previder

Version

3.2

Date

14-04-2026

Manage your Previder cases in the

BUSINESS PORTAL

it starts here.

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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

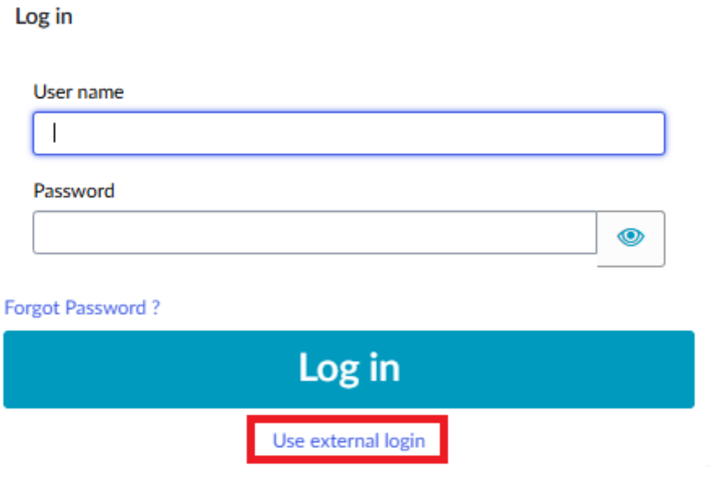
You can log in to the Business Portal via the link: Home - Business Portal Previder. Click Log in to sign in with your account.

Business Portal

There are two different login methods:

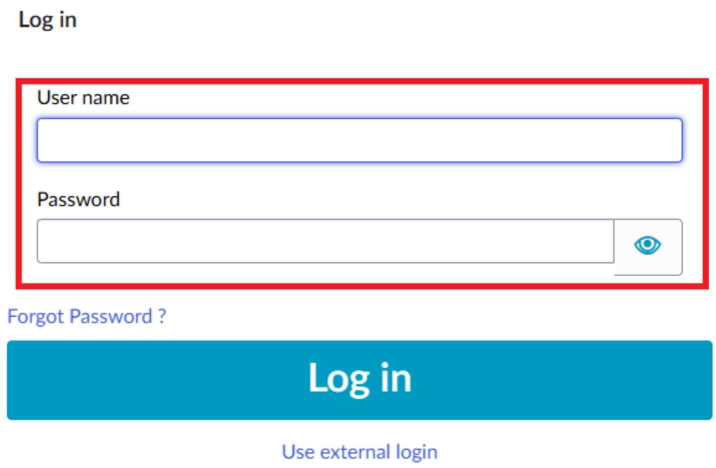
If your organization has an integration with ServiceNow, you can sign in with your Microsoft account using Single Sign-On (SSO). If you receive an error message, your organization does not have this integration.

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

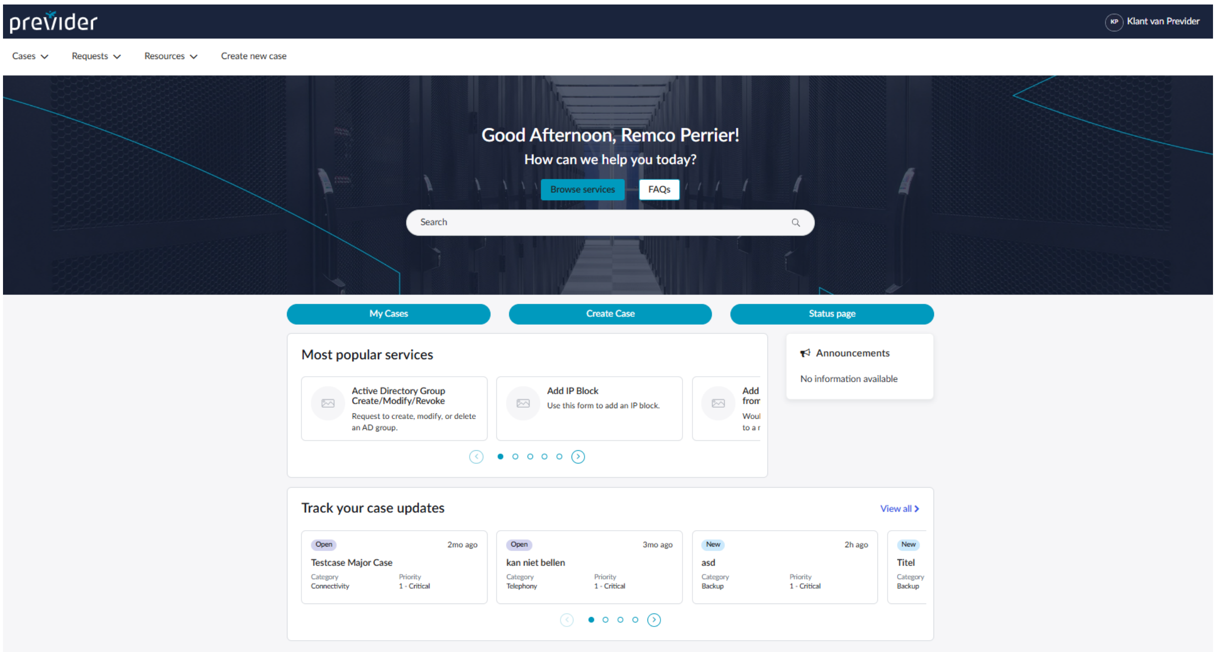


If your organization does not have an integration with ServiceNow, you will need to sign in with a local account. This account can be requested through your Customer Engagement Manager.

