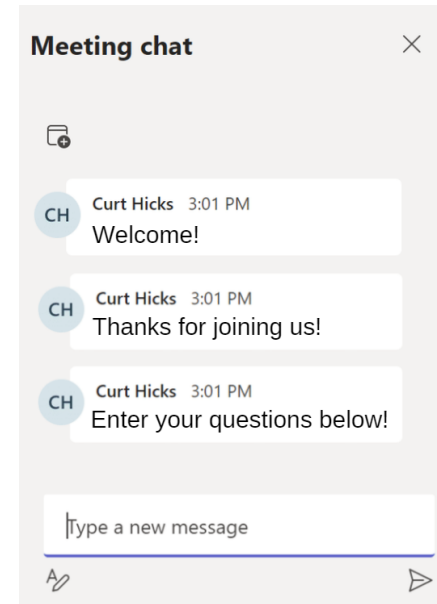
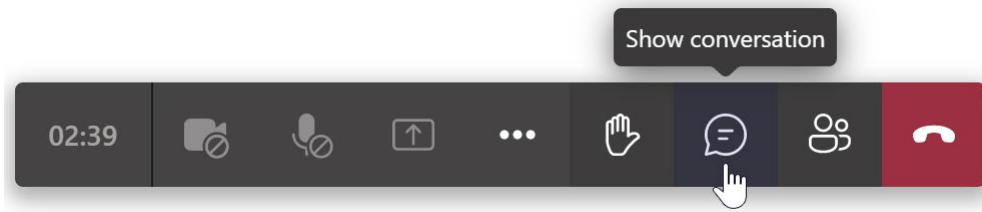




Centaris Client Portal


Use the Teams Chat to post any questions

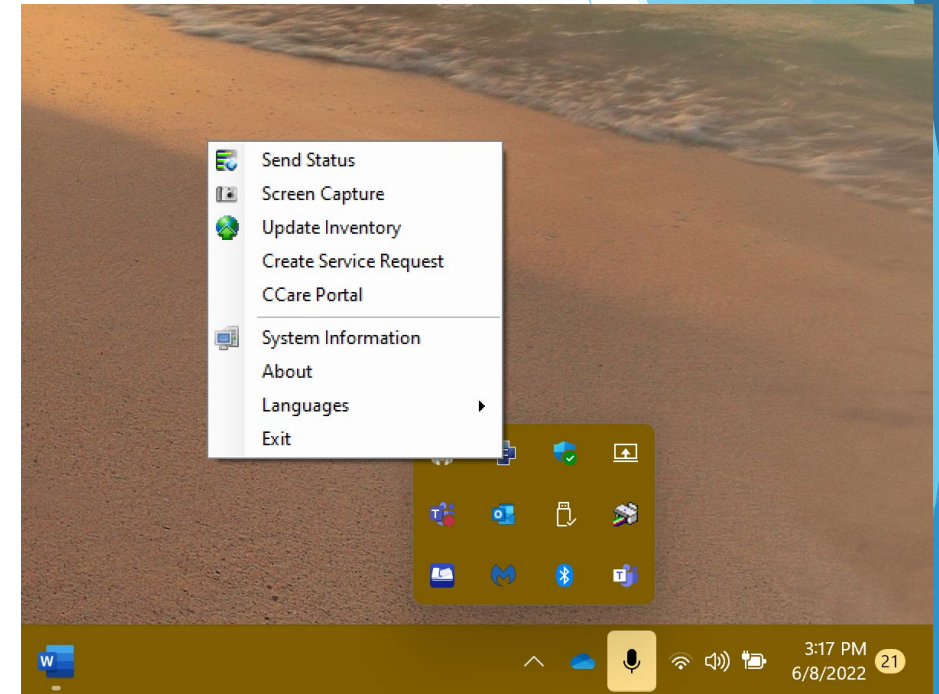


What is the Centaris Client Portal?

