



# **Nasstar ServiceNow Customer Portal**

User Guide

Version 4.0 – 21/08/2025

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# Version Control

## Current Version

Parameter	Value
Current Version	4.0
Release Date	21/08/2025
Author	Nasstar Managed Service Team

## Version History

Version	Date	Author	Description of Changes
1.0	June 2024	Ken Webster	Issued to Customer
2.0	15/11/2024	Claire Taylor	Case Escalation included
3.0	11/02/2025	Navin Paul	Added Cease/Cancellation Process
3.1	23/06/2025	Dean Cousins	Updated Screenshots
3.2	24/06/2025	Max Harrington	Various Formatting Adjustments Made
4.0	15/08/2025	Claire Taylor	Customer Documentation Repository



# 1 Introduction

The Nasstar ServiceNow Service Portal is available for customers to raise P3 tickets. Here, you can Request Something you might need, Raise an Incident if something is broken, find answers to Questions and more.

This user guide provides key information on how to use the ServiceNow Portal.

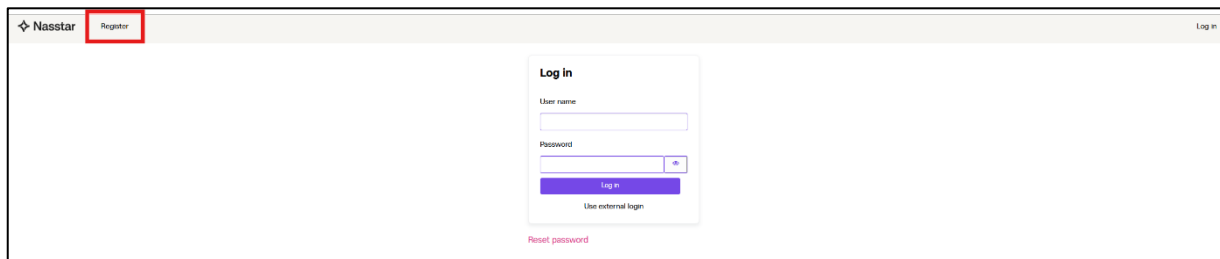
## 2 Accessing the portal

The portal is accessed via the URL: <https://onenasstar.service-now.com/nasstarcsn>

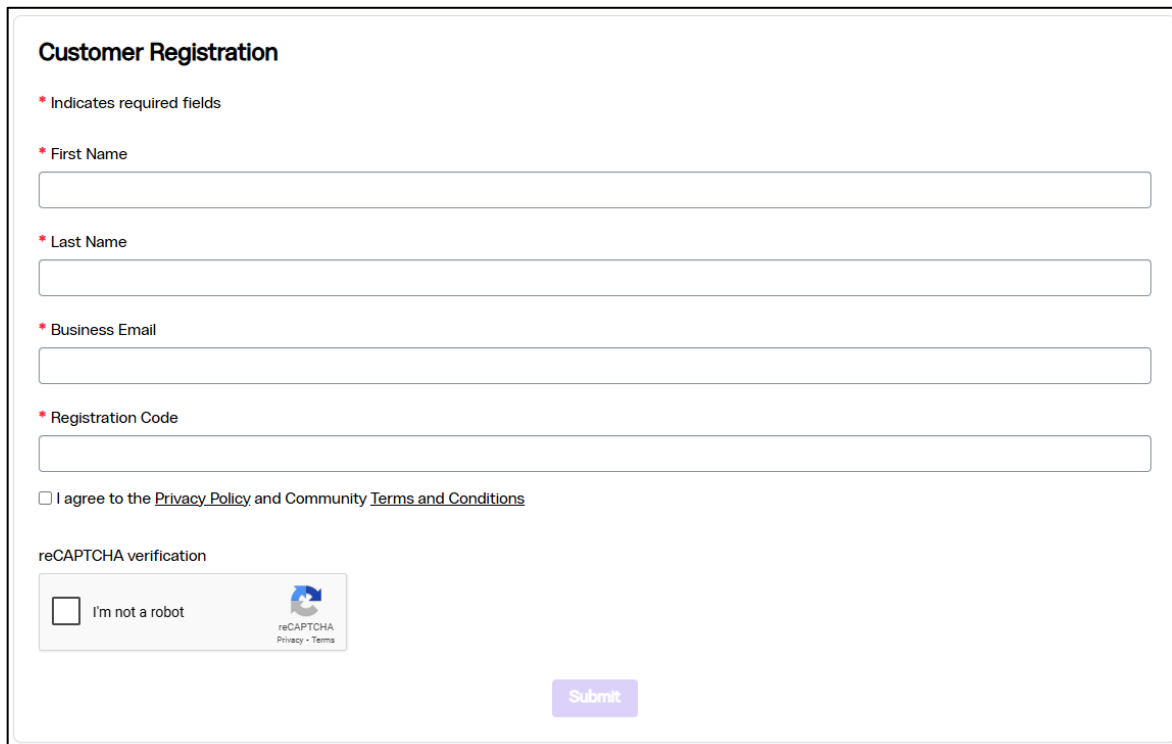
### 2.1 Registration

Before you can register, you will need a valid “Registration Code”. This will normally be provided by your Service/Account Manager when they ask you to register to use the portal.

New users can register via the Register option on the top left of the login screen:



Once selected, the following Customer Registration form will open. Supply the requested information and then click Submit:



Once you have submitted a registration request, it will be forwarded to an administrator for approval.

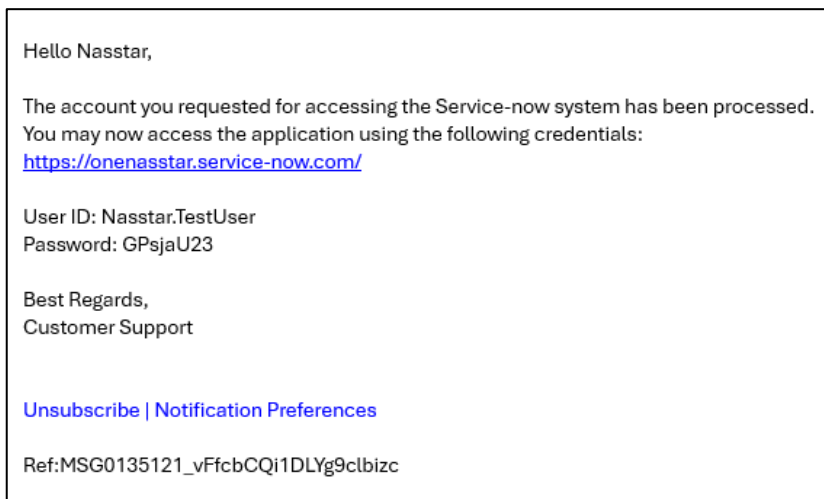
Your request has been submitted and is pending review. You will receive an email when your request is processed.

Once approved, an email will be sent to inform you of your username and a temporary password.



Below is an example of the email you will receive:  
**Nasstar ServiceNow Customer Portal - User Guide**

[nasstar.com](https://nasstar.com)



## 2.2 Login

Login to the portal as shown below with the credentials provided as an **internal** user:

A screenshot of the Nasstar login portal. The page has a header with the Nasstar logo, a "Register" link, and a "Log in" link. The main content area features a "Log in" form with fields for "User name" and "Password". Below the password field is a "Log in" button and a link for "Use external login". A "Reset password" link is located at the bottom of the form. The form is highlighted with a red border.

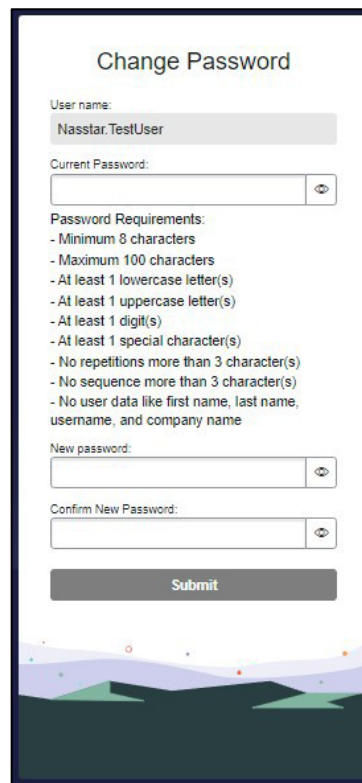
**\*\*Please note that external login is for SSO users only; most users are internal as above\*\***

The first time that you log in, you will be asked to change your password. Passwords must consist of a minimum of 8 characters, encompassing at least one uppercase letter, one lowercase letter, one number and one special character. Restrictions on repetitive characters and use of user data apply.

All password requirements are detailed on the Change Password screen.



Enter the temporary password as your current password and create a new password. Confirm the new password and click the Submit button.



