CUSTOMER PORTAL KNOWLEDGE BASE

SLIDE 1

The customer portal knowledge base will assist you with the following

Entering and submitting your application.

Adding an activity, structure or works to your application.

How to access the customer portal.

And how to manage your account and contacts within the customer portal.

SLIDE 2

The upcoming demonstration will show you how to access information within the system knowledge base.

SLIDE 3

From the front page of the customer Portal, scroll to the bottom and click, knowledge base.

Note: You do not have to be signed into the portal to find information in the knowledge base. It is accessible directly from the front page.

Click on the heading that most explains your issue requirement.

Then, from the list, click on the process to view the steps, that you need.

The process will display on the page for you to read and follow as required.

Note: You can open the knowledge base on one tab and also a separate customer portal tab, so that you are able to move through the process between tabs, if required.

SLIDE 4

For any questions, feedback, system enhancement suggestions or general enquiries, please contact your local district from the details provided here.