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ICNET
CLINICAL SURVEILLANCE SOFTWARE

Introducing the
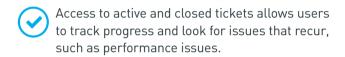# ICNET Service Desk Portal

Intuitive, fast, effective

The **ICNET** Service Desk Portal is a **new online tool** that allows customers to **report** software issues, log service requests or ask questions about product features using **pre-set forms** that cover all common enquiries. The new portal allows customers to classify incidents into type, resulting in **timelier**, more effective responses from **ICNET**'s service team by **reducing** the need for follow-up phone calls or emails.

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Other advantages

✓ Access to active and closed tickets allows users to track progress and look for issues that recur, such as performance issues.

✓ Use the new standardised format to request services such as training, consultancy and system optimisation.

✓ Customers utilising the latest software will be able to access the portal directly from the **ICNET** application.

✓ Customers on earlier versions of the product can log into the portal using a secure, stand-alone URL.

Help Centre
ICNet Service Desk

Welcome! You can raise an ICNet Service Desk request from the options provided.

PLEASE NOTE: For those incidents deemed to be either critical or high, we would recommend you contact your local ICNet Service Desk by telephone

⚠ **Report a system problem**
Having trouble with a system?

404 **Site Unavailable**
I am unable to access the system at all

Site Performance Issues
My system is not performing as quickly as it should

Laboratory Errors
Problems with information from the LAB are causing ICNet issues

Imports Stopped
No feeds (or a specific feed type) are coming into my system