- ▶ Our new client facing portal has many different tools.
 - ▶ Allows a user to submit a service request
 - ▶ Check the status of a service request
 - ▶ Run inventory management reports
 - ▶ Check on warranty status of PCs, Laptops, and Servers
 - ▶ View weekly and monthly reports provided by Centaris
 - ▶ Training Library

How to Log In

- ▶ There are a few different ways that you can access the portal.
 - ▶ Use the  on the lower right-hand corner of your desktop and click on CCare Portal.
 - ▶ Got to my.centaris.com
- ▶ You will then be prompted to log in.
 - ▶ You can log in using your Microsoft 365 credentials, if you have office 365.
 - ▶ You can enter in your company email and have a 1 time use code sent to your email that will allow you to log in.



Home Screen

CENTARIS

Centaris

Ask a question...

Curtiss Hebel

Home

Company

Support

University

Infrastructure

Usage

Security

Compliance

Alerting

Account

Partner

Support

Request Help

Need help with something already installed or previously working?

Solutions Library

Order new applications, features or search for productivity ideas.

Ticket Updates

Check on the status of existing support tickets.

Office 365 Updates

See upcoming changes and feature enhancements to Office 365.

Office 365 Status

Check for any problems with Office 365 services.

CCR (7)

Patching Policy

Make the Switch from Windows 7

How to Request Service

Day in the Life of an SMB Sales Leader

Day in the Life of an SMB Owner

Centaris Line Card

Centaris Cloud Collaboration

Microsoft Teams (7)

Introduction to Microsoft Teams

Microsoft Teams Video Training

Essential Work from Home Guide

Crash Course in Microsoft Teams

Benefits of the Microsoft Teams Journey

Centaris Microsoft Teams Webinar

10 Tips To Tackle Your Work Day with Microsoft Teams

Office 365 (4)

Portal Information (1)

Partner Advisories

We found some issues with your setup that need attention. [More Info...](#)

