

## Welcome to the M Data A/S Client Portal.

### User guide.

#### What Is the Client Portal?

The Client Portal is a secure web portal through which you can review, administrate and work with, your tickets and projects.

In the portal, you can submit tickets, change tickets, search for tickets. You can access relevant information. You can edit profiles and change passwords.

We can use the system as a communication tool and make sure that you get all the necessary information in order to have the best experience in our cooperation.

This Guide helps you to log in to the portal, submit a ticket, find and make changes in existing tickets.

Do you have any ideas or questions to this guide, feel free to contact our Help Desk at: [salg@mdata.dk](mailto:salg@mdata.dk)

M Data A/S  
Help Desk

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## 1. Log in

Go to [www.mdata.dk](http://www.mdata.dk)

Click the “Log In Client Portal” in the bottom of the front page.

## 2. Username and password

Now you want to Log In with your username and password.

If you do not have a username and password – contact [salg@mdata.dk](mailto:salg@mdata.dk)

Forgot your password, please click on “Reset your password” and you will receive an e-mail with a new password.

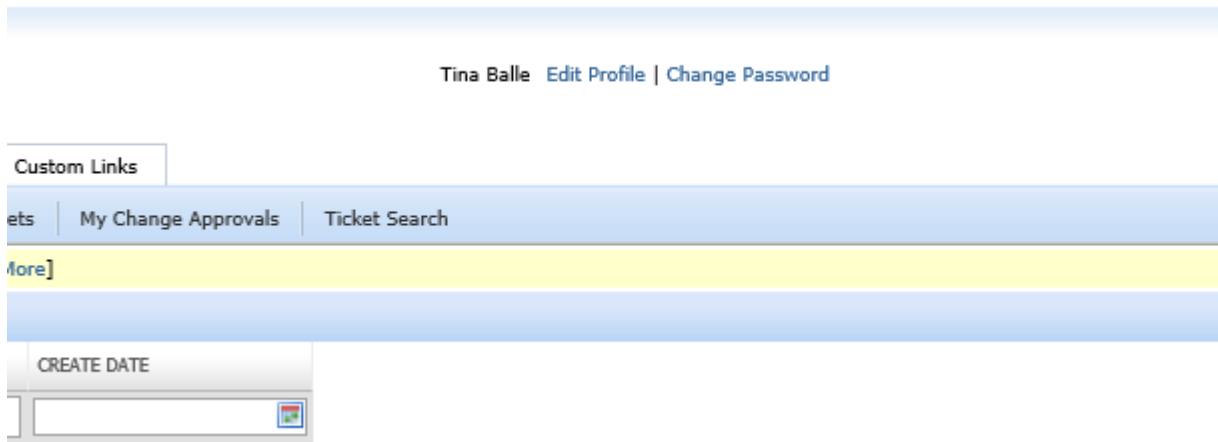


The screenshot shows a login form titled "CLIENT PORTAL LOGIN". It contains the following elements:

- User Name:** A text input field.
- Password:** A text input field.
- Remember My User Name
- Keep Me Logged-In on this Computer
- LOGIN** button
- Unauthorized access is prohibited
- [Reset your password](#)

