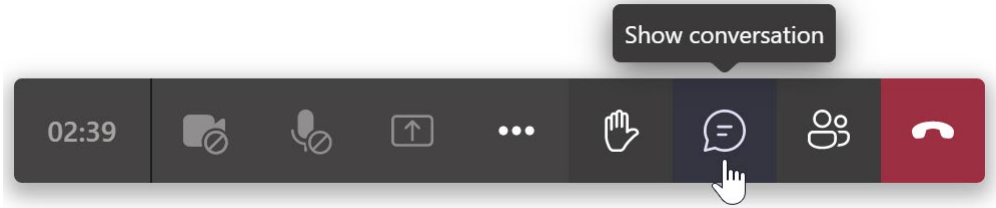
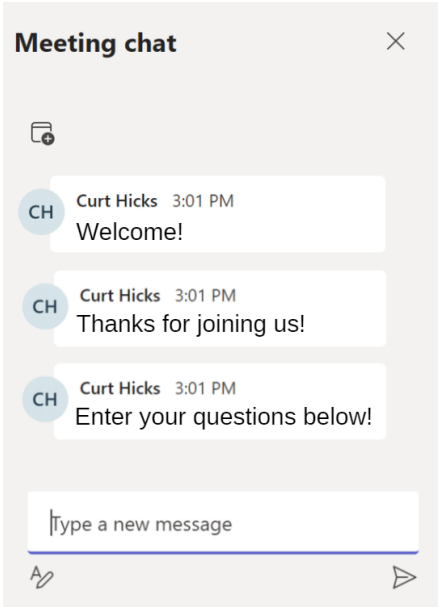
Centaris Client Portal

Confidential

Use the Teams Chat to post any questions



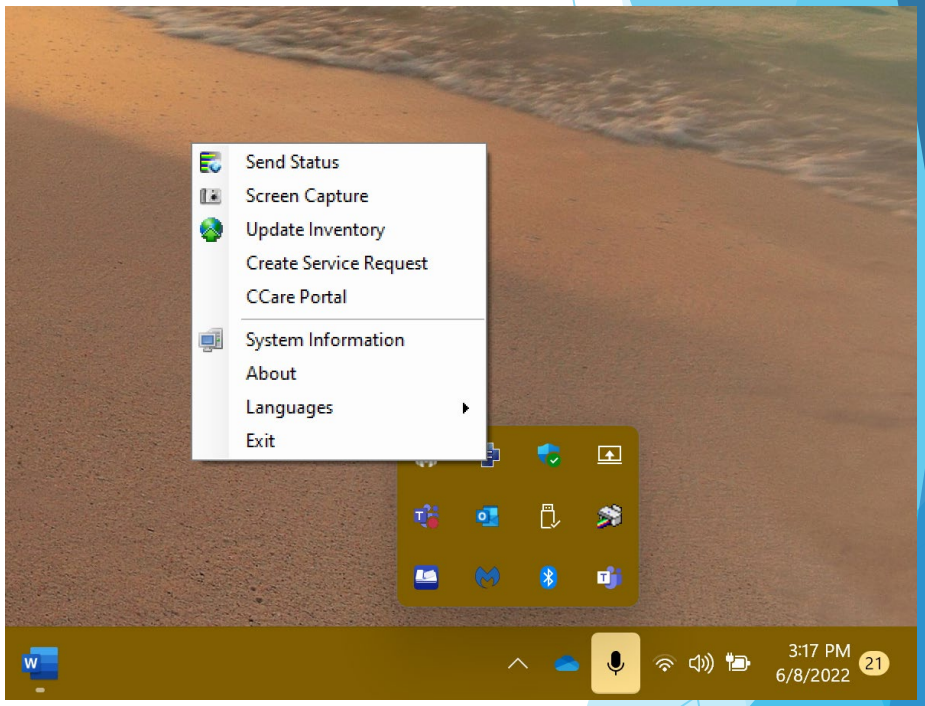


What is the Centaris Client Portal?