The 'Change Password' form is displayed within a mobile app interface. It features a title 'Change Password' at the top. Below the title, there are three input fields: 'User name:' with the value 'Nasstar.TestUser', 'Current Password:', and 'New password:'. Each input field has a toggle icon on its right side. Below the 'New password:' field is a 'Confirm New Password:' field, also with a toggle icon. A list of 'Password Requirements' is provided, including: Minimum 8 characters, Maximum 100 characters, At least 1 lowercase letter(s), At least 1 uppercase letter(s), At least 1 digit(s), At least 1 special character(s), No repetitions more than 3 character(s), No sequence more than 3 character(s), and No user data like first name, last name, username, and company name. At the bottom of the form is a 'Submit' button. The entire form is set against a background of a stylized landscape with mountains and a sunset.

Change Password

User name:  
Nasstar.TestUser

Current Password:

Password Requirements:

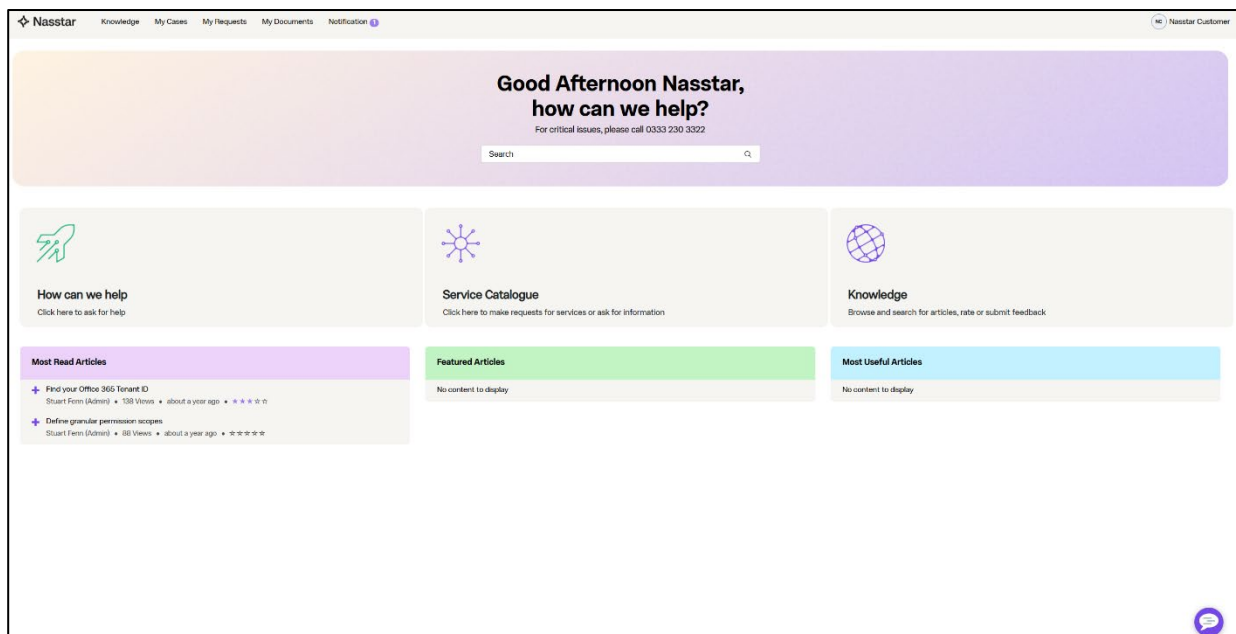
- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

New password:

Confirm New Password:

Submit

On Submit you will be logged in and redirected to the following portal home page.



The Nasstar Customer Portal Home Page is shown. The top navigation bar includes links for Knowledge, My Cases, My Requests, My Documents, and Notification. The main header area features a greeting 'Good Afternoon Nasstar, how can we help?' and a search bar. Below the header, there are three main sections: 'How can we help' with a 'Click here to ask for help' link, 'Service Catalogue' with a 'Click here to make requests for services or ask for information' link, and 'Knowledge' with a 'Browse and search for articles, rate or submit feedback' link. At the bottom, there are three article lists: 'Most Read Articles' (with two articles listed), 'Featured Articles' (with 'No content to display'), and 'Most Useful Articles' (with 'No content to display'). A chat icon is visible in the bottom right corner.

Nasstar Knowledge My Cases My Requests My Documents Notification

Good Afternoon Nasstar, how can we help?

For critical issues, please call 0333 230 3322

Search

How can we help  
Click here to ask for help

Service Catalogue  
Click here to make requests for services or ask for information

Knowledge  
Browse and search for articles, rate or submit feedback

Most Read Articles

- Find your Office 365 Tenant ID  
Stuart Fern (Admin) • 138 Views • about a year ago • ★★★★★
- Define granular permission scopes  
Stuart Fern (Admin) • 88 Views • about a year ago • ★★★★★

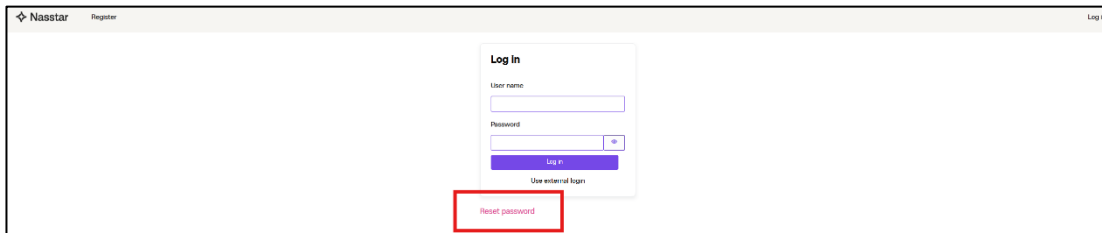
Featured Articles  
No content to display

Most Useful Articles  
No content to display

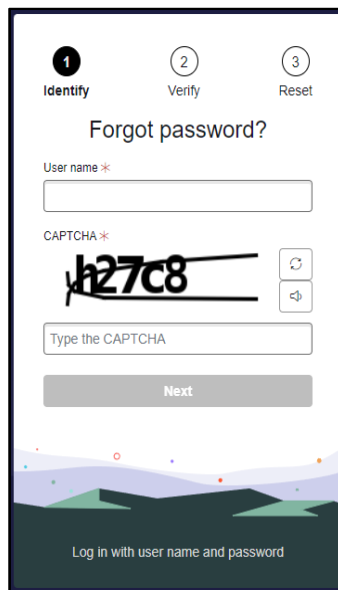


## 2.3 Reset Password

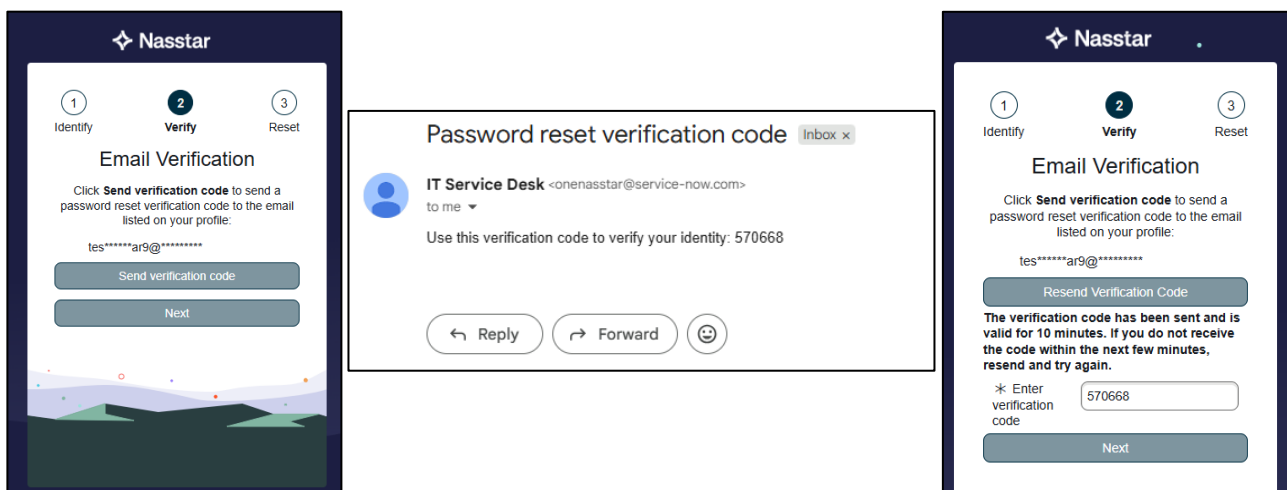
Users can reset their password via the Forgot Password link under the password field on the login screen.



Once selected, the following window will open. Supply a valid username, type the Captcha in the box and click the Next button.



Next, the following verify window will open, and you will need to request a verification code which will be sent to the email address listed on your profile.



Check your email account for the verification code and enter the code into the blank field on screen.





Once your verification code is accepted, you'll see options to either reset your password or unlock your account. The "unlock account" option will only be active if your account is currently locked; otherwise, it will be grayed out.

