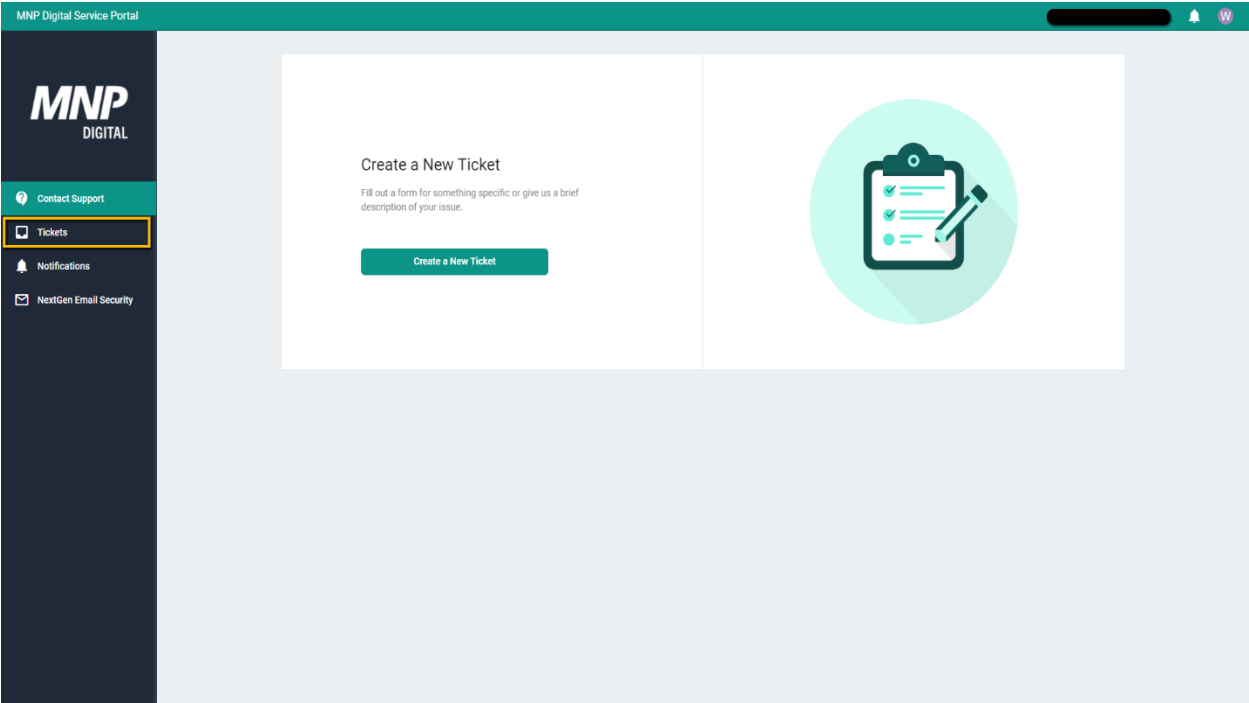


MNP Digital Service Portal

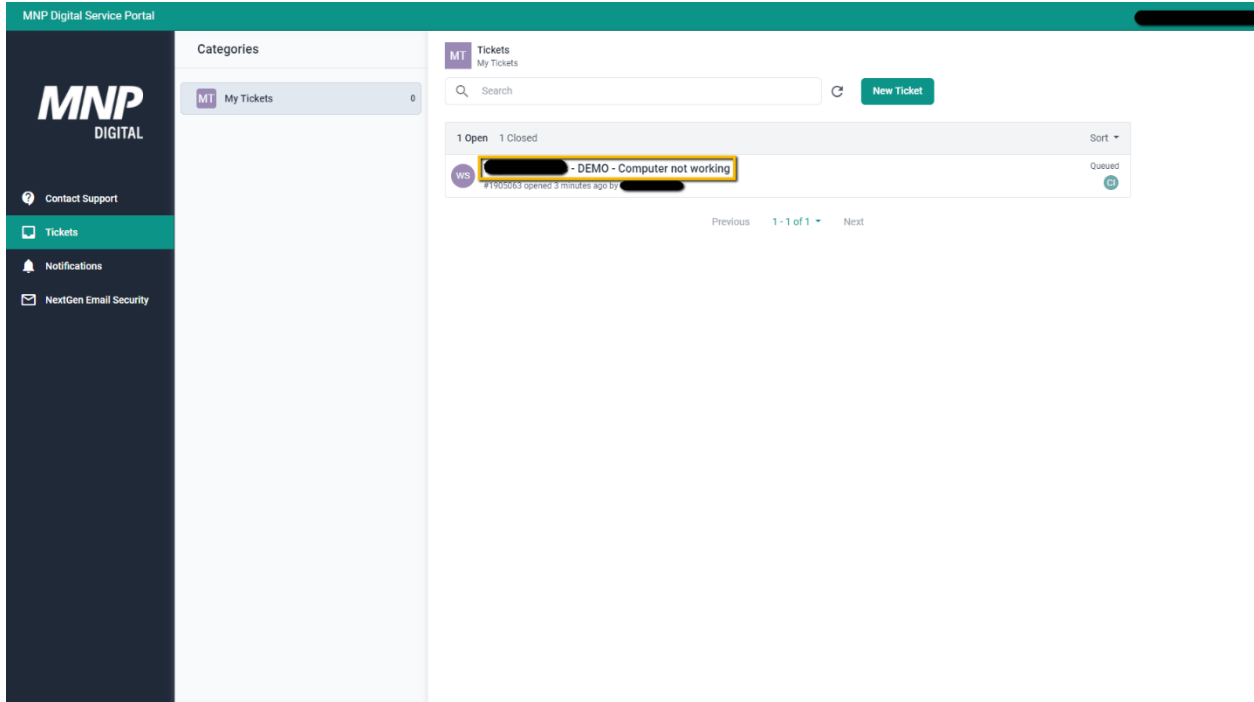
Additional Features and Function

This guide was created to expand upon the [Requesting Support Guide](#) and show you the additional features and functions that make the MNP Digital Service Portal a valuable tool for your support experience.