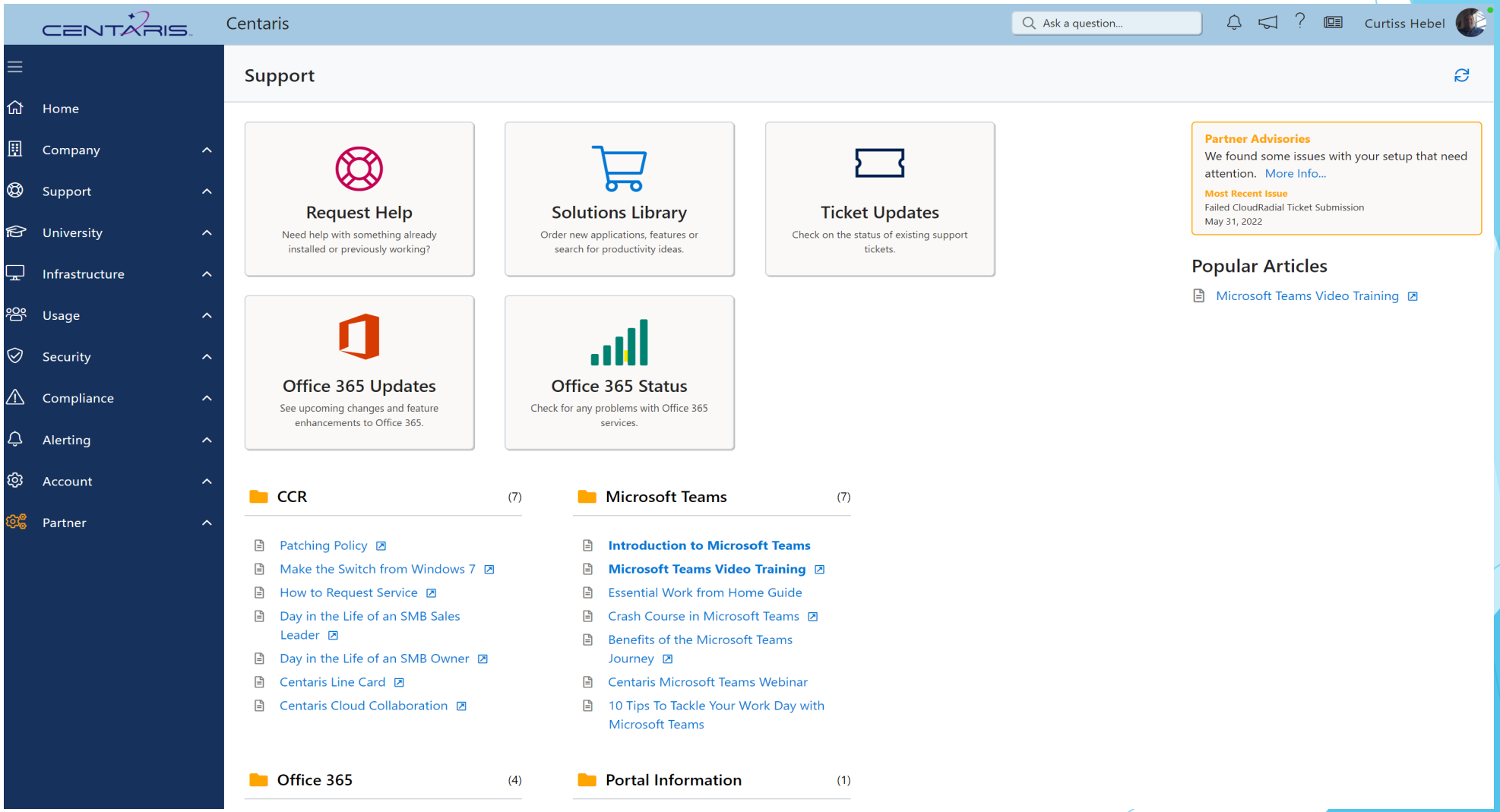
- Our new client facing portal has many different tools.
  - Allows a user to submit a service request
  - Check the status of a service request
  - Run inventory management reports
  - Check on warranty status of PCs, Laptops, and Servers
  - View weekly and monthly reports provided by Centaris
  -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