Most Recent Issue

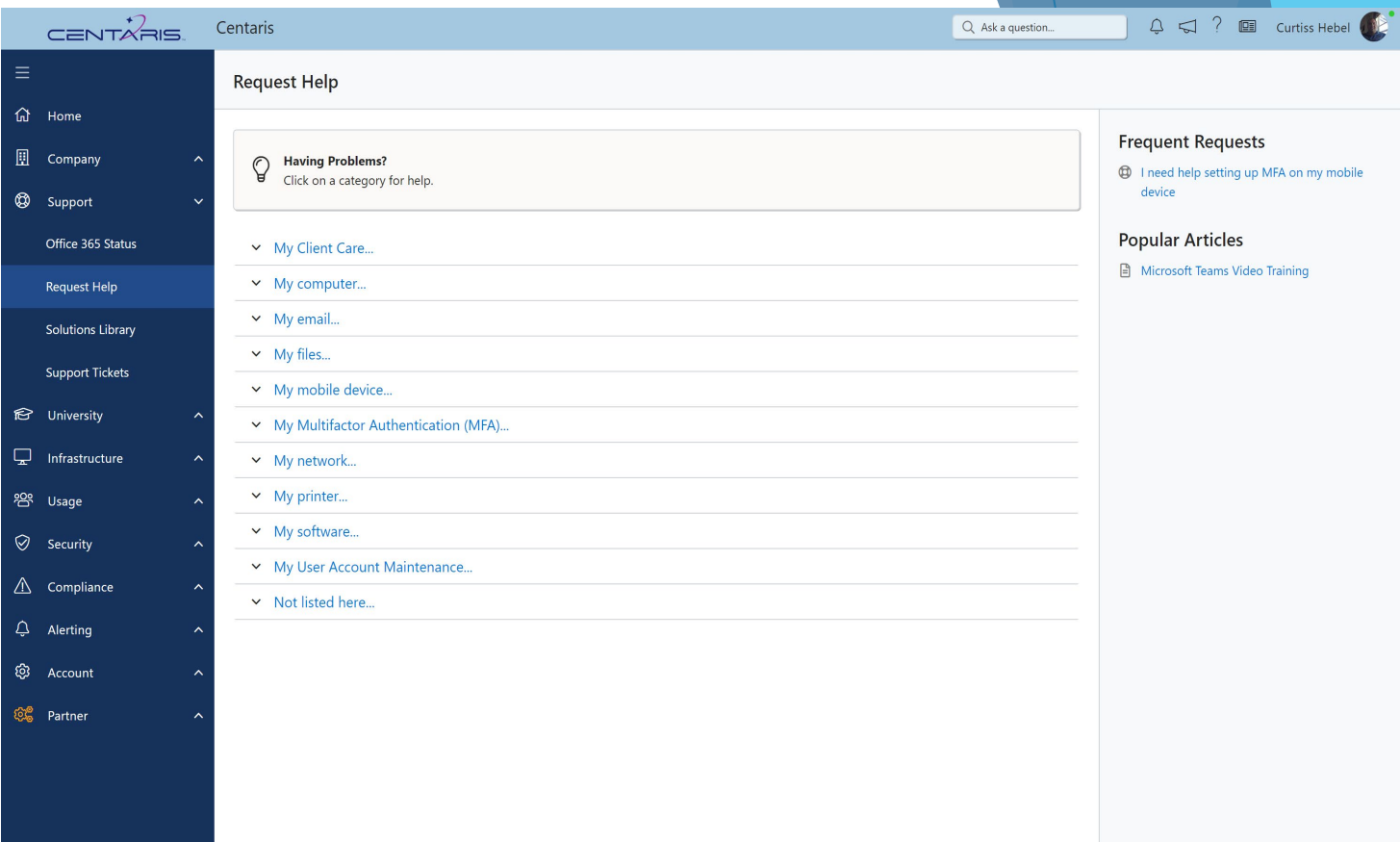
Failed CloudRadial Ticket Submission

May 31, 2022

Popular Articles

[Microsoft Teams Video Training](#)

CENTARIS



Request Help

The Request help button allows you to create a new service request.

There are several preloaded options to choose from when creating a new service request. If you do not see an option that fits your issue you can click on the “Not Listed Here” option.

Creating a Ticket

- ▶ My User Account Maintenance
 - ▶ Add New User

Request Help

[X Cancel](#)

Add New User

Use this selection if you need help with resetting your password.

Complete the following details to submit your request.

New User Start Date *

month day, year



Enter start date for new user

Full Name (First and Last) *

Enter full name of new user

Desired Username *

What would you like the username to be (ex. JDoe, JohnD, JohnDoe, etc)

Desired Email Address *

user@company.com

What would you like the email address to be (ex. JDoe@company.com, JohnD@company.com, etc)

Title

Preferred Phone

- ☐ Office (Main)
☐ Office (Direct)
☐ Mobile

Phone Number

Access Control

The following questions allow you to select which resources the user should have access to.

Model New User Account Settings After This user

Please provide the name of an active user that you would like to model this new user account after.

New users' PC

The following questions relate to the computer that the new user will be using

Is there an existing PC that the new user will be using?