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

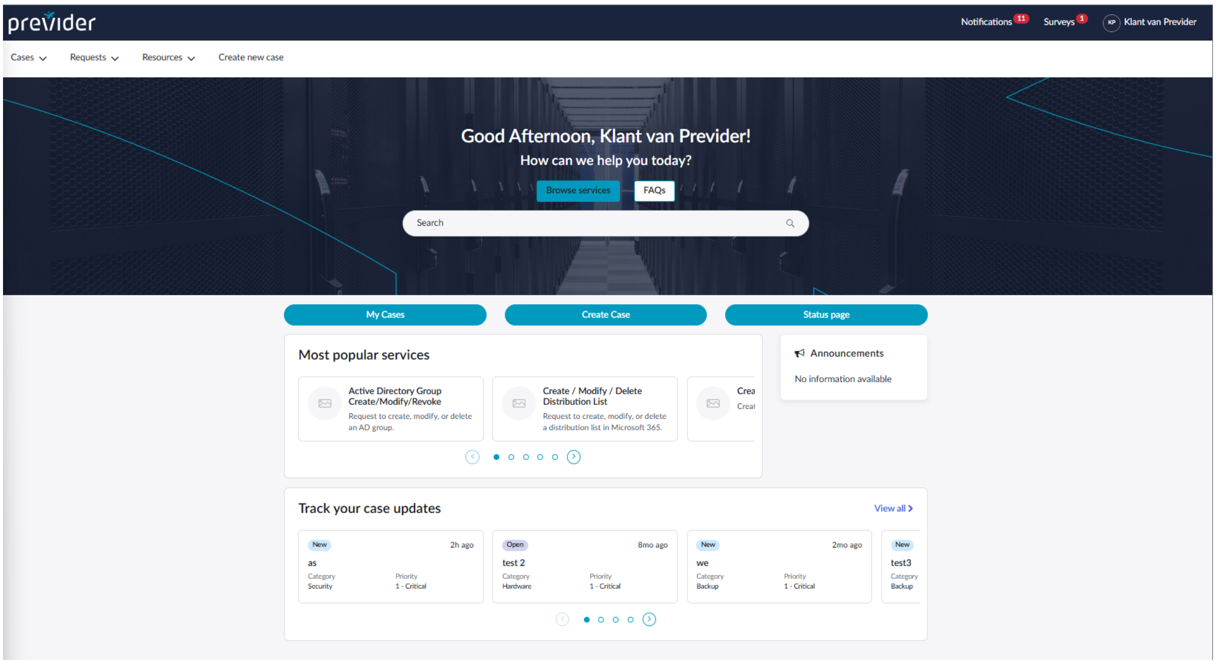


Once you are logged in, you will see the following page. Here, you will find an overview of your cases and be able to submit new cases and service requests.



