

Manage your Previder cases in the

BUSINESS PORTAL

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1 What is the Business Portal?

The Business Portal is your central environment for submitting and managing support cases and service requests.

Through the portal, you can easily submit requests, monitor their status, and communicate directly with our service desk within the relevant case. As an IT manager, you also have direct visibility into the cases within your organization.

By using the Business Portal, we can support you more quickly and efficiently. If you have any questions, our service desk will be happy to assist you in using the portal.

2 Using the Business Portal

2.1 Logging in to the Business Portal

You can log in to the Business Portal via the link: Home - Business Portal Previder. Click Log in to sign in with your account.

Business Portal

There are two different login methods:

If your organization has an integration with ServiceNow, you can sign in with your Microsoft account using Single Sign-On (SSO). If you receive an error message, your organization does not have this integration.

Select Log in in the top right corner, and then choose **Use external login**.

Log in

User name

Password



[Forgot Password ?](#)

Log in

Use external login

If your organization does not have an integration with ServiceNow, you will need to sign in with a local account. This account can be requested through your Customer Engagement Manager.

You will then receive a username and password from our service desk.

Log in

User name

Password

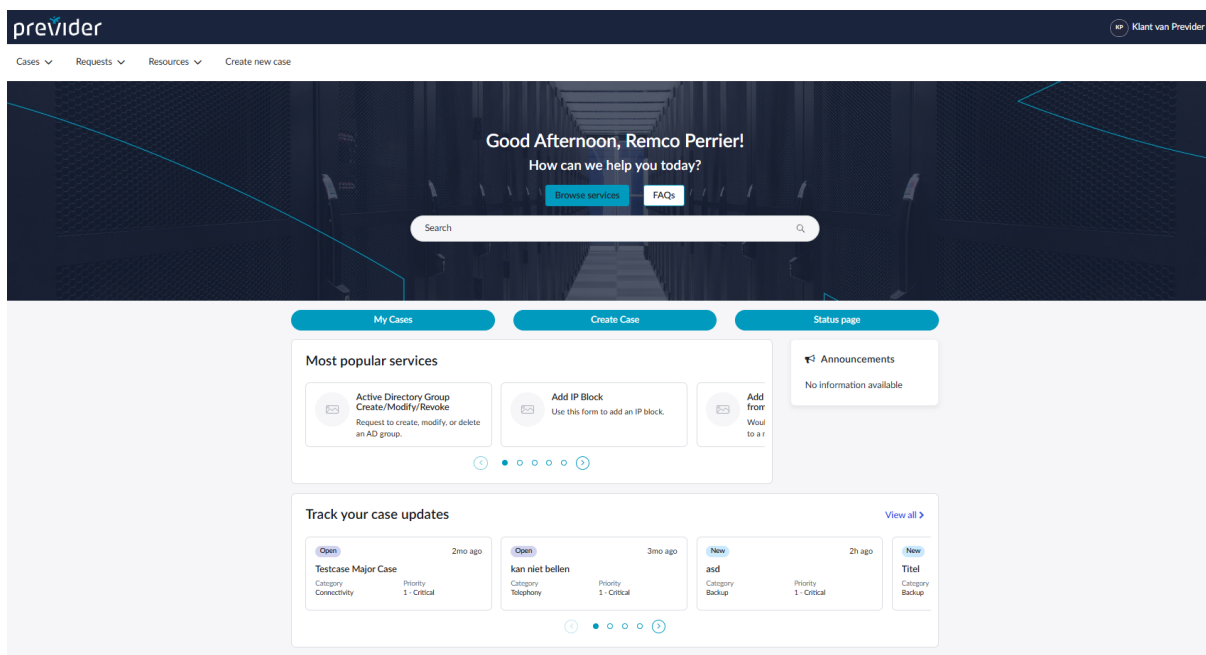
 

[Forgot Password ?](#)

Log in

[Use external login](#)