- ☐ Yes
☐ No

Special Instructions

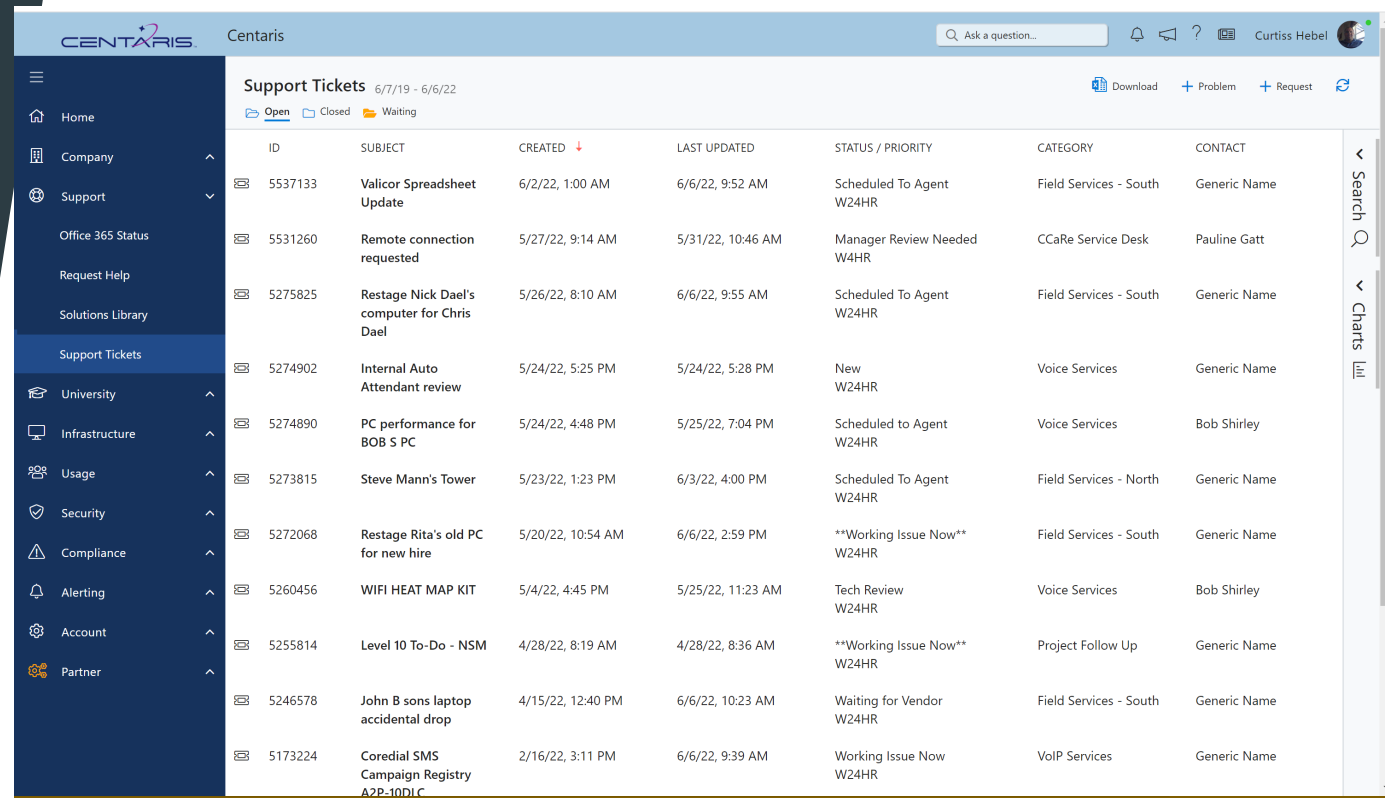
Please provide any other information that you feel may be relevant to this request

