

How To Setup The Dakar Customer Portal



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Contents

	Page
1 The Dakar Customer Portal	4
2 How To Setup The Dakar Customer Portal	5
3 Dakar Portal Homescreen	7

1 The Dakar Customer Portal

The Dakar customer portal will offer one easy-to-use modern interface for your support interactions. Customers can submit tickets and check on a ticket's status.

2 How To Setup The Dakar Customer Portal

1. Using a web browser go to <https://dakarsupport.myportallogin.co.uk>
2. Click on Sign Up.



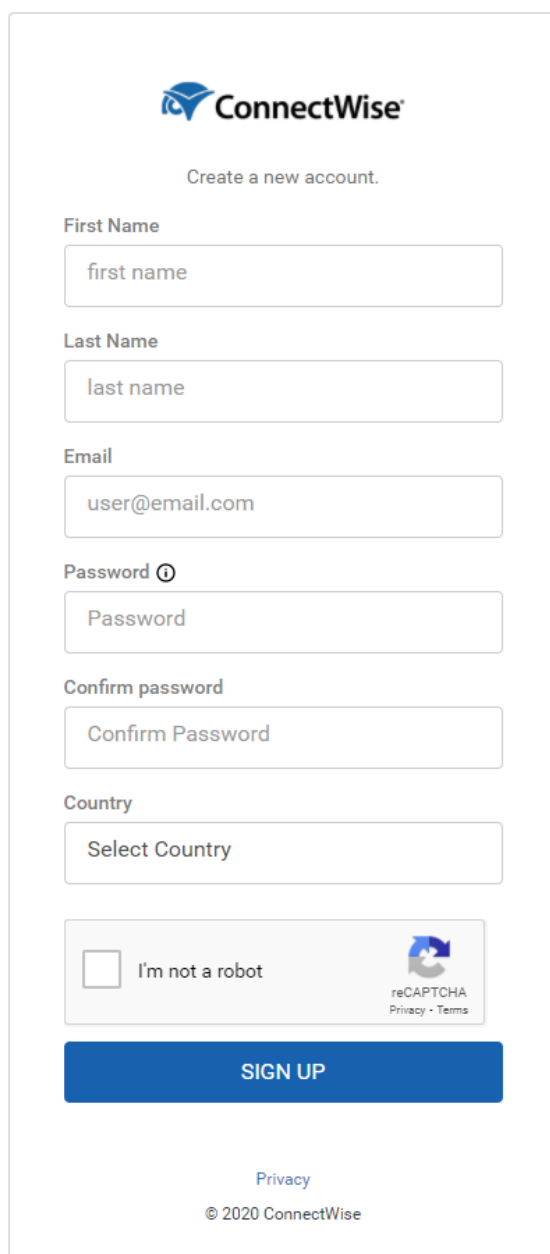
Welcome to Dakar support

Let us solve your problems!



3. The below screen will come up which you will need to fill with you details.

Note: Make sure that the First Name, Last Name and Email are the same one you use to create the support tickets and make sure that you remember the password used when signing up to the customer portal.

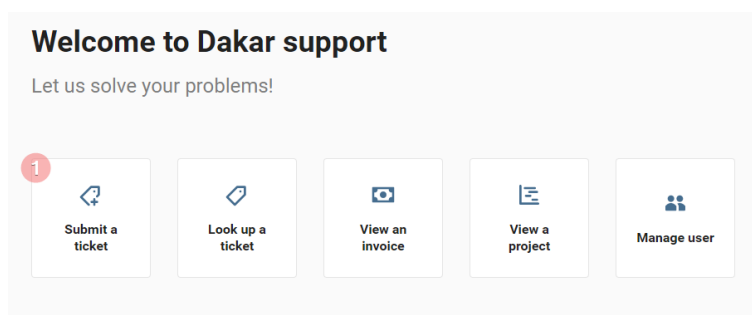


The image shows a web form for creating a new account on the ConnectWise platform. At the top, the ConnectWise logo is displayed. Below it, the text "Create a new account." is centered. The form consists of several input fields: "First Name" with a placeholder "first name", "Last Name" with a placeholder "last name", "Email" with a placeholder "user@email.com", "Password" with a placeholder "Password" and an information icon, "Confirm password" with a placeholder "Confirm Password", and "Country" with a placeholder "Select Country". Below these fields is a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. To the right of the checkbox is the reCAPTCHA logo and the text "reCAPTCHA Privacy · Terms". At the bottom of the form is a large blue button labeled "SIGN UP". Below the button, there is a link for "Privacy" and a copyright notice "© 2020 ConnectWise".

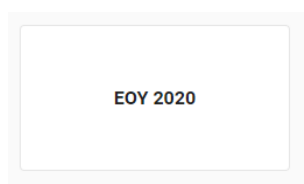
4. After **Sign Up** go to <https://dakarsupport.myportallogin.co.uk>
5. Click **Sign In** and use the credentials you just created which are the **E-mail address** and **Password**.

3 Dakar Portal Homescreen

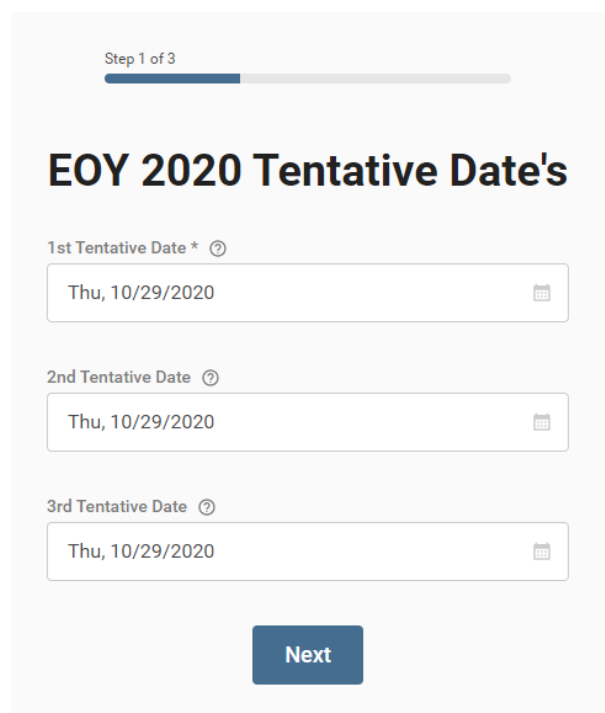
6. After signing in you will be presented with the below screen



7. Click **Submit a ticket**



8. Click **EOY 2020** button.



The screenshot shows a form titled 'EOY 2020 Tentative Date's'. At the top, it indicates 'Step 1 of 3' with a progress bar. The form contains three date input fields, each labeled '1st Tentative Date *', '2nd Tentative Date', and '3rd Tentative Date'. All three fields have the date 'Thu, 10/29/2020' entered. A 'Next' button is located at the bottom of the form.

Note: Entries marked with an asterisk * are required fields

9. You will be presented with the above form which you are kindly to fill in all the 3 sheets.
10. After the above form is filled a ticket will be created automatically on our system and someone from the support will contact you back.

Kindly contact us if you have any further queries.

Dakar Support Team



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