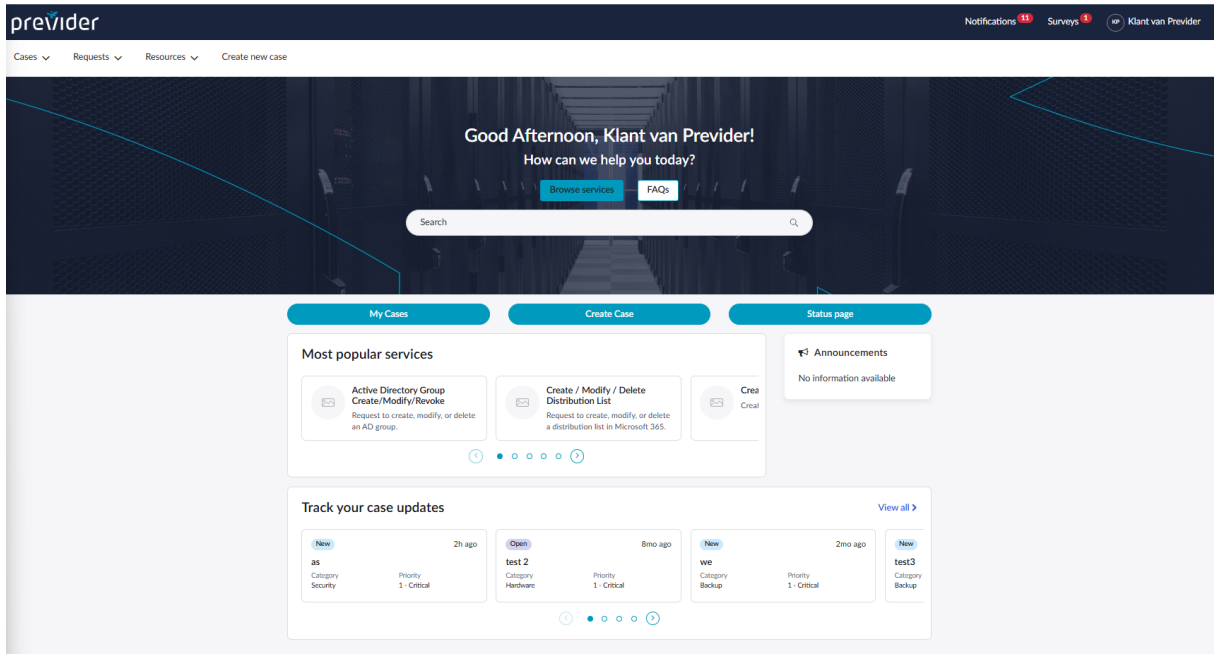
Once you are logged in, you will see the following page. Here, you will find an overview of your cases and be able to submit new cases and service requests.



