

Customer Portal

The Customer Portal website is located at <http://customerportal.sos.state.mn.us/>

To access the Customer Portal website you will need to know your Customer ID and your Email address. Your Customer ID is assigned according to the organization you work in.

Address <http://customerportal.sos.state.mn.us/>

WELCOME TO THE OFFICE OF THE **Minnesota** Secretary of State **Customer Portal**

Welcome to the Customer Portal!

Please enter your Customer ID# and your email address to login.

Customer ID#:

Email Address:

(check box to remember this information)

After a successful login you will see a screen with your first name in the upper right hand corner and a list of previous support request tickets will be listed in the center.

WELCOME TO THE OFFICE OF THE **Minnesota** Secretary of State **Customer Portal** [Sign Out](#)

Welcome Becky!

[Home](#) [Layout](#)

My Tickets

[Submit a new ticket](#) **Sort Tickets by Status:**

| <u>Ticket ID</u> | <u>Date Created</u> | <u>Status</u> | <u>Synopsis</u> |
|-----------------------|---------------------|----------------|---|
| 20480 | August 04, 2005 | Closed | test |
| 19738 | July 06, 2005 | In Development | in the payment details screen there is a semi colon after the word "Date" - I don't think that is suppose to be there |

To create a new ticket click on the little page icon titled “Submit a new ticket”.

WELCOME TO THE OFFICE OF THE
Minnesota
Secretary of State Customer Portal

Home Layout

My Tickets

Submit a new ticket Sort Tickets by Status: All

| Ticket ID | Date Created | Status | Synopsis |
|-----------|-----------------|------------------|--|
| 20480 | August 04, 2005 | Closed | test |
| 19738 | July 06, 2005 | In Development | in the payment details screen there is a semi colon after the word "Date" - I don't think that suppose to be there |
| 19736 | July 06, 2005 | In Development | the payment confirmation number in the payment details screen should not be so easy to ec remove |
| 19734 | July 06, 2005 | Awaitg Vr Action | all search functions should allow wild cards, currently in manager users you have to type in exact word or it wont find it |

This is what your screen should look like when you click on “Submit a new ticket”.

WELCOME TO THE OFFICE OF THE
Minnesota
Secretary of State Customer Portal

Home Layout Sign Out

Submit a New Ticket

Synopsis

Severity OS

Product:Application Component

Detailed Problem Description

Attachments:

Browse... Browse...
 Browse... Browse...

Submit New Ticket Cancel

The Synopsis should be a one sentence summary of the issue, yet descriptive enough for the support staff to get a good idea of what the problem is. Select your Product Application from the drop down menu. Once that has been selected choose a “Component” from the drop down menu that best relates to area in the application you need assistance with.

Note: The Component drop list will be blank if you have not first selected a “Product:Application.”

The Detailed Description field is where you add as much pertinent, detailed information as you can to assist in troubleshooting for an expedited resolution.

Home | Layout

Submit a New Ticket

Synopsis

Severity OS

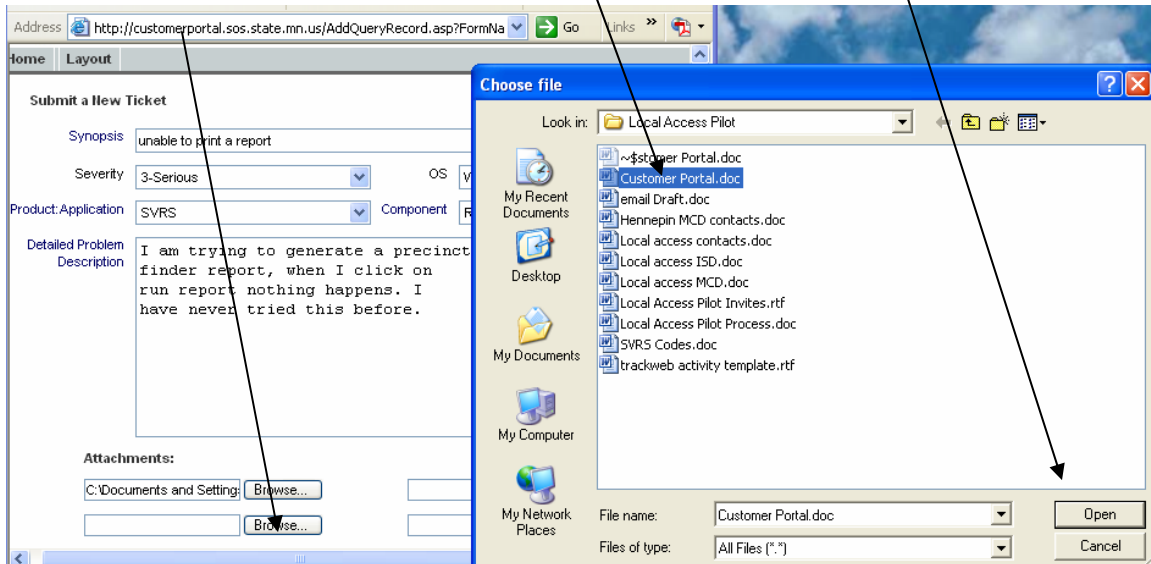
Product:Application Component

Detailed Problem Description

Attachments:

- Absentee Ballot
- Access Issues - userID password
- Address Ranges
- Correspondence
- DVS Verification
- Election Judge
- Elections
- ERS
- Local Access Request
- Other
- Pending Applications
- Polling Places
- Precincts
- Profiles
- PVC
- Reports
- Rosters
- School Districts
- Voter Registration

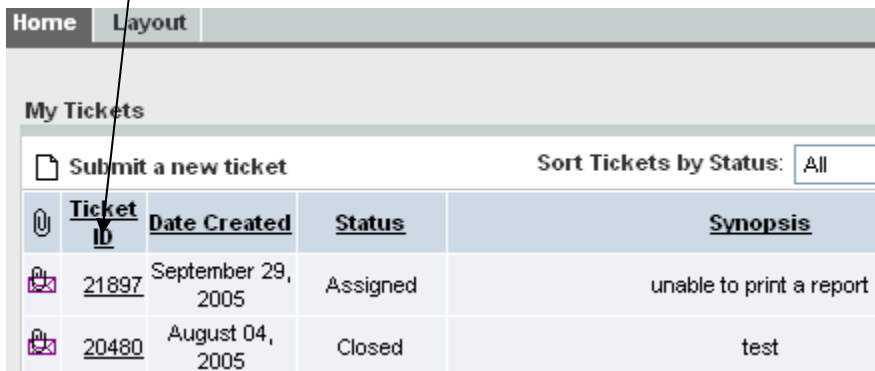
If you would like to attach a screenshot of the issue, save it to your computer and from here select the Browse button to locate it, highlight your file and click 'open'.






The **Severity** of the ticket is determined using the following criteria:

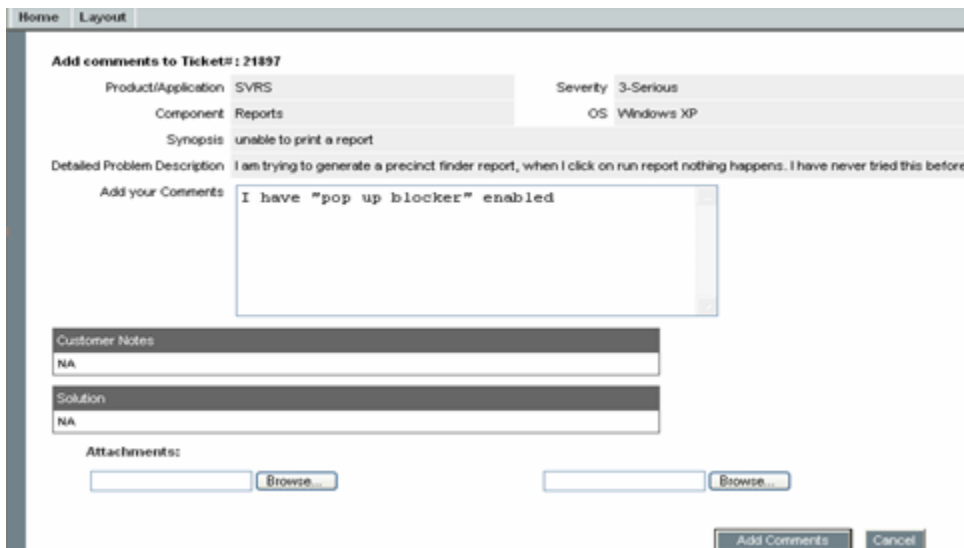
| | | |
|---|-----------------|--|
| 1 | Critical | Needs immediate resolution or work around. Cannot proceed with primary job function or resolution. Single User System down. Enterprise-wide interruption or similar degradation of service. System or Application down. Large population of users affected. |
| 2 | Urgent | Needs priority attention for resolution. Hinders job performance. Creates insurmountable hardship for user or small subset of users. |
| 3 | Serious | Technical and Process type questions. Single user issue. Affects small subset of users yet primary job functions can be performed. |
| 4 | Minor | Does not need priority attention, but needs a reasonable effort put forth for a resolution. |

After submitting your new ticket you will automatically return to the My Tickets page. Here you will see the new ticket in your list of support tickets. If you need to submit additional information to that ticket or any other existing ticket you simply click on the Ticket ID#.



|  Ticket ID | Date Created | Status | Synopsis |
|---|--------------------|----------|--------------------------|
|  21897 | September 29, 2005 | Assigned | unable to print a report |
|  20480 | August 04, 2005 | Closed | test |

Type in your new information and click on the “Add Comments” bar.



Home Layout

Add comments to Ticket#: 21897

Product/Application: SVRS Severity: 3-Serious

Component: Reports OS: Windows XP

Synopsis: unable to print a report

Detailed Problem Description: I am trying to generate a precinct finder report, when I click on run report nothing happens. I have never tried this before.

Add your Comments:

Customer Notes:

Solution:

Attachments:

When complete, either close your browser or click the “Sign Out” link located at the top right corner of your screen.

You will then receive an auto-generated Email with your support ticket number stating we have received your support request. A technical analyst will respond either via email or by phone.