2023

Customer Portal User Guide v1.0

V-WORK SDN BHD

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1 Login

You will receive an email notification that your account has been created. Please login using your email and the auto-generated password.

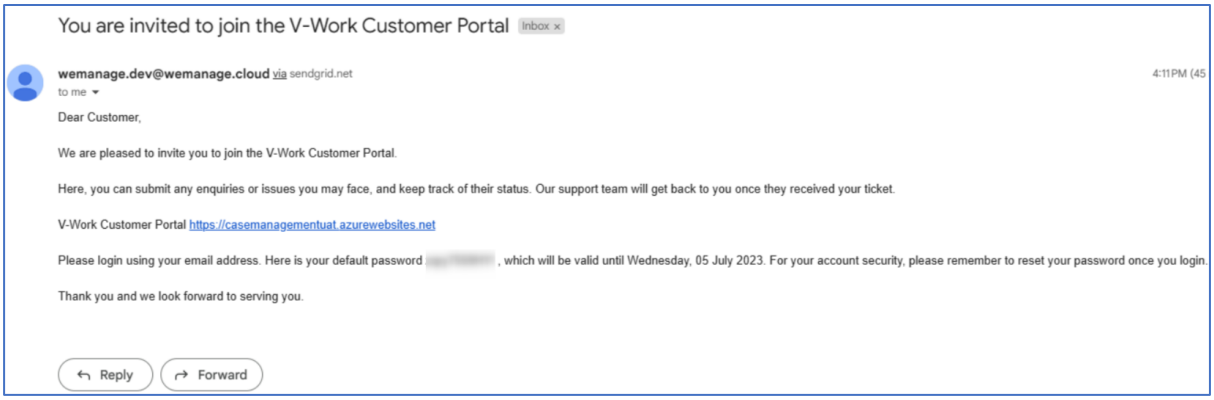


Figure 1 Invitation email

After login, you may setup your first name and last name. Once done, click on **Save.**

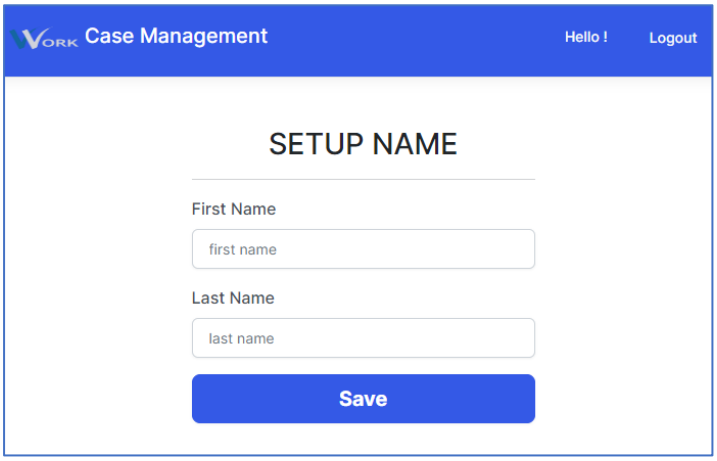


Figure 2 Setup Name

2 Homepage

Here is the introduction of the Case Management Portal Homepage.

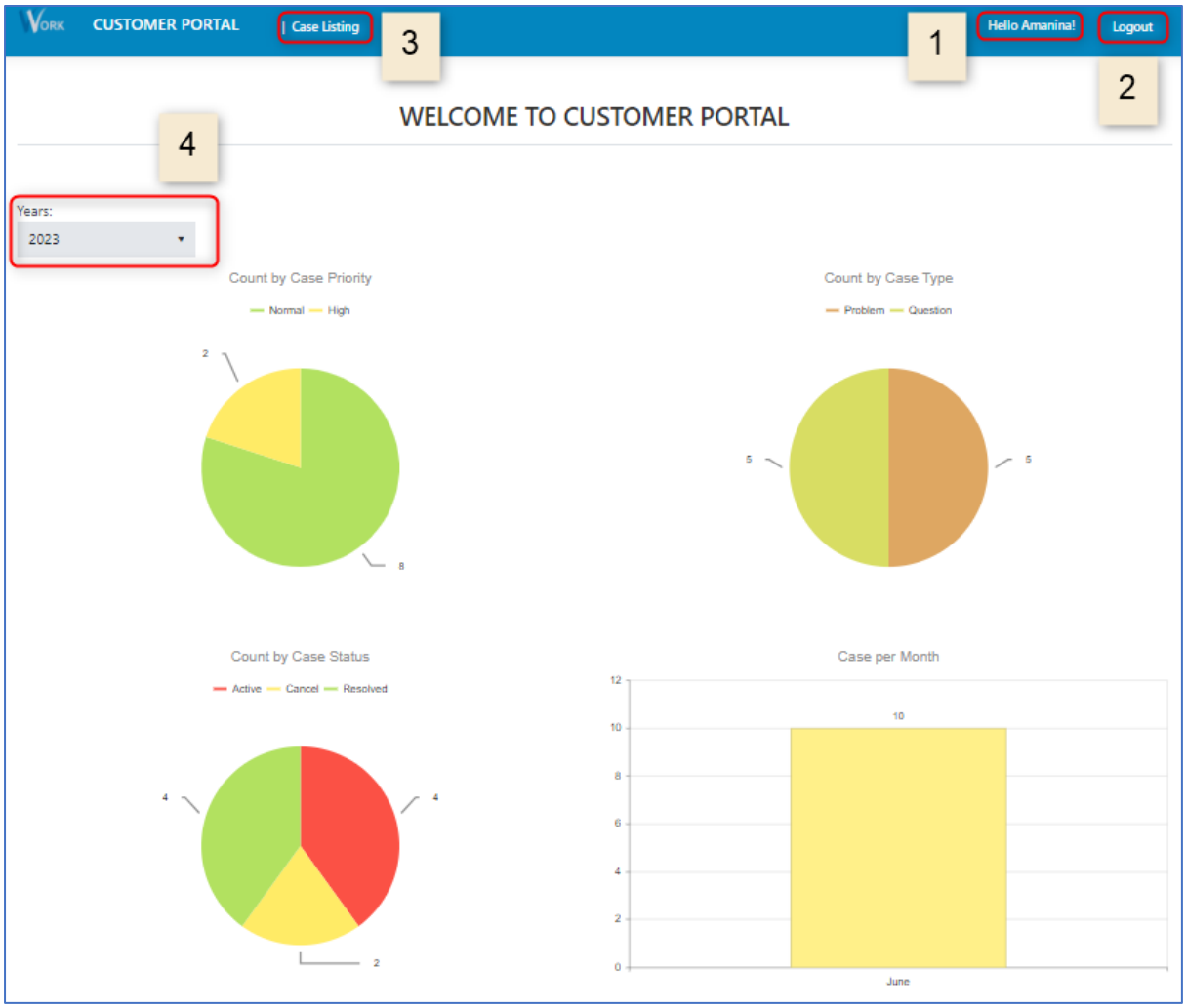


Figure 3 Case Management Portal Homepage

Item	Description
1	Manage user information.
2	Log out from the account.
3	List of cases reported by the customer.
4	To filter and view cases reported in the selected year.