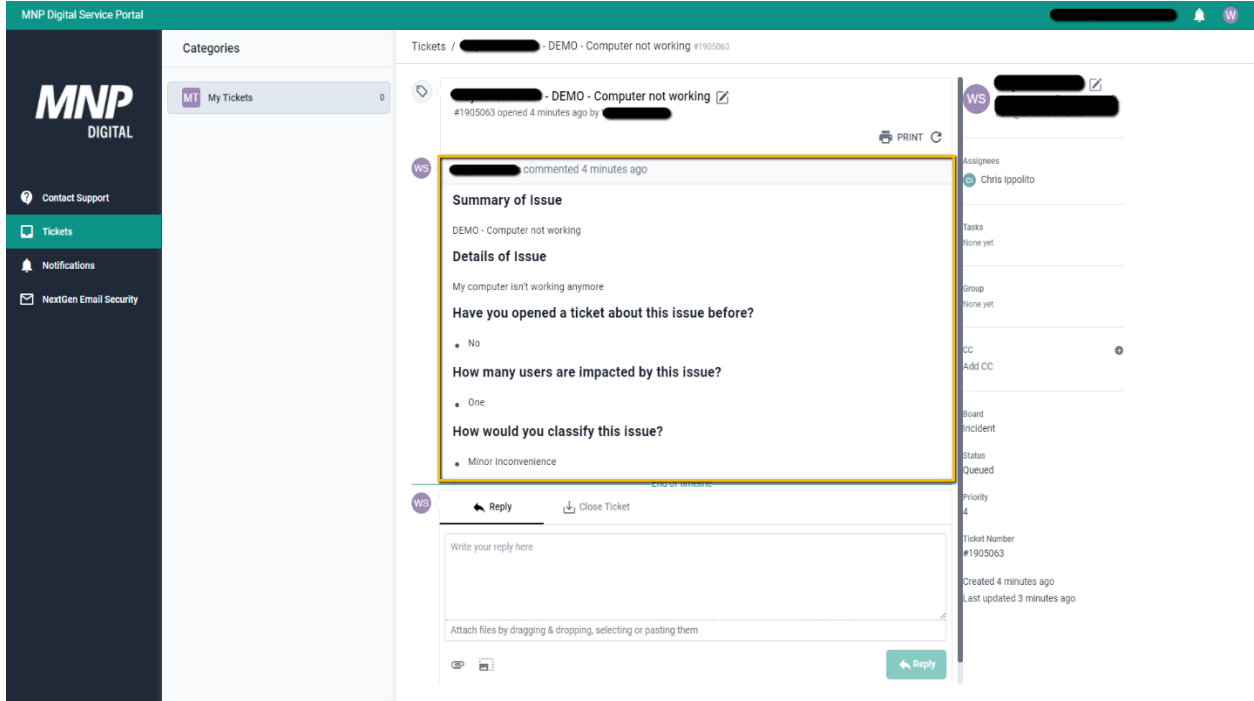
Viewing Tickets and Details



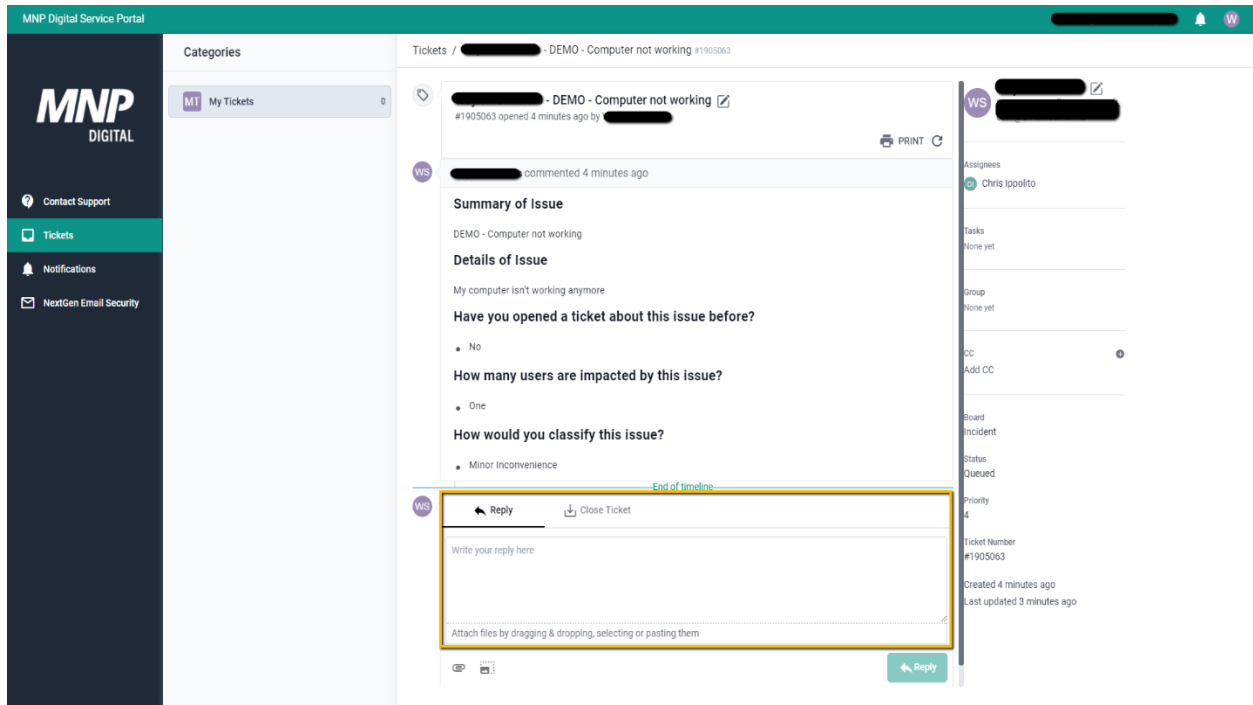
Select *Tickets* to view all open and closed tickets.