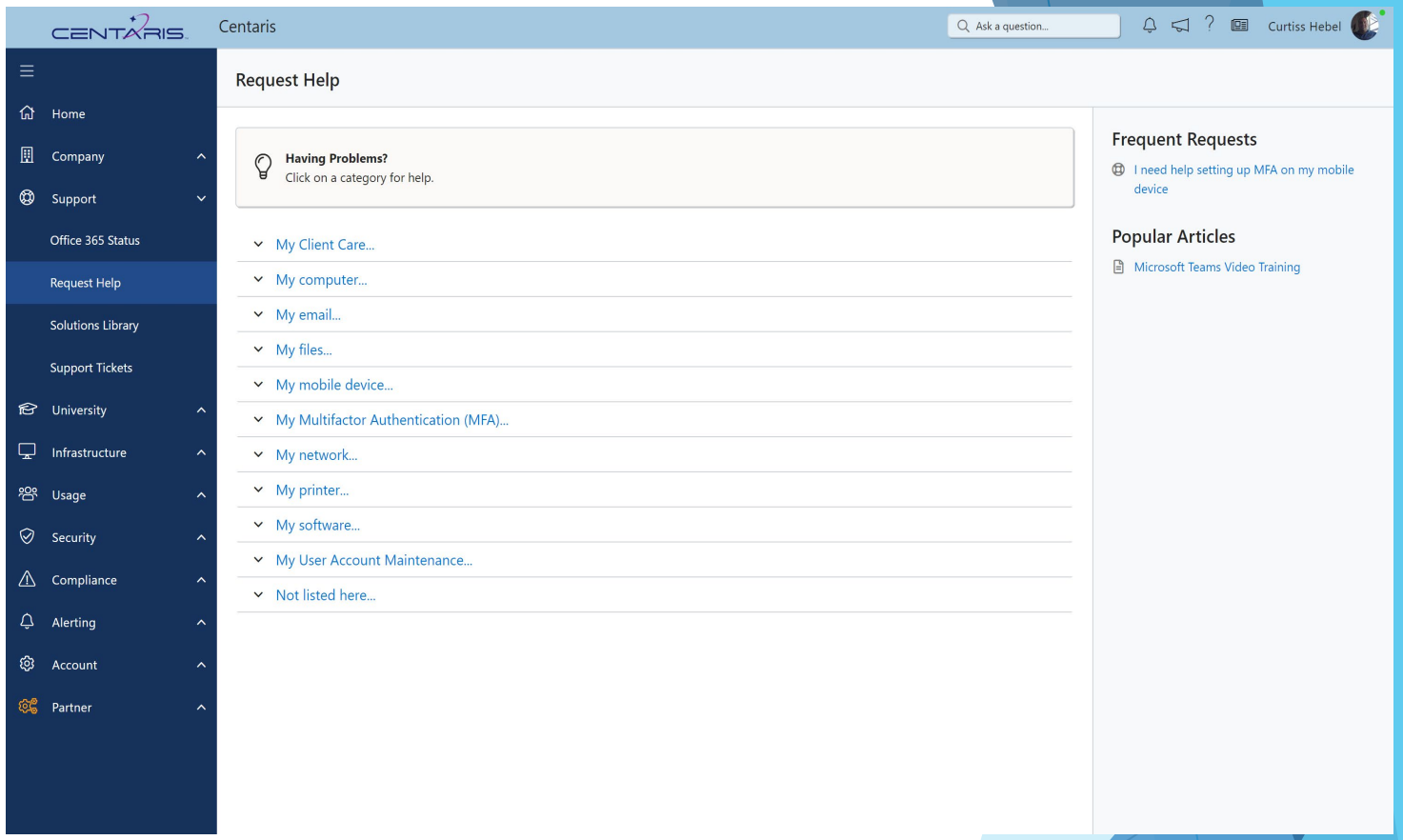
How to Log In

- 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
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.
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
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)