Submit

Cancel

Ticket Updates

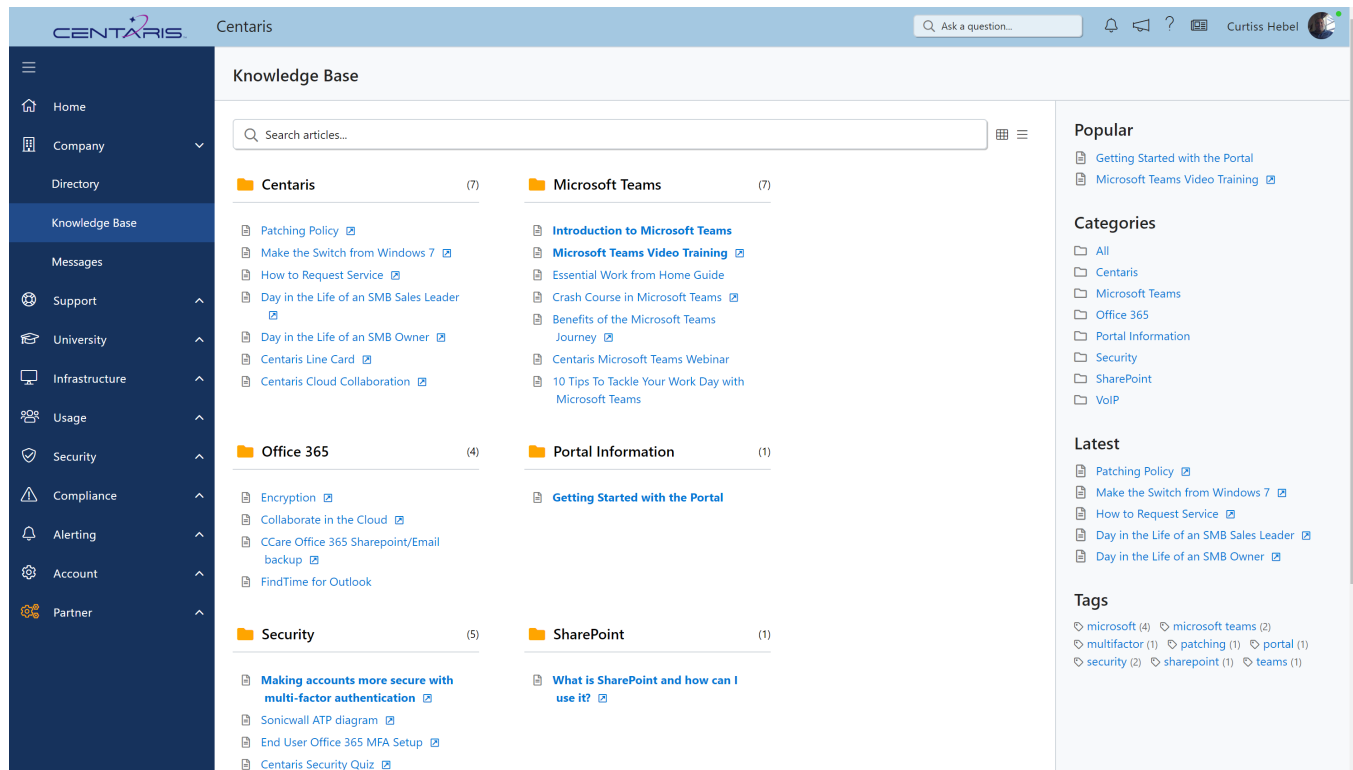
- ▶ The ticket updates section will allow you to check the status of an open tickets as well as a previous ticket that has been closed out already.



The screenshot displays the Centaris Support Tickets interface. The left sidebar contains a navigation menu with options: Home, Company, Support, Office 365 Status, Request Help, Solutions Library, Support Tickets (selected), University, Infrastructure, Usage, Security, Compliance, Alerting, Account, and Partner. The main content area shows a table of support tickets for the date range 6/7/19 - 6/6/22. The table has columns for ID, SUBJECT, CREATED, LAST UPDATED, STATUS / PRIORITY, CATEGORY, and CONTACT. The tickets are listed in descending order of creation date.

