



dms

DMS service desk user guide

The support you've always wanted is right before your eyes.

www.dmstechnology.com



What it is:

The DMS service guide assistant is crucial to making sure your IT support issues get resolved quickly and effectively. With just a few easy steps, you can get up and running with a built-in application that can help you send ticket requests and get responsive support from DMS IT professionals. It is compatible with both Mac and Windows.

How it works:

There's a few intuitive ways that the service desk application can work. You can access it directly from your desktop. Read on as we show you the basic functions of each.

Have any questions?

Contact us any time at 866-291-8919 or email ServiceDesk@dmstechnology.com

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Accessing the application (Online from anywhere)

The easiest way to access professional DMS IT services is through the online portal. Simply use your favorite web browser to navigate to <https://dmsclientportal.com/>. If you don't already have an account, contact us via phone at 866-291-8919 or email ServiceDesk@dmstechnology.com to get set up with one.



Login with password

Required

☒ Remember me

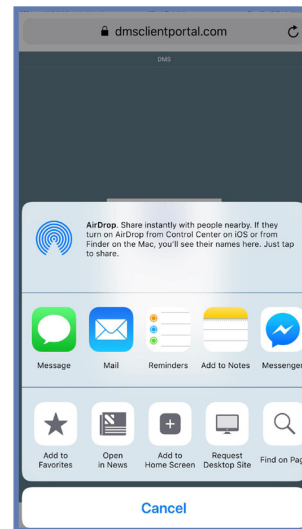
LOGIN

[Forgot your password?](#)

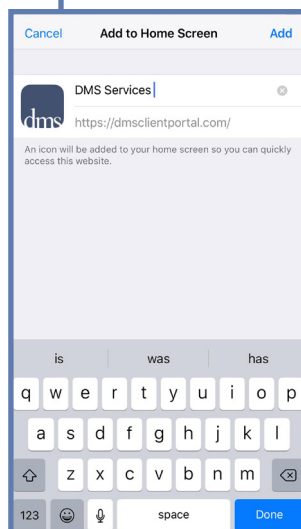
Accessing the application (iPhone)



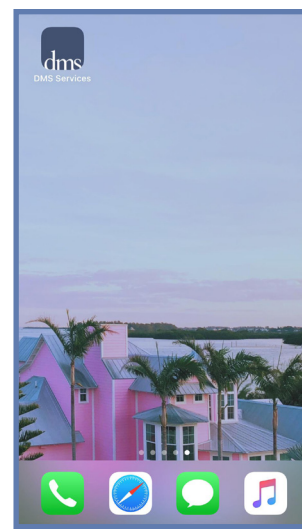
1. Start by navigating to <https://dmsclientportal.com/>



2. Tap on the arrow pointing out of the rectangle. Scroll through the white icons at the bottom and tap on the “Add to Home Screen” button.



3. Name the application “DMS Services”, or anything you’d like. Be sure to be specific so you remember how the application can help you.

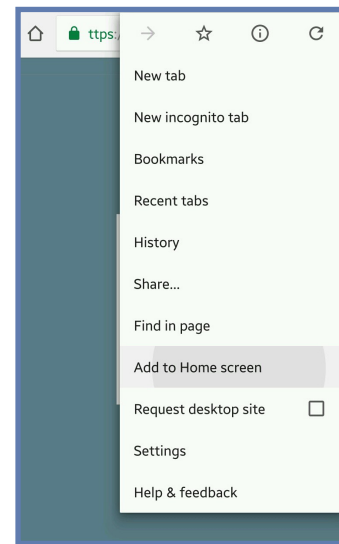


4. The application is now on your home screen. If you don’t already have an account, contact us via phone at 866-291-8919 or email ServiceDesk@dmstechnology.com to get set up with one.