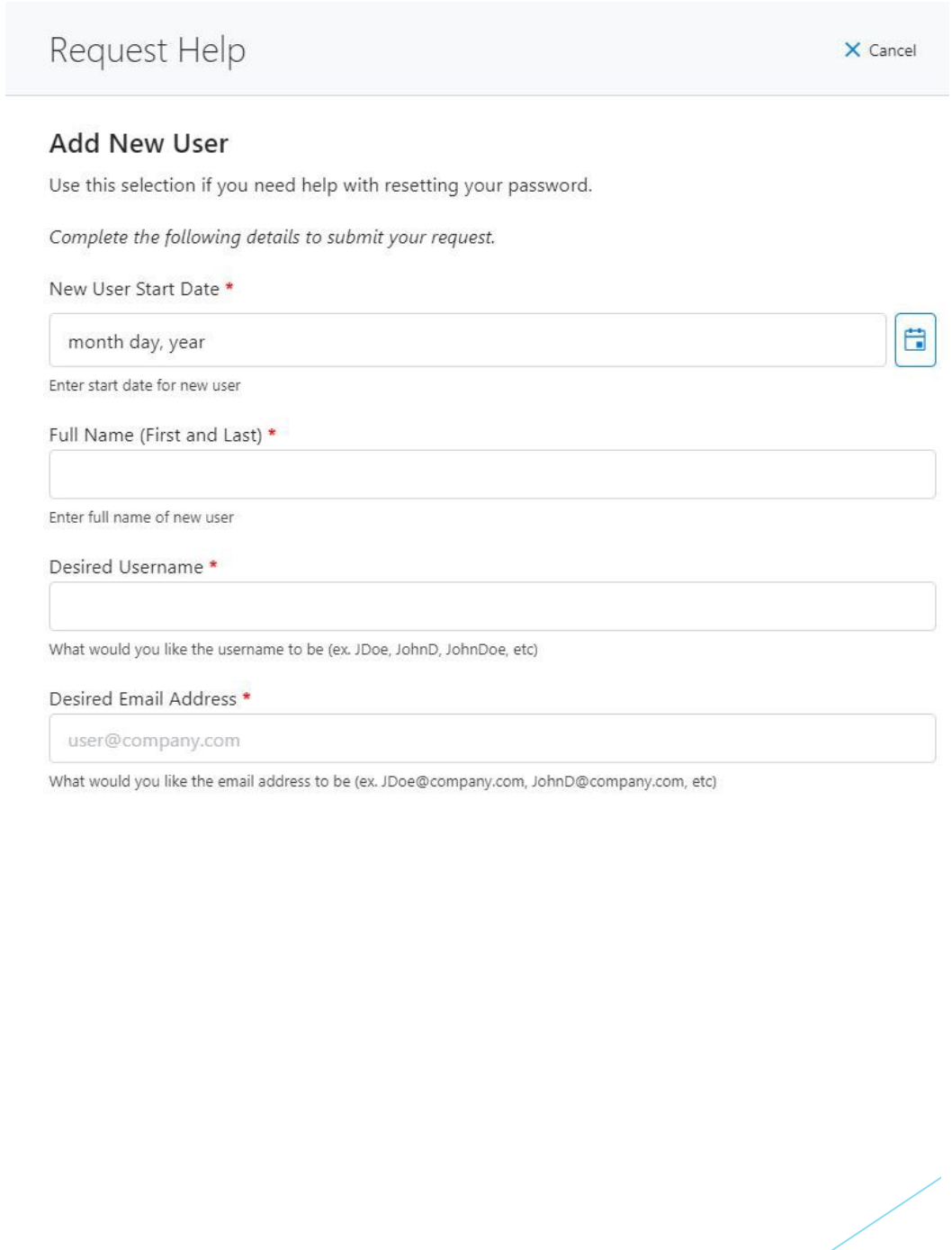
Request Help

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.