Table 1 Description for each item

3 Manage Account

3.1 Password

To change your password, click on your name on the top bar and select **Password** from the left navigation bar.

Fill in your current password. Then, insert your new password, confirm your password and click on the **Update password** button.

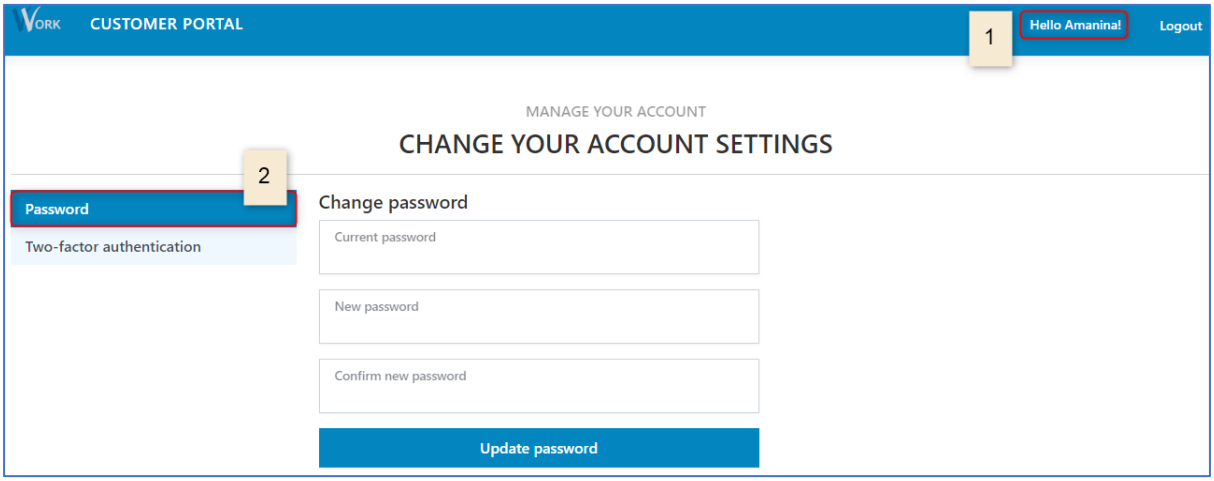


Figure 4 Change password

3.2 Two-factor authentication

This section is used to setup up the authenticator app or reset the authenticator app. Follow the steps below to set up the authenticator app:

1. Go to **Two-factor authentication** on the left navigation bar.
2. Click on **Set up authenticator app.**

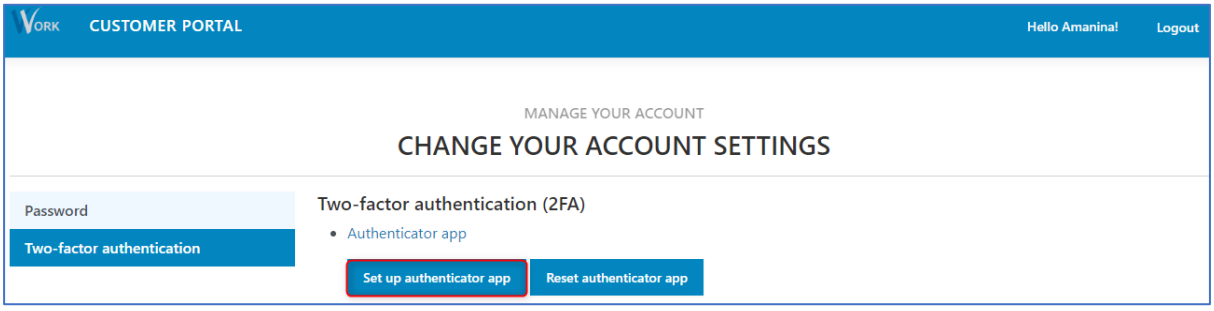


Figure 5 Set up authenticator app

3. Follow the steps given, key in the Verification Code and click on **Verify.**

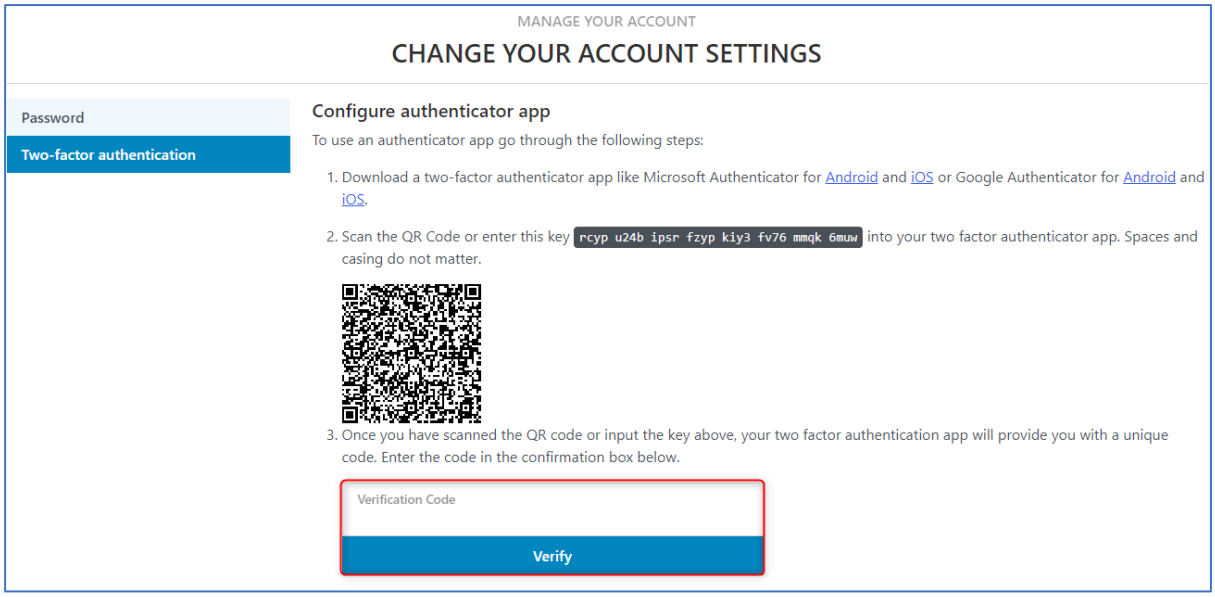


Figure 6 Configure authenticator app

4. Once done, you will receive a message that the authenticator app has been verified.

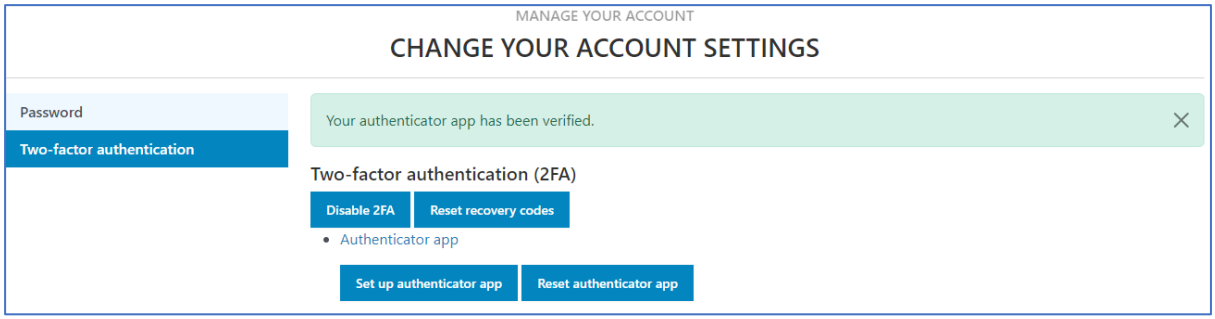


Figure 7 Authenticator app has been verified

5. You will receive Recovery Codes as well. Ensure that you keep these codes in a safe place.

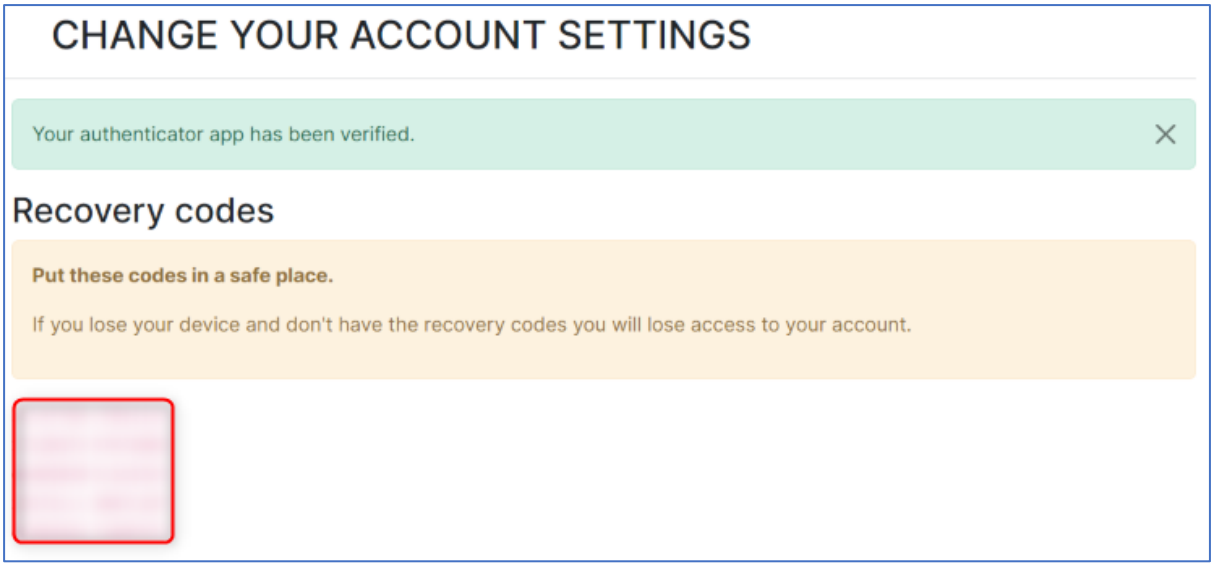


Figure 8 Received Recovery codes

Note: If you do not have access to your authenticator device, you will need to use these recovery codes to login.

6. You can logout and login again to view the differences.
7. When you sign into the Customer Portal again, the two-factor authentication page will appear.
8. Key in the **Authenticator Code** which you can get from the Authenticator app that you have set up.
9. Once done, click on **Log In**.