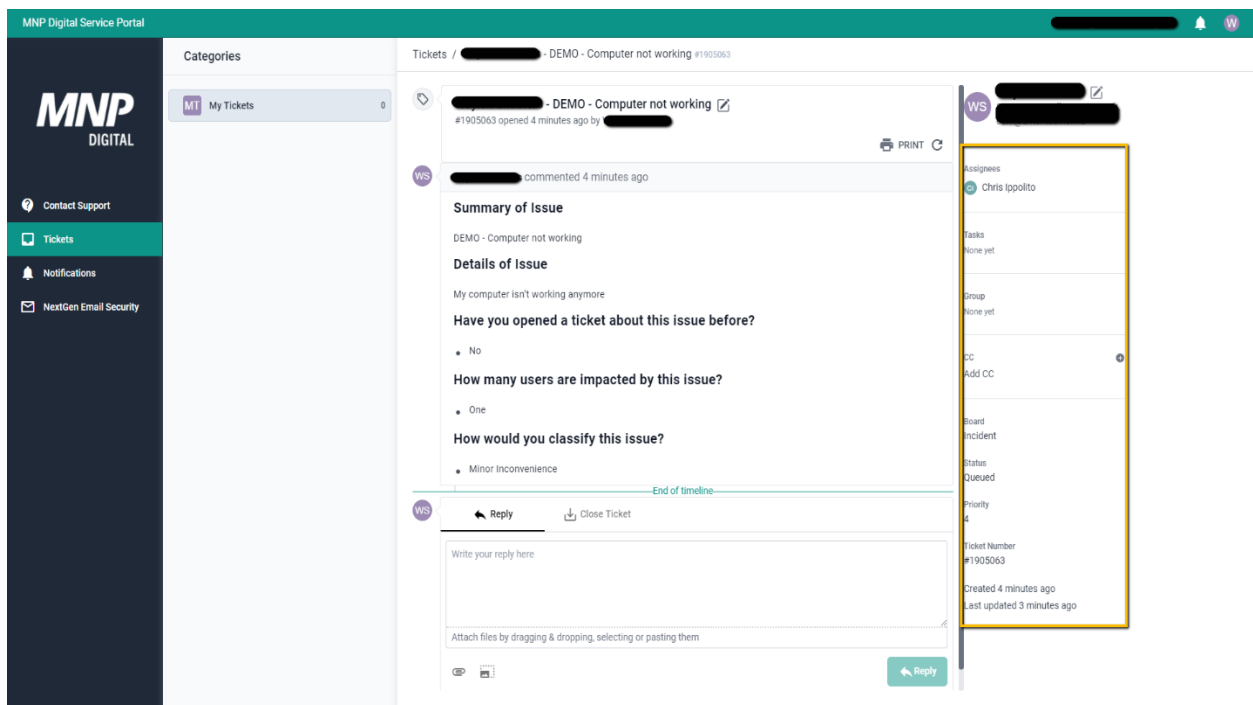
Open tickets is the default view and are shown here. To view additional details, click on the title of the ticket you want to view.