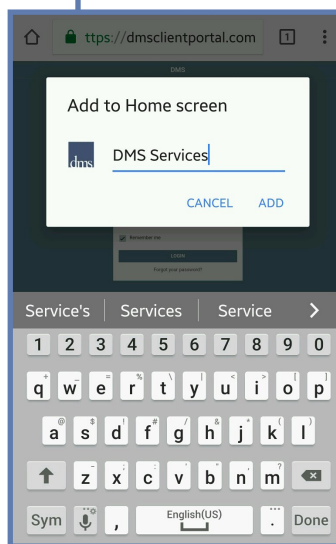
Accessing the application (Android)



1. Start by navigating to <https://dmsclientportal.com/> with a Google Chrome mobile browser.



2. Tap on the three option dots in the top right to open the “Options” menu. Select “Add to Home Screen”.



3. Name the application “DMS Services”, or anything you’d like. Be sure to be specific so you remember how the application can help you.

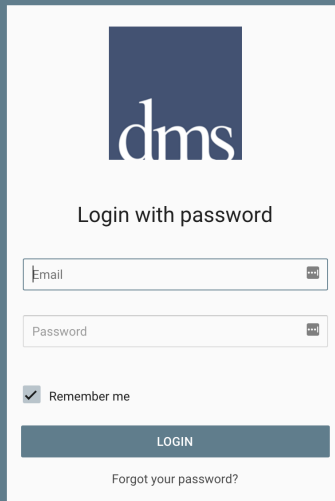


4. The application is now on your home screen. If you don’t already have an account, contact us via phone at 866-291-8919 or email ServiceDesk@dmstechnology.com to get set up with one.

Accessing the application (PC/Mac)

Start by logging into <https://dmsclientportal.com/>. To access the application on your desktop computer, you'll need to contact one of our specialists. They will provide you the installation files while walking you through the necessary steps to install the application. Contact us via phone at 866-291-8919 or email ServiceDesk@dmstechnology.com.

1. Enter your email address
2. Enter your password

A screenshot of the DMS login interface. At the top is the 'dms' logo. Below it is the text 'Login with password'. There are two input fields: 'Email' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me' which is checked. At the bottom is a dark blue 'LOGIN' button. Below the button is a link that says 'Forgot your password?'.