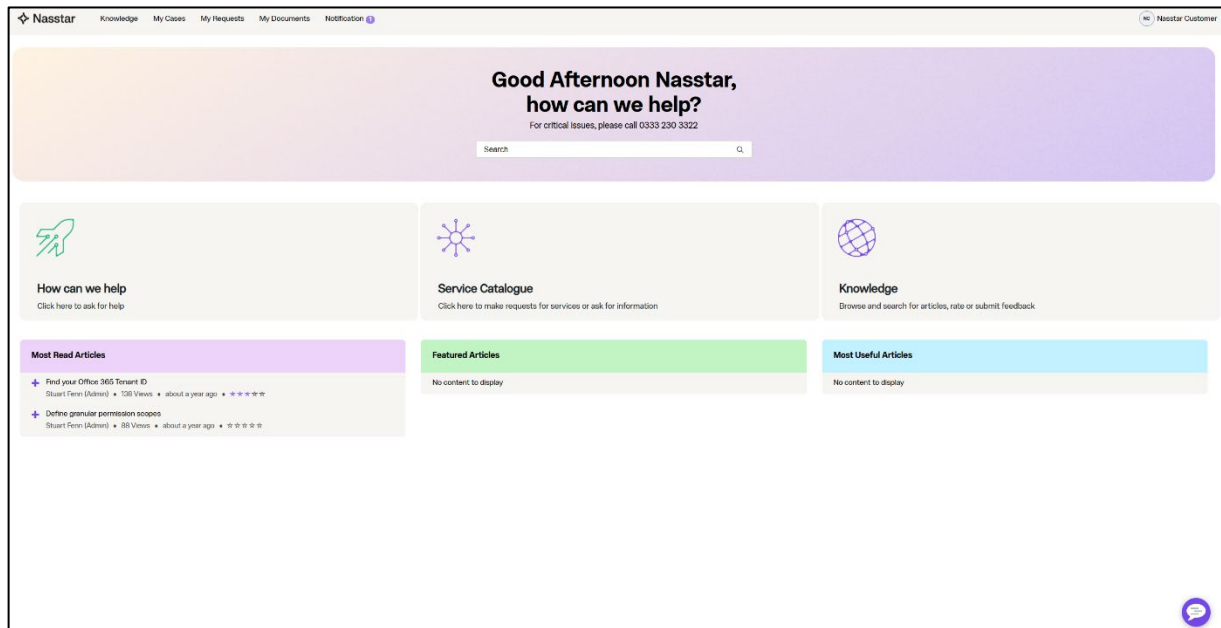
The first screenshot shows the 'Reset Password' screen. At the top, there are three steps: 1 Identify, 2 Verify, and 3 Reset. The title is 'Reset Password'. Below the title, it says 'Account is not locked'. Then, it says 'To generate a password, select the Reset Password.' There are two buttons: 'Reset Password' and 'Unlock account'. The second screenshot shows the 'Password Reset Success' screen. It has the same three steps at the top. The title is 'Password Reset Success'. Below the title, it says 'The new password is' followed by a masked password field and an eye icon. Below that, it says 'Please copy the password and return to the login page.' and has a link 'Back to login page'.

Please copy the password and return to the login page. You will need to paste the password into the current password field, enter a new password and reconfirm the password in order to reset your password successfully.

The 'Change Password' screen has a title 'Change Password'. It contains the following fields and text: 'User name:' followed by a text field containing 'testnasstar9@gmail.com'; 'Current Password:' followed by a masked password field with an eye icon; 'Password Requirements:' followed by a list of requirements: '- Minimum 8 characters', '- Maximum 100 characters', '- At least 1 lowercase letter(s)', '- At least 1 uppercase letter(s)', '- At least 1 digit(s)', '- At least 1 special character(s)', '- No repetitions more than 3 character(s)', '- No sequence more than 3 character(s)', and '- No user data like first name, last name, username, and company name'; 'New password:' followed by a masked password field with an eye icon; 'Confirm New Password:' followed by a masked password field with an eye icon; and a 'Submit' button at the bottom.



Once the password has been accepted, you will be redirected to the Portal home page.



## 3 Creating a new case

All users (standard and administrators) can create and view cases.

The portal is meant for **medium-priority (P3)** tickets. If the case is **urgent**, i.e. **P1/P2** then it should be called through to the Service Desk. High priority tickets will be visible via the portal once created by the Service Desk.

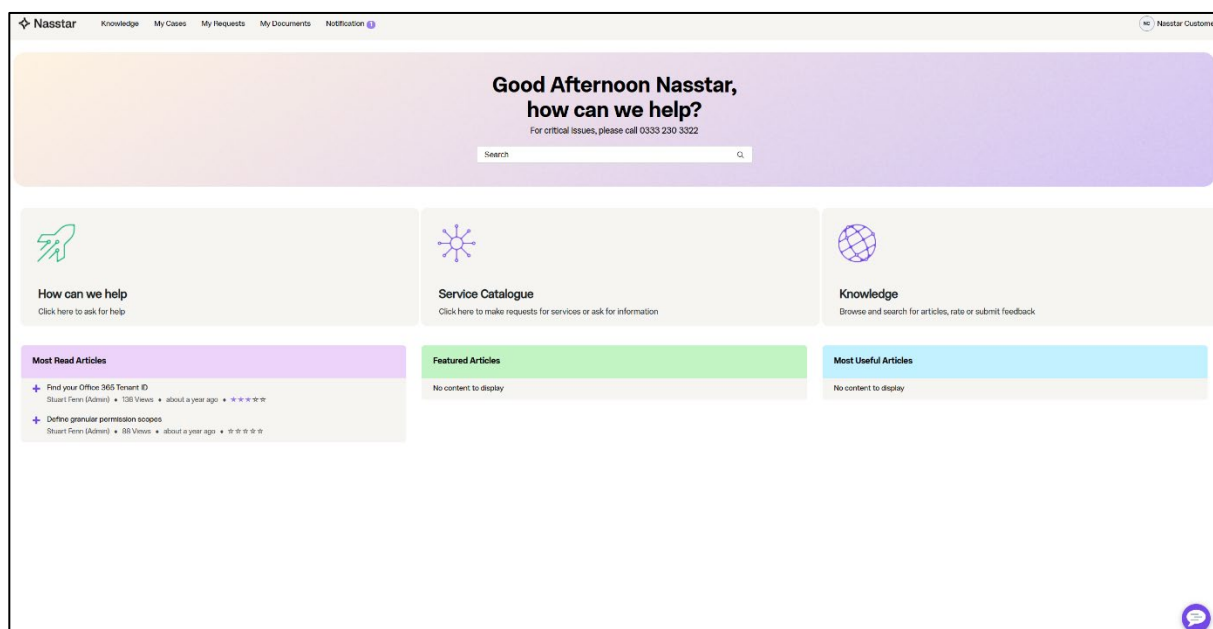
When creating a case, first decide if it is an Incident, a Service Request, or a Request for Information:

<b>Incident</b>	Generally when something isn't working as expected
<b>Service Request</b>	Request support, services, or assistance
<b>Request for Information</b>	Ask a question or make an inquiry

### 3.1 Raise an Incident

Incidents are raised if something is not working. To raise **P1 & P2** Incidents you should call to ensure you get assistance expediently. The portal is for reporting lower-priority Incidents i.e. **P3**.

Once logged in to the portal you will see the “How can we help?” item on the home page.



Upon clicking “How can we help?”, the following form will display, and values will be prepopulated for fields; Account, Contact, When did this issue first occur?, Impact and Urgency.

The additional fields that must be completed are indicated with an asterisk in the form and also listed as required information to the right of the screen under the Submit button:

Home > Customer Service > Support > **Raise an incident** Search

### Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

\* Indicates required

\*Account

\*Contact

Raised on behalf of  Additional Contacts

Affected Location

Product

When did this issue first occur?

\*Impact

3 - Medium

\*Urgency  
3 - Medium

\*Subject

\*Description

Add attachments

Submit

Required information  
[Account](#) [Subject](#)

The required information items to the right of the screen will disappear from the list as they are completed.



The “When did this issue first occur?” field defaults to the date and time the Incident was raised but the user also has the option to amend this if the actual time of occurrence is known.

Home > Customer Service > Support > **Raise an incident** Search

### Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

\* Indicates required


\*Account


\*Contact

Raised on behalf of  Additional Contacts

Affected Location

Product

When did this issue first occur?  
 


\*Impact 

3 - Medium

\*Urgency

\*Subject

\*Description


 Add attachments

**Submit**

Required information

June 2025

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5





The user has the option to add an attachment here by clicking the link in the bottom left corner:

Home > Customer Service > Support > **Raise an incident** Search

### Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

\* Indicates required

\* Account

\* Contact

Raised on behalf of  Additional Contacts

Affected Location

Product

When did this issue first occur?