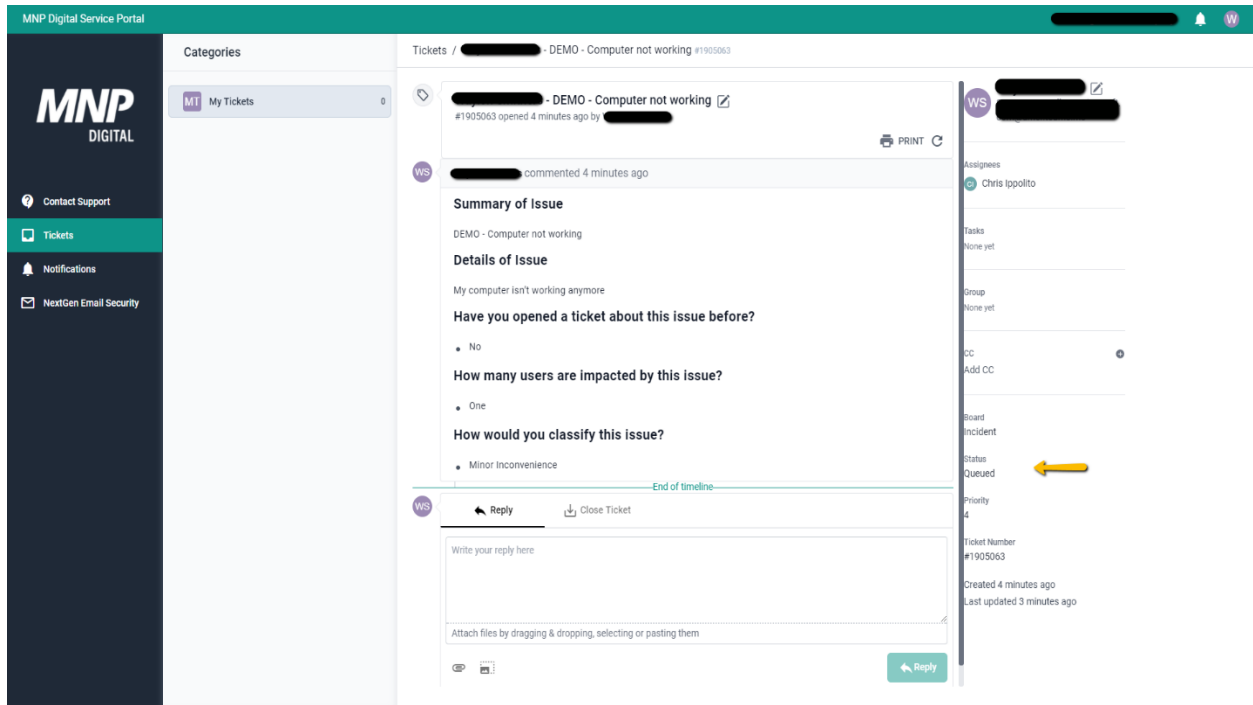
All the details provided when submitting a ticket.



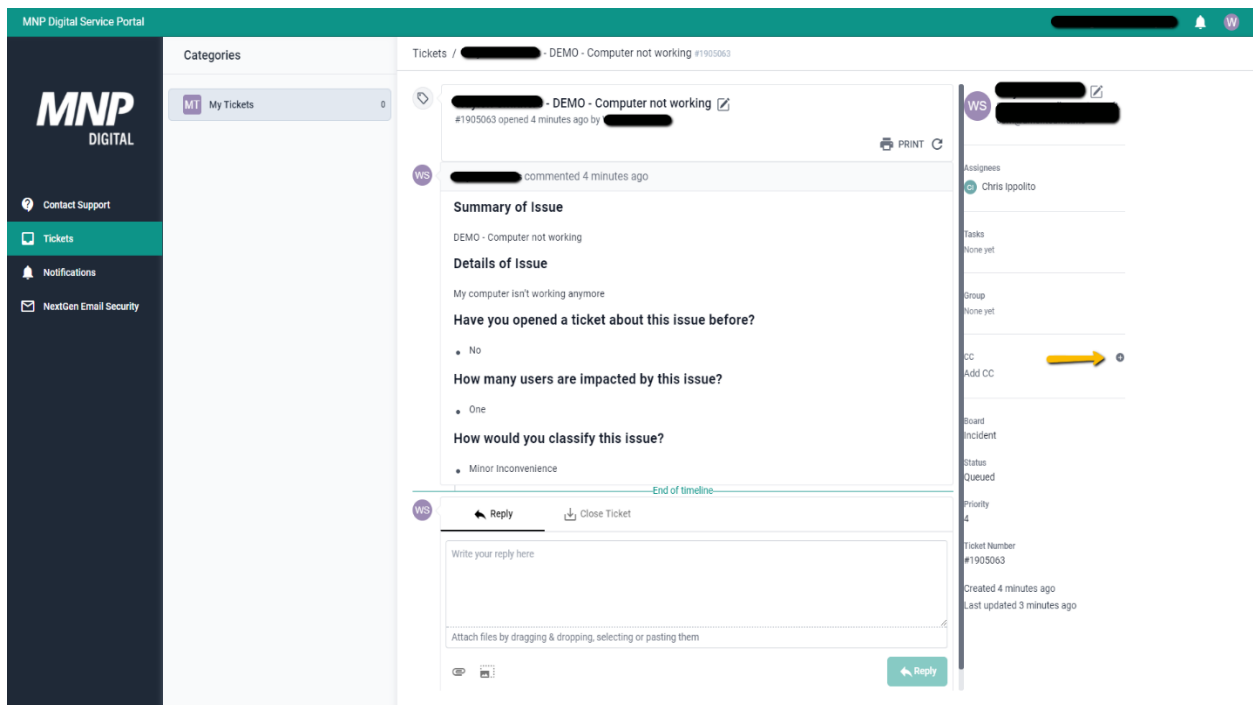
A text field to send messages to the support technician assigned to your ticket.