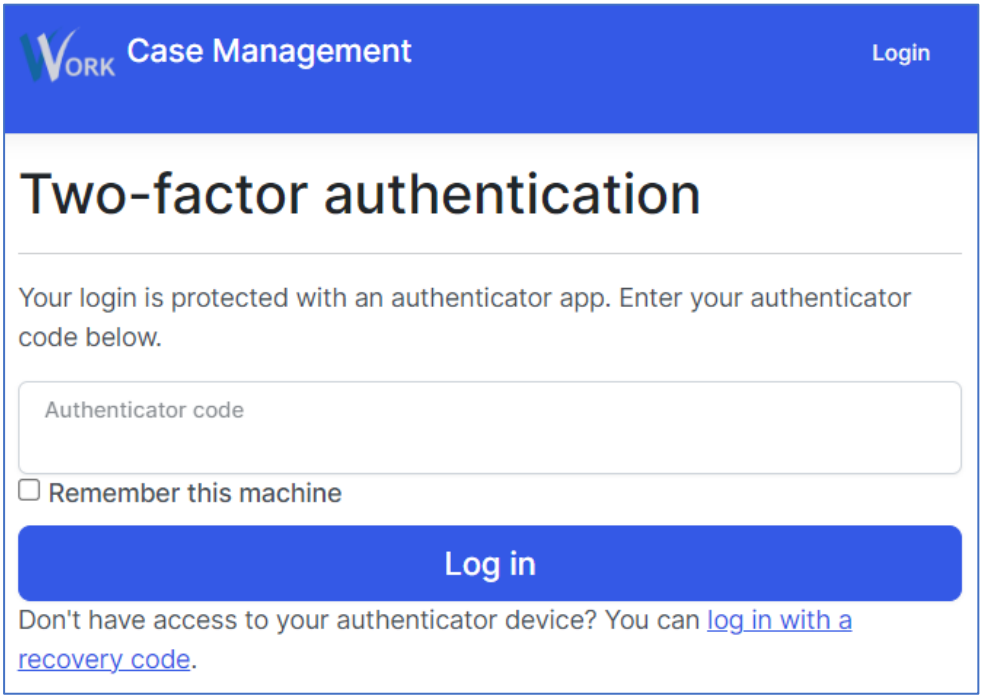


Figure 9 Key in Authenticator Code to Login

10. If you wish to disable the 2FA (Two-factor authentication), you may click on the **Disable 2FA** button.

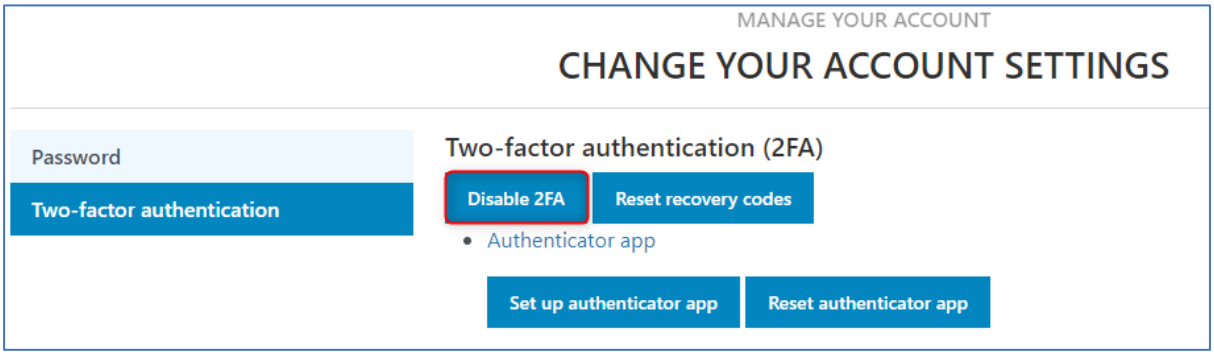


Figure 10 Disable 2FA

11. Click on **Disable 2FA.**

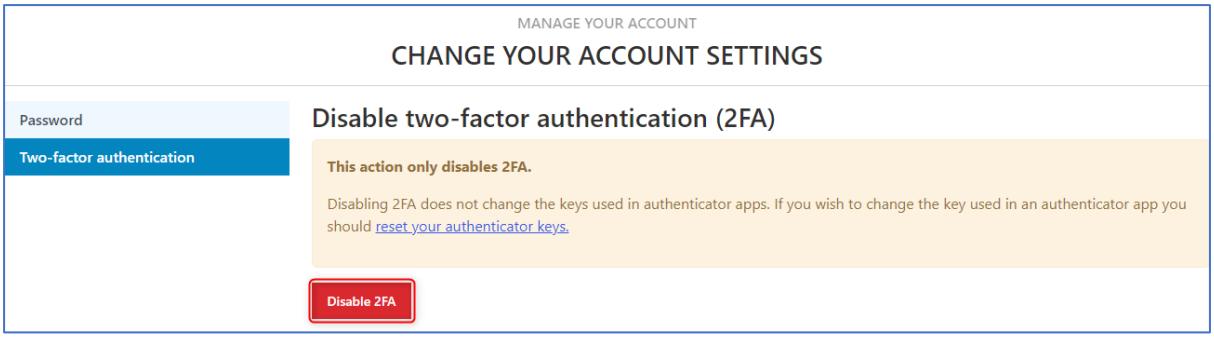


Figure 11 Confirm to Disable 2FA

12. A message will prompt informing you that the 2FA has been disabled.

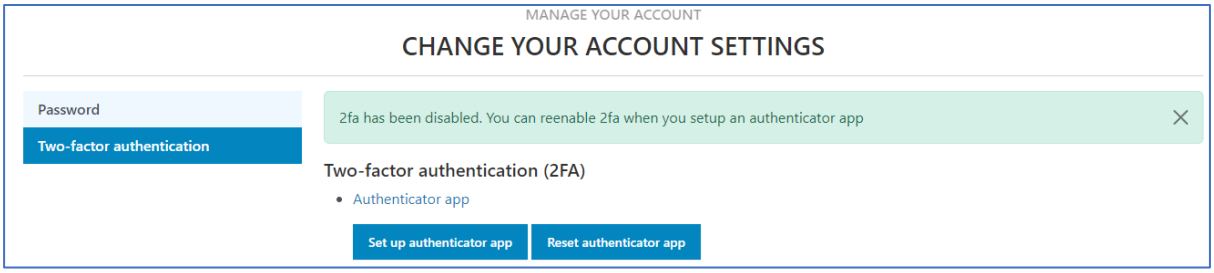


Figure 12 2FA has been disabled

4 Case Management

4.1 Raise a New Case

This section is used to raise a new case and manage previously raised cases. Follow the steps below to raise a **New Case:**

1. In the Case Listing page, click on the **New Case** button.

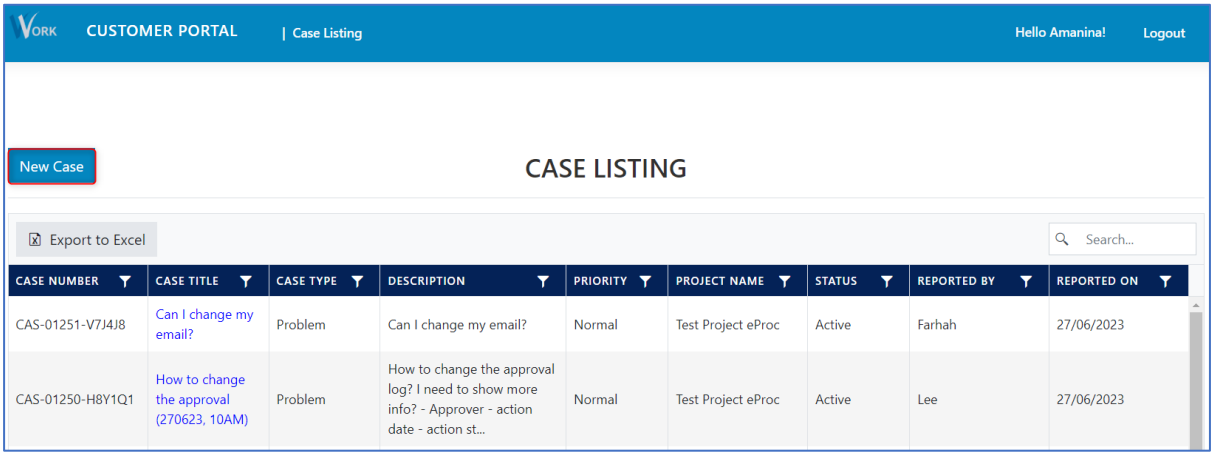


Figure 13 Case Listing

2. Fill in the required information such as **Case Title**, **Description** of the issue, **Project**, **Case Type** and **Priority**.