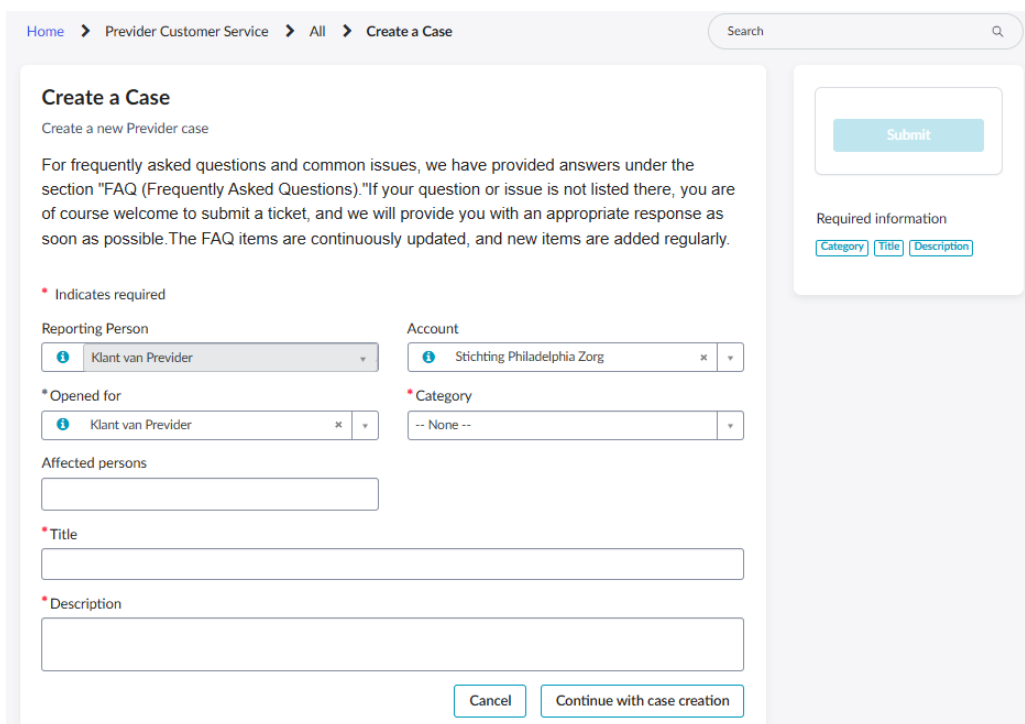
The screenshot shows the Previder user dashboard. At the top, there is a navigation bar with the Previder logo and a user profile icon labeled 'Klant van Previder'. Below the navigation bar, there are tabs for 'Cases', 'Requests', 'Resources', and 'Create new case'. The main content area features a greeting: 'Good Afternoon, Remco Perrier! How can we help you today?' with buttons for 'Browse services' and 'FAQs', and a search bar. Below this, there are three main sections: 'My Cases', 'Create Case', and 'Status page'. The 'My Cases' section displays 'Most popular services' with three cards: 'Active Directory Group Create/Modify/Revoke', 'Add IP Block', and 'Add from Woud to a r'. The 'Create Case' section shows 'Track your case updates' with a list of four cases: 'Testcase Major Case', 'kan niet bellen', 'asd', and 'Titel'. Each case card includes its status (Open or New), category, and priority.

2.2 Creating a case

If you would like to report an incident, issue or question, you can easily do so using the Create new case button on the Business Portal homepage.



1. Click Cases > Create new case or click the Create new case button.
2. Complete the form by entering the reporting person, account, category, title, description, and any attachments.



Home > Previder Customer Service > All > Create a Case

Search

Create a Case

Create a new Previder case

For frequently asked questions and common issues, we have provided answers under the section "FAQ (Frequently Asked Questions)." If your question or issue is not listed there, you are of course welcome to submit a ticket, and we will provide you with an appropriate response as soon as possible. The FAQ items are continuously updated, and new items are added regularly.

* Indicates required

Reporting Person:

Account:

* Opened for:

* Category:

Affected persons:

* Title:

* Description:

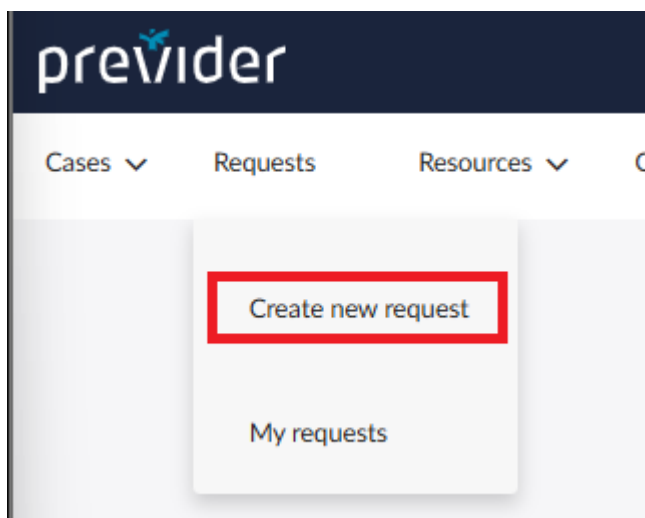
Required information: [Category](#) [Title](#) [Description](#)