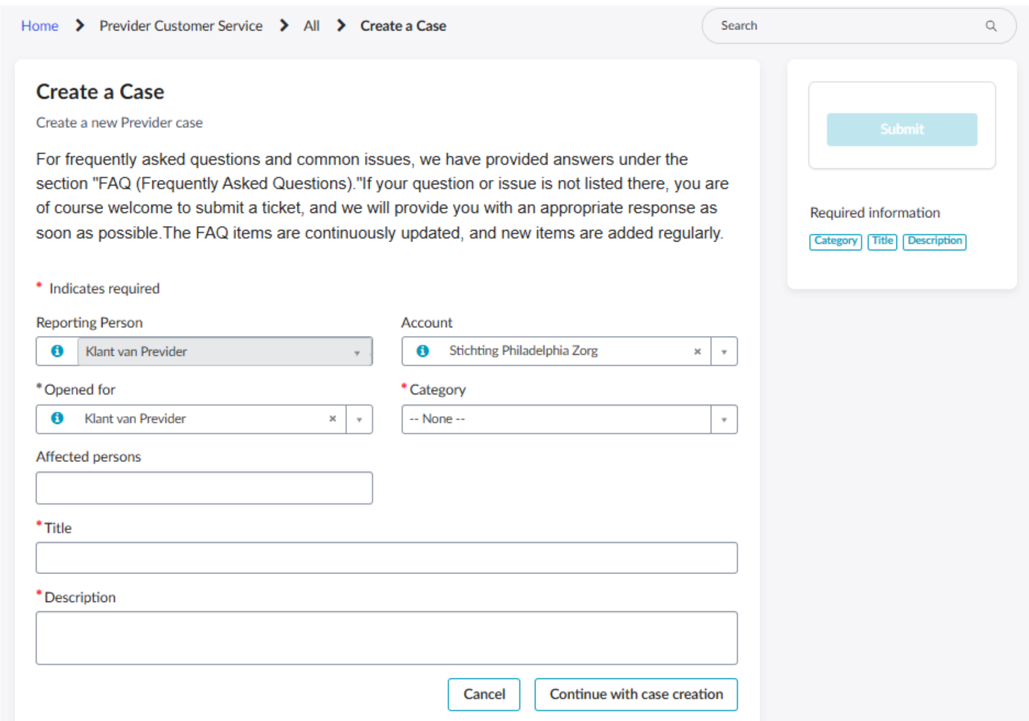
2.2 Creating a case

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.

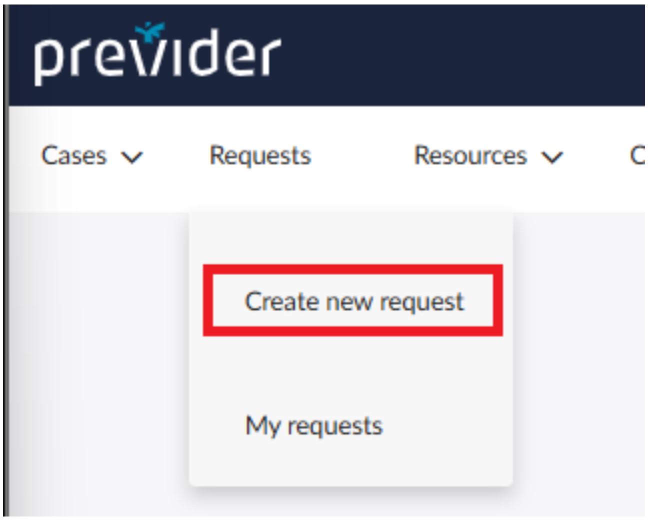


3. Click Submit to submit your case.

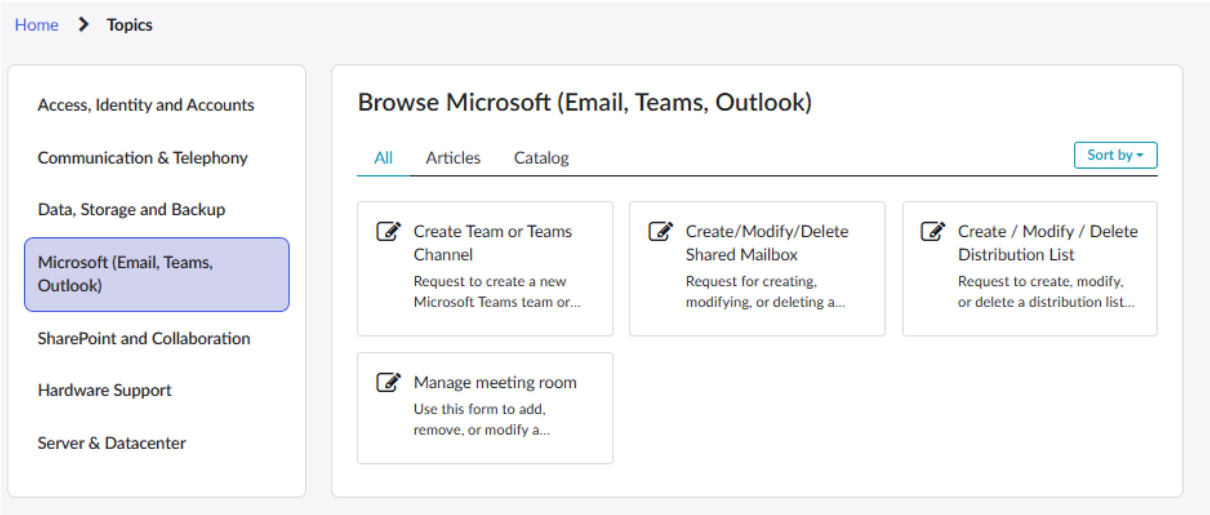
Once your case has been submitted, you will receive a case number and can track its progress under My cases.