\* Impact

3 - Medium

\* Urgency

\* Subject


\* Description

 Add attachments

**Submit**

Required information  
[Account](#) [Subject](#)

**Add attachments** ×



[Choose a file](#) or drag it here.  
Copy and paste clipboard files here.



Impact & Urgency fields will be defaulted to **3 – Medium** to reflect a **Priority 3** ticket.

The screenshot shows the 'Raise an incident' form in the Nasstar ServiceNow Customer Portal. The breadcrumb navigation at the top reads: Home > Customer Service > Support > Raise an incident. A search bar is located in the top right corner. The form title is 'Raise an incident', followed by the instruction: 'Use this form to get help with something that was working previously or if any service has degraded'. A legend indicates that an asterisk (\*) denotes required fields. The form contains several sections: 'Account' (a dropdown menu), 'Contact' (a dropdown menu with 'Nasstar Customer' selected), 'Raised on behalf of' (a dropdown menu), 'Additional Contacts' (a text input field with a help icon), 'Affected Location' (a dropdown menu with '-- None --' selected), 'Product' (a dropdown menu), 'When did this issue first occur?' (a date/time picker showing '23-06-2025 14:17:26'), '\*Impact' (a dropdown menu with '3 - Medium' selected, featuring a red arrow pointing to it and a red warning message: 'To raise a critical issue please call the service desk'), '\*Urgency' (a dropdown menu with '3 - Medium' selected, featuring a red arrow pointing to it), '\*Subject' (a text input field), and '\*Description' (a text input field). At the bottom left, there is an 'Add attachments' link with a paperclip icon. On the right side of the form, there is a 'Required information' section with buttons for 'Account', 'Subject', and 'Description'. A large red arrow points from the 'Submit' button in this section to the 'Submit' button at the top right of the form.

Once all details are completed, click on the Submit button at the top right of the screen.

This screenshot shows the same 'Raise an incident' form, but with the 'Submit' button at the top right highlighted by a red rectangle. The breadcrumb navigation and search bar are the same. The form fields are partially visible, showing the title, instruction, legend, and the 'Account' dropdown menu.



Upon clicking on the submit button the user will see the screen below with the case details. The headers at the top have the basic details of the case; Number, when Created, last Updated and current State:

Home > Standard Ticket

Number

Created

Updated

State

This is a test

Actions

Show more

Priority

3 - Medium

NT

Contact

Nasstar Test...

Activity

Attachments

↶

↷

Paragraph

A

↵

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Send

NT

Nasstar TestUser

CS00278369 Created

just now





Once the user successfully creates the Incident, the Nasstar Service Desk will pick up the case and update it accordingly. All updates will then appear here which the user can refer to.

[Home](#) > Standard Ticket

---

Number \_\_\_\_\_ Created \_\_\_\_\_ Updated \_\_\_\_\_ State \_\_\_\_\_

## This is a test

Show more ▾ Actions ▾

Priority  
**3 - Medium**

Contact  
**Nasstar TestUser**

**Activity** Attachments

↶ ↷ Paragraph ▼ A ▼ B I U ☰ ≡ ≡ ≡ ≡ ≢ ≧ ≨ ⋮ ⋯ 🔗 🌐 📎 🖼️ ⓘ

**Send**

**Nasstar TestUser** just now • Additional comments  
Add another comment to show in history.

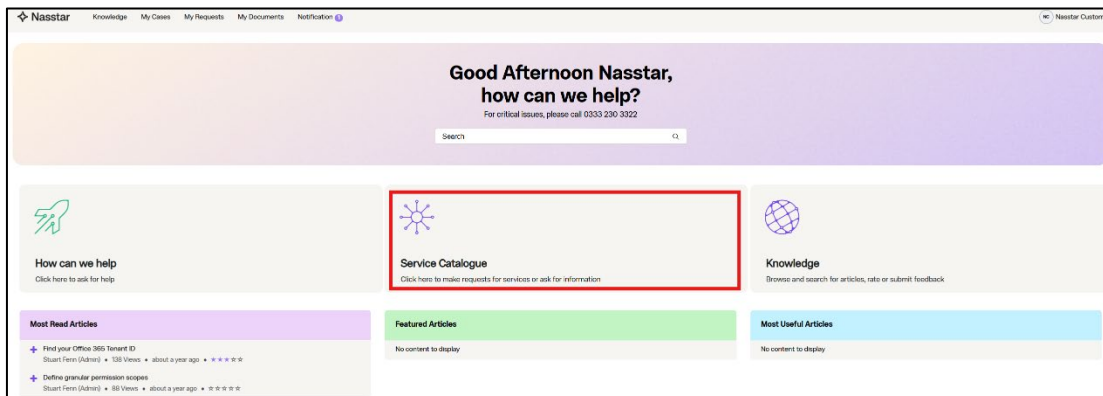
**Nasstar TestUser** CS00278369 Created 1m ago



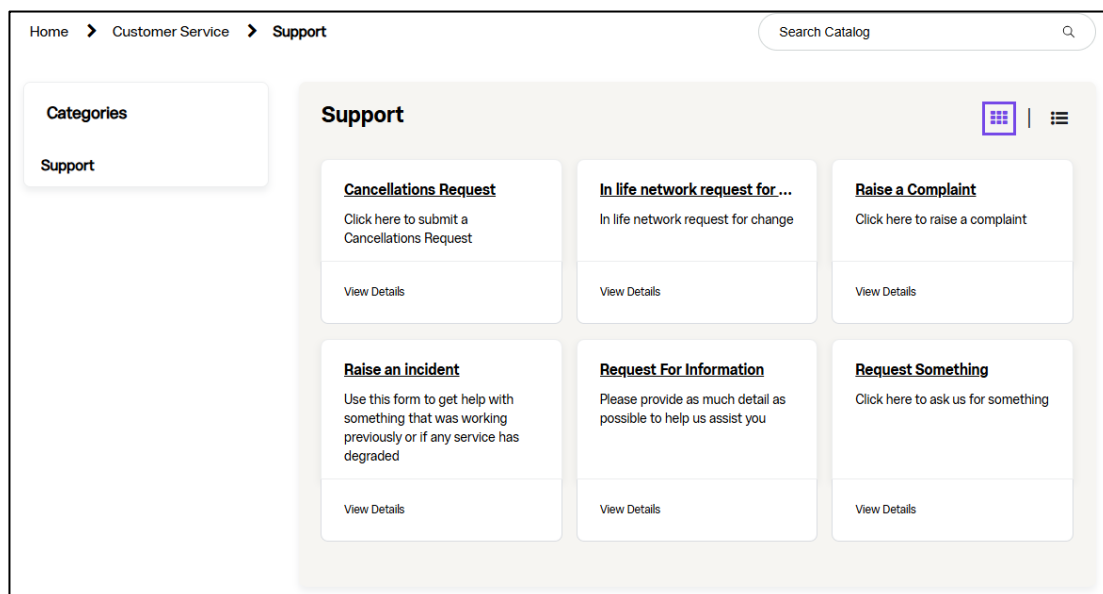
## 4 Service Catalogue

Service Request cases are raised to request services, or if you require support or assistance. Creating the Service Request case is a similar process to raising an Incident but less details are needed.

Once logged in to the portal you will see the Service Catalogue item on the home page.



Upon clicking on “Service Catalogue” the following form will display six options:



## 4.1 Raise an Incident

Select this to open the Incident form and follow the process detailed in section 3.1

## 4.2 Request Something

Request Something cases are raised to request services, or if you require support or assistance. Creating the case is a similar process to raising an Incident but less details are needed.

Upon clicking on “Request Something”, the following form will display, and values will be prepopulated for the fields: Account, Contact, Impact and Urgency

Home > Customer Service > Support > Request Something

Search

### Request Something

Click here to ask us for something

\* Indicates required

\*Account

\*Contact

Additional Contacts

\*Impact

To raise a critical issue please call the service desk

3 - Medium

\*Urgency

3 - Medium

\*Subject

\*Description

Add attachments

Submit

Required information

Account Subject Description



## 4.3 Request for Information

Request for Information cases are raised to ask a question or make an inquiry. Creating the Request for Information case is a similar process to raising an Incident but less details are needed.

Upon clicking on “Request for Information”, the following form will display, and values will be prepopulated for the fields: Account, Contact, Impact and Urgency

Home > Customer Service > Support > Request For Information

Search

### Request For Information

Please provide as much detail as possible to help us assist you

\* Indicates required

\*Account

\*Contact

Raised on behalf of

Additional Contacts

\*Impact   
**To raise a critical issue please call the service desk**

3 - Medium

\*Urgency  
3 - Medium

\*Subject

\*Description

Add attachments

**Submit**

Required Information  
[Account](#) [Subject](#) [Description](#)



## 4.4 In Life Network Request for Change

Creating the Request for Change case is a similar process to raising an Incident, but different details are needed.

Upon clicking on “In Life Network Request for Change” the following form will display, and values will be prepopulated for fields; Requested for and Company. The form is similar to Incidents but the “When did this issue occur?” field is not present.