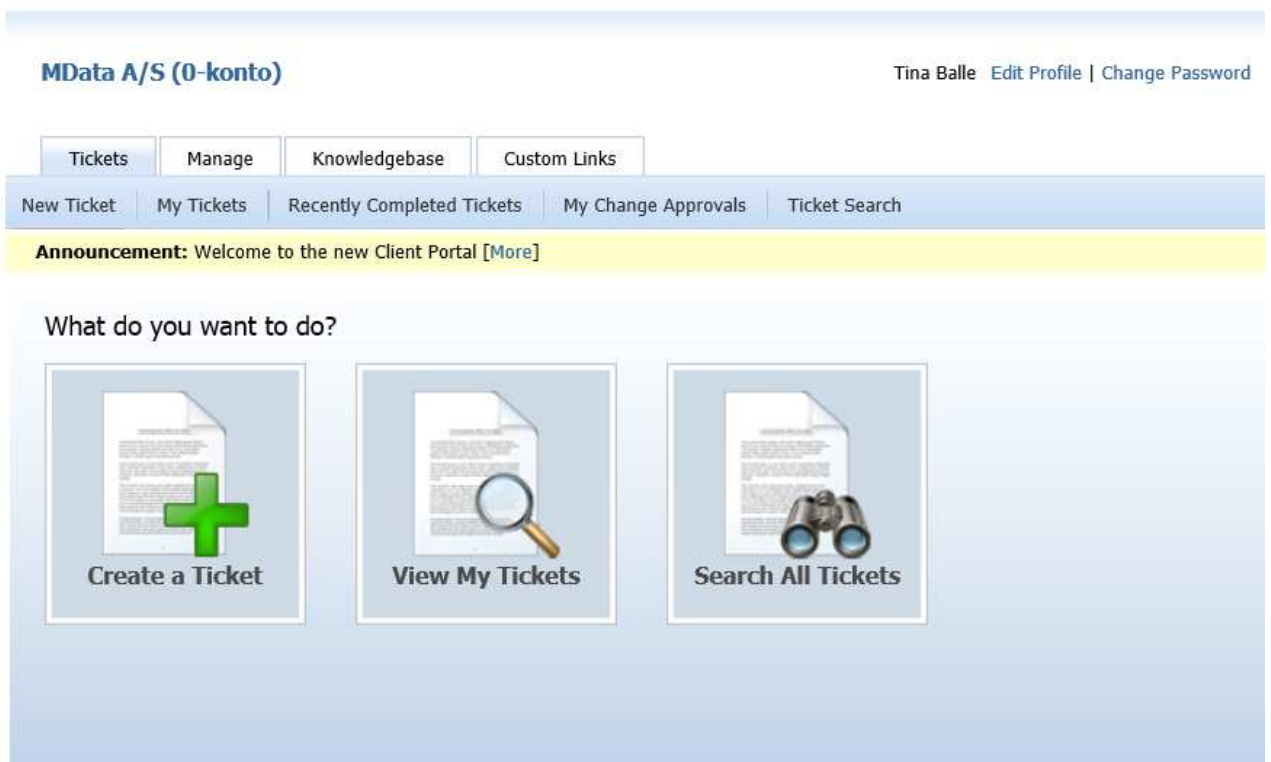
## 3. Change password

If you want to change your password, go to “Change password” at top of the page after your Log In. It is also possible to edit and update your profile.



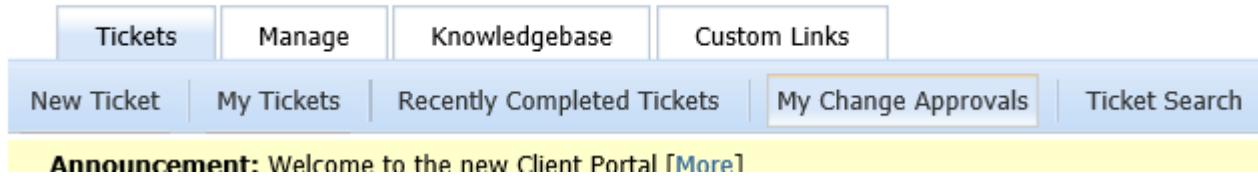
#### 4. FrontPage

After Log In, you are at the FrontPage of the portal. On the FrontPage, you have a toolbar with several options.



## 5. New Ticket

Now you want to submit a new ticket, click the “New ticket” button from the toolbar.



All the blanks marked with red, must be filled in.

**New Ticket**

Save | Save and Close | Save and Create New | Cancel

Request Type \*

Priority \*

Ticket Title \*

Description \*

**Contact Information**

Ticket Contact \*

Email Address [tinaballe6@gmail.com](mailto:tinaballe6@gmail.com)

Phone 100200

**Follow-up Questions**

“Request type” please select “General request”

“Priority type” please select the priority of your ticket.

**IMPORTANT - PLEASE SEE DEFINITION HERE:**

**Critical:** System down, which means no one in your organization, can proceed with work.

**High:** Only few people in your organization can proceed with work.

**Medium:** Most people in your organization can proceed with work.

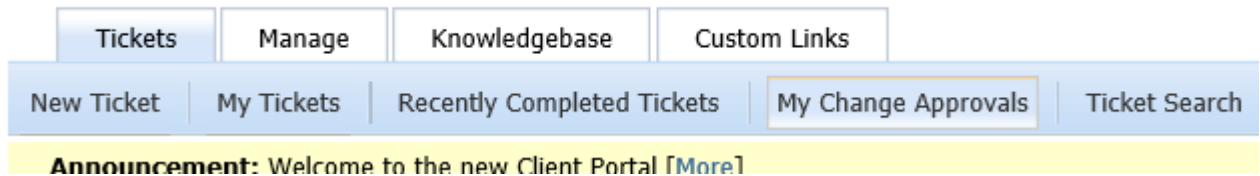
**Low:** You can't proceed with work or you have a general request, that does not require a solution right away.

“Ticket title” Please name the ticket and add a relevant “description”.

“Ticket contact” Add your contact information. It may be default from your log in.

Now click the “Save and close button” or “save and create new” if you want to submit another ticket.

## 6. The Toolbar, other options.



“My tickets” gives you an overview of your submitted tickets.

“Recently completed tickets” will give you information on tickets submitted earlier and that now are closed. You can always go back in history and get information.

Last but not least, you can make a search for a ticket in “Ticket search”

Search by number, title or date.

M Data A/S

Help desk