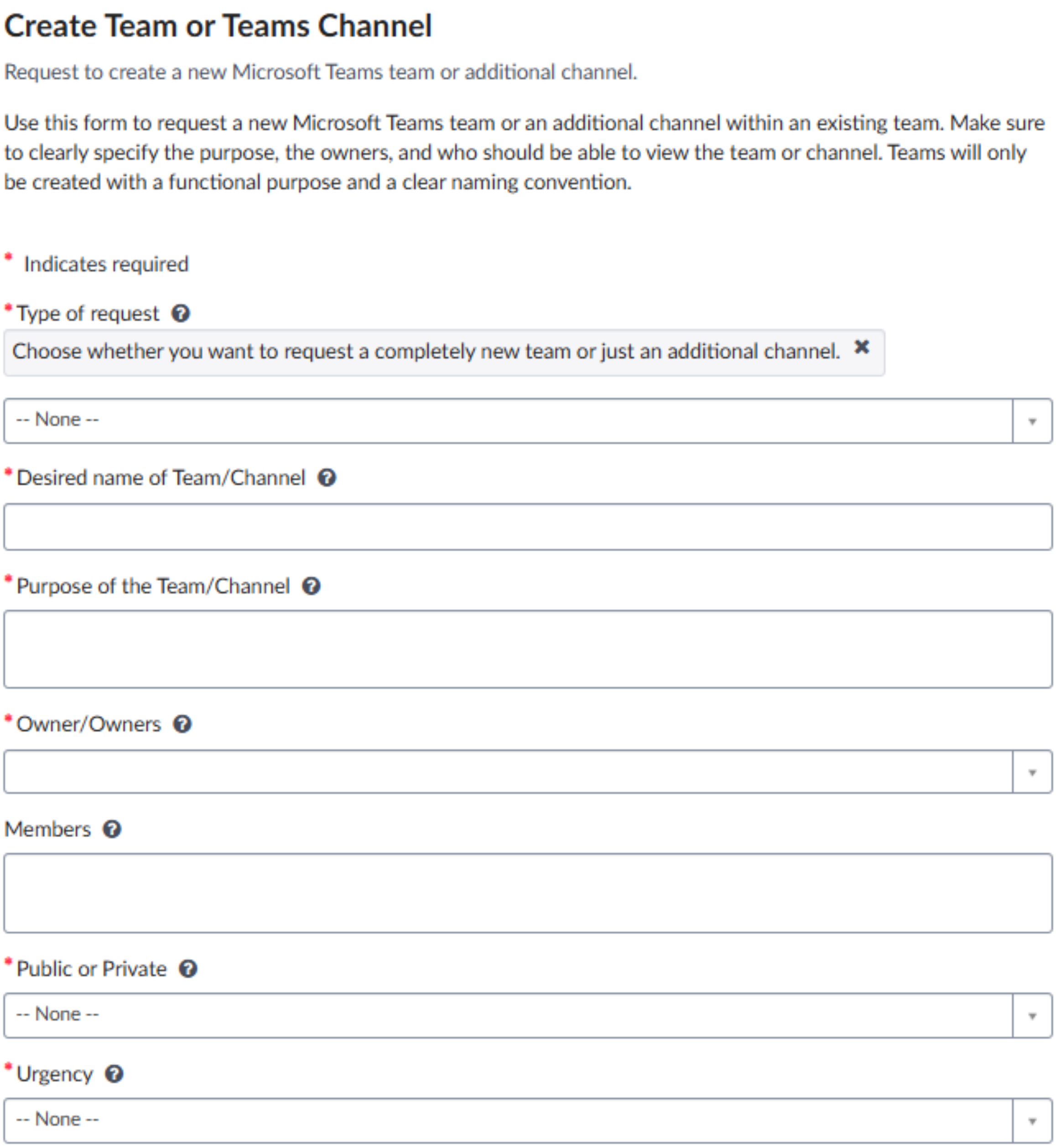
2.3 Creating a service request

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 --

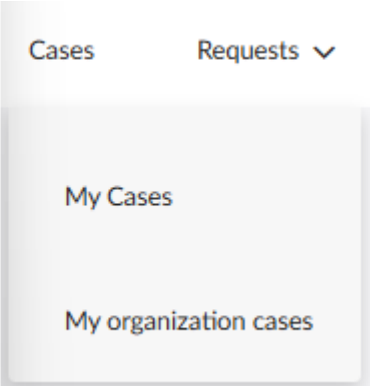
*Urgency

-- None --

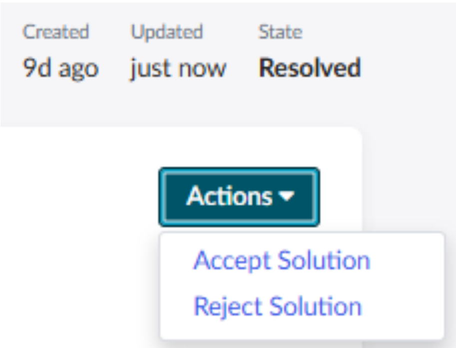
Your request will be processed automatically or forwarded to the relevant department. You can track its progress under My requests.

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.