The additional fields that must be completed are indicated with an asterisk in the form and also listed as required information to the right of the screen under the Submit button. Apart from completing the mandatory fields, a user also has the option to provide further information in a limited number of additional fields.

Home > Customer Service > Support > In life network request for change

Search

### In life network request for change

In life network request for change

\* Indicates required

Account

\* Requested for

Provide contact information

\* Category

\* Date Required

\* Quantity

\* Description of requirement

Customer Location

Affected locations

☐ \* I hereby declare that I am authorised to request this change on behalf of my organisation

Add attachments

Submit

Required information

Category Date Required

Description of requirement

I hereby declare that I am authorised to request this change on behalf of my organisation

## 4.5 Cancellations Request

All users (standard and administrators) can raise a Cancellation, Cease or Offboarding Request.

These Requests can be raised by selecting the “Service Catalogue” Option in ServiceNow which upon submission of your Request will be automatically routed to the correct Nasstar Cease Team to action.



Creating the case is a similar process to raising a Request but different details are needed. Continue to populate the fields provided on the form.

Home > Customer Service > Support > Cancellations Request

Search

### Cancellations Request

Click here to submit a Cancellations Request

Submit this form to raise a request with the Cancellations Team

**\* Indicates required**

**Raised on behalf of**

Nasstar TestUser

**Requested by**

Nasstar TestUser

**Account**

Nasstar

**External Email Contact Address**

**Watch List**

**\*Brief Description of your request**

**\*Full details of your request**

e.g. address/postcode/site details

**\*Cancellations Email Address**

Please choose which email address you would have previously used to initiate a cancellation, this will direct your request to the correct team. If you have a billing query or are unsure as to what option to select please select CeaseandBillingTeam.Wakefield@nasstar.com.

-- None --

Add attachments

Submit

**Required information**

[Brief Description of your request](#)

[Full details of your request](#)

[Cancellations Email Address](#)

Please select the most appropriate email address to initiate a cancellation. This will direct your request to the correct team.

Email Address	Guideline for Selection
cancellations@nasstar.com	NMC Ceases <b>Note: if you currently use NMC to raise cancellations please continue to do so</b>
managedwanceases@nasstar.com	Managed WAN Ceases
connectivity.ceases@nasstar.com	Lease line Ceases - National Business
ceaseandbillingteam.wakefield@nasstar.com	Cease and Billing queries



nasstar.cease@nasstar.com	Nasstar Ceases
ceaseandbillingteam.wakefield@nasstar.com	If you are unsure which email address to use, please select this as a default.

The additional fields that must be completed are indicated with an asterisk on the form and are also listed as “Required information” to the right of the screen under the Submit button.

Home
Customer Service
Support
Cancellations Request

Search

### Cancellations Request

Click here to submit a Cancellations Request

Submit this form to raise a request with the Cancellations Team

**\* Indicates required**

Raised on behalf of

Nasstar TestUser

Requested by

Nasstar TestUser

Account

Nasstar

External Email Contact Address

Watch List

**\*Brief Description of your request**

This is a test

**\* Full details of your request**

e.g. address/postcode/site details

This is a test

**\*Cancellations Email Address**

Please choose which email address you would have previously used to initiate a cancellation, this will direct your request to the correct team. If you have a billing query or are unsure as to what option to select please select CeaseandBillingTeam.Wakefield@nasstar.com.

cancellations@nasstar.com

**\*Billing Ref**

**\*Circuit Ref**

Add attachments

Submit

Required information

Billing Ref

Circuit Ref



If you do not have the information requested, please enter “Unknown” in the field.

Note: The “Range holder” is for PSTN numbers.

Once all details are completed, click on the Submit button at the top right of the screen. You will then receive a REQ email notification which you can then update and view using the portal.

## **4.6 Notifications of updates to your cases**

Once your case has been created you will receive an email confirming the details.

In order to keep you updated with progress on any case that you have raised, you will receive further emails whenever an update made.





# 5 Viewing and updating cases

There are several list views available from the “My Cases” menu at the top of the home page.



Selecting My Cases will display the default view of All Cases.

## 5.1 Single case search

If you are looking for a specific case and you have the reference, the quickest way to find it is to enter the reference in the Keyword Search box.



## 5.2 List of cases

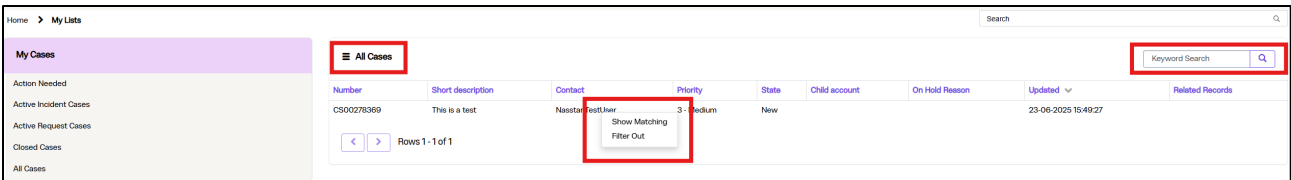
There are several filtered list views available from the “My Cases” section on the left of the page.

All Cases	The default view
Action Needed	All cases that need your attention
Active Incident Cases	All Incident cases raised by you that are still open
Active Request Cases	All Service Request cases raised by you that are still Closed
Closed cases	All cases raised by you that have been closed

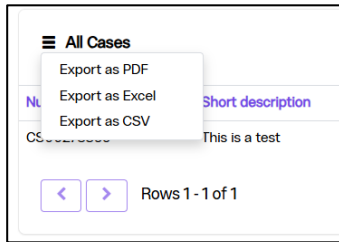
Choose one of these options to view a list of cases filtered accordingly.

Your selected list can then be filtered further and/or sorted as described below:

- Use the Keyword Search to filter the list to only include cases that include the given keyword. If a phrase of more than one word is used, enclose it in quotation marks.
- Click on a heading to sort by this column and click again to sort in the opposite direction. The arrow shows which column the list is currently sorted on.
- Right click on a given value in a list. This gives you the option to “Show Matching”, i.e. filter the list to only show this value, or “Filter Out”, i.e. exclude the selected value from the list.

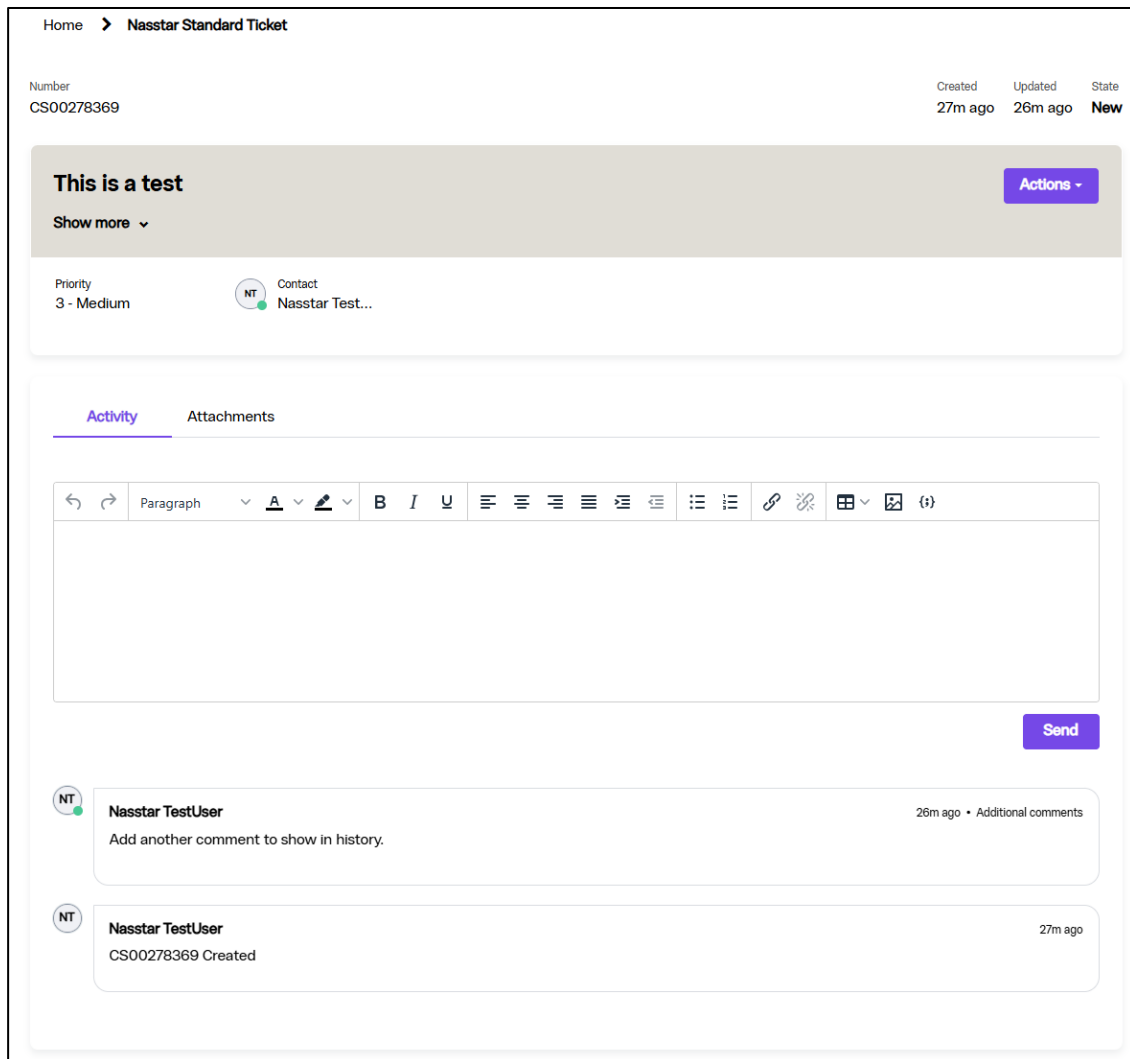


A case list can be exported in several formats by clicking on the burger next to the case view description:



## 5.3 View/update individual cases

Once you select an individual case you will see the following screen.