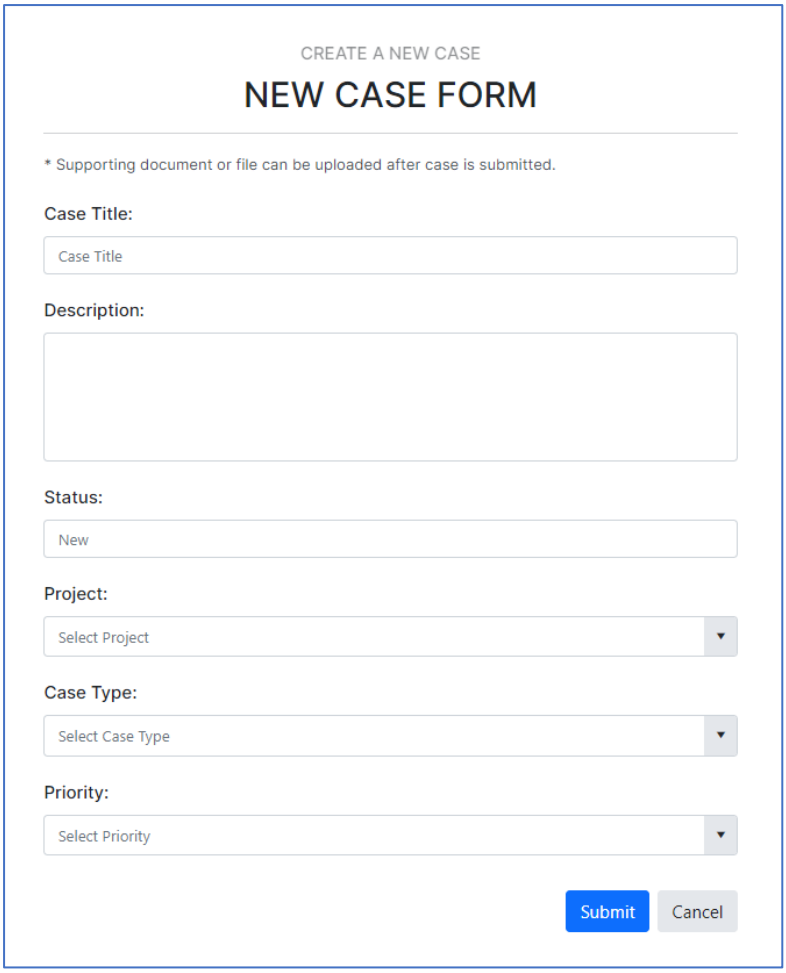


Figure 14 New Case Form

3. After you have filled in the information, click on the **Submit** button.
4. A **case ID** will be generated upon case submission.
5. If you have any **attachments to upload**, you may upload them after the case is submitted.
6. Click on the generated **Case ID,** and there will be an attachment section where you can upload your document.

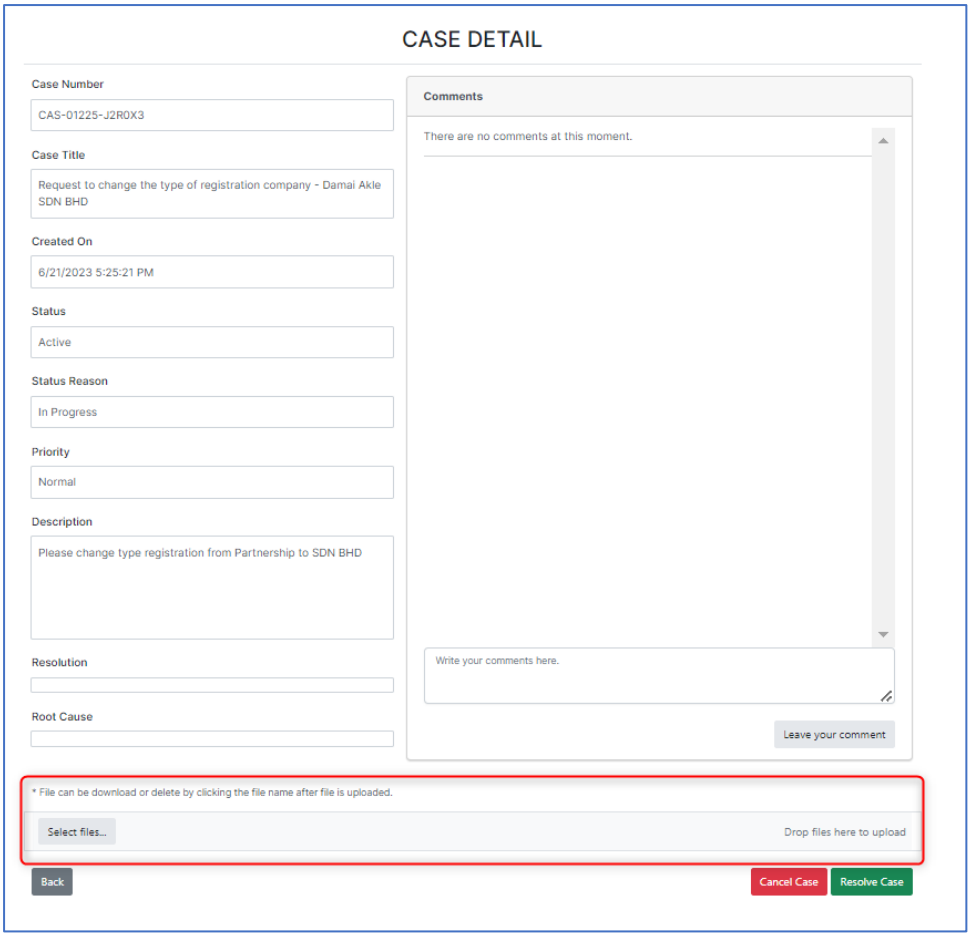


Figure 15 Case Detail

4.2 Manage the cases

4.2.1 Track the case

This section is used to track the status of your cases. Follow the steps below to check on your case status.

1. From the main page, click on **My Cases** on the top bar.

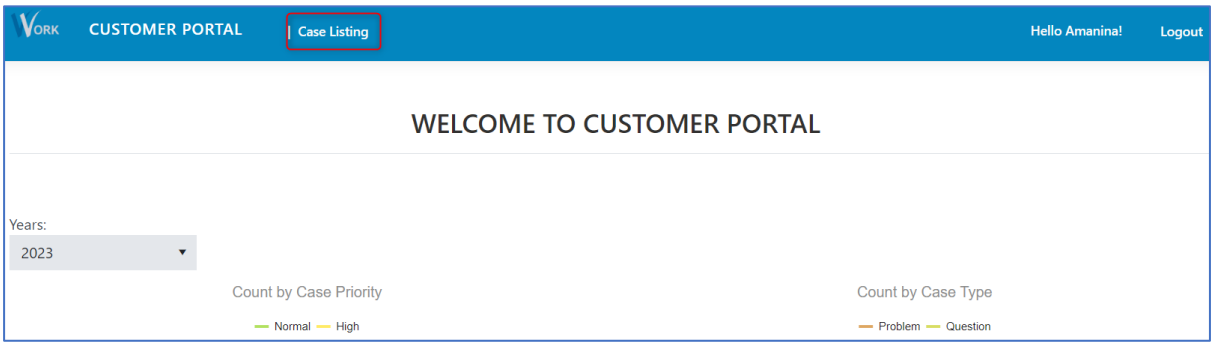


Figure 16 Main page

2. You will see the **My Cases** listing view, which includes the details of all your cases, including the case Status column.