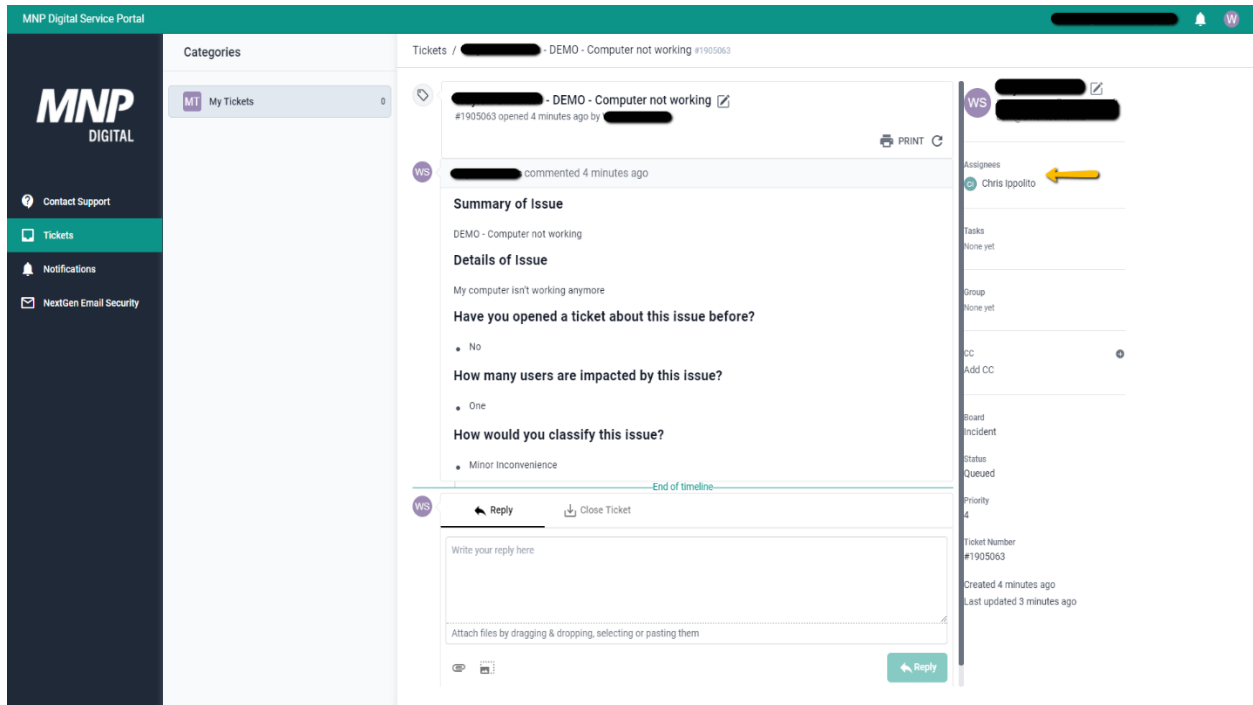
Additional details and functions that are good to be aware of.