The top section shows the details of the case. This is read only. If you spot an error in this section then update the notes field and Service Desk will update accordingly.

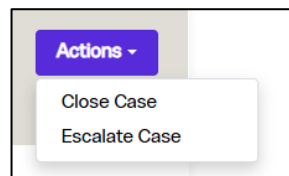


The form will be headed with the Case Number, Time Created and/or Updated and the Current State of the Case.

The “State” field will show one of the following values:

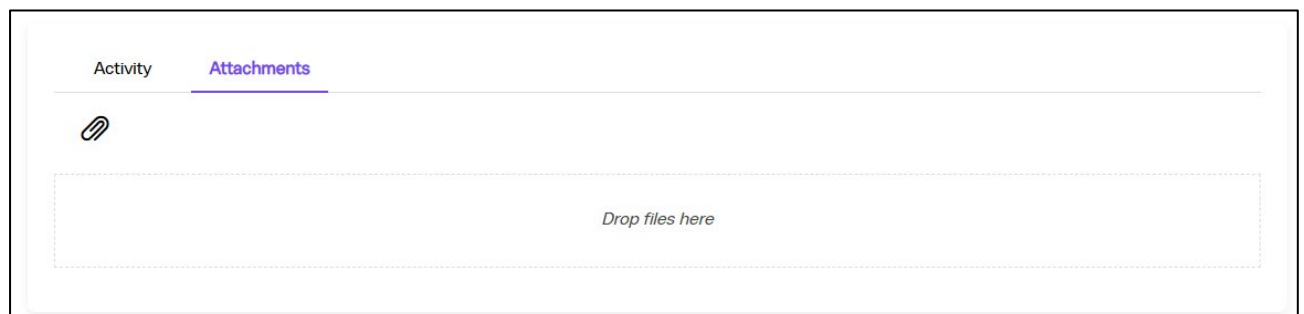
<b>Open</b>	The case is currently being worked on
<b>Awaiting Info</b>	The case is awaiting action from either a third party or the customer before it can be progressed
<b>Resolved</b>	A solution has been proposed and is awaiting acceptance/rejection
<b>Closed</b>	The case has been closed and no further work is expected

Clicking the Actions button will show the currently available actions for the ticket.



The bottom section contains two tabs. The Activity tab contains a free format notes field for any ticket updates that you wish to make. Type your comments in the field and click send. Your update will be added to the ticket history activity listed below.

The Attachments tab, when selected, will enable you to add files by clicking the paperclip or by dragging and dropping into the box.



Once the ticket has been resolved (implemented) by the support teams, the person who raised the ticket will receive an email notifying them of the update.

If you agree with the resolution, then you can click on “Accept Solution” which will close the case.

Alternatively, you can “Reject Solution” to reactivate the ticket (which triggers an update to the support team). When rejecting a solution, you are asked to state a reason for the rejection.



## 6 Escalate individual cases

There may be times where you feel that Nasstar has not handled an individual case appropriately or it is not progressing how you would have expected. Should this be the situation, you are able to escalate the case through the portal, which will alert the Escalation Management Team, who will assess the escalation and contact you to discuss further.

Should the case you want to escalate be in a resolved state, you will need to first select the “Reject Solution” as detailed previously, to reactivate the ticket.

Having opened the individual active case, the Actions button will show the current available options for the ticket.

The screenshot shows a case card with the following details:

- Number:** CS00278369
- Created:** 27m ago
- Updated:** 26m ago
- State:** New

The card content includes the text "This is a test" and a "Show more" link. An "Actions" button is located in the top right corner of the card. Below the card, a separate box shows the "Actions" dropdown menu with two options: "Close Case" and "Escalate Case".

Once you select “Escalate Case” you will see the following screen:

The screenshot shows the "Escalate a case" form with the following elements:

- Header:** Home > Escalate a case
- Search:** A search bar with a magnifying glass icon.
- Section Header:** Escalate a case
- Sub-header:** Escalate a case
- Instruction:** Enter the following information to request the case escalation.
- Note:** Please note that if you are submitting an escalation outside office hours (Office Hours are Monday to Friday 08:00 to 17:30), please follow-up with a call to the support teams informing them. Thank you.
- Legend:** \* Indicates required
- Case:** A dropdown menu showing CS00278369.
- \*Reason:** A dropdown menu showing -- None --.
- \*Direct contact number:** A text input field.
- \*Escalation Justification:** A text input field.
- Attachments:** An icon of a paperclip and the text "Add attachments".
- Submit Button:** A large blue button labeled "Submit".
- Required information:** A section with three links: Reason, Direct contact number, and Escalation Justification.



We ask you to provide your reason from the list provided along with further justification. This will allow

**Nasstar ServiceNow Customer Portal - User Guide**

the Escalation Management Team to understand your reasons for escalating, along with reviewing the case before speaking with you.

Having completed the escalation, you will be returned to the case where the summary lists there is an active escalation with a unique escalation number, along with an update added to the case that is both visible to yourself and our agents

The screenshot displays the 'Nasstar Standard Ticket' interface. At the top, the ticket number 'CS00278369' is shown, along with 'Created 32m ago', 'Updated just now', and a 'New' status. A summary section titled 'This is a test' includes a 'Show more' link and an 'Actions' button. Below this, a red box highlights the 'Active escalation' section, which shows 'ESC0001720', 'Priority 3 - Medium', and the contact 'Nasstar Test...'. The 'Activity' tab is selected, showing a list of updates. A red box highlights the first activity: 'Nasstar TestUser' at 'just now' with the comment 'Customer has requested to escalate this case. Escalation created: ESC0001720'. Other activities include a comment from 'Nasstar TestUser' 31m ago and the ticket creation 32m ago. A rich text editor with a 'Send' button is located above the activity list.

Throughout the lifecycle of the escalation, you will receive updates on the escalation's progress through the portal, which will be visible as ticket updates.



These ticket updates will be used to summarise all of the conversations that will take place with yourself regarding the progression of the escalation and will be of 4 types:

## 6.1 Escalation rejection

DC

**Dean Cousins**16h ago • Additional comments

This case escalation has been rejected. ESC0001720

Escalation justification:  
Network is currently down, require immediate assistance

Escalation rejected reason:  
Summary of the conversation with the customer resulting in the rejection of the escalation.

## 6.2 Escalation acceptance

DC

**Dean Cousins**2m ago • Additional comments

This case escalation has been accepted and is in progress. ESC0001721

Escalation justification:  
Network is currently down affecting our ability to access the internet.

Escalation accepted reason:  
Escalation approved; we're now working with support teams.

## 6.3 Escalation update

CT

**Claire Taylor**1m ago • Additional comments

Comment added from: ESC0001721

Summary of the conversation with the customer discussing progress of the escalation.