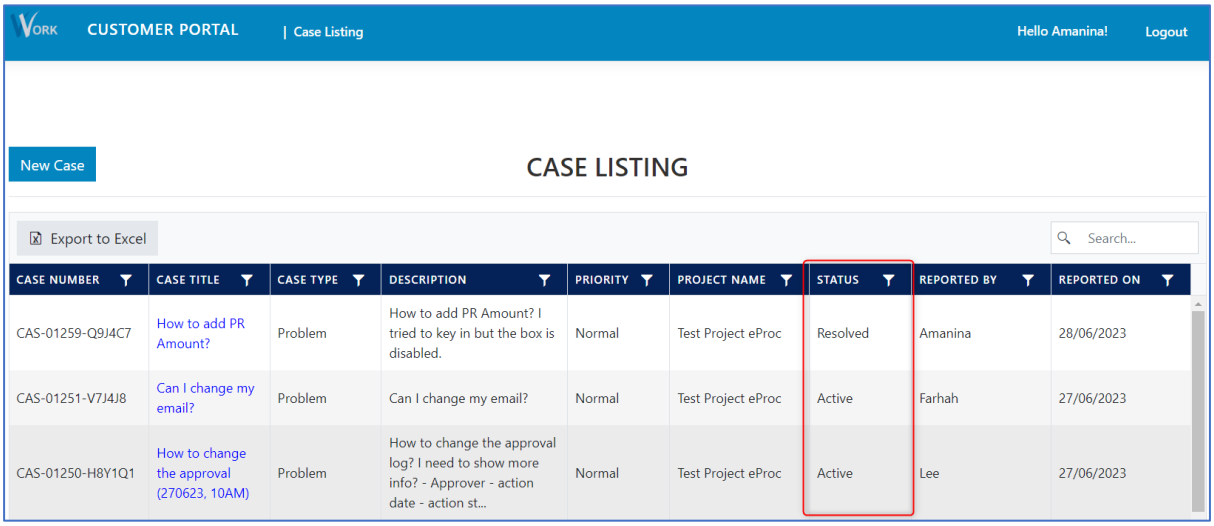


Figure 17 Check Case Status

3. If you open a case, you can view the case **Status** and **Status Reason**.

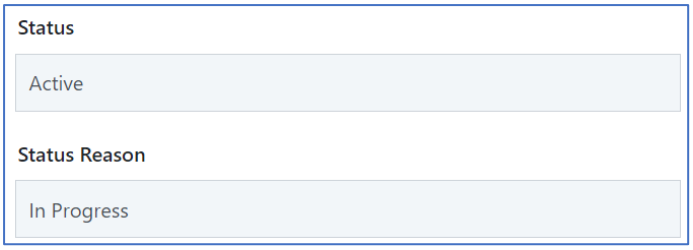


Figure 18 Status and Status Reason

   a. Status will show either **Active**, **Cancel** or **Resolved**.
   NOTE: If you click on the **Resolved Case** button, the status will be changed to Resolved and you will no longer be allowed to activate the case.
   If you notice that the Status Reason is still **In Progress**, this field will be updated by a V-Work Customer Service Representative afterwards as they work on your case.
   b. Status Reason will show either **In Progress**, **On Hold**, **Waiting for Details** or **Resolved**. This status will be updated by V-Work internally.

4. You can post a comment on the right side of the page by filling in your comments in the box. Once done, click on the **Leave your comment** button.