ID	SUBJECT	CREATED	LAST UPDATED	STATUS / PRIORITY	CATEGORY	CONTACT
5537133	Valicor Spreadsheet Update	6/2/22, 1:00 AM	6/6/22, 9:52 AM	Scheduled To Agent W24HR	Field Services - South	Generic Name
5531260	Remote connection requested	5/27/22, 9:14 AM	5/31/22, 10:46 AM	Manager Review Needed W4HR	CCaRe Service Desk	Pauline Gatt
5275825	Restage Nick Dael's computer for Chris Dael	5/26/22, 8:10 AM	6/6/22, 9:55 AM	Scheduled To Agent W24HR	Field Services - South	Generic Name
5274902	Internal Auto Attendant review	5/24/22, 5:25 PM	5/24/22, 5:28 PM	New W24HR	Voice Services	Generic Name
5274890	PC performance for BOB S PC	5/24/22, 4:48 PM	5/25/22, 7:04 PM	Scheduled to Agent W24HR	Voice Services	Bob Shirley
5273815	Steve Mann's Tower	5/23/22, 1:23 PM	6/3/22, 4:00 PM	Scheduled To Agent W24HR	Field Services - North	Generic Name
5272068	Restage Rita's old PC for new hire	5/20/22, 10:54 AM	6/6/22, 2:59 PM	**Working Issue Now** W24HR	Field Services - South	Generic Name
5260456	WIFI HEAT MAP KIT	5/4/22, 4:45 PM	5/25/22, 11:23 AM	Tech Review W24HR	Voice Services	Bob Shirley
5255814	Level 10 To-Do - NSM	4/28/22, 8:19 AM	4/28/22, 8:36 AM	**Working Issue Now** W24HR	Project Follow Up	Generic Name
5246578	John B sons laptop accidental drop	4/15/22, 12:40 PM	6/6/22, 10:23 AM	Waiting for Vendor W24HR	Field Services - South	Generic Name
5173224	Coredial SMS Campaign Registry A2P-10DLC	2/16/22, 3:11 PM	6/6/22, 9:39 AM	Working Issue Now W24HR	VoIP Services	Generic Name

Company Tab



► Under the Company Tab if you click on knowledge base there are several articles there.

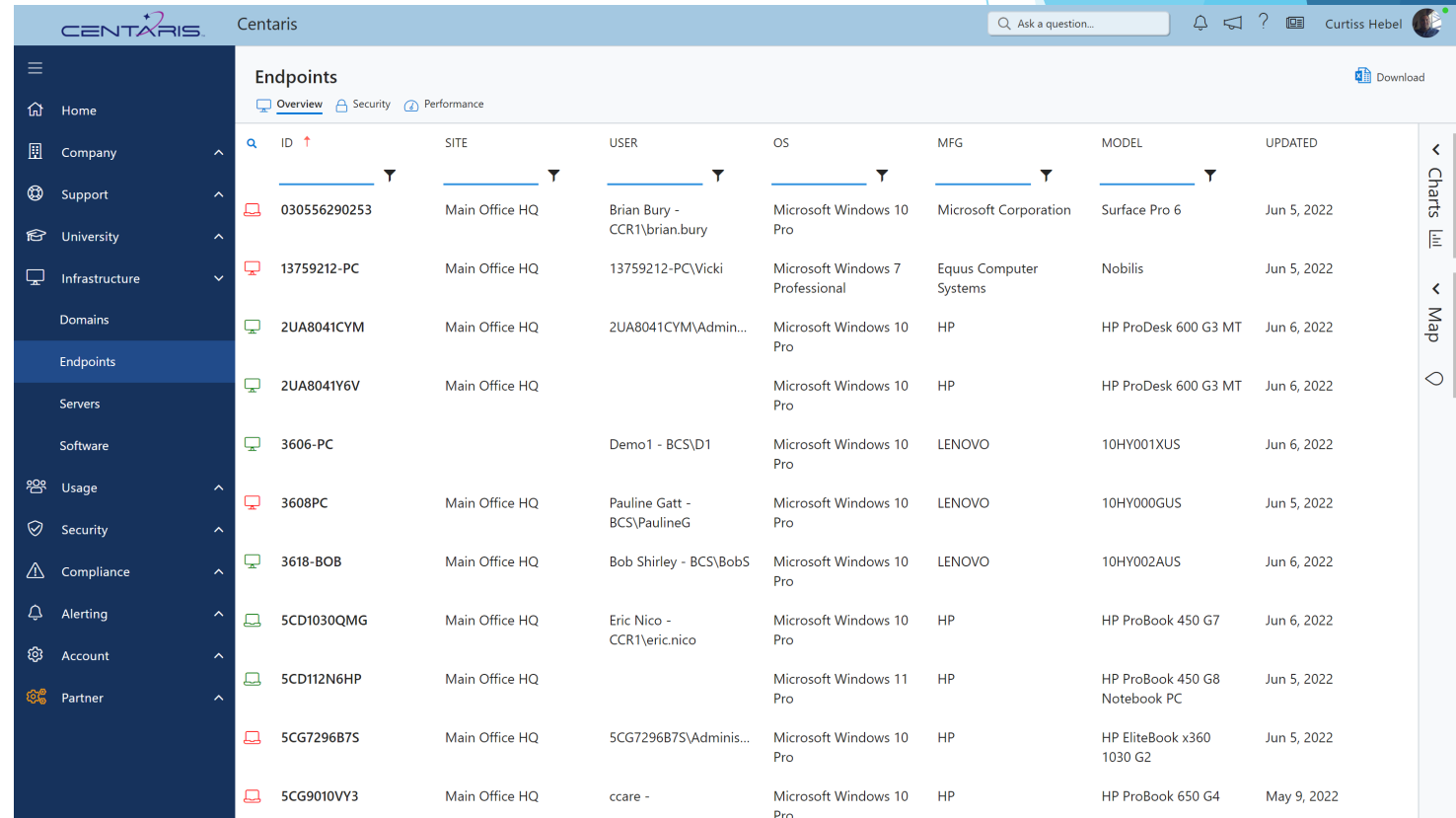
- Office 365 help
- Security Information
- Portal Information
- Much, much more!!