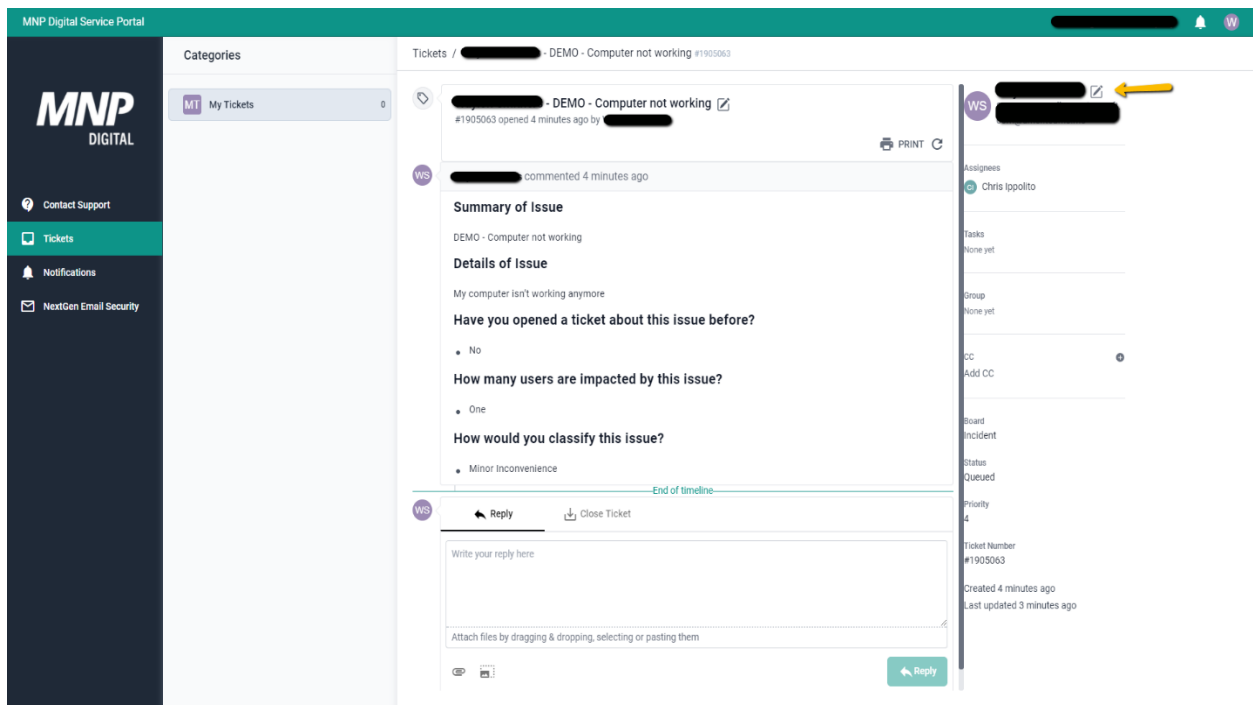
The current Status of your ticket.



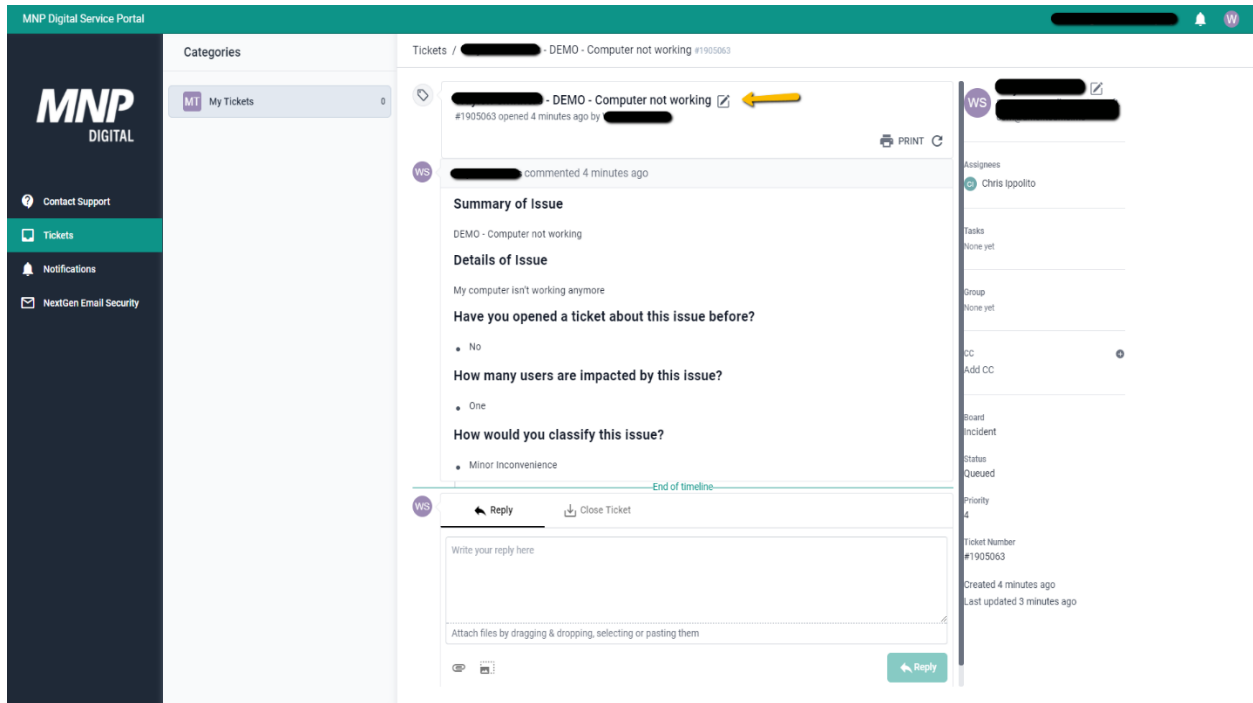
An option to Copy a person on the ticket. This will notify that person when the ticket is updated afterwards.