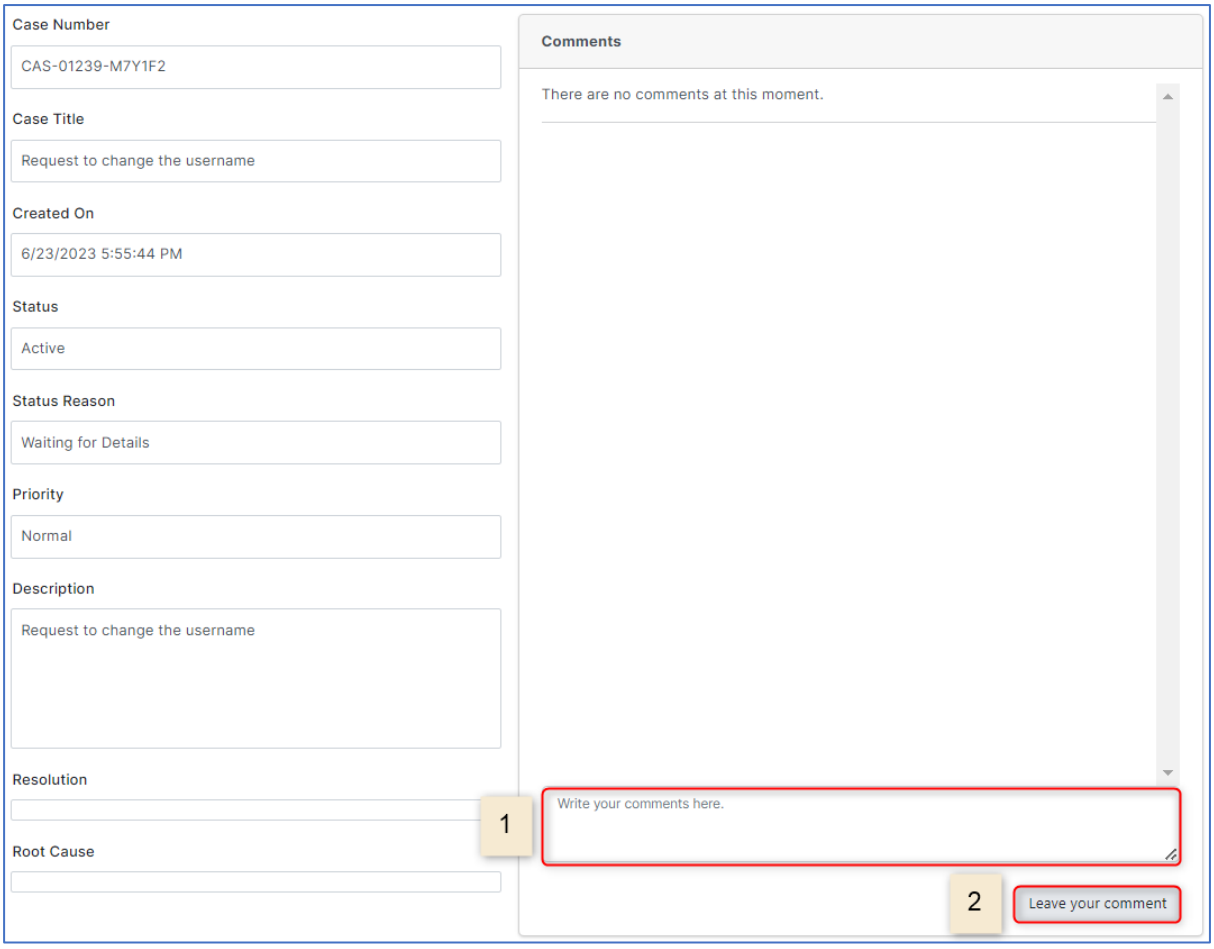


Figure 19 Post a Comment

5. The posted comment will be appear in the comment box.

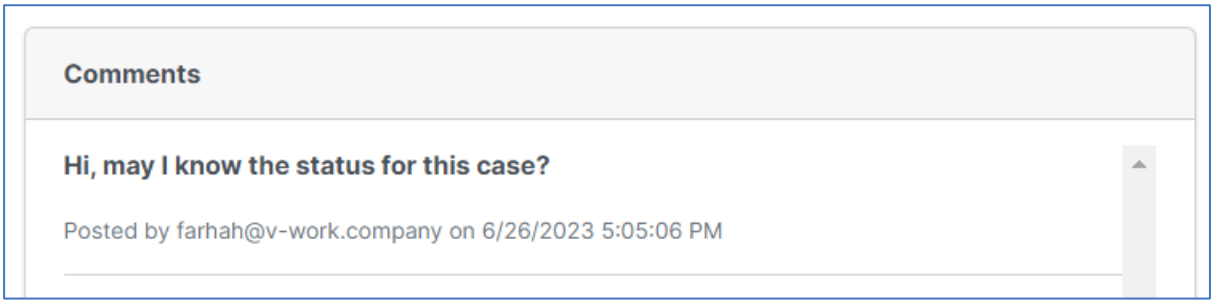


Figure 20 Posted Comment

6. Once our team has responded to your comments, you will receive an email notification. You can access the case details to view the comments.

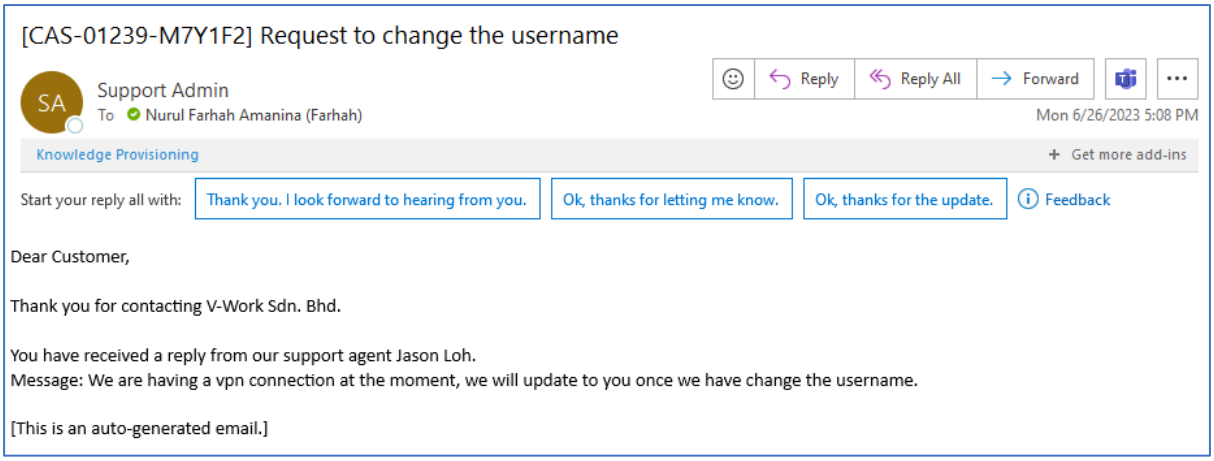


Figure 21 Email Notification if there is a comment for the case

4.2.2 Resolve the case

This section is used to manage your reported cases. Follow the steps below to resolve a case.

1. If you have found that your case has been completed, you may click on the **Resolve Case** button at the bottom of the case.

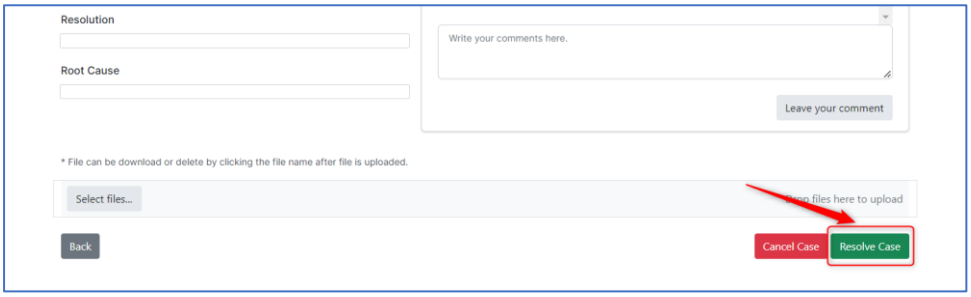


Figure 22 Resolve Case

2. Upon clicking on the **Resolve** button, the status of the case will change to **Resolved** and you will no longer be able to edit or comment on the case. The **Resolve Case** button will also be disabled.