University Tab

- ▶ The University tab has preloaded courses as well as some quick start guides.
- ▶ There are several courses that show how to use all the different products in the Microsoft Office 365 Suite.
- ▶ We can also load in other courses as well, such as cybersecurity and HIPPA 101
 - ▶ If you have any courses that you have used for your employees in the past, we can put those in this portal as well.
- ▶ Quick Starts are little tip and trick sheets for different topics.

Infrastructure Tab

- ▶ This tab shows you all your servers and endpoints.
 - ▶ Any Desktop, Laptop, or Mac with a CCare Agent on it will show up in the endpoints section.
- ▶ You can download an excel spreadsheet with all the information about your servers and endpoints, which is great for inventory management.



ID	SITE	USER	OS	MFG	MODEL	UPDATED
030556290253	Main Office HQ	Brian Bury - CCR1\brian.bury	Microsoft Windows 10 Pro	Microsoft Corporation	Surface Pro 6	Jun 5, 2022
13759212-PC	Main Office HQ	13759212-PC\Vicki	Microsoft Windows 7 Professional	Equus Computer Systems	Nobilis	Jun 5, 2022
2UA8041CYM	Main Office HQ	2UA8041CYM\Admin...	Microsoft Windows 10 Pro	HP	HP ProDesk 600 G3 MT	Jun 6, 2022
2UA8041Y6V	Main Office HQ		Microsoft Windows 10 Pro	HP	HP ProDesk 600 G3 MT	Jun 6, 2022
3606-PC		Demo1 - BCS\D1	Microsoft Windows 10 Pro	LENOVO	10HY001XUS	Jun 6, 2022
3608PC	Main Office HQ	Pauline Gatt - BCS\PaulineG	Microsoft Windows 10 Pro	LENOVO	10HY000GUS	Jun 5, 2022
3618-BOB	Main Office HQ	Bob Shirley - BCS\BobS	Microsoft Windows 10 Pro	LENOVO	10HY002AUS	Jun 6, 2022
5CD1030QMG	Main Office HQ	Eric Nico - CCR1\eric.nico	Microsoft Windows 10 Pro	HP	HP ProBook 450 G7	Jun 6, 2022
5CD112N6HP	Main Office HQ		Microsoft Windows 11 Pro	HP	HP ProBook 450 G8 Notebook PC	Jun 5, 2022
5CG7296B7S	Main Office HQ	5CG7296B7S\Adminis...	Microsoft Windows 10 Pro	HP	HP EliteBook x360 1030 G2	Jun 5, 2022
5CG9010VY3	Main Office HQ	ccare -	Microsoft Windows 10 Pro	HP	HP ProBook 650 G4	May 9, 2022