dms

Login with password

Email

Password

☒ Remember me

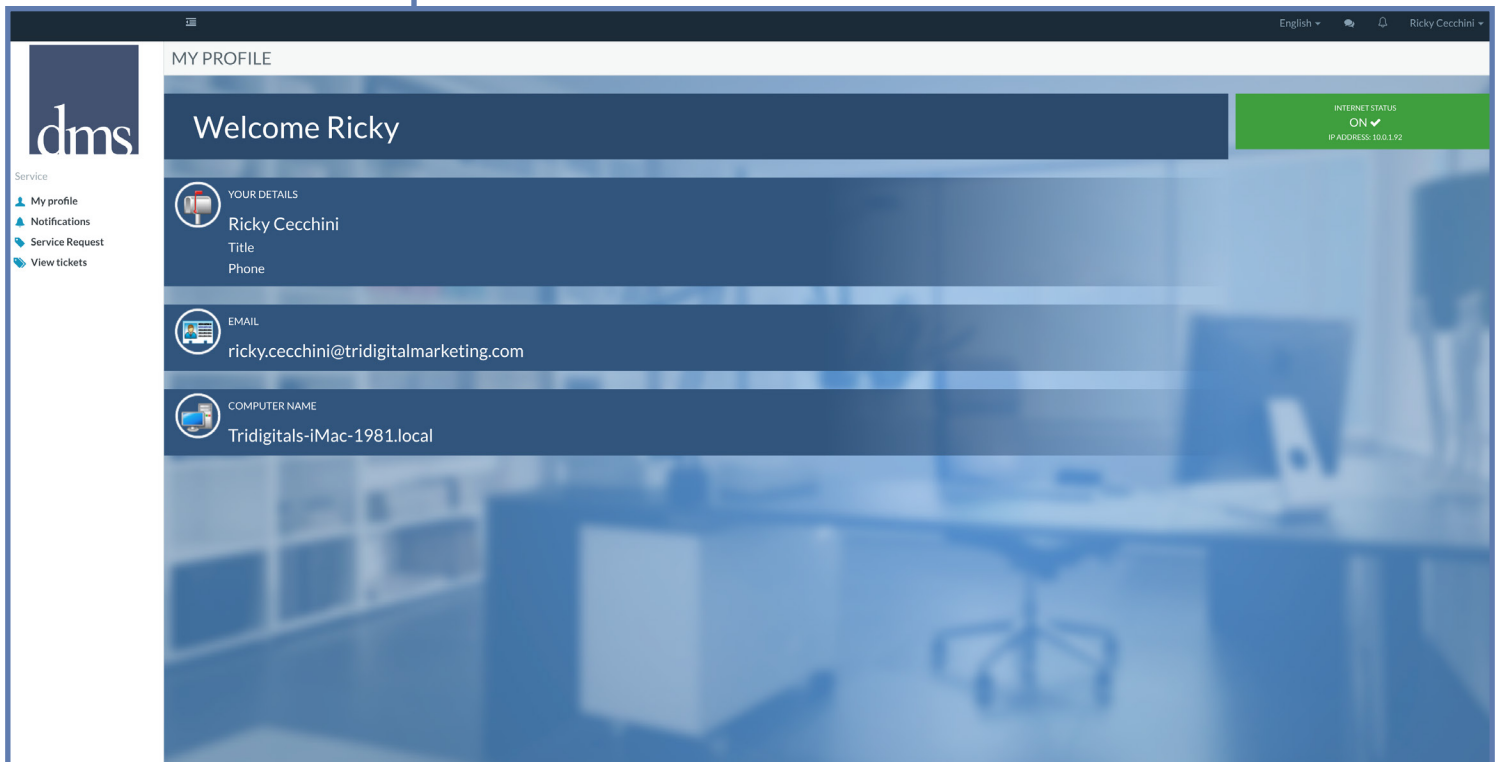
LOGIN

[Forgot your password?](#)

Navigating the home menu

Once you log in, you'll be greeted by the home menu. This will display helpful information that includes your account name/details, your email, your local computer's name, and your connection to the internet. On the left hand side, you'll see four links, which do the following:

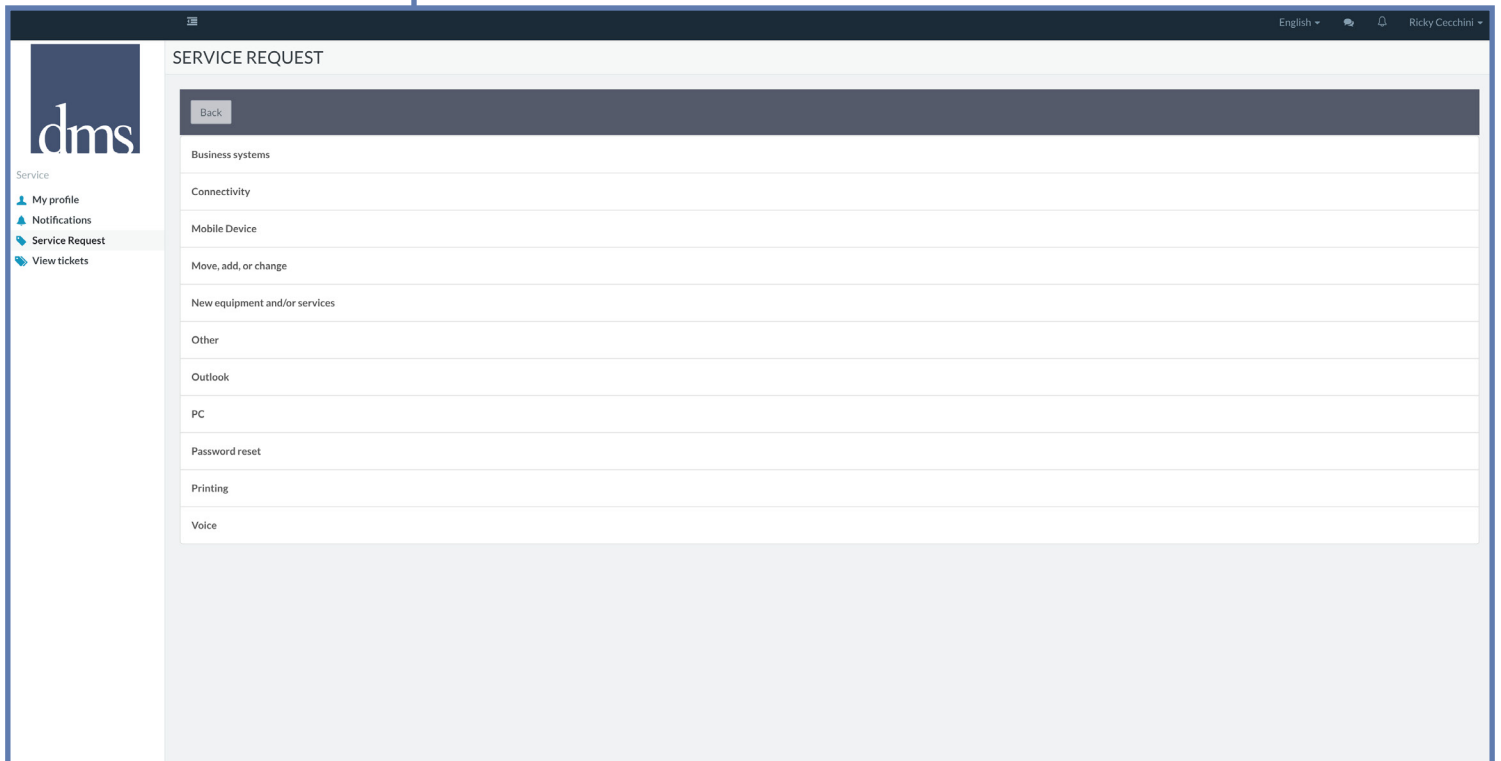
1. **Profile** - Allows you to edit your profile and update things like your name, title, and phone number.
2. **Notifications** - Allows you to quickly access updates and check on service request responses.
3. **Service requests** - Allows you to send service requests to DMS experts that will fix your IT issues.
4. **View tickets** - Allows you to check on the status of all your service requests.



Selecting a service category

Sending a service request ticket to the experts is easy with service desk application. Here's how to do it.

1. Select the "Service Request" option from the left-hand side of the main menu.
2. Once selected, you'll have a wide array of categories to choose from. Select the one that best fits your current IT issue. If you have multiple, it's fine to open multiple tickets.



Creating a service request

We've made sending in a ticket as easy as possible.

1. Fill in the first "Ticket Summary" field with a few words stating the problem. Something like "Outlook not syncing" is perfect.
2. In the "Describe the request" field, put as many details as possible describing the issue. That includes time of day it happened, if it's happened before, conditions of when it happened, etc.
3. Once completed, you can also attach screenshots and files to show the problem. You can use this feature to capture error logs and windows that pop up.

The screenshot shows a web interface for creating a service request. On the left is a sidebar with the 'dms' logo and a 'Service' menu containing 'My profile', 'Notifications', 'Service Request' (highlighted), and 'View tickets'. The main content area is titled 'SERVICE REQUEST > Outlook'. It features a 'Back' button at the top. Below is a 'Ticket summary' section with a text input field containing 'Summary (e.g. Printer not working)'. This is followed by a 'Describe the request' section with a large text area containing the placeholder 'Add your description here'. At the bottom right of the form are three buttons: 'Screenshot', 'Attach File', and 'Submit ticket'.

Viewing your service requests

From the “View tickets” option on the left-hand menu, you can check the status of both your closed and open service requests. With any open service requests, you’ll have an open log that will show you the updates of the DMS technician working on your service request ticket.

Similarly, viewing the closed ticket log will show you every step they took to fix your issue.





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