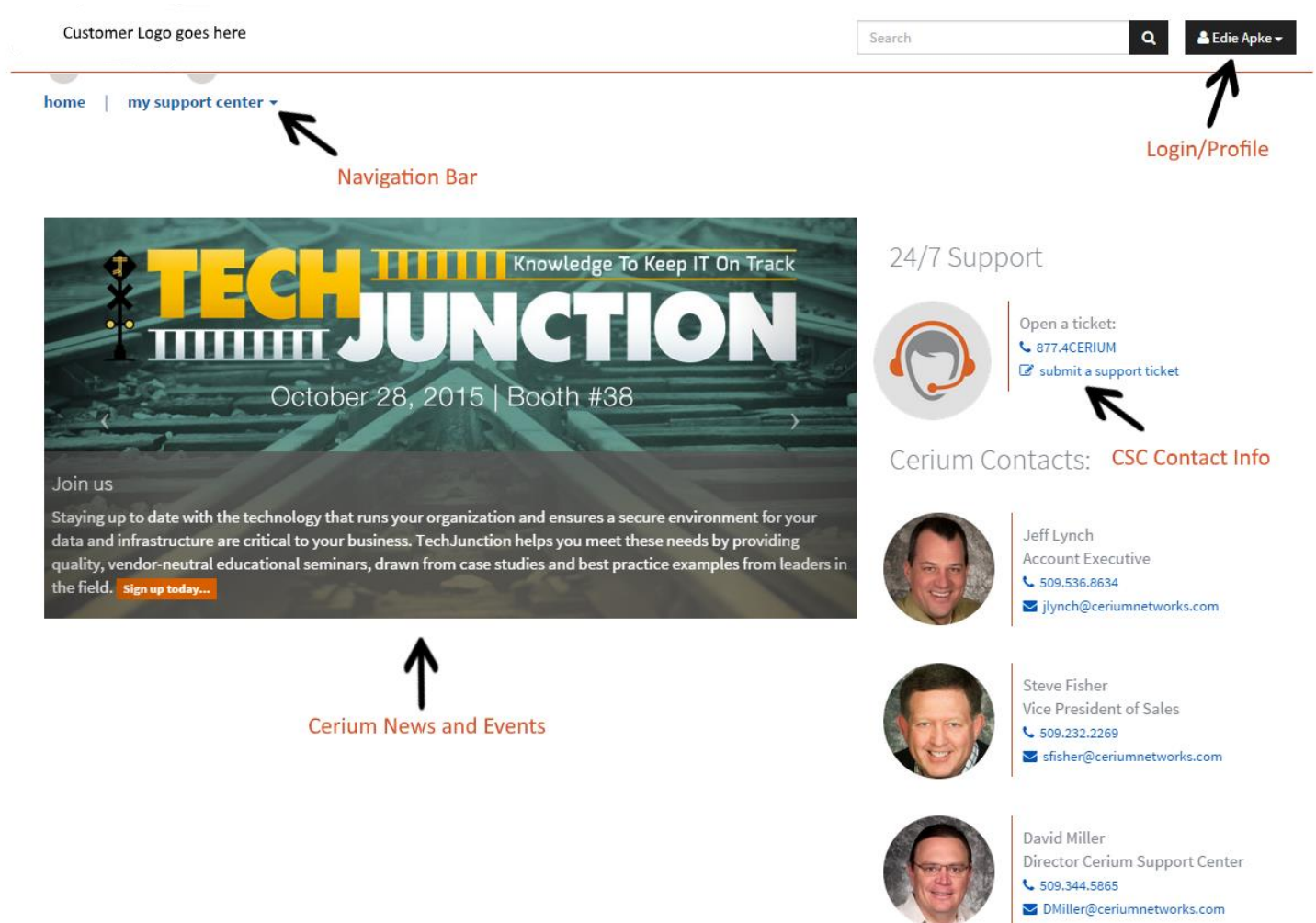
**Organization Name**

**Title**

8. Click "Update" button.

## Landing page

This is the home page of Cerium 1463. From here you can navigate to the information you are looking for using the “Navigation bar”. We also list your contacts with Cerium here, making it easy to communicate with the person you need. We display Cerium News and Events here as well so you always know what we are up to.



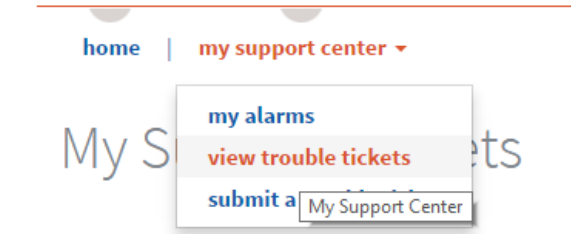
The screenshot shows the Cerium Networks landing page with several key elements highlighted by arrows and labels:

- Customer Logo goes here:** A placeholder for the customer's logo at the top left.
- Search:** A search bar at the top right.
- Edie Apke:** A user profile dropdown menu at the top right.
- Navigation Bar:** A horizontal bar containing links for [home](#) and [my support center](#).
- 24/7 Support:** A section for customer support featuring a headset icon, a phone number (877.4CERIUM), and a link to [submit a support ticket](#).
- Cerium Contacts:** A section titled "Cerium Contacts: CSC Contact Info" listing three staff members:
  - Jeff Lynch:** Account Executive, 509.536.8634, [jlynch@ceriumnetworks.com](mailto:jlynch@ceriumnetworks.com)
  - Steve Fisher:** Vice President of Sales, 509.232.2269, [sfisher@ceriumnetworks.com](mailto:sfisher@ceriumnetworks.com)
  - David Miller:** Director Cerium Support Center, 509.344.5865, [DMiller@ceriumnetworks.com](mailto:DMiller@ceriumnetworks.com)
- Cerium News and Events:** A large banner for "TECH JUNCTION" with the tagline "Knowledge To Keep IT On Track", dated October 28, 2015 at Booth #38. Below the banner is a "Join us" section with a "Sign up today..." button.