Endpoint Information

- ▶ If you click on an endpoint, you can see useful information such as...
 - ▶ An overview of the device
 - ▶ The configuration of the device
 - ▶ Which users logged into the device
 - ▶ Every piece of software that is on the device

Endpoint

Close

CCRWIN10SURFACE

Microsoft Windows 11 Pro

Overview Configuration Users Software Security

Details

Product Key	VK7JG-NPHTM-C97JM-9MPGT-3V66T
Manufacturer	Microsoft Corporation
Model	Surface Book 2
Serial Number	008420793757
Product Number	Surface_Book_1832
Monitor Count	1
CPU	Intel(R) Core(TM) i7-8650U CPU @ 1.90GHz
Processor Count	8 processors
Memory	16 GB
CPU Date (Approximate)	Aug 2017
Warranty Expiration	Nov 15, 2020
Time Zone	(UTC-05:00) Eastern Time (US & Canada)

Folder Storage Locations

Desktop	C:\WINDOWS\system32\config\systemprofile\Desktop
Documents	C:\WINDOWS\system32\config\systemprofile\Documents
Photos	C:\WINDOWS\system32\config\systemprofile\Pictures

Drives

0 - BA HFS001TD9TNG-62A0A	SSD	953.87 GB
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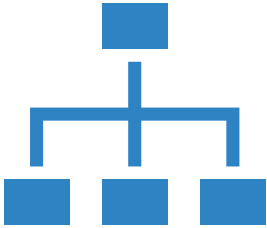
Network

Usage Tab

- Under the Usage Tab there is a section for licenses. If you have Office 365 this will show all your 365 licenses and who they are assigned to.

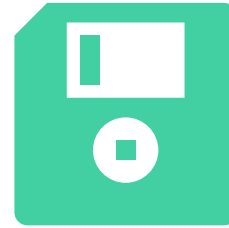
CENTARIS Centaris						Ask a question...
Licenses						
Licenses License Groups						
LICENSE	USED	ALLOCATED	AVAILABLE	SOURCE		
					All	
Audio Conferencing	110	112	2	Office 365		
Azure Active Directory Premium P2	0	1	1	Office 365		
Communications Credits (free)	1	10,000,000	9,999,999	Office 365		
Dynamics 365 for Financials for IWs	1	10,000	9,999	Office 365		
Meeting Room	3	3	0	Office 365		
Microsoft 365 Business Basic	1	1	0	Office 365		
Microsoft 365 Business Voice Med2	27	25	-2	Office 365		
Microsoft 365 E3	187	200	13	Office 365		
Microsoft Cloud App Security	0	3	3	Office 365		
Microsoft Common Area Phone	5	5	0	Office 365		
Microsoft Flow (free)	21	10,000	9,979	Office 365		
Microsoft Phone System	111	113	2	Office 365		
Microsoft Stream (free)	2	1,000,000	999,998	Office 365		

Compliance Tab



Policies

This provides a high-level overview of your entire network and provides recommendations on where improvements can be made.



Reports

This will show you all your Centaris Reports in one easy location.

- Backup
- Monitoring
- Security

Upcoming Centaris Webinars:

- ▶ **June 23rd: Microsoft New Commerce Experience - Second Wave:** A discussion around new Microsoft Office 365 licensing so you understand your options effective June 30, 2022. Monthly or Annual terms.
- ▶ **July 14th: Security Journey: LIVE! @ Centaris HQ** - The landscape has changed and what worked for security in the past is not anywhere near adequate for today's world. Learn what you need to plan for now. *Wine and Beer Tasting EVENT, so plan on attending 4pm-6pm!*
- ▶ **Give-aways at the end of every webinar!**



Thank You for Joining Us!

- A recording of this session will be emailed to all attendees.
- Please feel free to share the recording with your staff.



Questions?



► Call us at: (248) 284-7100

► Email us at:
marketing@centaris.com

► Visit our Website at:
www.Centaris.com

Thank You





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