## 6.4 Escalation resolution; case de-escalated

CT

**Claire Taylor**just now • Additional comments

Comment added from: ESC0001721

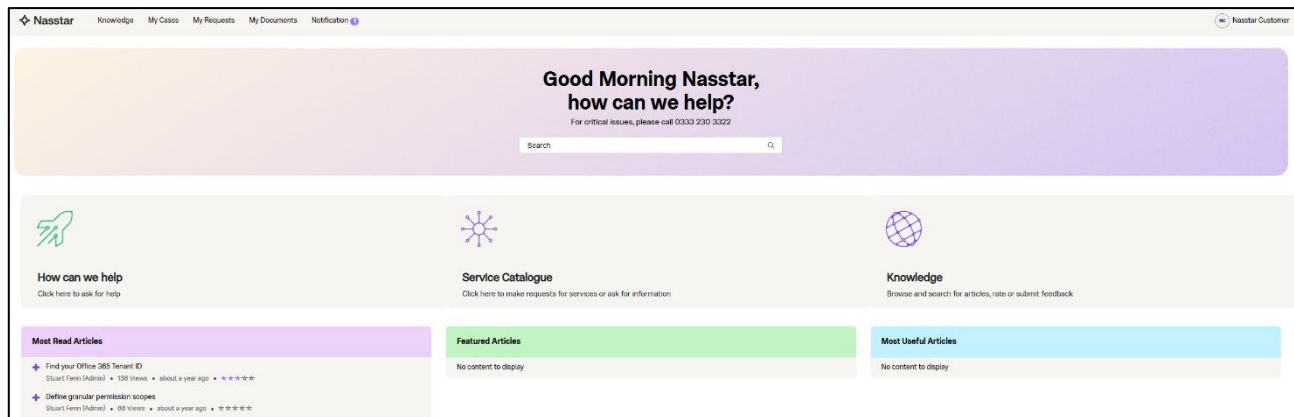
The case has now been de-escalated as agreed. De-escalation justification: Summary of the conversation with the customer resulted in the escalation being resolved and the case de-escalated.

It is possible to escalate the same case again, should the previous escalation have not resulted in the expected outcome in progressing your case, or for an entirely different reason.

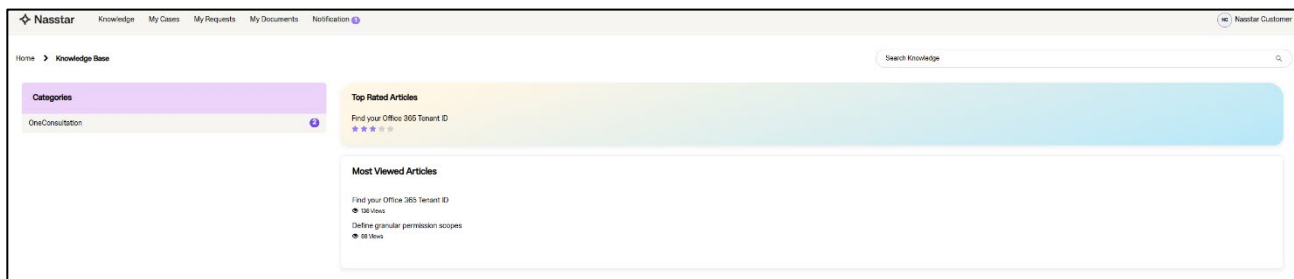


## 7 View Knowledge Articles and User Guides

Knowledge articles are a library of articles and user guides where you can look for specific information. To access this information, click “Knowledge” from the home page or the Knowledge menu at the top of the screen.



You will be redirected to the Knowledge section.



Either use the search function to look for a specific item or make a selection from Knowledge Base Categories to filter the articles:

[Home](#) > [Knowledge](#) > [Customer Service \(Knowledge Base\)](#) > [OneConsultation](#)

Search

KB0010024

## Find your Office 365 Tenant ID

👤 Authored by Stuart Fenn (Admin) • 📅 about a year ago • 👁 139 Views • ⭐⭐⭐☆☆

### Find your Office 365 Tenant ID

Your Office 365 tenant ID is a globally unique identifier (GUID) that is different than your tenant name or domain. It's allocated to you by Microsoft and never changes.

We use your tenant ID when you authenticate with OneConsultation to work out which consultations to show you. Your tenant ID acts as a the "key" to showing you only consultations which are meant for your organisation, and hiding those consultations from any other OneConsultation user. We need to know your tenant ID before you can start using OneConsultation.

To find your tenant ID:

#### Use the Azure AD portal

Office 365 uses Azure AD to manage user accounts. You can find your tenant ID in the Azure AD portal. You'll need to be an Azure AD administrator. To find your Office 365 tenant ID in the Azure AD portal:

- 1 . Log in to Microsoft Azure as an administrator.
- 2 . In the Microsoft Azure portal, click Azure Active Directory.
- 3 . Under Manage, click Properties. The tenant ID is shown in the Directory ID box.

#### Use Windows PowerShell

You can use Windows PowerShell to find the tenant ID. You'll need the Microsoft Azure PowerShell module.

Open a Microsoft Azure PowerShell command window and run the following script, entering your Office 365 credentials when prompted.

```
Login-AzureRmAccount
```

Your tenant ID is listed in the output.

Once you have your tenant ID, provide it to us to activate your account.

[Copy Permalink](#)

Helpful?

Yes

No

Rate this article

☆☆☆☆☆

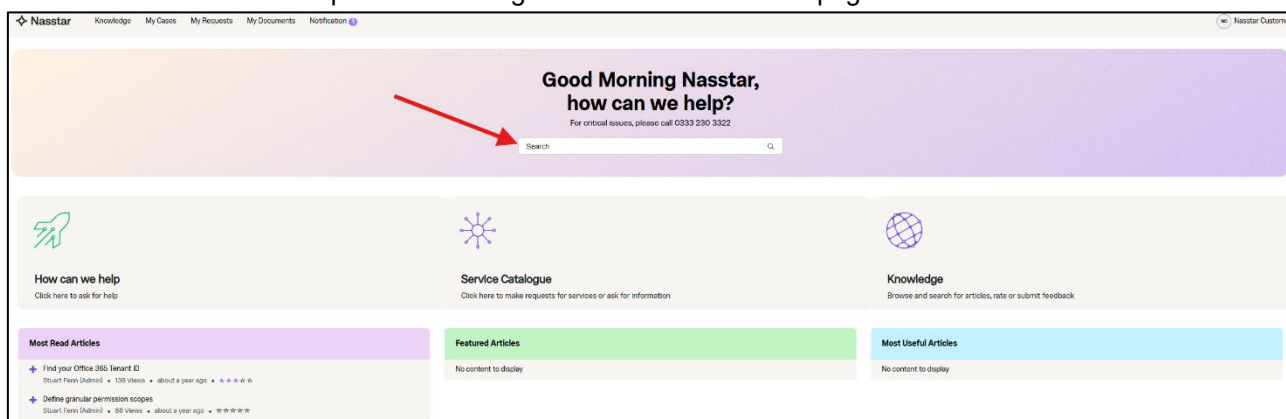
Post a comment...



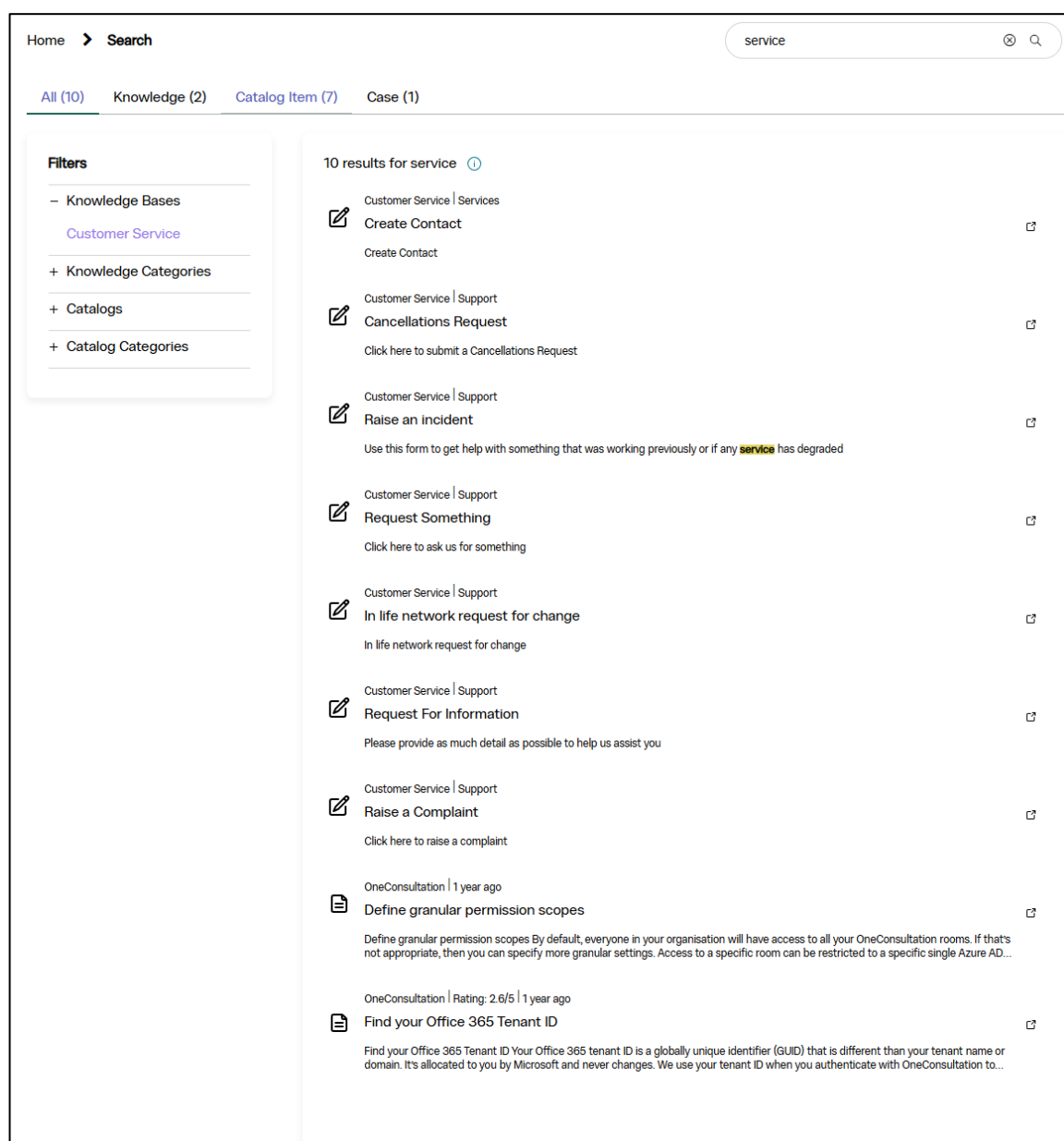


## 8 Search utility

A user can search for specific knowledge articles from the home page.