The name of the support technician who is currently assigned your ticket.

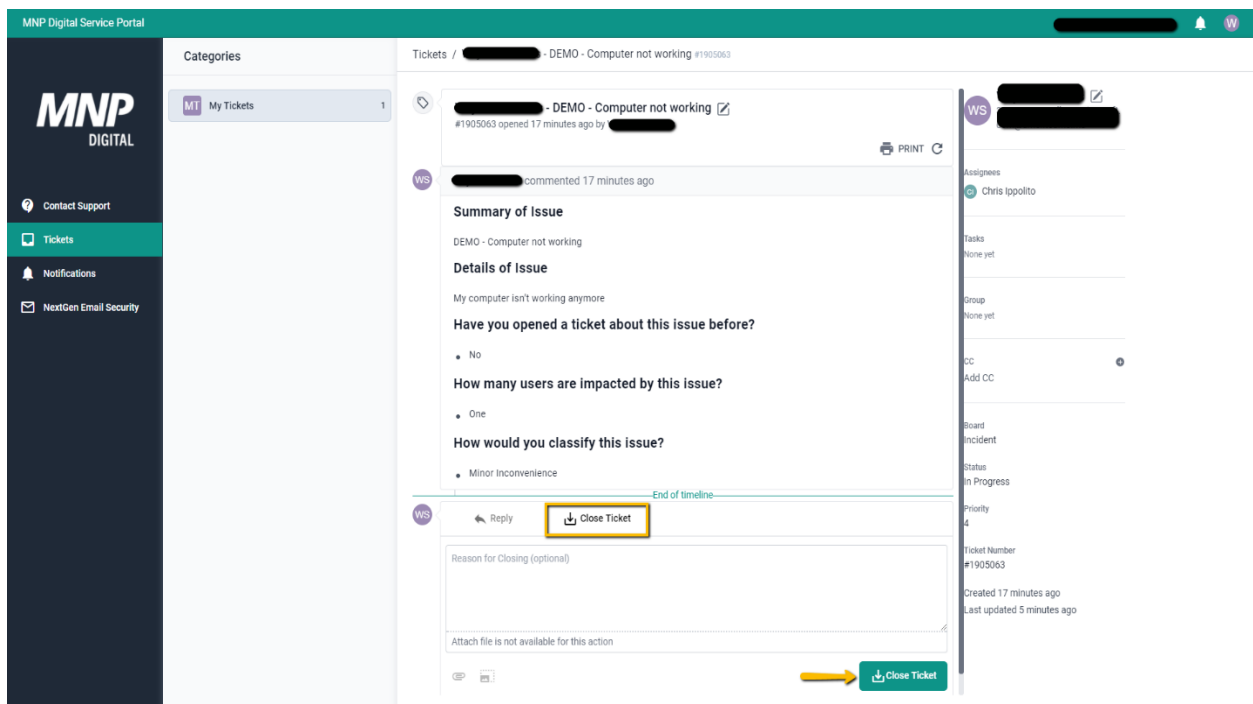


An option to change the owner of the ticket. The most common use for this is when submitting a ticket on behalf a colleague.



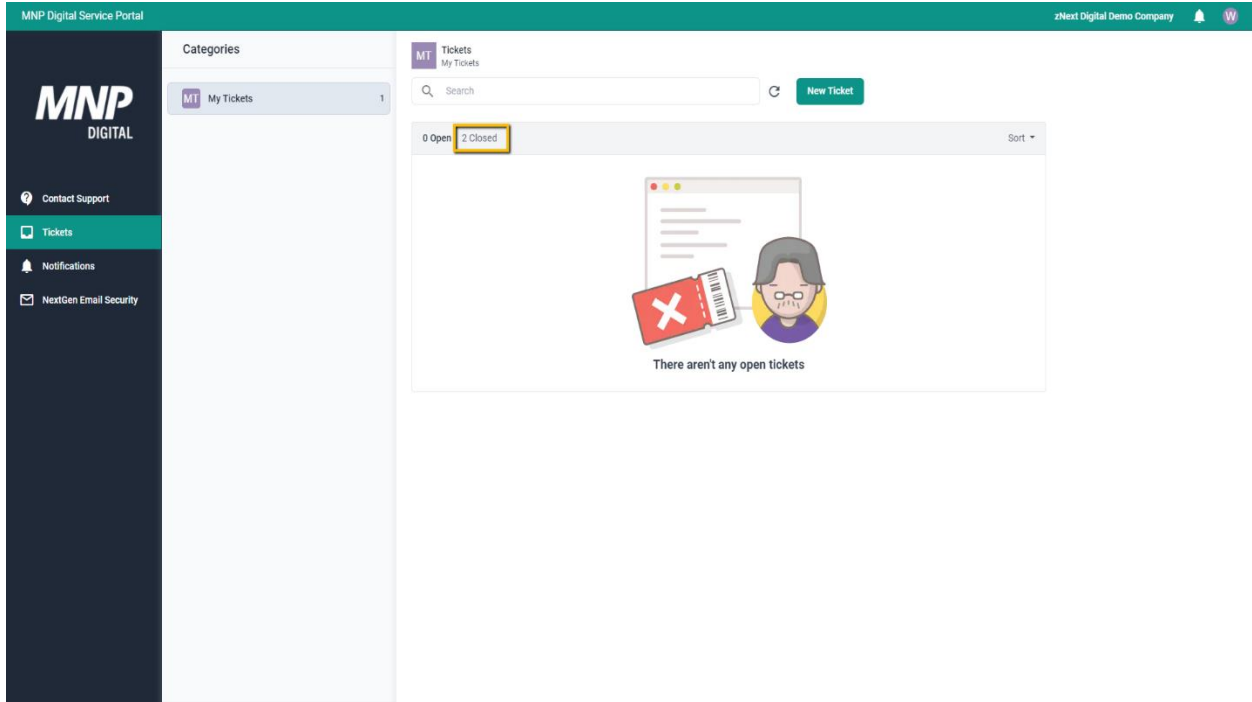
You can also change the name of the ticket.