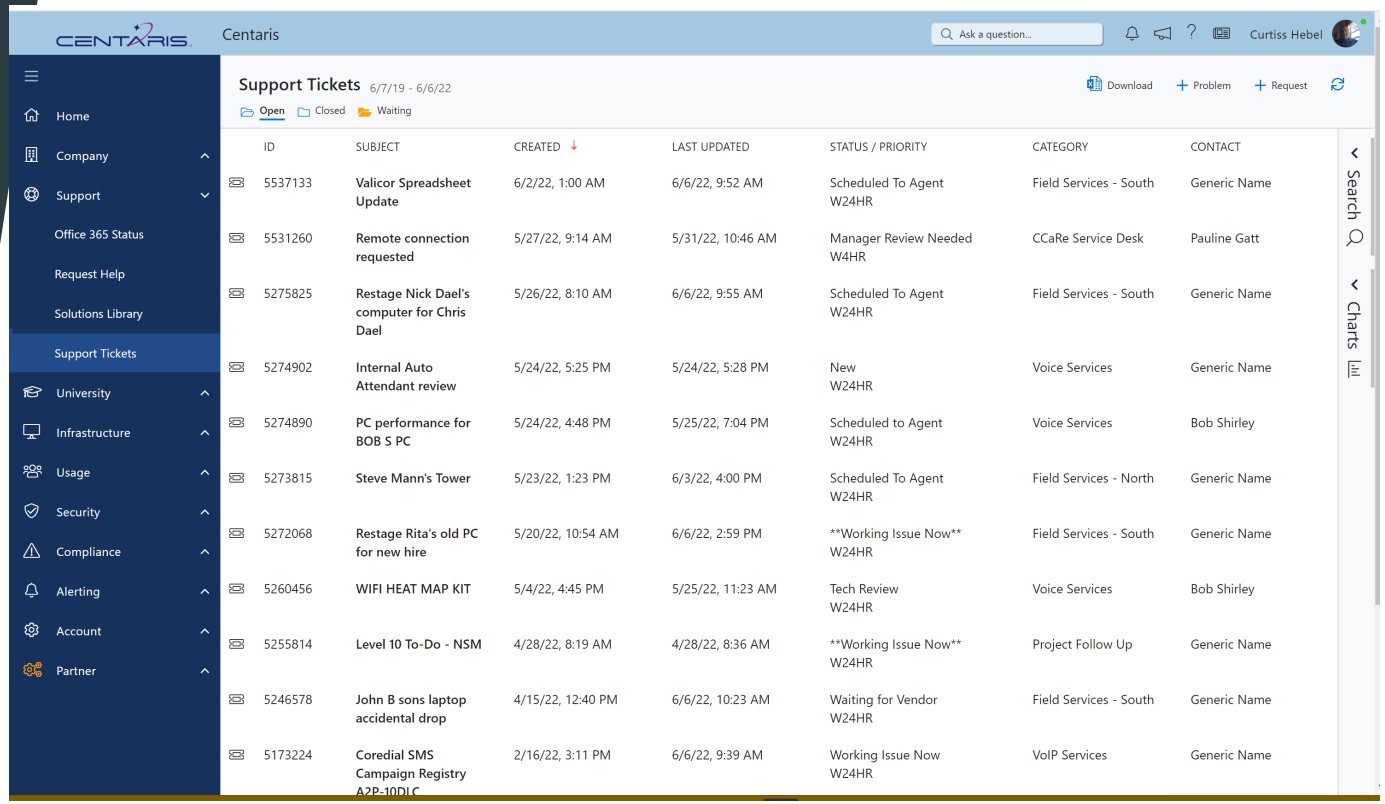
Creating a Ticket

- My User Account Maintenace
  - Add New User

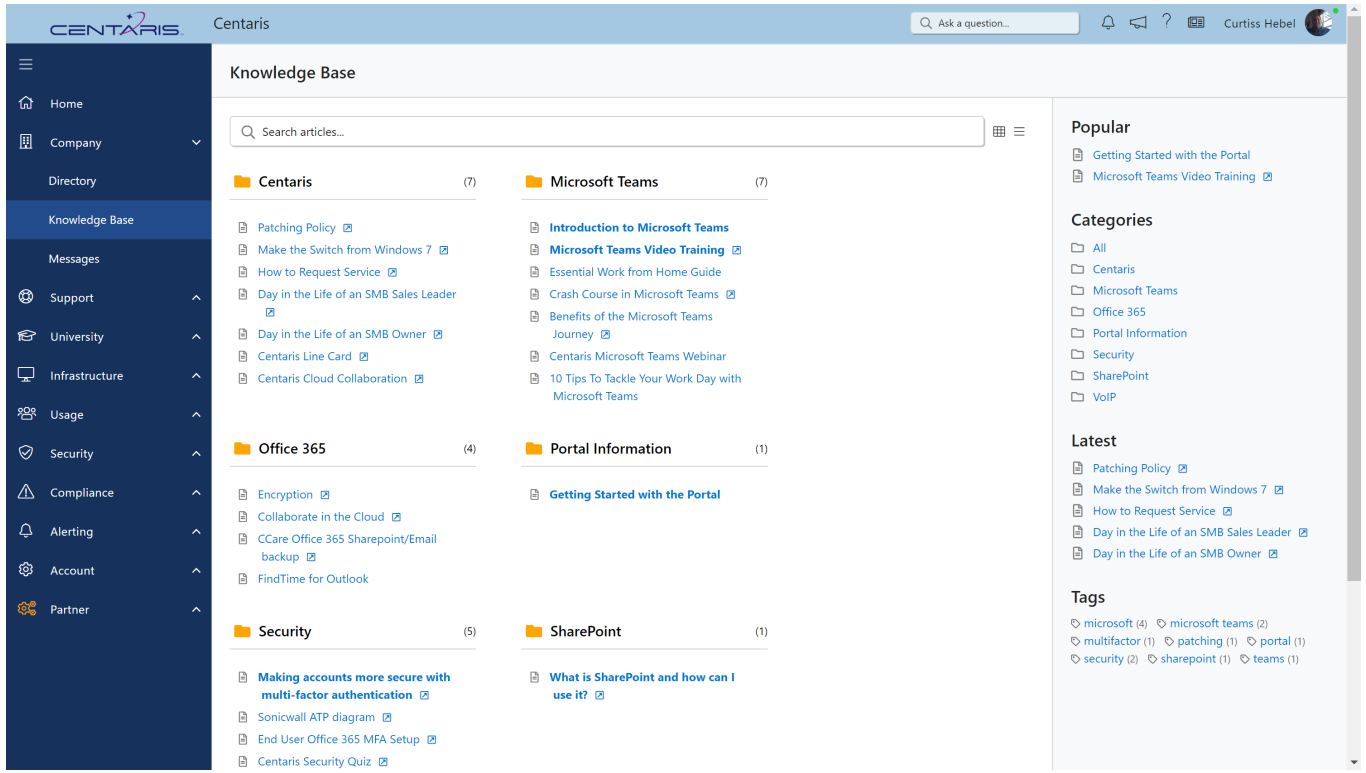


Ticket Updates

- 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.