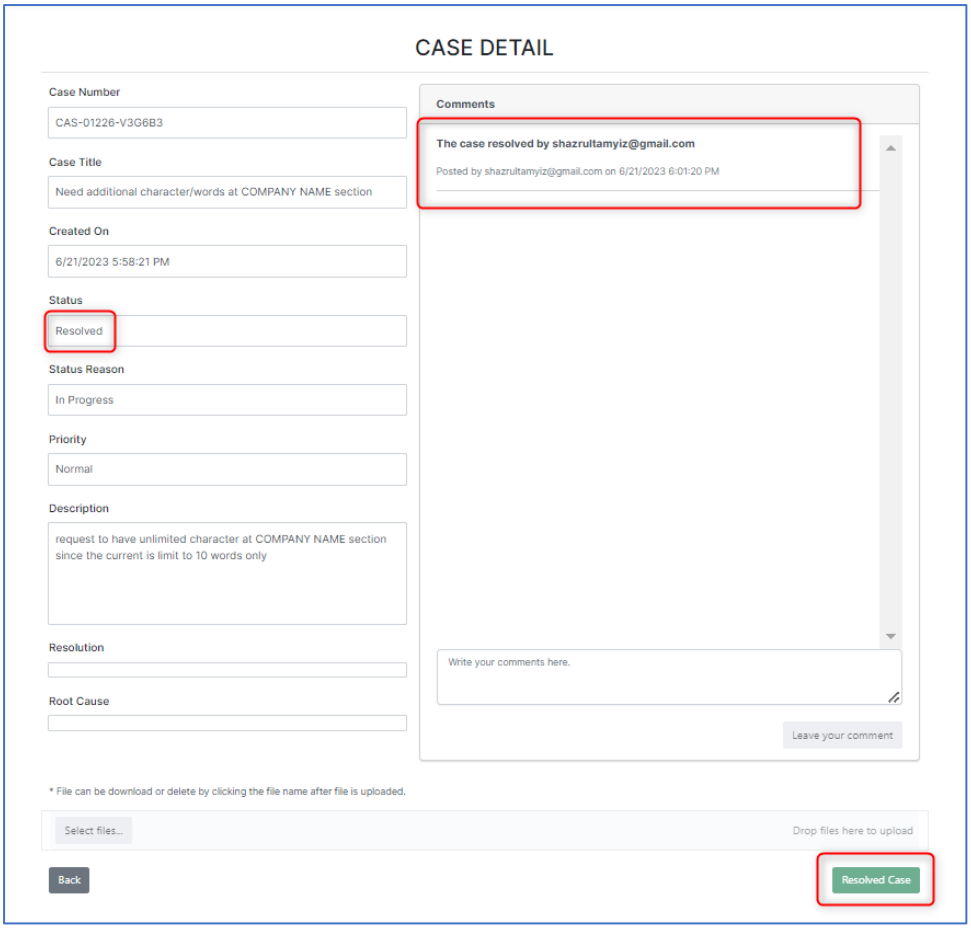


Figure 23 Status changed to Resolved

4.2.3 Cancel the case

This section is used to cancel reported cases. Follow the steps below to cancel a case.

1. If you need to cancel a case, you may click on the **Cancel Case** button at the bottom of the case.

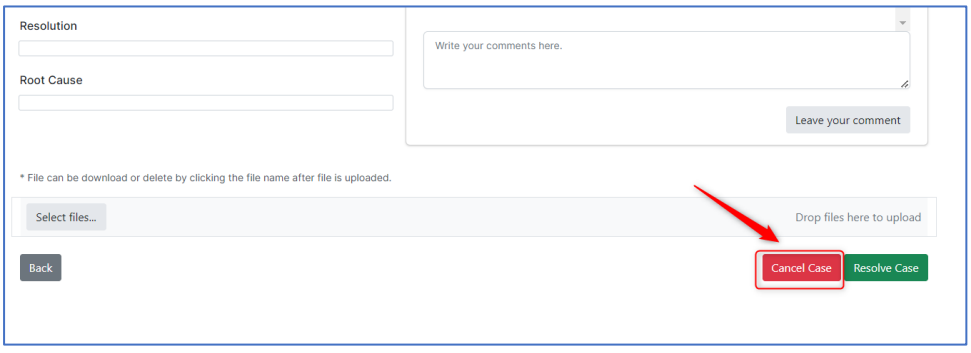


Figure 24 Cancel Case

2. Upon clicking on the **Cancel** button, the status of the case will change to **Cancel** and you will no longer be able to edit or comment on the case. The Cancel Case button will be disabled.

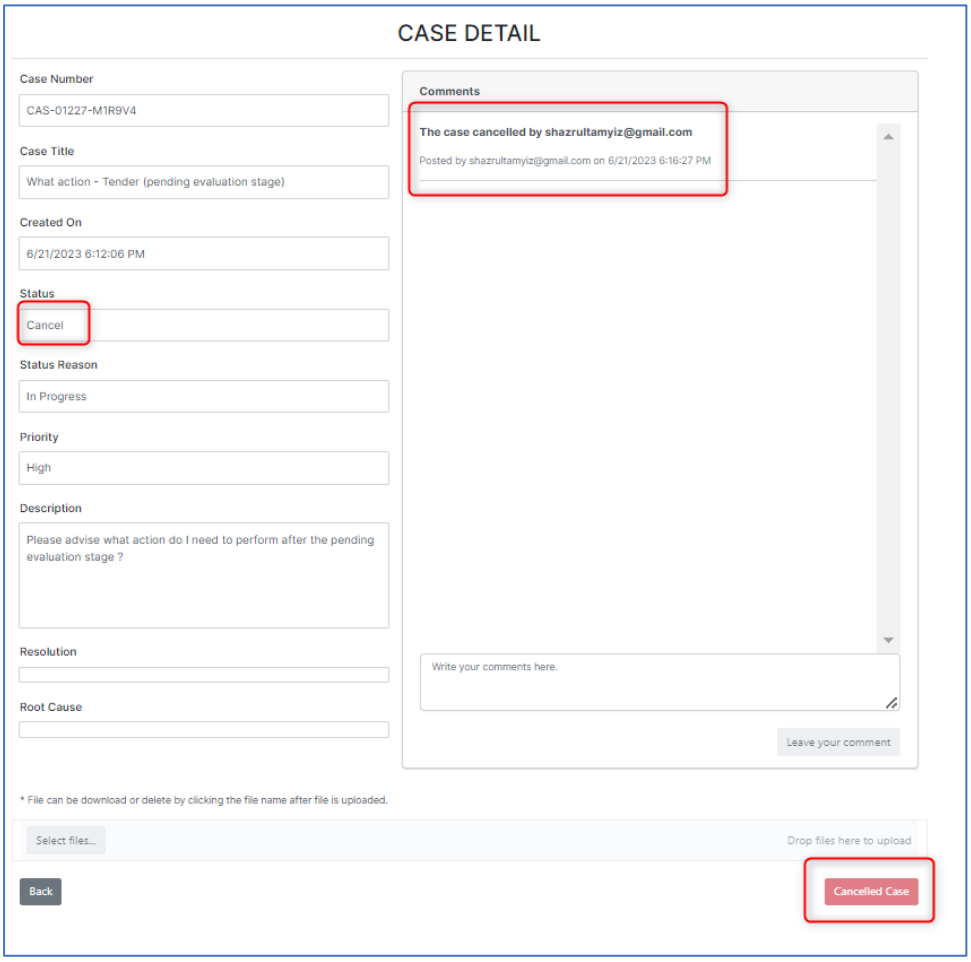


Figure 25 Cancel Case