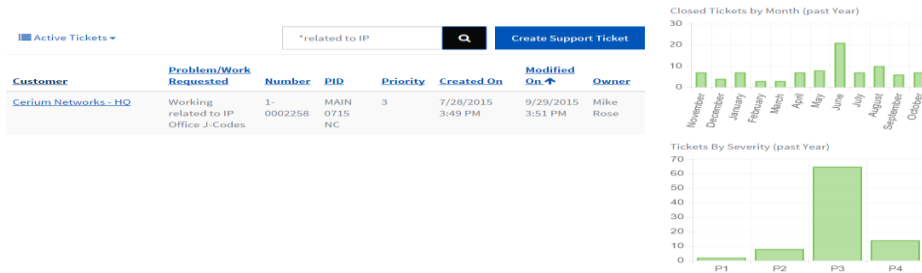
# Support Tickets:

## To Access trouble tickets

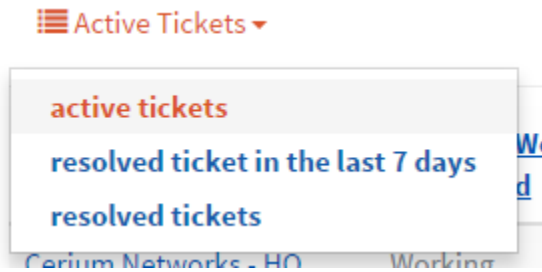
1. Click on “my support center” and select “view trouble tickets”.



2. By default you will see all active tickets and on the right side you will see graphs showing ticket counts by month and severity for the past year.



3. To see closed tickets click on the filter button and select the view you would like to see.



## To view details and add notes

1. To view more details and/or add a note to a ticket, click on the site name.
2. To add a note click on “Add Note”.

3. Enter notes and/or attach document and click “Submit”.

Enter Notes

<b>Customer *</b> Cerium Networks - HQ	<b>Number</b> 1-0002258
<b>Responsible Contact</b> CSC Internal tickets(no updates)	<b>Customer Ticket Number</b> NA

**Description of Work Requested**

Resolution:  
Time (if closing): \_\_\_\_

**Add Notes Here**

New Note!!!

No file chosen

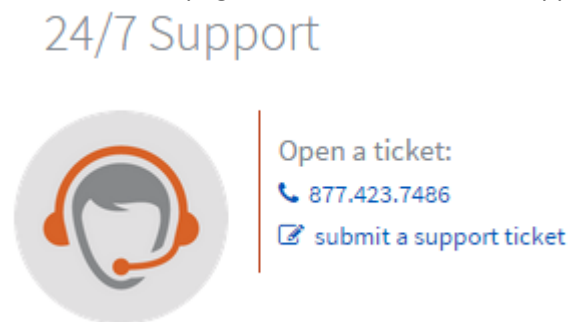
4. Your note will now show in the “Customer Status” field.

## To create a support ticket.

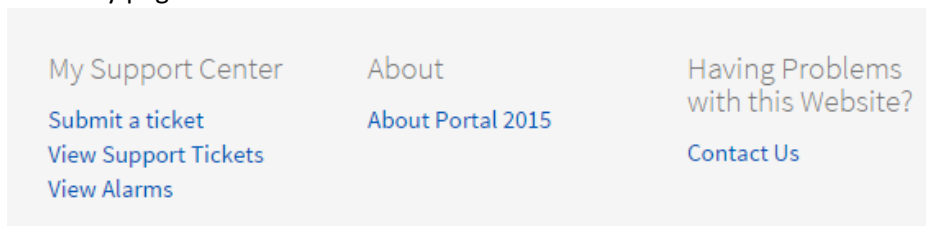
\* Only P3/P4 priority tickets can be entered through the Portal, you are prohibited from changing the priority higher than Priority 3. All higher priority(P1/P2) issues should be called into the Cerium support center.

There are a number of locations that have a link to submit a new ticket.

- From the home page click on the “submit a support ticket” link on the right.



- From any page click on the “Submit a ticket” link in the footer.



- From the Navigation bar click on “my support center” and then choose “submit a trouble ticket”.

home | my support center ▾

my alarms  
view trouble tickets  
submit a trouble ticket

1. Fill out the form, attach any documents and click on “Submit Ticket”.

**Customer \***

Cerium Networks - HQ

**Enter a brief subject line (Field is public) \***

**Solution Category \***

**Description of Work Requested \***

**Attach a file**

Choose Files No file chosen

Submit Ticket

2. You will be redirected to the “view trouble tickets” page and you will see your new ticket there.

## Access Alarms

Steps to view your current equipment alarms.

1. Click on “my support center” on the navigation bar and click on “my alarms”.

My Alarms



ID	MyDate	MyTime	PBXID	CompanyName	PBXAlarmType	AlarmCode
908201	6/5/2014 9:20:52 AM	6/5/2014 9:20:52 AM	2345678901	Cerium Networks Test Audix	Warning	RES



No Alarms to display.

- \* AlarmTraq shows your Avaya and Nortel equipment alarms.
- \* SolarWinds shows your Cisco and Microsoft equipment alarms.

2. Use the paging buttons to see past alarms.