3. Click Submit to submit your case.

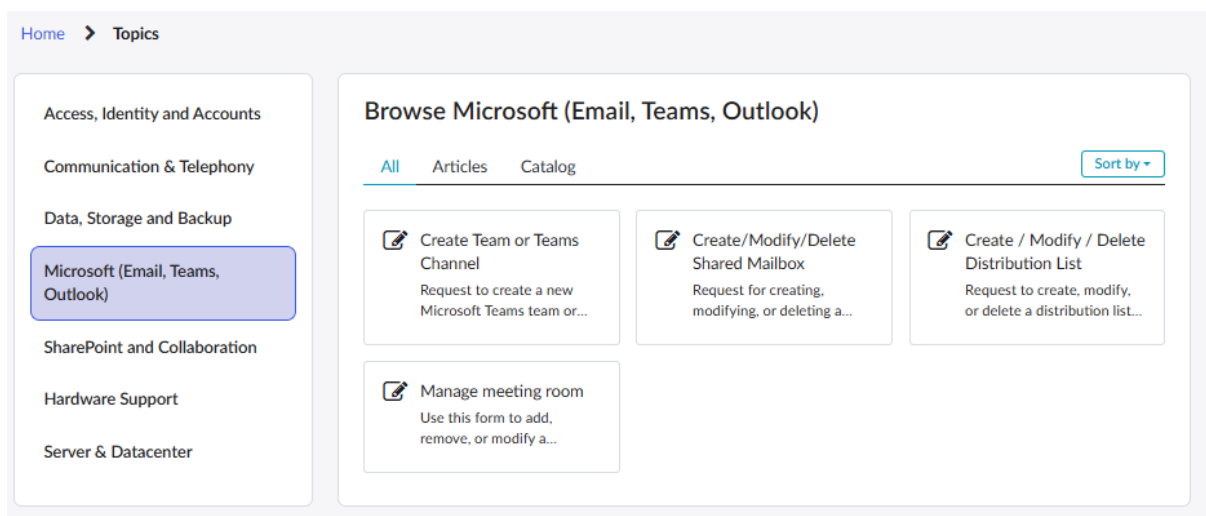
Once your case has been submitted, you will receive a case number and can track its progress under My cases.

2.3 Creating a service request

Through the Requests section, you can submit standard requests such as Teams channels, user changes, access requests, and other IT-related processes.



1. Click Requests or use the search function to find the correct form.
2. Complete the form with the requested information, such as names, purpose, urgency, or approval details.
3. Add attachments if needed.
4. Click Submit to submit your request.





Create Team or Teams Channel

Request to create a new Microsoft Teams team or additional channel.


Use this form to request a new Microsoft Teams team or an additional channel within an existing team. Make sure to clearly specify the purpose, the owners, and who should be able to view the team or channel. Teams will only be created with a functional purpose and a clear naming convention.

* Indicates required


* Type of request 


Choose whether you want to request a completely new team or just an additional channel. 


-- None --

* Desired name of Team/Channel 

* Purpose of the Team/Channel 

* Owner/Owners 

Members 

* Public or Private 

-- None --

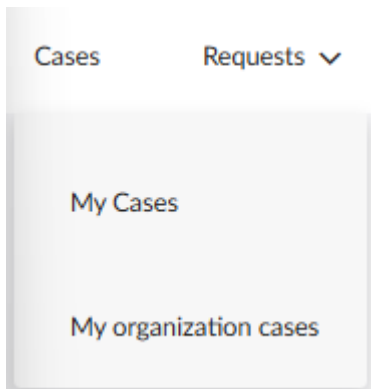
* Urgency 

-- None --

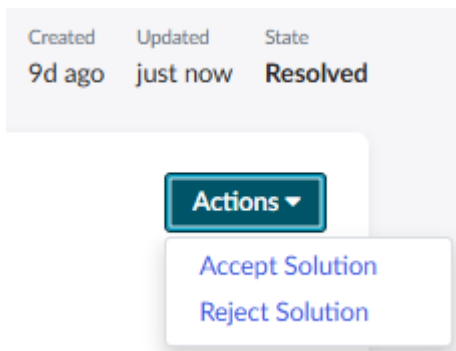
Your request will be processed automatically or forwarded to the relevant department. You can track its progress under My requests.

2.4 Reopening a case

Once a case has been resolved, you can find it under My cases or My organization cases:



Open the case and select Accept solution to close it permanently, or Reject solution to reopen it. After a period of time, cases will be closed automatically.



Please note that once a case has been permanently closed, it can no longer be reopened. In that situation, you will need to submit a new case through the portal.