Closing and Reopening Tickets

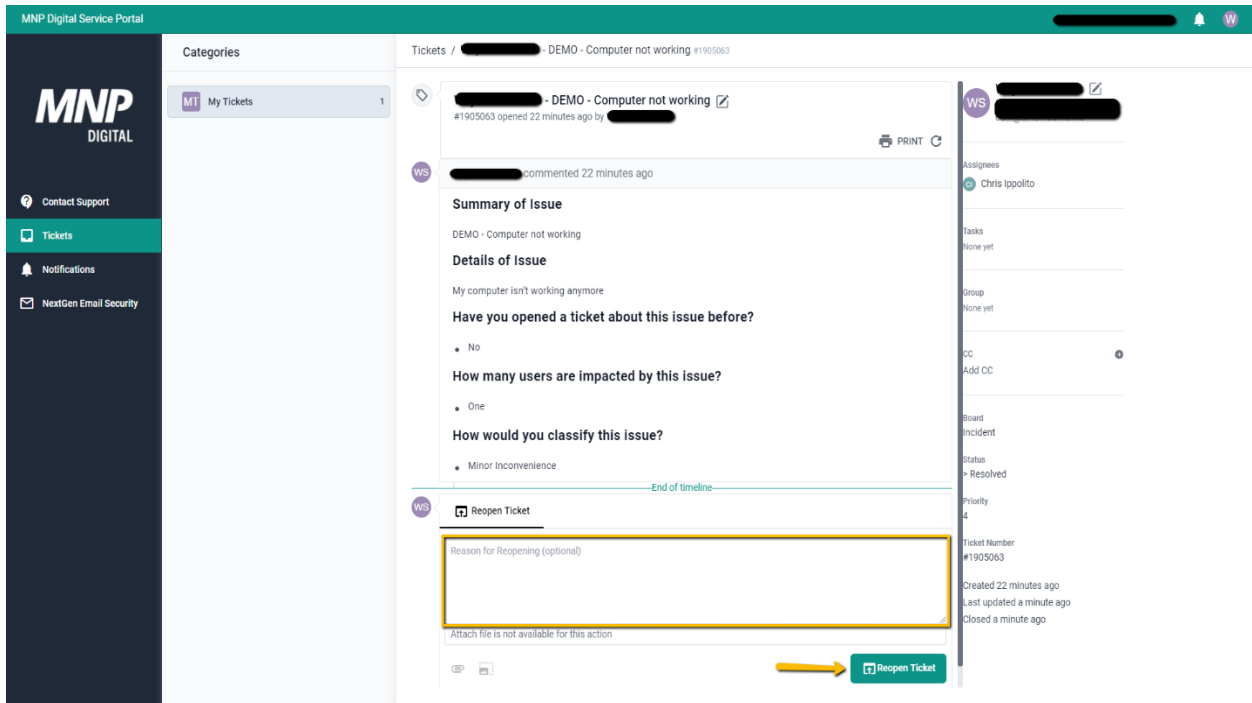


If there's ever a situation where you want to close a ticket, you can do so by selecting Close Ticket. There is a text field to provide details as to why, but it isn't required.

Below the text field, is the Close Ticket button. Click that, and the ticket is now closed.




To view closed tickets, go back to the main view and select Closed. This is where you need to go to reopen a ticket.



Select the ticket you want to reopen. You'll now have the option to reopen the ticket.


Enter the reason why you need the ticket reopened, and click the Reopen Ticket button at the bottom. Your ticket is now reopened and placed at the top of your priority queue.



 Contact Support

 Tickets

 Notifications

 NextGen Email Security

Create a New Ticket

Fill out a form for something specific or give us a brief description of your issue.

Create a New Ticket



Access to your NextGen Email Security self-service account. This is covered in greater in another document and video on the Client Experience Knowledge Base page.