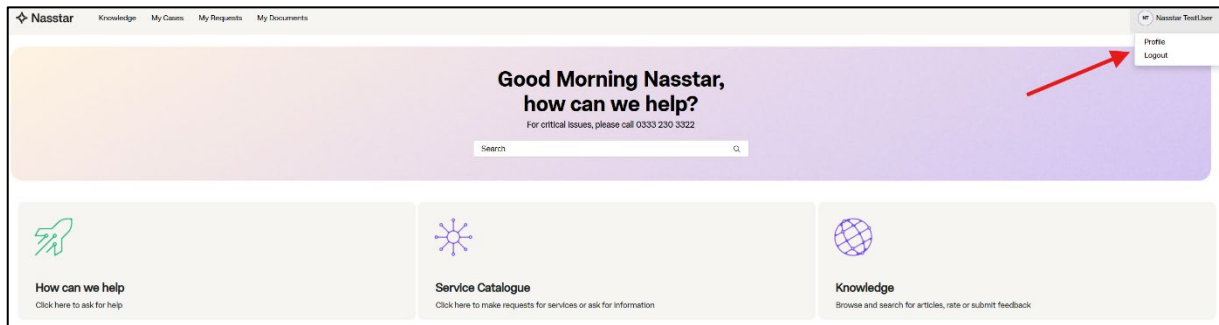


For instance, if you are looking for a topic using a specific keyword, it will search Knowledge Bases, Catalogue Items & Cases. You can filter your search by making a selection from the top menu.

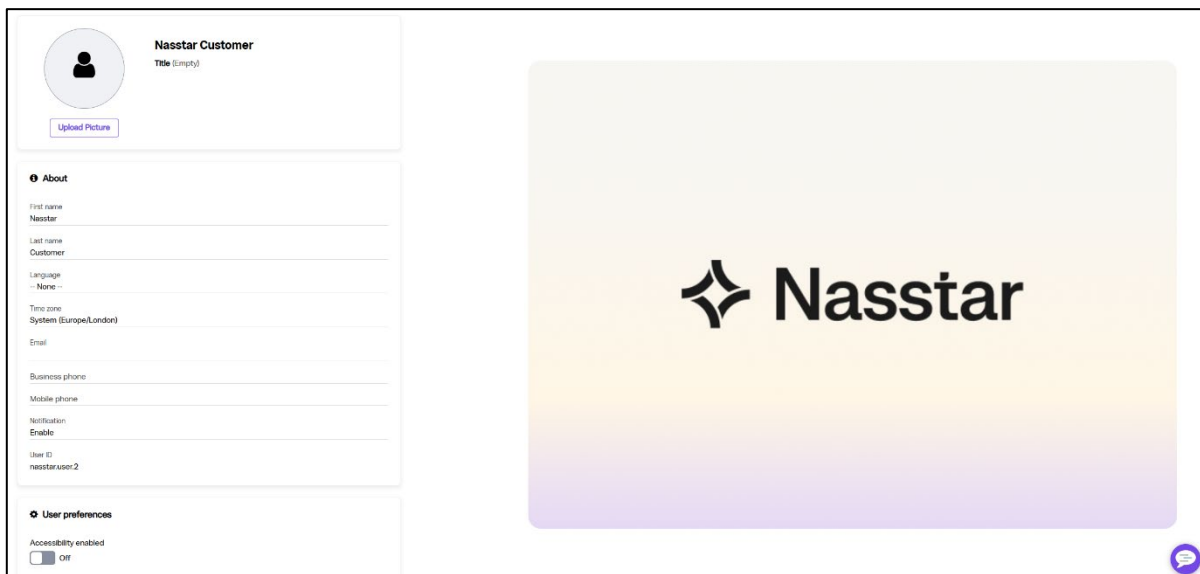


## 9 Profile

By clicking on Username in the top right corner of the screen you can access your profile record and update if necessary. You cannot amend your username; you would need to contact the Service Desk for this.



Clicking in the individual fields will generate a text box where you can enter changes and Save.



# 10 Customer Service Document Repository

The Customer Service Document Repository allows access to essential service documentation that can be viewed or downloaded including:

- NGMS Service Descriptions for your procured Services
- Service Management Process documents such as Major Incident Management (MIM) and Escalation procedures
- Service reports to support service review meetings including SIR and RCA reports.

With access to documentation appropriately restricted to ensure your information remains protected.

To access this information, click “My Documents” at the top of the screen.

**Nasstar** Knowledge My Cases My Requests **My Documents** Notification 1 Nasstar Customer

**Good Afternoon Nasstar, how can we help?**  
For critical issues, please call 0333 230 3322

Search

**How can we help**  
Click here to ask for help

**Service Catalogue**  
Click here to make requests for services or ask for information

**Knowledge**  
Browse and search for articles, rate or submit feedback

**Most Read Articles**  
Find your Office 365 Tenant ID

**Featured Articles**  
No content to display

**Most Useful Articles**  
No content to display

You will be redirected to the My Documents section and by default see a list of All documents available to you and any details around the version of the document.

**Nasstar** Knowledge My Cases My Requests **My Documents** Nasstar Customer

Home > My Documents

Search

**My Documents**

- Service Descriptions
- Service Management Documents
- Service Reports
- All**

**All**

Document	Type	File type	Version	Version State	Notes
Example Service Report	Service Report	Attachment	1.0	Published	
Example Service Description	Service Description	Attachment	1.0	Published	
Example Service Management Process	Service Management Process	Attachment	3.0	Published	


< > Rows 1 - 3 of 3

As the number of documents made available builds you may wish to use one of the menus to the left to filter your view to only list those types of documents.





## 10.1 Document Record fields

From the My Documents menu or having clicked on a document record you will note there are a number of visible fields containing information


 All

Document	Type	File type	Version	Version State	Notes
Example Service Report	Service Report	Attachment	1.0	Published	
Example Service Description	Service Description	Attachment	1.0	Published	
Example Service Management Process	Service Management Process	Attachment	3.0	Published	

  Rows 1 - 3 of 3

### Example Service Description

\*Document

 Example Service Description

\*File type

Attachment

Version State

Published


Version

2.0

Notes

Rebranded

Attachments

 Example NGMS Service Description.pdf

### 10.1.1 Document

This is the document record title and depending on the type of document will allow users to identify the Service, Process or Report the document relates to, example naming conventions that will be used are:

- RCA Report - <PRB01234567> - Example problem title
- Example Customer Monthly Service Report September 25
- Nasstar Change Management Process
- Managed Azure Platform Service Description

### 10.1.2 Type

As already discussed this related to the type of document published and using the menu down the side you can limit which documents will be listed.

### 10.1.3 File Type

This will always say Attachment, as Nasstar will be upload documents into the document record.

### 10.1.4 Version

The version number here relates to the version of document that has been uploaded to the document record. If Nasstar release a new Change Management Process, a new version of the document will be uploaded to the document record and the version number will increment.

### 10.1.5 Version State

This will be the publication state of the document, from a customer viewpoint this will always be Published.



10.1.6 Notes

This field will contain release notes for the specific document version or other pertinent information.

10.2 Viewing the published document

Currently, it is not possible to view the documents in the browser. Instead, these must be downloaded.

Having clicked on the document record to open the detail you will see at the bottom of the window an Attachments section with a document listed underneath.

Example Service Description

\*Document

Example Service Description

\*File type

Attachment

Version State

Published

Version

2.0

Notes

Rebranded

Attachments

Example NGMS Service Description.pdf

Clicking on the document will open a new browser tab with message in the middle of the screen.

This document could not be previewed.

Download Document

Clicking the Download Document button will prompt users to download and save the document to a preferred location, or automatically download the document, depending on your browser settings.



## End of Document