Company Tab



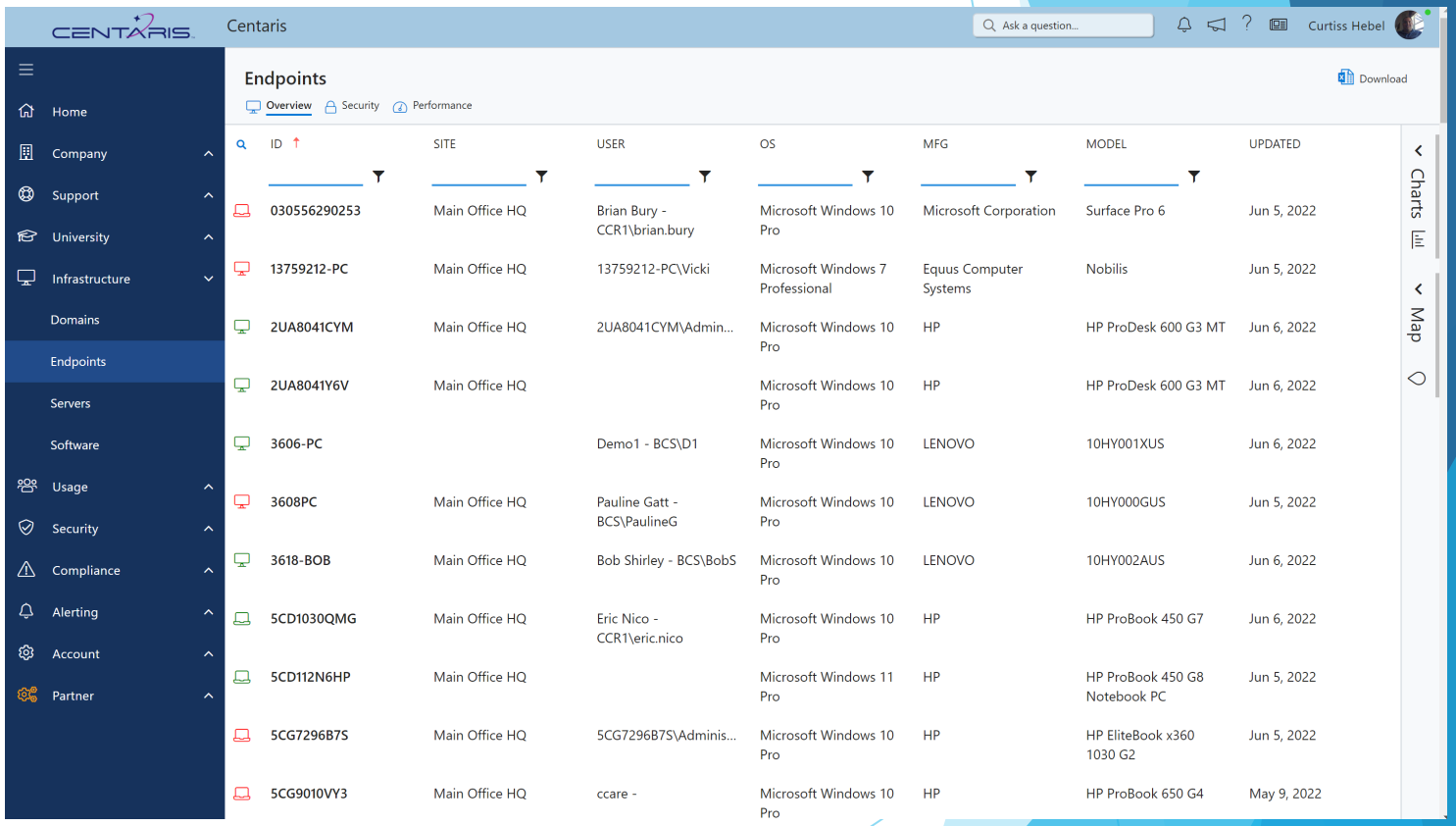
- Under the Company Tab if you click on knowledge base there are several articles there.
  - Office 365 help
  - Security Information
  - Portal Information
  - Much, much more!!

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.

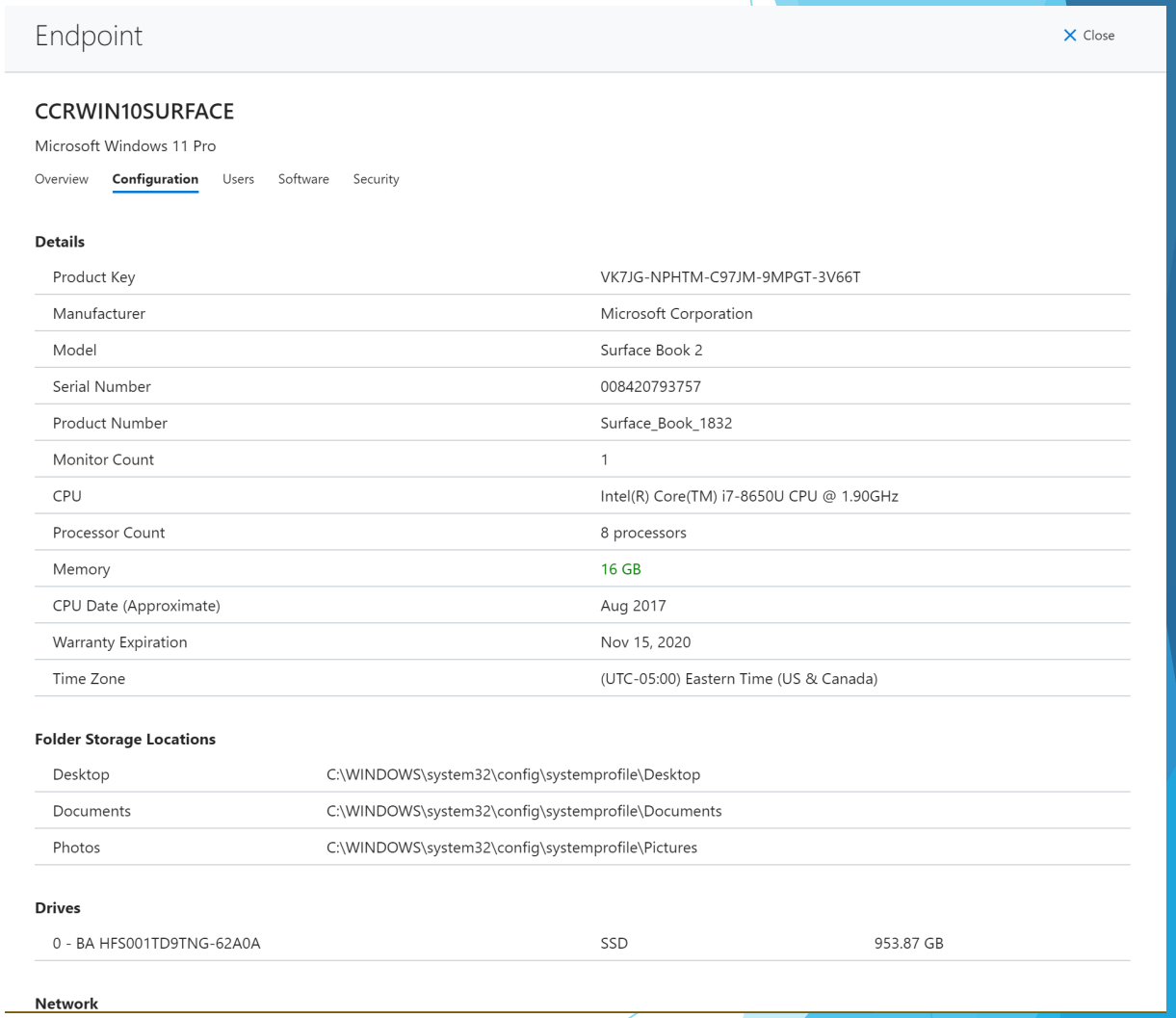
Infrastructure Tab

- 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.



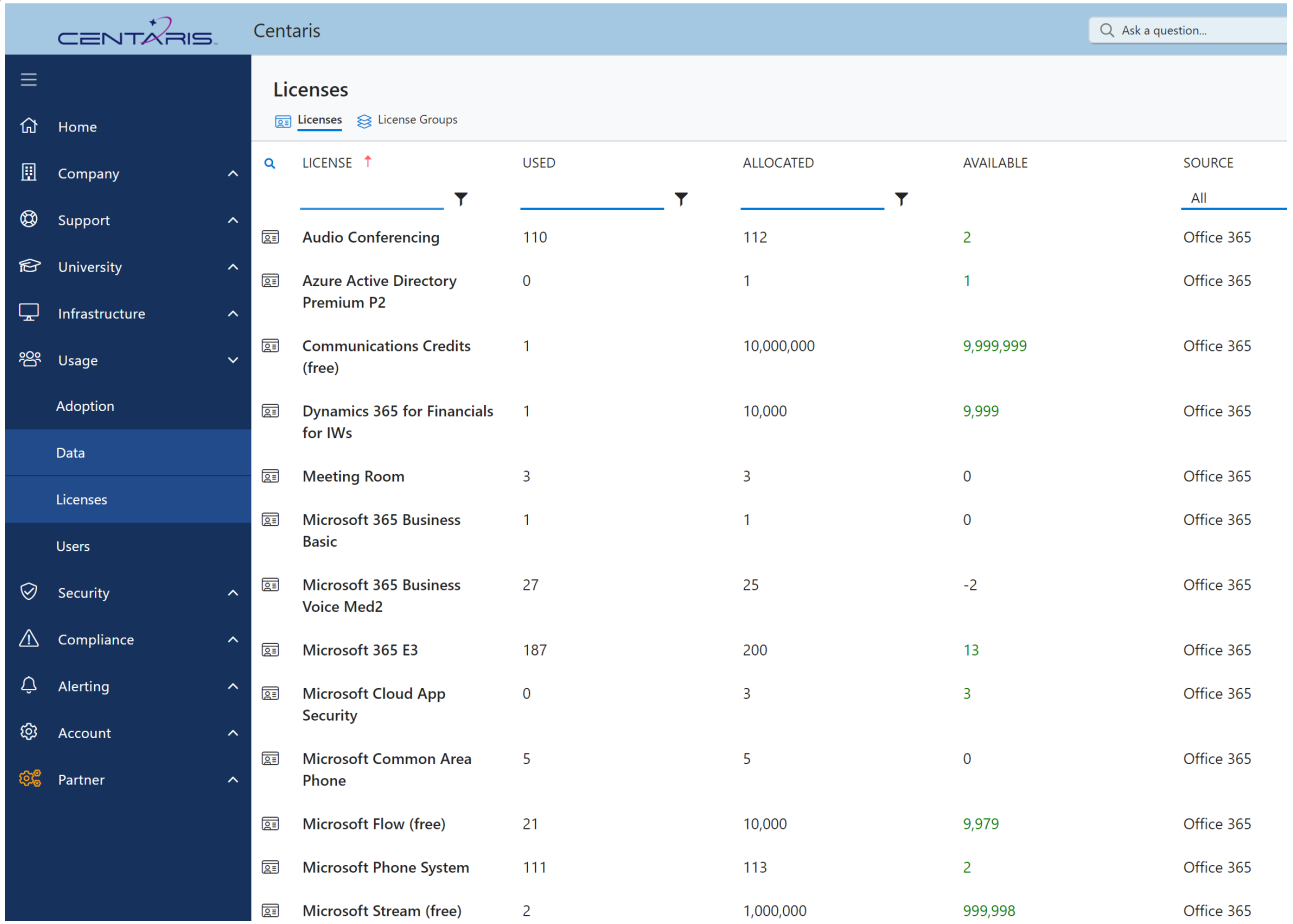
Endpoint Information

- 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 deivce
  - Every piece of software that is on the device

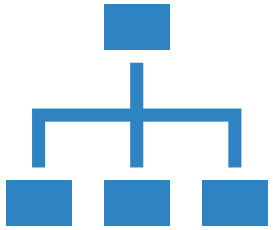


Usage Tab

- 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.



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!**

CENTARIS™

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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